Options
Peterborough
Spring/Summer 2015

A guide to care and independent living

WORKING IN PARTNERSHIP

Peterborough and Stamford Hospitals

Raising local funds to help local people

Alzheimer's Society

Leading the fight against dementia

OCTAGON DESIGN & MARKETING LTD
Broadleigh Care Home
213 Broadway,
Peterborough PE1 4DS
Tel: 01733 561475
www.peterboroughcare.com
email: info@peterboroughcare.com

Lavender House
Care Home
205 Broadway,
Peterborough PE1 4DS
Tel: 01733 564979
www.peterboroughcare.com
email: info@peterboroughcare.com

Park Vista Care Home
15 Park Crescent,
Peterborough PE1 4DX
Tel: 01733 555110
www.peterboroughcare.com
email: info@peterboroughcare.com

The Maltings
Care Home
Aldermans Drive,
Peterborough PE3 6AR
Tel: 01733 897733
www.peterboroughcare.com
email: info@peterboroughcare.com

For further information regarding our homes or facilities please contact either home directly or contact us at our New Head Office address:
Peterborough Care, 236 Eastfield Road, Peterborough PE1 4BD
Tel: 01733 562328

Peterborough Care
- A family run company since 1984

All of our homes are located in very close proximity of each other and a very short
distance away from Peterborough Central Park. Each Home has dedicated staff
supported by an environment that includes;

- Total Quality management (as recognised by ISO 9001 Award)
- Person - Centred Care
- A commitment to staff training and development
- Open door policy (including open viewings and visiting)
- En-suite facilities
- Spacious lounges and dining areas
- Full - time activities staff

The Maltings Care Home
- Located in the heart of Peterborough
  City Centre just off Thorpe Road
- Nursing and Residential Care + Games Room
- En-suite wet rooms + Cinema Room
- Wi-Fi throughout the premises + Gymnasium
- Library + Spacious lounges and dining areas
Welcome and Introduction

Welcome to the Peterborough and Stamford Hospitals NHS Foundation Trust.

This booklet is intended to help you, your carer and your relatives and friends understand how your discharge or transfer from hospital takes place.

We hope that you can help us so that this happens as efficiently and smoothly as possible. This booklet is also intended to provide you with useful information that might be relevant to your ongoing care or recuperation in the weeks after you have left hospital.

This booklet was produced by Peterborough and Stamford Hospitals NHS Foundation Trust. For more information, please contact the Trust’s Communications Team on 01733 678024 or email communications@pbh-tr.nhs.uk
An acute hospital Trust is a hospital that provides consultant-led health services within the National Health Service. Acute care is for patients who require emergency, medical or surgical services within a hospital environment. Peterborough and Stamford Hospitals NHS Foundation Trust provides care for patients who require this level of care.

Hospitals are the right place to be when you are in need of specific medical or surgical treatment. However, when your treatment has been completed, it is important that your stay is not delayed for the following reasons:

- Beds are needed for people who are very unwell, and who may be waiting in the Accident and Emergency department for a bed to become available.
- People awaiting surgery, both urgent and non-urgent, may have their operations cancelled if a bed is unavailable.
- There is a risk of acquiring infections in hospital, so leaving at the earliest opportunity means this is less likely.
- Some people find it harder to return home the longer they stay in hospital.

It is good practice to start planning for your discharge as soon as you come into hospital or even before you arrive. This means that we can begin to:

- Assess what your needs are likely to be when you are ready to leave.
- Involve relevant staff who can help in meeting those needs (e.g. social worker, occupational therapist, physiotherapist, district nurse).
- Make arrangements for equipment or services which need to be in place when you are medically ready to leave.
- Make sure that your carer is given any information, help or advice that is needed to aid your recovery.

All staff will work with you and your carer or relatives, as a team, in order to discuss your discharge with you.

We need to discuss any concerns you have at the earliest opportunity, e.g. your safety at home, managing your personal care or domestic arrangements, your ability to move around and any equipment you may need.

You will be given an expected date for discharge based on when it is expected that your treatment will be completed. It is important that everyone involved is aware of this date so that we can all work towards it, and so that the necessary arrangements can be made.

These may include:

- Transport home. Patients are normally expected to arrange their own transport. See page 10 for more information.
- Suitable clothing and footwear if you are not already using them in hospital.
Access to a key to your property.
Adequate basic food stocks.
Adequate heating in your home.
Adequate support for your carer or family members.

We aim for patients to be discharged before 10am but if this is not possible, it is likely that you will move to our Discharge Lounge which enables us to prepare the bed for the next patient.

The Discharge Lounge is located within Peterborough City Hospital. It is staffed by nurses and is a comfortable and safe place to wait. There are soft chairs, snacks and drinks available for your comfort.

A supply of your current medication will be ordered from the Hospital Pharmacy and delivered to you in the Discharge Lounge if you don’t already have it upon leaving the ward.

If you have any questions or concerns about your medication please ask to speak to your pharmacist or a member of the nursing team. Relatives or carers coming to collect you can meet you in the Discharge Lounge or a nurse can escort you to the main reception area.

Finally, we understand that any hospital stay can be stressful and we need to support you and your relatives/carer during your time here. You can also help us by moving from hospital when you no longer need our services. We will discuss with you the sort of help you or your relatives/carers may need when you return home, to make the transition as easy as possible.

For most patients, being discharged from hospital to their home is straightforward. Some may need information and advice, or may need the support of social services. Some people have ongoing health and social care needs which require a more detailed assessment. Staff from health and social care will work together to plan and deliver services to support such people after discharge.

This guide explains some of these processes and explains the role of the hospital and Social Care team in the hospital discharge process, as well as the help and support available to you following your discharge.

**HELP AND ADVICE WHILE IN HOSPITAL**

**If you or your family have any questions, worries, or you do not understand what is happening at any stage during your hospital stay, please speak to your nurse, doctor or matron. They will be happy to discuss any aspects of your care to ensure that you are fully prepared to be discharged.**

After discharge, if you have any concerns about your condition please contact your GP surgery.

If you have any concerns about your medication, you can speak to your local pharmacist in the first instance.
LEAVING HOSPITAL

From the moment you are admitted to hospital we start to plan your discharge. A team of doctors, nurses and therapists will provide treatment to meet your medical needs and we will discharge you when it is medically appropriate to do so. We aim to tell you a predicted discharge date and time within 24 hours of your admission to help you and your carers make arrangements to ensure the services you need are available. The date will be reviewed with you by the consultant on their ward round.

Sometimes discharge dates need to change and when this happens we will give you as much notice as possible. If this happens, please share this information with your relatives and/or carers.

Where will I be discharged to?
You will normally be discharged to your home address. However it may be necessary to transfer you to another facility to continue your care once you no longer need to stay in hospital. This facility could be anywhere in your local authority area.

We recognise that some people might lose confidence and become more dependent whilst in hospital, but we will work with you to maintain your independence. If additional support is needed after your hospital care, we may ask for your care to be transferred to a community setting.

The doctors, nurses and therapists involved in your care will discuss the following with you:

- Are you able to return to your own home?
- Do you need a short period of rehabilitation/intermediate care?
- Do you need support from Nursing or Social Services at home?
- Do you need to move into a residential or nursing home rather than return home? This may be for a short period of time or on a more permanent basis.

We will liaise with Social Services teams and confirm these details with you.

How you can help with your discharge from hospital
You have the most important part to play, and you can help us in several ways. We ask that you:

- Think carefully about going home again and tell the ward staff without delay if you think there may be problems.
- Talk to your family or friends if you think you might need some support at home.
Ask for a Social Worker to see you if you think you may need more support when you leave hospital with everyday tasks such as preparing food and shopping.

Ensure that you have day clothes, shoes and a coat ready so that you can leave hospital fully dressed and comfortable.

Arrange with family/friends or a carer to collect you from hospital at the agreed time. If you do not have anyone who can collect you, the ward can arrange a taxi for you – please let staff know if that is the case. More information on transport is on page 7 of this booklet.

Please bear in mind that very soon after you leave your hospital bed it will be prepared ready to receive a new patient. Delays in your discharge once you are ready to leave hospital will mean the next patient might not be settled in to the bed as quickly as we would like.

What happens on the day of my discharge?

Leaving the ward: Unless otherwise informed, we will aim to discharge you by 10am. We will ensure that you are ready so that your bed can be prepared for a new patient. If you cannot be collected from hospital by 10am we may ask you to move to our Discharge Lounge, as described on page 6.

Getting your medicines: Prescribed medication will be obtained for you to take home, if required. You may hear the ward nurses or doctors refer to these as ‘TTOs’.

Any remaining medicines that you brought in to hospital with you, it will be returned to you (unless it is no longer needed, when it will be destroyed with your permission).

A registered nurse will explain any new medication to you, identify any possible side effects and discuss with you how to obtain further supplies. Written information on potential side effects is also contained within each tablet packet.

Your discharge letter: A discharge letter explaining your care and treatment and a list of your medications will be given to you and a copy sent to your GP electronically, or by post. We may lend you hospital equipment for short-term use at home. Please return it to the hospital as soon as possible when you no longer need it so that we can use it for other patients.

If you need a follow-up appointment we will make this before you leave, or, if appropriate, we will write to you. If an appointment has not arrived within three weeks, please contact the outpatient appointments call centre on 01733 673555.

Transport: Wheelchairs are available for use within the hospital and can be collected from the reception area in the atrium by the front entrance.

We ask that you make your own arrangements for transport home. We can arrange taxis with a reputable firm if necessary, but you will need to pay for this, so please ensure you have enough money to pay the driver directly.

Hospital transport is only provided if you meet specific clinical criteria which will be assessed by staff. Where transport is provided, please be aware that relatives and carers are not normally able to travel with you as this incurs an extra charge to the hospital.
Tell us about your experience in our hospital. Your feedback is very important to us. You can tell us what you think in various ways:

- Complete the patient feedback card that will be given to you on the ward. What you tell us about your hospital stay will be used to improve the experience our patients receive in the future. We would really appreciate you taking the time to fill out the I Want Great Care questionnaire and handing it back to a member of ward staff before you go home.

Alternatively, you can provide online feedback via the I Want Great Care website. A link can be found on the Trust website: www.peterboroughandstamford.nhs.uk

- If you have a concern or complaint that has not been addressed by the ward team, or if you want to pass on praise or good comments about your treatment, please contact our Patient Advice and Liaison Service (PALS) by visiting the desk at the bottom of the lifts in the main atrium or by contacting them in any of the following ways:

  Write to: PALS, Department 003, Peterborough City Hospital, Edith Cavell Campus, Bretton Gate, Peterborough, PE3 9GZ

  Telephone: 01733 673405 (between 8.30am and 4.30pm Mon-Fri)

  Email: PALS@pbh-tr.nhs.uk
If you are well enough to leave hospital, but need extra support before you can return home or once you are at home, the Intermediate Care Team from Cambridgeshire Community Services NHS Trust can help.

The Intermediate Care Service is for anyone over the age of 18 who is registered with a GP in the Peterborough area.

Care can be provided in your own home or in our Intermediate Care Unit, based at the City Care Centre, Thorpe Road, Peterborough.

Intermediate Care is short-term support which aims to enable you to reach your maximum level of independence, through co-ordinated assessment and rehabilitation. The team is made up of nurses, physiotherapists, occupational therapists, GPs, therapy support workers and health care assistants.

The Intermediate Care Unit is a modern, purpose-built 34 bed unit equipped with a wide range of facilities, including a gym, and a roof garden.

The unit is made up of single rooms, each with an ensuite shower and toilet. All meals are provided, with a large menu to choose from each day. You will be encouraged to wear day clothes. There is also access to a small shop and cafeteria for yourself and visitors.

Once admitted to the service you will be encouraged to develop goals and work with the team to achieve them. The team will be responsible for discussing how you will manage at the end of your stay and making any onward referrals, for example to Social Services for a longer term care package.
HOSPITAL AT HOME SERVICE

The Hospital at Home service, aims to help people leave hospital early and prevent further hospital admissions.

Patients receive the service if they require rehabilitation, if they have become unwell or if they are reaching the end of their life and require support to remain at home at this time.

The service is delivered by a team of specially trained healthcare assistants who help to deliver care plans formulated by GPs, district nurses, physiotherapists and occupational therapists.

The healthcare assistants can perform tasks such as washing, dressing and help with meals and toileting, but the Hospital at Home staff can also support physiotherapy and occupational therapy programmes.

The Hospital at Home service is provided by Cambridgeshire Community Services NHS Trust, but is supported by the charitable efforts of the Hospital at Home Friends Group.

COMMUNITY MATRON SERVICE

If you have a number of long-term health conditions, such as diabetes, arthritis or heart disease, which put you at risk of needing further hospital care, you may be referred to the Community Matron Service, operated by Cambridgeshire Community Services NHS Trust.

Community Matrons work with you to help co-ordinate your care with everyone involved and help you to manage your health. The matron can make a full assessment of your needs, help to co-ordinate the services you will receive and can work with your doctors to give you help and advice on how to manage your conditions.

Your matron will develop a care plan, with your input, which will outline your needs, the services you require, the goals you are working towards and what to do if your conditions get worse.

INDEPENDENT LIVING TEAM

Lincolnshire Community Health Services NHS Trust offers planned health and social care support to individuals in their own home or in a community placement, focusing on recovery, rehabilitation and re-enablement.

The team consists of registered nursing and therapy staff, and support workers.

They can provide assessment, goal led therapy, short- term support in activities of daily living to help regain previous levels of independence.

DISTRICT NURSING

District nurses assess, plan and provide nursing clinical care in a patient’s own home if you are housebound. If, on discharge from hospital, you still require nursing care, for example for treatment following an operation, you may receive care from a district nurse.
There are some simple steps you can take to look after yourself at home. This could range from managing a long-term condition, taking medication when needed or managing a cold to eating well and being active.

There are lots of minor conditions you can treat at home using just your medicine cupboard and plenty of rest. These include coughs, colds, headaches, sore throat, minor cuts and grazes, bumps and bruises, indigestion and mild diarrhoea.

It's a good idea to have a medicine cabinet where you can keep some basic medication. In doing so it might save you going out if you're not feeling well, or if the weather is bad. The following medicines might be useful:

- painkillers
- anti-diarrhoeal tablets/oral rehydration salts
- plasters and bandages
- bite and sting relief spray or cream
- antiseptic cream
- indigestion treatment
- a thermometer
- cough medicine
- antihistamine medicine
- suncream

Always follow the directions on medicine packets and information leaflets, never exceed the stated dose and make sure the medicine is not out of date.

Your local pharmacy
Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment.

Some of the things pharmacies can help with include aches, pains, stopping smoking, medicine, advice, hay fever, coughs, colds, diarrhoea, allergies, skin conditions and flu jabs.

You can talk to your pharmacist in confidence and you don’t need to make an appointment. It is possible to walk into any community pharmacy and ask to speak with the pharmacist.

They may be able to spend some time with you or offer you an appointment for a consultation. All the discussions with your pharmacist can take place in person or by phone.

Most pharmacies have a private consultation area where patients can discuss issues with pharmacy staff without being overheard by other members of the public.

Your local GP
GPs or General Practitioners deal with a whole range of health problems. They also offer advice and run clinics, give vaccinations and some carry out simple surgical operations.
You would normally see GPs or other healthcare professionals at their surgery.

If you have an illness or injury that won’t go away make an appointment with your GP or telephone for advice. They provide a range of services by appointment and when absolutely essential can make home visits.

Some things GPs can help with are flu jabs, persistent ear pain, persistent back ache, persistent vomiting or diarrhoea, allergic reactions, long-term conditions, counselling and emotional problems.

**Preventing falls**

There are several measures you can take to help prevent a fall.

Simple, everyday measures around the home include:

- mopping up spills to avoid wet floors
- getting help lifting or moving items that are heavy or difficult to lift
- removing clutter, trailing wires and frayed carpet
- using non-slip mats and rugs
- using high-wattage light bulbs in lamps and torches so that you can see clearly
- organising your home so that climbing, stretching and bending are kept to a minimum and to avoid bumping into things
- getting help to do things that you are unable to do safely on your own;
- not walking on slippery floors in socks or tights;
- not wearing loose-fitting, trailing clothes that might trip you up
- wearing well-fitting shoes that are in good condition and support the ankle
- taking care of your feet by trimming toenails regularly, using moisturiser and seeing a GP or chiropodist about any foot problems

**What you should do if you have a fall?**

If you have a fall, it is important to keep calm. If you are not hurt and you feel strong enough to get up, get up slowly. Roll onto your hands and knees and look for a stable piece of furniture, such as a chair or bed. Hold on to the furniture with both hands to support yourself and when you feel ready, slowly get up.

Sit down and rest for a while. If you are hurt or unable to get up, try to get someone’s attention by calling out for help, banging on the wall or floor or using your aid call button (if you have one). If possible, crawl to a telephone and dial 999 for an ambulance.

Try to reach something warm to put over you, particularly your legs and feet, such as a blanket or a dressing gown. Stay as comfortable as possible and try to change your position at least once every half an hour or so.

**Travel carefully in icy weather**

Icy pavements and roads can be very slippery. Take extra care if you go out and wear boots or shoes with good grip on the soles. Put grit or cat litter on paths and driveways to lessen the risk of slipping. You should wait until the roads have been gritted if you’re travelling by car. Bear in mind that black ice on pavements or roads might not be clearly visible, and that compacted snow may turn to ice and become slippery.
Out of hours GP service
Sometimes you might need to see a GP urgently in the evenings or at weekends. If your usual GP practice is closed then it’s still possible to see a GP or get advice from a GP over the phone.

To contact an out of hours GP, just call 111 and you will be connected to the NHS 111 service, which provides the out of hours services across Cambridgeshire and Peterborough.

NHS 111 has replaced NHS Direct and is a phone number to call when you need medical help or advice urgently, but it’s not a life-threatening situation.

Calling 111 will connect you to a team of fully trained call advisers, who are supported by experienced nurses and paramedics. They will ask you questions to assess the symptoms, and give you healthcare advice or direct you to the most appropriate and available local service. You should use 111 if:

- it’s not a 999 emergency
- you think you need to go to A&E or another NHS urgent care service but you’re not sure
- you don’t think you can wait for an appointment with your GP
- you don’t know who to call for medical help

When an ambulance is required, they will dispatch one immediately – just as if you had originally dialled 999.

Minor Injury Units
If your injury or illness is not serious, you can get help from your local Minor Injury Unit rather than going to an A&E department.

These offer convenient access to treatment for a range of minor illnesses and injuries.

Conditions that can be treated at the Minor Injury Units include wounds, bites, minor burns and scalds, eye problems, earache, and minor head injuries (with no loss of consciousness).
Peterborough Minor Illness and Injury Unit
Also provides X-rays, wound stitching and applications of casts
City Care Centre, Thorpe Road, Peterborough PE3 6DB.
Tel: 01733 293 800.
Opening hours: Monday-Sunday, 8am-8pm.

Stamford Hospital Minor Injuries Unit
Ryhall Road, Stamford, Lincolnshire, PE9 1UA
Tel: 01733 678000
Opening hours: Monday-Friday, 9am-5pm

North Cambridgeshire Hospital Minor Injuries Unit
The Park, Wisbech, PE13 3AB.
Tel: 01945 488 068.
Opening hours: Monday-Friday, 9am-6pm;
Closed Saturday, Sunday and Bank Holidays.

MIU X-ray: Monday-Friday, 9am to 5pm.

Doddington Community Hospital Minor Injuries Unit
Benwick Road, Doddington, PE15 0UG.
Tel: 01354 644 243.
Opening hours: Monday-Friday, 8.30am-6pm;
Saturday, Sunday and Bank Holidays, 9am-5pm;
Closed Christmas Day and New Year’s Day.
MIU X-ray: Monday-Friday, 1pm-5pm.

Emergency department (A&E) or calling 999
You should only go to the Emergency Department or call 999 when it’s a critical or life-threatening emergency. Dialling 999 and stating that it’s an emergency situation will result in an ambulance being sent out to you.

Emergency situations include: stroke, overdose, choking, blacking out, open wound with blood loss, loss of consciousness, acute confused state, fits, severe allergic reactions, breathing difficulties and persistent, severe chest pain. If you think you or someone else is having a heart attack then dial 999 straight away.
MENTAL HEALTH AND WELLBEING

Depression and anxiety can affect anyone. People with depression frequently also suffer from anxiety.

**Depression:** If you are depressed it is likely that you will have a loss of interest or pleasure in normally enjoyable activities. Symptoms include:

- too much or too little sleep
- changes in appetite and weight
- feeling irritable or anxious
- loss of energy
- feeling sad, guilty or hopeless

**Anxiety:** Anxiety creates an unpleasant feeling that is typically described as uneasiness, fear, or worry. You may also get tiredness, headaches and sweating.

Lifestyle changes are simple but an effective way to treat depression or anxiety. Sometimes they might be all you need. Even if you need other treatment as well, lifestyle changes go a long way toward helping lift depression. Lifestyle changes include:

- **Exercise** - It stimulates the body to produce hormones that prevent depression. Taking exercise can increase self-confidence and, if you join an exercise class, it can also improve your social life.

- **Diet** - Eating a well-balanced diet and reducing the amount of sugar and caffeine in your diet can help.

- **Alcohol** - Alcohol does not help with depression and can make it worse. People suffering from depression should stop drinking alcohol.

- **Sleep** - It is very important to make sure that you are getting the amount of sleep you need because poor sleep has a strong effect on mood. Make sure you are relaxed before you go to bed, have a warm, milky drink and make sure that your bedroom is not too cold or too hot.

- **Social support** - Keeping in regular contact with friends and family can help or consider joining a class or group. If you are able, volunteering is a wonderful way to help others while also helping yourself.
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You should only go to the Emergency Department or call 999 when it’s a critical or life-threatening emergency. Dialling 999 and stating that it’s an emergency situation will.

**Minor Injury Units**
If your injury or illness is not serious, you can get help from your local Minor Injury Unit rather than going to an A&E department. These offer convenient access to treatment for a range of minor illnesses and injuries. Conditions that can be treated at the Minor Injury Units include wounds, bites, minor burns and scalds, eye problems, earache, and minor head injuries (with no loss of consciousness).

**Peterborough Minor Illness and Injury Unit**
Also provides X-rays, wound stitching and applications of casts

**Out of hours GP service**
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**To contact an out of hours GP, just call 111 and you will be connected to the NHS 111 service, which provides the out of hours services across Cambridgeshire and Peterborough. NHS 111 has replaced NHS Direct and is a phone number to call when you**

**Your GP**
GPs provide a range of services including medical advice, examinations, prescriptions and

**Your local pharmacy**
Your local pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without you having to wait for a GP appointment or go to your Emergency Department.

**Your pharmacist may be able to help you with:**
- eye infections, stomach upsets, skin conditions, allergies, aches and pains
- common drugs, vitamins and minor first-aid
- healthy eating and living, including

**Self-care**
Self-care is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as aches and pains, coughs, colds, upset stomachs and sore throats can be treated with over-the-counter medicines and plenty of
There are a range of healthcare services available to help you find the right expert care to meet your needs. Picking the service most appropriate to your symptoms means you get the right treatment in the right place.

result in an ambulance being sent out to you.

Emergency situations include: stroke, overdose, choking, blacking out, open wound with blood loss, loss of consciousness, acute confused state, fits, severe allergic reactions, breathing difficulties and persistent, severe chest pain. If you think you or someone else is having a heart attack then dial 999 straight away.

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emergency situations are: stroke, heart attack, shock, chest pain, breathing difficulties, severe allergic reactions, poisoning, choking, convulsions, head injuries.

need medical help or advice urgently, but it’s not a life-threatening situation.
Calling 111 will connect you to a team of fully trained call advisers, who are supported by experienced nurses and paramedics. They will ask you questions to assess the symptoms, and give you healthcare advice or direct you to the most appropriate and available local service. You should use 111 if:

■ it’s not a 999 emergency
■ you think you need to go to A&E or another NHS urgent care service but you’re not sure
■ you don’t think you can wait for an appointment with your GP
■ you don’t know who to call for medical help

When an ambulance is required, they will dispatch one immediately – just as if you had originally dialled 999.

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When an ambulance is required, they will dispatch one immediately – just as if you had originally dialled 999.

ongoing care for more longstanding or chronic conditions. They can also provide:
■ diagnosis of symptoms  ■ health education  ■ vaccinations  ■ simple surgical procedures

Giving up smoking
■ blood pressure and diabetes monitoring and needle exchange, truss fittings, stoma products and incontinence supplies
■ women’s health, including treatment for thrush, emergency contraception and pregnancy testing

Some self-care essentials - The following are available to buy over-the-counter:
■ paracetamol, aspirin and ibuprofen
■ rehydration mixtures  ■ indigestion remedies
■ plasters  ■ thermometer
Remember, always follow the instructions on the pack.

Choose well.

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NHS continuing healthcare is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital who have ongoing health care needs. You can receive NHS continuing healthcare in any setting, including your own home or in a care home. NHS continuing healthcare is free, unlike support provided by local authorities for which a financial charge may be made depending on your income and savings.

If you are found to be eligible for NHS continuing healthcare in your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and associated social care needs (e.g. personal care and domestic tasks, help with bathing, dressing, food preparation and shopping). In a care home, the NHS also pays for your care home fees, including board and accommodation.

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Anyone over 18 years of age assessed as having a certain level of care needs may be entitled to NHS continuing healthcare.

It is not dependent on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided. If your overall assessment of care needs shows that you have a ‘primary health need’, you should be eligible for NHS continuing healthcare. Once eligible for NHS continuing healthcare, your care will be funded by the NHS, this is however, subject to regular reviews, and, should your care needs change, the funding arrangements may also change.

Whether someone has a ‘primary health need’ is assessed by looking at all of their care needs and relating them to four key indicators:

- **nature** – this describes the characteristics and type of the individual’s needs and the overall effect these needs have on the individual, including the type of interventions required to manage those needs
- **complexity** – this is about how the individual’s needs present and interact and the level of skill required to monitor the symptoms, treat the condition and/or manage the care
- **intensity** – this is the extent and severity of the individual’s needs and the support needed to meet them, which includes the need for sustained/ongoing care
- **unpredictability** – this is about how hard it is to predict changes in an individual’s needs that might create challenges in managing them, including the risks to the individual’s health if adequate and timely care is not provided.

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You will have a review of your needs after three months and then at least every year. Neither the NHS nor the local authority should withdraw from an existing care or funding arrangement without a joint review and reassessment of your needs, and without first consulting with one another and with you about any proposed changes and ensuring that alternative funding or services are in place.

What if I am not eligible for NHS continuing healthcare?
If you are not eligible for NHS continuing healthcare, the CCG can refer you to your local authority who can discuss with you whether you may be eligible for support from them. If you are not eligible for NHS continuing healthcare but still have some health needs then the NHS may still pay for part of the package of support. This is sometimes known as a “joint package” of care. One way in which this is provided is through NHS-funded nursing care (see opposite). It can also be by the NHS providing other funding or services towards meeting your needs.

Where the local authority is also part funding your care package then, depending upon your income and savings, you may have to pay a contribution towards the costs of their part of the care. There is no charge for the NHS part of a joint package of care.

Whether or not you are eligible for NHS continuing healthcare, you are still able to make use of all of the other services from the NHS in your area in the same way as any other NHS patient.

Who do I contact if I am not happy with the outcome?
If you disagree with a decision not to proceed to full assessment of eligibility for NHS continuing healthcare following completion of a Checklist you can ask the CCG to reconsider the decision.

If you disagree with the eligibility decision made by the CCG (after a full assessment and the Decision Support Tool has been completed) or if you have concerns about the process used to reach the decision, you can ask the CCG for an independent review of your case. The CCG local resolution procedures should be used first unless such procedures would cause unreasonable delay. To request an independent review, please write to your CCG which will contact the National Commissioning Board (the Board) and ask them to arrange a review, unless the matter can be resolved locally.

Any individual has a right to complain about any aspect of the service they receive from the NHS, the local authority or any provider of care. The details of the complaints procedure are available from the relevant organisation, including details of your local Independent Complaints Advocacy Service (ICAS).
What is NHS-funded nursing care?
By law, local authorities cannot provide registered nursing care. For individuals in care homes with nursing, registered nurses are usually employed by the care home itself and, in order to fund this nursing care, the NHS makes a payment direct to the care home. This is called ‘NHS-funded nursing care’ and is a standard rate contribution towards the cost of providing registered nursing care for those individuals who are eligible.

Registered nursing care can involve many different aspects of care. It can include direct nursing tasks as well as the planning, supervision and monitoring of nursing and healthcare tasks to meet your needs.

Who is eligible for NHS-funded nursing care?
You should receive NHS-funded nursing care if:

- you are resident within a care home that is registered to provide nursing care; and

- you do not qualify for NHS continuing healthcare but have been assessed as requiring the services of a registered nurse.

In all cases individuals should be considered for eligibility for NHS continuing healthcare before a decision is reached about the need for NHS-funded nursing care. Consequently most individuals will not need to have a separate assessment for NHS-funded nursing care if they have already had a full multidisciplinary assessment for NHS continuing healthcare as this process will give sufficient information to judge the need for NHS-funded nursing care. However, if an assessment is needed, your CCG will arrange this. If you are not happy with the decision regarding NHS-funded nursing care, you can ask the CCG for the decision to be reviewed and/or use the CCG complaints process.

Are there different levels of payment for NHS-funded nursing care?
NHS-funded nursing care is paid at the same rate across England. However, until 30 September 2007 there were three different banded payment rates for nursing care.

Any individual that was on the high band of NHS-funded nursing care under the previous three band system are entitled to continue on this band until:

- they no longer have nursing needs, or

- they no longer live in a care home that provides nursing or

- their nursing needs have reduced so that they do not qualify for the high band anymore (they would move onto the single band rate instead) or

- they are entitled to NHS continuing healthcare instead.

If you are eligible for NHS-funded nursing care the NHS will arrange for the payment to be made directly to your care home and this payment should be reflected in the care home fee actually charged to you.

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Paying for Care in a Care Home

Financial assessment
A financial assessment calculates how much you need to pay towards the cost of your care in a care home and will also provide advice on welfare benefits which you may be entitled to.

How much you have to pay towards your care differs if you permanently live in a care home. Your income and any savings or capital you have will still be taken into account.

- if you have capital or savings above £23,250, including the value of your former home if you owned this, you will need to pay the full cost of your care
- if your savings are less than £23,250, and you own your own home, its value is disregarded for 12 weeks from when your care starts, or from when you become entitled to help with paying your care home costs from us
- if your home continues to be occupied by a spouse or partner, or an older or disabled relative, then it will be disregarded in the financial assessment for as long as that person remains to live there.

Care home costs and top ups
The cost of a care home can vary from home to home, but we have a “usual rate” that we are prepared to pay for a suitable care home placement in the local area.

- If you choose a care home that has a higher weekly cost than our usual rate, and you are not funding the cost of your care yourself, then you may need to ask a family member or other third party to make an additional weekly “top-up”. This will cover the difference between what you will need to pay from your weekly income, our contribution, and the total cost of the care.
- If you make an arrangement with a care home that includes payment of a top-up, it is very important that we are aware of this and includes these amounts in your funding contract with the home to ensure that you are not charged unfairly. If the person making these extra payments cannot continue to make these in the future, we may not automatically make up the difference, and you may need to think about moving to a less expensive home if the home will not accept a lower rate – but this would only be considered as a last resort.
- If you arrange a place in a care home on a self-funding basis, without our assistance, and the care home fees are higher than we are usually prepared to pay, you will need to think about how the fees will be paid if your capital drops below the funding threshold level of £23,250 at any point in the future. It is always best to obtain independent financial advice to help you to decide how best to manage and arrange your finances to pay your care home fees.

NHS funded nursing care
Nursing care homes look after people who need constant nursing care. If you need care in a nursing home, the NHS meets the cost of the nursing element of your care. If you pay for your own care in a nursing care home, you will still qualify for NHS funded nursing care. The weekly value of this is around £110 per week.
JOIN OUR TRUST —
become a member

Being a member of Peterborough and Stamford NHS Foundation Trust means you can give us ideas about how we can make our services better for you, your family and the community in which you live.

We need you to become a member because as you use our hospital you are best placed to tell us what you think needs improving. By becoming a member you can help us shape those changes to make sure we are offering the best patient experience we can.

We will listen to your opinions, suggestions, feedback and develop our services in response.

Why become a member?
You can choose to be as involved as you want and can tailor your involvement depending upon how much of a commitment you want to make.

Your involvement can be as simple as;
- Receiving our quarterly magazine The Pulse
- Attending events and our Members’ Meetings, as and when you can
- Emailing/calling us to give us feedback

If you decide you have more time, you can stand to become a Trust Governor. Just tell us how much you would like to be involved when you apply.

What are the benefits?
First and foremost, membership is free. It doesn’t cost you to join – not even the price of a stamp!

But there are many other benefits;
- You can be pivotal to the development of your local NHS Foundation Trust
- You will receive the same NHS discounts that our staff do

- You will be consulted on issues affecting the Trust
- Your opinions will be listened to and valued
- You can attend events, meetings and be kept up-to-date with changes
- You will be able to stand for election and become a Governor

How can I become a member?
Becoming a member is really easy. All you need to do is complete an application form available from the hospital or via the Trust website: www.peterboroughandstamfordhospitals.nhs.uk. If you would like us to post you a form, please call the Communications Department on 01733 677851.
EMPLOYING A PROFESSIONAL CARER OR PERSONAL ASSISTANT

If you’re looking for a care worker to help you live independently at home, you may get one through your local health trust or a home care agency, or you may choose to employ someone directly.

What a professional carer can do for you
Professional carers have a variety of skills - some have nursing and first aid qualifications and others may be home helps or personal assistants. Some examples of the type of tasks a carer might help with are:

■ cooking and cleaning
■ help with personal care like washing and using the toilet
■ driving or help with getting around
■ medical tasks like giving injections or changing a catheter
■ shopping, banking and paying bills

Your options for professional home care
There are three basic arrangements for getting a professional carer.

You may have one provided directly by your local trust, in which case everything is arranged for you.

You may ask a care agency to find you a suitable carer. This means you have to find and pay the care agency, but you don’t take on any responsibilities as an employer because the carer works for the agency.

You may also employ a carer directly. This option gives you more choice and control over who cares for you and what tasks they do but it also means you have legal responsibilities as an employer.

Getting started - help from your local trust
The first step towards getting the care you need is usually a health and social care assessment with the your local trust. At the assessment, a specialist - usually an occupational therapist - will discuss your needs with you so that the right support can be provided. If the trust agrees that you need care at home, you can usually receive direct payments.

This means you can arrange and pay for your own care services instead of having them provided by the trust.

Once you know how much your direct payments will be, you can work out how much to pay a carer and how many hours a week you would like them to work.

Your direct payments should meet your care needs, but if you want to use a more expensive care service or pay for extra hours, you can top them up yourself.

Writing a job description
Think about exactly what help you need before you employ someone or sign a contract with an agency. It may be helpful to think about a typical day for you, and write a job description for your carer. This should include:

■ a list of all the tasks you may need help with
■ any particular skills or qualifications your care worker must have - for example, a nursing qualification or a full driving licence
an estimate of the number of hours and days you will need the person to work

A detailed job description can help home care agencies select a suitable carer for you.

If you’re looking to employ a carer yourself, a job description will help people who are interested in applying to get a clear understanding of what the job involves.

Finding a carer through a home care agency
All home care agencies are regulated and inspected regularly by the Regulation and Quality Improvement Authority (RQIA). This guarantees certain minimum standards of service. Home care agencies must also conduct police checks on all employees who will be working with people with disabilities.

FINDING A CARER YOURSELF

Advertising the job
You can place job advertisements in your local Jobs and Benefits office for free. Local shops, supermarkets and voluntary organisations may also have noticeboards where you can place job advertisements.

Job advertisements should be brief and state:
- the type of work involved
- working hours
- rate of pay
- your contact details
- the general area in which you live

For safety reasons, it’s best to give your mobile phone number or a box number in your advertisement, rather than your address or home phone number.

Job interviews
Once you have received any job application(s), select the people you’d like to interview for the job. You can ask a friend or relative to attend the interviews, especially if they are taking place in your own home.

Before the interviews, you should prepare a list of questions that cover the key aspects of the job.

References and police checks
When you’ve decided who to offer the job to, you are responsible for checking that they are suitable. You should always ask for - and check out - at least two references, including one from someone they’ve cared for previously.

Individual employers do not have to request a police check on any potential employee but you may still want to do this. You will need to ask your local trust or a local voluntary organisation to make the request for information to the Disclosure and Barring Service on your behalf.

Your responsibilities if you employ a carer directly
When you employ a carer directly, you have certain responsibilities as an employer, including dealing with tax and insurance. Meeting these is not difficult, and you can get help from social services with paperwork if you need it.

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Buying and adapting a car can be expensive. The Motability Scheme, run by the independent not-for-profit organisation, Motability, gives people with disabilities the opportunity to lease a new car, scooter or powered wheelchair at an affordable price.

Eligibility
The Motability Scheme can help you with leasing a car if you’re getting the War Pensioners’ Mobility Supplement or the higher rate of the mobility component of Disability Living Allowance (DLA).

You can apply if you have 12 months or more of your Disability Living Allowance ‘award’ remaining. If your award is not renewed during the full length of your chosen scheme, your car, powered wheelchair or scooter will need to be returned.

Even if you do not drive yourself, you can apply for a car as a passenger and propose two other people as your drivers.

You can also apply for a car on behalf of a child aged three or over who is entitled to the higher rate mobility component of Disability Living Allowance.

Cars and Wheelchair Accessible Vehicles (WAVs)
You can lease a new car supplied by a Motability-accredited dealer for at least three years. Insurance, routine servicing and breakdown assistance are included. A wide range of adaptations are also available. You may need to pay for the fitting and removal of any adaptations.

You can choose to pay your total weekly allowance or part of your weekly allowance to lease a vehicle. This will depend on the model you choose. For more expensive vehicles, you will need to top-up your allowance by paying an Advance Payment (AP).

Up to two named drivers are included as part of the lease, allowing non-drivers to join the Scheme and parents and carers can join on behalf of a child aged three and above. The vehicle must be used for the benefit of the disabled person.

At the end of the period, the car is returned to Motability Operations who operate the car schemes under contract to Motability.

Powered wheelchairs or scooters
With a Motability scooter or powered wheelchair, you can get a new scooter or powered wheelchair of your choice every three years. Insurance, loss and damage protection, breakdown assistance, servicing, maintenance, repairs and replacement tyres and batteries are included in the cost of the lease.

You can choose to pay your total weekly allowance or part of your weekly allowance to lease a vehicle. This will depend on the model you choose. You will also need to make a non-refundable payment at the beginning of your lease.

Contact Motability
To find out more about the Motability Scheme, phone Motability on 0300 456 4566, minicom: 0300 037 0100 (Lines are open 8am - 7pm Monday to Friday, 9am - 1pm Saturday) or www.motability.co.uk

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If you think you may have a form of dementia, or are caring for a person who has dementia, Alzheimer’s Society Peterborough provides a range of support services for people with dementia, their families and their carers.

Someone to talk to
You can phone at any time during our opening hours to talk in confidence with a member of our Dementia Support Team. Our staff are here to listen when you just feel the need to talk, or to offer information and advice on specific issues.

Dementia Advisers
Our Dementia Adviser provides information, advice and guidance to people with dementia and will support people through diagnosis, or later on.

Support from Dementia Support Workers
Our Dementia Support Workers give personalised practical and emotional support to people with dementia and their carers.

Advocacy Services
Advocacy service helps people with dementia and their carers to express their views, to access information and services and to secure their rights. The advocate is there to support you in making your views, wishes and needs to known to people and organisations involved in decisions that affect you.

Home Visits
We can also arrange for a Dementia Support Worker to visit you at home or at the Dementia Resource Centre to provide information, advice and support.

Information
We also have a wide range of information and advice sheets which include specific information on different types of dementia, care issues and understanding the needs of the person with dementia.

Pathways
We offer cognitive stimulation groups for people with dementia and the sessions are designed to enhance communication, interaction and concentration skills whilst helping to build confidence.

Singing for the Brain
An innovative project providing structured musical stimulation for people with dementia and their carers. Singing is an enjoyable activity and provides a way for people with dementia to express themselves and socialise with others in a fun, supportive group. Groups run every week.

Dementia Café
Anyone who has dementia or is caring for a person with dementia is welcome to attend the Cafés every 1st or 3rd Thursday of the month. Each Café is staffed by Alzheimer’s Society workers and volunteers. We usually invite a guest speaker to talk at the café, this may be a solicitor, pharmacist or dietician or anyone the group have expressed an interest in listening to.

The Carer Information and Support Programme (CrISP)
Our Carer’s Information Support Programme is a series of five workshops for carers of people with dementia. This programme is for anyone caring for a person with a diagnosis
of dementia and aims to offer structured information to inform and support the caring role. Carers do not necessarily have to live with the person with dementia.

**Activity Groups**
We offer a range of activity groups including activity group for men and ladies. The groups offer people with dementia the opportunity to meet others in a relaxed setting.

**What should I do now?**
For information, advice and support, please call us on **01733 893853**. We are open from 9am to 5pm, Monday to Friday

Alternatively you could visit us at:
Alzheimer’s Society
Dementia Resource Centre
441 Lincoln Road (entrance via York Road)
Millfield
Peterborough
PE1 2PE

**Membership**
All members of Alzheimer’s Society receive a monthly national magazine. The more members we have, the greater our lobbying power. Membership is free to carers and people with dementia.

Email: peterborough@alzheimers.org.uk

**Dementia friends programme**
Dementia Friends is a national initiative that is being run by the Alzheimer’s Society. It’s funded by the government, and aims to improve people’s understanding of dementia and its effects. Through the Dementia Friends programme, we aim to change the way the nation thinks, talks and acts. By 2015, we want a million Dementia Friends who have knowledge and confidence to help people with dementia feel understood and included in their community. Because, together, we can create dementia friendly communities. Dementia friends session are run every 1st Tuesday of the month at the Dementia Resource Centre. To book your place, please visit www.dementiafriends.org.uk

**How will it work?**
We will train and develop a group of volunteers to spread the word about what dementia is and what action individuals can take in their community. We will then ask them to recruit Dementia Friends who will then receive a basic information session on dementia and be encouraged to take action.

**What is a Dementia Friend?**
A Dementia Friend learns a little bit more about what it is like to live with dementia during a Dementia Friends Information Session and then turns that understanding into action.

**What is a Dementia Friends Champion?**
Dementia Friends Champions are volunteers who run information sessions where they talk to people about being a Dementia Friend in their communities. It’s easy to get involved. Dementia Friends Champions will attend a training course, receive support as and when they need it and be part of a growing network of people creating dementia friendly communities together.

**How can I get involved?**
It’s easy to get involved. Just visit www.dementiafriends.org.uk and book onto a Dementia Friends Information session. Alternatively, you can contact your local Alzheimer’s Society office for more information.
Age UK Peterborough (previously Age Concern Peterborough) have been working with and campaigning for older people since 1957. We are an independent charity, whose objectives are to help older people who live in Peterborough to maintain their independence, health and well being by providing services that meet individual needs.

We recognise that you want a choice in how you are supported, to continue to remain independent in your own home. The following services are designed to offer you support and help keep your independence.

**Social Support Services**

We currently offer a range of health and wellbeing services, which include:

**Day Care Centre based at Steve Woolley Court**

The centre aims to help you feel less socially isolated and to keep you active by providing you with an opportunity to meet friends and participate in various activities.

**Friendship Clubs**

Across the city and its borders there are 10 Friendship Clubs that meet regularly for companionship and socialisation. These clubs organise outings, quizzes and guest speakers, many of these clubs offer a fresh cooked two course lunch and they meet on a weekly basis.

**Befriending**

We visit older people in their own homes for one hour per week for company and conversation to help prevent feelings of loneliness.

**Sunday Lunch Club**

Our club meets every Sunday at Mellows Close in Peterborough for a home cooked two course Sunday Lunch, activities and social contact.

**Volunteering**

We have a whole range of volunteering opportunities, from befriending, fundraising and administration - please get in touch to find out more.

**Practical Services**

Our services offer a range of support so that you can be happier in your own home, stay safe and remain independent. We have an experienced team who provide a trusted service to older people in Peterborough. The team are caring and fully vetted for your safety. Our services include:

- **Home Support:** Cleaning, laundry, shopping, meal preparation etc.
- **Gardening:** We can support you with one off or regular gardening jobs to help keep your garden neat and tidy.

The above services are chargeable

- **Information & Advice / Advocacy Services:** This is a free service.

We can offer face to face appointments or home visits to provide you with advice on a range of issues including: Benefits, housing, community care and general health and welfare, form completion and applications.

**Home Checks**

Working alongside Adult Social Services Occupational Health teams we can assess your home for aids and adaptations to enable you to keep safe in your own home.

**Insurance and other financial products**

Most of us want to remain independent and to keep doing things in life we love most. Age
UK Enterprises offers a wide range of products and services tailor-made for the over 50s.

**Home Insurance:** Cover for Buildings, Contents or both is available with no hidden admin fees and the choice to pay by monthly instalments at no extra cost (0% APR Representative)

**Car Insurance:** cover with no upper age limit and the choice to pay by monthly instalments at no extra cost (0% APR Representative)

**Travel Insurance:** Choice of Single Trip or Annual Multi-trip cover with no upper age limit and cover for existing medical conditions wherever possible*.

**Gas & Electricity:** Age UK 2 Year Fixed Tariff is a tailor-made gas and electricity package developed with and provided by E.ON, which brings great value and excellent customer service.

**Funeral Plan:** Your family will be spared the worry of having to make all the arrangements, and the financial strain of paying for them will be eased. Acceptance is guaranteed if you are over 50 and there are easy payment options.

**Personal Alarms:** If you want to remain independent and have peace of mind, Personal Alarms is the perfect service for you. Professional and friendly help in an emergency, any time of the day and night. No obligation home demonstration available upon request or order online and connect the unit yourself with Easy-Connect.

**Wills and Legal Services:** In association with leading law firm Irwin Mitchell, we offer a range of legal services providing advice in relation to Wills, family and relationships, personal injury, buying or selling a home and rights at work.
The Care Quality Commission (CQC) registers all care homes and home care agencies. You can find out which ones support specific groups of people, such as people with a learning disability or those living with dementia.

CQC’s Chief Inspector for Adult Social Care, Andrea Sutcliffe always uses ‘The Mum Test’: is a care home safe, caring, effective, responsive to people’s needs and well-led? In other words, is it good enough for my Mum (or anyone else I love and care for)?

Look for care homes and home care agencies where the staff involve people who use services and their families and carers, and treat individuals with compassion, kindness, dignity and respect.

Whether you are being cared for in your own home or in a residential setting, the staff looking after you need to be skilled, kind and supportive. They should also be capable and confident in dealing with your particular needs. You should always feel that their support is helping you to live the life you want to.

A care home will be a home for you or your loved one. Residents should be treated as individuals with their likes and dislikes taken into account. Think about whether a home is close enough to family, friends, and community facilities.

Look at how well-led and managed a home is. What does it have in place to ensure that it delivers high quality care? Does it promote meaningful activity and connect the home with the community?

CQC’s ratings will identify services as:

- Outstanding ⭐
- Good ●
- Requires improvement ○
- Inadequate ●

This will help you make informed choices around your care. There’s also useful advice on the Social Care Institute for Excellence’s Find me good care website www.scie.org.uk/findmegoodcare/

If you or a loved one needs help with day-to-day care, you can contact your local council’s social services department. They will ‘make an assessment of your needs’ and depending on circumstances, may be able to help you access financial help. For more advice visit Age UK’s website www.ageuk.org.uk/home-and-care.

If you would like to organise your care yourself, you can find a care worker or personal assistant through an agency. Your local social services department should be able to provide details of approved agencies.

Safeguarding adults who receive social care is everybody’s business. If you are concerned about the safety of a loved one receiving care, contact the service provider in the first instance. You can also contact social services at your local council. If you feel a crime has been committed, contact the police.

You can share your safeguarding concerns with us on our website or contact our National Customer Services on 03000 61 61 61.
GP Top tips

1. If you are **new to an area** you can find details of **local GP services** such as doctors’ practices, out-of-hours services and walk-in centres in our **online directory of care services** [www.cqc.org.uk/content/doctorsgps](http://www.cqc.org.uk/content/doctorsgps).

2. You can **search** any of these services by the name of the service, a place name or your postcode at [www.cqc.org.uk](http://www.cqc.org.uk).

3. After an inspection, **CQC publishes its findings** in a report on its website. You can use these reports to **check and compare services in your area**.

4. There are already over **1,000 reports** about GP practices published on the CQC website.

5. Last year, **CQC launched its new-style inspection reports** for GPs – looking at the five key areas **SAFE, EFFECTIVE, CARING, RESPONSIVE** and **WELL-LED** – you can use the reports to compare local GPs and choose services.

6. You can also use these new style inspection reports to **find out more about local services** and choose the one that is best for your needs.

7. **CQC rates all GPs** to help people make choices about where they get treatment. This will be on a four-point scale:

   - **Outstanding** ★
   - **Good** ●
   - **Requires improvement** ○
   - **Inadequate** ●

8. **CQC will also look at how specific population groups are treated** and give a rating. For instance how well they serve: **Mothers, children and young people, vulnerable older people (over 75s) and people with long-term conditions**. People will be able to choose a GP service that rates highly on the areas that matter to them.

9. We welcome your feedback (good and bad) on the services you, or a loved one, receives from your GP. You can share information with us online at [http://www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder) or call us on 03000 61 61 61.

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## Useful contacts

### A

**Action on Elder Abuse** 020 8835 9280  
We work to protect, and prevent the abuse of, vulnerable older adults  
Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)  
enquiries@elderabuse.org.uk

**Admiral Nursing DIRECT** 0845 257 9406  
This helpline has been set up to provide people with an opportunity to talk through their worries and concerns about themselves, friends or relatives with dementia. The lines are open on Tuesdays and Thursdays between 11am and 9pm. Callers can leave messages any time and request a call back  
direct@fordementia.org.uk

**Age UK Peterborough** 01733 564 185  
Providing practical services and support to make later lifer better.  
The Lindens, 86 Lincoln Road, Peterborough PE1 2SN  
[www.ageukpeterborough.org.uk](http://www.ageukpeterborough.org.uk)

**Alzhiemers Society** 01733 893 853  
The UK’s leading support and research charity for people with dementia, their families and carers.  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
peterborough@alzheimers.org.uk

**Arthritis Care** 020 7380 6500  
Working with and for all people with arthritis to put them in control of their arthritis and their lives.  
Arthritis Care, Floor 4, Linen Court, 10 East Road, London N1 6AD.  
info@arthritiscare.org.uk

### B

**Carers UK** 0808 808 7777  
Prevents carers from becoming emotionally drained, and from forgetting to take care of themselves.  
20 Great Dover Street, London SE1 4LX  
General enquiries: 0207 378 4999  
Advice line: 0808 808 7777  
[www.carersuk.org](http://www.carersuk.org)  
info@carersuk.org

**Cruse Bereavement Care** 0844 477 9400  
Cruse Bereavement Care is here to support you after the death of someone close.  
[www.cruse.org.uk](http://www.cruse.org.uk)  
helpline@cruse.org.uk

### C

**DIAL** 01733 265 551  
(Disability Information Advice Line)  
DIAL Peterborough provide information and advice to disabled people, their family and professionals on all aspects of living with a disability.  
DIAL Peterborough, Cresset Centre  
Peterborough PE3 8DX

**Disability Benefits Helpline – for Disability Living Allowance and Attendance Allowance** 0845 712 3456  
Textphone: 0845 722 4433  

**Elderly Accommodation Counsel** 020 7820 1343  
The Counsel’s aim is to help older people make informed choices about meeting their housing and care needs. It was founded in 1984 and became registered as a charity in 1985. It is now more commonly known as EAC.  
[www.eac.org.uk](http://www.eac.org.uk)

### D

**CareAware** 0161 707 1107  
A one stop shop for free advice on care fee funding for older people.  
[www.careaware.co.uk](http://www.careaware.co.uk)  
enquiries@careaware.co.uk

**Care Quality Commission (CQC)** 03000 616161  
National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA  
[www.cqc.org.uk](http://www.cqc.org.uk)  
enquiries@cqc.org.uk

**Carers Trust Peterborough** 01733 645234  
Comprehensive support services for unpaid family carers of all ages in Peterborough.  
60 St Mark’s Street, Peterborough PE1 2TU  
[www.carerstrustpeterborough.org](http://www.carerstrustpeterborough.org)  
carers@carerstrustpeterborough.org

**Integrated Care Council** 01379 678243  
(Formerly the National Homecare Council)  
The Integrated Care Council is a body which brings together British public and independent sector organisations who commission or directly provide support for people living at home.  
mary.humphrey@integratedcarecouncil.co.uk
Mind 020 8519 2122
(National Association for Mental Health)
The leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.
- www.mind.org.uk
- contact@mind.org.uk

National Osteoporosis Society 0845 450 0230
Advice, information and support group for people with osteoporosis.
- www.nos.org.uk

NHS Direct 0845 46 47

Peterborough 0844 855 2122
Citizens Advice Bureau
16-17 St Mark’s Street, Peterborough, PE1 2TU
- www.peterboroughcab.org.uk

Parkinson’s Disease Society 0800 800 0303
- www.parkinsons.org.uk

Royal Voluntary Service 0845 608 0122
A volunteer organisation that enriches the lives of older people and their families across Britain. We support older people by giving time and practical help to help them get the best from life.
Royal Voluntary Service
Cardiff Gate, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP
- www.royalvoluntaryservice.org.uk

Stroke Association 0845 3033 100
Advice and information for stroke patients and their families.
- www.stroke.org.uk

The Department of Work and Pensions
- www.dwp.gov.uk
The Pension Service 0845 606 0265
- www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service
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thritis enquiries@axiomhha.org.uk

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carers@carerstrustpeterborough.org

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