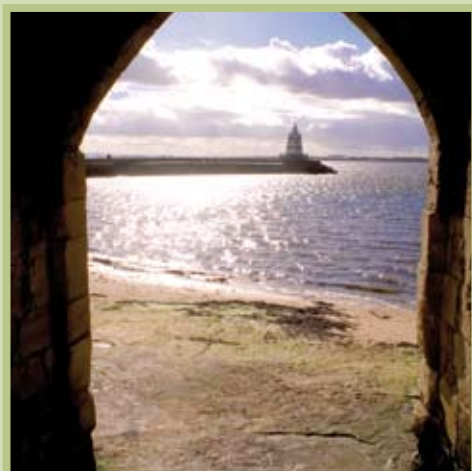


Hartlepool Borough Council

# A Guide to Extra Care and Care Homes





## **Croft House Care Home with Nursing Shotton Colliery, Co. Durham DH6 2PB**



Croft House is a brand new care centre which will be home to 52 residents both **residential, nursing** and people with **dementia** related needs.

All bedrooms are single rooms with en-suite shower facilities. Each room has beautiful fitted furniture with an integrated fridge and a television/dvd with freeview as standard. Sky Television is also available if required by the resident. Each bedroom has its own telephone and residents can make and receive outside calls from the privacy of their own room.

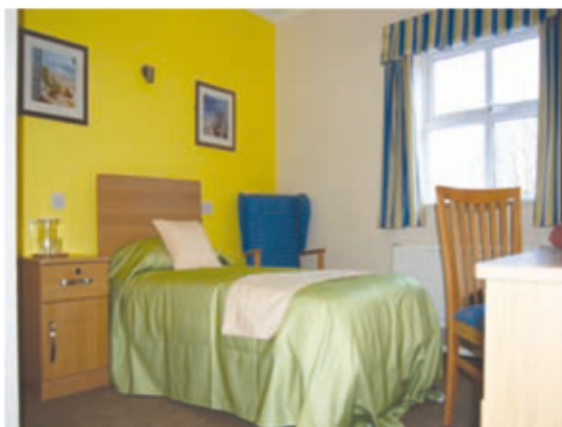
Each nursing bedroom has a ceiling hoist for safe and easy moving of residents and also has a profiling nursing bed as standard as well as all the above facilities.

The home offers a hairdressing salon and lots of activities space. Each floor has a beautifully decorated and furnished lounge and dining room. There are also a number of quiet lounges. For people with **EMI** needs there is a reminiscence room. Coupled with accessible gardens this is a wonderful environment to live in.

The communal bathrooms have tracking hoists which adds to the ease and comfort of the people who live in the care home.

An extensive menu of the highest quality food is offered to our residents. Choice is available at every meal. In addition to the main kitchen, each floor of the home has its own dedicated kitchen area with drinks and light snacks available all day and night if required.

All in all this is a attractively designed care home which offers the highest quality accommodation which is matched by high quality nursing and residential care for a dedicated and well trained staff team.



Treat yourself or your loved one to a five star care experience, you deserve it and we want to help you enjoy it.

**For information, to view our beautiful home, please contact Karen or her team on telephone 0191 5261132.**

**CROFT HOUSE PHASE 1 – PROVIDING 33 BEDROOMS WILL OPEN NOVEMBER 2011 AND WELCOMES NEW RESIDENTS**

**A number of rooms have already been reserved so do not miss out**

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# Who is this guide for?

## The information in this guide will help you if you:

- would like to find out more about extra care housing
- are thinking of moving into a residential or nursing care home
- need a short break in a residential or nursing care home
- are looking for care information for a relative or friend

# What will this guide tell me?

The information in this guide will tell you:

- Who you should talk to if you need help and advice about extra care housing, residential or nursing care
- What we mean by 'extra care housing'
- What residential care is
- What nursing care is
- About the extra care housing schemes in Hartlepool
- About the residential and nursing care homes which Hartlepool Borough Council has a contract with
- How you can pay for your care and what financial support is available

This guide also includes some things that you may like to consider when you are thinking about moving into extra care, residential care or nursing care.

Whilst every care has been taken to make sure the information in this publication is up to date it is not intended to be a complete and authoritative statement of the Law on the issues covered. The publishers and the promoters cannot accept responsibility for any loss arising from the use of information contained in this publication.

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Whilst we have taken every care in compiling this booklet, the publishers and promoters cannot accept responsibility for any inaccuracies. The inclusion of any advertisement in no way endorses the services or products sold.



# Which type of care is best for me?

If you are finding it difficult to manage at home, or if you feel you need more help than your carers are able to give, you may want to think about moving to an extra care housing scheme or care home.

However, you may find that other support - such as home care or housing adaptations – will meet your needs. If you are thinking of moving to any type of extra care scheme or care home it is important that you get as much information and advice as possible. Before you make any decisions you will need to know what your options are and what help you are entitled to.

We can help you if think you may need care and support services such as care in your own home, extra care housing or residential care.

If you feel that you may need some support from us, you can ask for a needs assessment. A needs assessment is a way for us to find out what type of support will help you. A care manager (social worker, occupational therapist or other professional) will visit to talk to you about the kind of help you may need and what support we may be able to

give you. You do not have to pay for a needs assessment.

You can ask for an assessment by contacting our Social Care Duty Team:

- **By post or in person**

Child and Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

- **Telephone:** 01429 523872
- **Textphone:** 01429 284130
- **Fax:** 01429 523907
- **Email:** [socialcare@hartlepool.gov.uk](mailto:socialcare@hartlepool.gov.uk)

We are open from 8.30am until 5pm, Mondays to Thursdays. On Fridays we close at 4.30pm.

If you need urgent help when our offices are closed you can contact the Emergency Duty Team by:

- **Telephone:** 08702 402994
- **Textphone:** 01642 602346

# What is extra care housing?

**People living in 'extra care' housing live in their own fully-accessible house or flat with a kitchen, bathroom, bedroom(s) and living areas, with care staff available 24 hours a day should they be needed. The level of care offered to each resident differs depending on their individual needs.**

Often, moving into extra care housing is a positive step taken by those who have a long-term health condition which means they are likely to need support or care in the future. The level of support you get when living in extra care can change over time in order to suit your needs. Most extra care flats and houses are designed to accommodate two people, so couples and relatives can carry on living together.

Extra care housing schemes tend to be developments of houses and/or flats built around community facilities. Facilities vary from scheme to scheme, but tend to include one or more of the following:

- a shop
- a café and/or restaurant
- a luncheon club
- a communal lounge
- a fitness suite or gym
- a hair salon
- landscaped gardens

If you choose to move in to extra care housing, the benefits include:

- You will have a safe and secure place to live
- You will be living in a property designed to the Lifetime Homes standard. This is a set of 16 design criteria that provide a model for building accessible and adaptable homes
- You have control over who comes and goes from your property, and when
- You stay in control of your finances and your life
- You can receive the same level of care that is offered in a residential care home placement
- You will have access to support 24 hours a day every day of the year, should you need it.

The majority of extra care housing provision is dedicated to people aged 55+ with care needs or 60+ without care needs. We also have a limited dedicated provision within extra care for people with a learning disability, working age adults with a physical disability and also people suffering from a dementia.

# How much does extra care housing cost?

You will always need to pay something towards the cost of extra care housing. The cost of extra care varies depending on your circumstances and the scheme you choose. There are three main elements to the cost of extra care:

- the cost of buying/renting and living in your home, including council tax, costs of meals and shopping, entertainment and transport.
- your personal care and support costs, if any. These costs will vary depending on the scheme you choose, your own circumstances and whether you are in receipt of any benefits.
- the cost of service charges for living within the scheme. Service charges pay for the maintenance of shared facilities at a scheme, such as heating and lighting in communal areas, gardens and lifts.

## Payment options

Depending on the extra care housing scheme, there are different payment options available, including:

- outright purchase: you pay the whole purchase price and own 100% of the property
- shared ownership: you buy a share of the property, and pay rent to the organisation managing the scheme for the remainder
- social rent: you rent the property from the organisation which manages the scheme, such as Housing Hartlepool or Joseph Rowntree Housing Trust

## What to do next

If you are interested in extra care housing, you can either:

- contact your care manager if you have one
- contact the manager of the particular scheme you are interested in. You will find a list of schemes and contact details on page 18
- contact Dale Owens at Hartlepool Borough Council by:
  - **telephone:** 01429 266522
  - **textphone:** 01429 284130
  - **email:** [socialcare@hartlepool.gov.uk](mailto:socialcare@hartlepool.gov.uk)

# How much will I have to pay for personal care and support costs in extra care housing or at home?

You will normally need to have a means tested financial assessment, which will determine how much you need to contribute towards the cost of your personal care and support. The amount you will have to contribute is worked out using a national set of rules,

and our 'Contribution Policy for Non Residential Support'.

As financial arrangements are complicated and can change, it is difficult to tell what amount you will contribute towards the cost of your personal care and support.



# How can I get help with the amount of money I need to contribute towards my personal care and support costs?

Hartlepool Borough Council can only provide help with the amount of money that you need to contribute towards the cost of your personal care and support if you provide details of all of your finances to the Child and Adult Services Department.

If you want us to help fund what you pay towards your personal care and support you must have a needs assessment. We will only fund your care if we agree after your needs assessment that you need support in an extra care setting or at home.

After your needs assessment we will ask you to complete a financial assessment. In this assessment we will ask you questions about your income, state benefits and savings. We will use this information to decide how much you will contribute towards the cost of your personal care and support.

If you agree to disclose full financial information, we will contribute towards the support you receive regardless of your level of savings. As of April 2011, Hartlepool Borough Council contributes a minimum of 25% to the cost of the support you receive.

We can also arrange for you to have a welfare benefits check to make sure that you are receiving all the benefits you are entitled to.

If you choose not to disclose full financial information you will need to pay for the cost of your personal care and support in full.

# Extra care housing schemes in Hartlepool

Scheme	Managed by:	Telephone and email or website	Outright purchase	Shared ownership	Social rent
<b>Albany Court</b> Hartlepool TS26 8HA	Housing Hartlepool	01429 525252 enquiries@ housinghartlepool.org.uk	X	X	✓
<b>Bamburgh Court</b> Bamburgh Road Hartlepool TS27 3JF	Housing Hartlepool	01429 525252 enquiries@ housinghartlepool.org.uk	X	X	✓
<b>Hartfields Retirement Village</b> Middle Warren Hartlepool TS26 0US	Joseph Rowntree Housing Trust	01904 735011 www.jrht.org.uk	✓	✓	✓
<b>Laurel Gardens</b> off Marlowe Road Hartlepool TS25 0PF	Housing Hartlepool	01429 525252 enquiries@ housinghartlepool.org.uk	X	X	✓
<b>Richard Court</b> Lister Street Hartlepool TS26 9LL	Housing Hartlepool	01429 525252 enquiries@ housinghartlepool.org.uk	X	X	✓

## What is a care home?

A **care home** provides accommodation and professional help with daily tasks such as washing, dressing and eating.

A **care home with nursing** provides accommodation and professional help with daily tasks such as washing, dressing and eating. These care homes also provide qualified nursing care to make sure that they meet all of the needs of the people using the service.

Different care homes can offer different types of care, and some provide specialist care for people who need extra support due to dementia or other mental health issues and for those who have a disability.

All of the care homes in Hartlepool are run by either private companies or charities. Hartlepool Borough Council does not own or run any care homes or housing schemes.



# How much will I have to pay to live in a care home?

You will always need to pay something towards the cost of your care home placement. The amount you will have to pay is worked out using the same set of rules wherever you live in England.

As financial arrangements are complicated and can change, it is difficult to tell what the cost of care will be unless a financial assessment is carried out.

In Hartlepool, the council decides a price which we think it is reasonable to pay for residential or nursing care. This price depends on the type of care home you need.

If you are assessed as needing nursing care, the NHS will pay for the nursing care costs only. You will still need to contribute towards the residential costs. If you are in need of nursing care, please read 'About Continuing Healthcare' on page 19.

Some residential or nursing care homes charge a price which is more than the price which the council has decided is reasonable to pay for residential or nursing care. If you decide to go into a residential or nursing care home where this is the case then a friend, relative or other person may have to pay the extra amount to meet the price which the care home charges. This is often called a Third Party Contribution or top-up fee. You cannot pay this amount from your own income.

# How can I get help with the cost of residential or nursing care?

The council can only provide help with the cost of your residential or nursing care if you cannot afford to pay the full cost of your care.

If you want us to help fund your residential or nursing care you will need to have a needs assessment. We will only fund your care if we agree after your needs assessment that you require residential or nursing care.

After your needs assessment we will ask you to complete a financial assessment. In this assessment we will ask you questions about your income, state benefits and savings. We will use this information to decide how much you need to pay towards the cost of your residential or nursing care.

If you have savings or investments of more than £23,250 then you will not be able to receive financial help with your care costs from us. You will have to pay for your own residential or nursing care.

The value of your former home may be included as part of your financial assessment, 12 weeks following your admission into permanent residential or nursing care.

The value of your former home should be disregarded if your spouse or partner

lives there. If another relative who is either over 60 years of age or receiving disability benefit lives in your former home, its value will be disregarded.

The value of your home is ignored if you are admitted to a care home for a temporary stay.

If your property is taken in to account and you have other capital assets of less than £23,250 we will assist you under a 'deferred payment agreement'. This means we will pay towards your care on a loan basis and this money will need to be repaid when your property is sold later on.

You will always be left with a weekly amount for your own use. This is called a Personal Allowance. As of April 2011 the Personal Allowance is £22.60 per week.

# Paying for your own residential or nursing care

Even if you plan to pay for your own residential or nursing care or think that you may not be able to receive financial help from us, you can still ask us for advice and a needs assessment.

If you choose to have a needs assessment it will help you to decide what kind of care will best meet your needs. We may be able to tell you about other ways of meeting your needs other than residential or nursing care.

If you have a needs assessment we may be able to help you quicker if your

savings or investments drop below £23,250 and you are able to get help from the council with the cost of your residential or nursing care.

If you have a needs assessment we will also be able to provide you with advice and guidance and help you to deal with any concerns you might have about your residential and nursing care.

We can also arrange for you to have a welfare benefits check to make sure you are receiving all of the benefits you are entitled to.



# List of Care Homes

Home	Tel no	Category							
		RES	NUR	O/P	DEM	Y/A	M/H	L/D	P/D
<b>Admiral Court Nursing Home</b> Cleveland Road, Hartlepool, TS24 0AA	01429 866893		✓	✓	✓		✓		
<b>Ascot Nursing Home</b> 9-11 Hutton Avenue, Hartlepool, TS24 9PW www.ascot-nh.com	01429 265722		✓	✓	✓				
<b>Brierton Lodge Nursing Home</b> Brierton Lane, Hartlepool, TS25 5DP	01429 868786		✓	✓	✓		✓		✓
<b>Charlotte Grange</b> Flaxton Street, Hartlepool, TS26 9JY	01429 860301	✓		✓	✓				
<b>Clifton House</b> 94-96, Clifton Avenue, Hartlepool, TS24 9QP	01429 223399	✓		✓					
<b>Crescent Care Home, The</b> 7 South Crescent, The Headland, Hartlepool, TS24 0QG	01429 861350	✓						✓	
<b>Dinsdale Lodge</b> 42-44 Station Lane, Hartlepool, TS25 1BG	01429 863440		✓	✓					✓
<b>Elwick Grange</b> Elwick Grange, Hartlepool, TS26 9LT	01429 278000	✓		✓	✓				
<b>Five Penny House</b> 42 Westbourne Road, Hartlepool, TS25 5RE	01429 276087	✓				✓		✓	
<b>Four Winds Residential Home</b> Elwick Road, Hartlepool, TS26 0DD	01429 869019	✓		✓					

KEY = **RES**: Residential   **NUR**: Nursing   **O/P**: Older People   **DEM**: Dementia  
**Y/A**: Younger Adults   **M/H**: Mental Health   **L/D**: Learning Disability  
**P/D**: Physical Disability

# List of Care Homes

Home	Tel no	Category							
		RES	NUR	O/P	DEM	Y/A	M/H	L/D	P/D
<b>Gardner House</b> Brierton Lane, Hartlepool, TS25 4AG	01429 261023	✓		✓					
<b>Glendale</b> 138 Stockton Road, Hartlepool TS25 5AX	01429 271366	✓				✓		✓	
<b>Greenfields Lodge</b> 152a Stockton Road, Hartlepool TS25 5BQ	01429 232892	✓				✓		✓	
<b>Gretton Court</b> 1 Heather Grove, Hartlepool, TS24 8QZ	01429 862255		✓	✓					
<b>Highnam Hall</b> Park Avenue, Hartlepool, TS26 0DZ	01429 232068	✓		✓	✓		✓		✓
<b>Lancastria</b> 138 Elwick Road, Hartlepool, TS26 9PF	01429 235207	✓				✓		✓	
<b>Lindisfarne Care Home</b> Masefield Road, Hartlepool, TS25 4JY	01429 244020	✓		✓	✓		✓		✓
<b>Manor Park Care Home</b> 1 Greenock Road, Hartlepool TS25 4EU	01429 274122		✓	✓	✓				
<b>Parkview Residential Home</b> 34 Station Lane, Seaton Carew, Hartlepool TS25 1BG	01429 221951	✓		✓	✓		✓		✓
<b>Queens Meadow Care Home</b> 327 Stockton Road, Hartlepool TS25 5DF	01429 267424	✓		✓	✓				

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# List of Care Homes

Home	Tel no	Category							
		RES	NUR	O/P	DEM	Y/A	M/H	L/D	P/D
<b>Real Life Options Stockton Road</b> 302 Stockton Road, Hartlepool, TS25 1JT www.reallifeoptions.org	01429	✓		✓	✓	✓	✓	✓	✓
<b>Rosedale/Rosewood</b> 5-7 Flaxton Street, Hartlepool TS26 9JY	01429 269249	✓						✓	
<b>Seaton Hall Residential Home</b> 10 The Green, Seaton Carew, Hartlepool TS25 1AS	01429 260095	✓		✓					
<b>Seymour House</b> The Front, Seaton Carew, Hartlepool TS25 1DJ	01429 863873		✓				✓		
<b>Sheraton Court</b> Warren Road, Hartlepool TS24 9AH www.helenmcardlecare.co.uk	01429 277365	✓		✓	✓				✓
<b>South Hignam</b> Park Avenue, Hartlepool, TS26 0DZ	01429 864848	✓				✓		✓	
<b>Stichell House</b> Hospital of God, Greatham, Hartlepool TS25 2HS www.hospitalofgod.org.uk	01429 872083	✓		✓					
<b>Warrior Park Nursing Home</b> Queen Street, Seaton Carew, Hartlepool TS25 1EZ	01429 234705		✓	✓	✓				✓
<b>West View Lodge Care Home</b> 124a, West View Road, Hartlepool, TS24 0BW	01429 234929	✓		✓	✓				

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# List of Care Homes

Home	Tel no	Category							
		RES	NUR	O/P	DEM	Y/A	M/H	L/D	P/D
<b>West Villas</b> Wells Avenue, Hartlepool, TS24 9DA	01429 890298	✓				✓		✓	
<b>Wordsley House</b> 10 Westbourne Road, Hartlepool, TS25 5RE	01429 293554	✓				✓	✓		
<b>Wynyard Woods</b> Wynyard, Billingham, TS22 5GJ www.idealcarehomes.co.uk	01740 646980	✓		✓					

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# About NHS continuing healthcare

**NHS continuing healthcare is the name given to care arranged and funded solely by the NHS to meet complex physical and/or mental health needs that have arisen as a result of your disability, accident or illness.**

If you have complex health needs it is not always clear whether the services you need are the responsibility of the NHS or your local social care services. Decisions about who has overall responsibility for your care have financial implications as NHS services are free, whereas social care services are means tested.

Your eligibility for NHS continuing healthcare depends on whether your need for care is primarily due to your health needs. You may receive continuing healthcare in any setting, including (but not limited to) your own home, extra care housing, a hospice or a care home. Being in receipt of NHS continuing healthcare does not cover your housing costs but it does guarantee your care costs.

The national framework for continuing healthcare provides detailed guidelines about whether or not you may qualify you for continuing healthcare. If you think you may qualify or if you would

like more detailed information about continuing healthcare, please:

- talk to your care manager, or
- talk to a nurse on the ward if you are in hospital
- find more detailed information on the Department of Health website ([www.dh.gov.uk](http://www.dh.gov.uk)). You may find the booklet 'NHS continuing healthcare and NHS-funded nursing care: public information' helpful. If you do not have access to the internet you can request a copy of this booklet by telephoning the Department of Health Publications Orderline on 0300 123 1002
- find more detailed information on the Age UK website ([www.ageuk.org.uk](http://www.ageuk.org.uk)).

You may find the Age UK factsheet 'NHS continuing healthcare and NHS-funded nursing care' (Age UK factsheet 20) particularly helpful.

If you do not have access to the Internet you can telephone the Age UK advice line on 0800 169 6565

# Making decisions

Choosing where you live is an important decision. Only you can decide where you would most like to live and which extra care scheme or care home best meets your needs.

You should find out as much as possible about any extra care scheme or care home you are considering.

This checklist gives suggested questions to ask and things to look for when visiting potential future homes.

## First impressions

- Does the extra care scheme/home feel friendly and welcoming?
- Do staff ask about you and your interests?
- Are the buildings well decorated and well kept?
- Does it smell OK?
- Does it seem to be a comfortable temperature?
- Do staff treat residents in a friendly manner and respect their wishes on how they would like to be addressed (e.g. as Mr or Mrs or by first name)?
- Are staff caring and attentive towards residents?
- Are there adequate members of staff on duty to give enough

individual attention?

- Are there people of a similar age to you, with similar interests, who you will be able to get to know further?
- Are the other residents active and content?

## Location and building

- Where is the extra care scheme/home?
- Will visitors be able to get to it easily?
- Will it be easy for you to keep in touch with friends and family?
- Are there transport links nearby? If you are looking at a residential home, does it have its own minibus?
- Are facilities such as shops, pubs, parks and places of worship within easy reach?
- Will it be easy for you to enter and leave the building, and move between rooms and floors?
- If you are looking at a residential home, can residents have personal possessions such as pictures, plants and furniture in their rooms?

## For residential care homes in particular: day to day choices

- Are you given the freedom to make choices about your daily routine?
- Will you be able to rise and go to bed

when you choose?

- Can you choose which clothes to wear each day?
- Are there any restrictions on visiting times or numbers of visitors?
- Where can you go to spend time with your visitors?
- Is the home right for you cultural and religious needs?
- Can the home meet your dietary needs?
- Is there a choice of food, and when and where you can eat?

### **Your care needs**

- Is the home/care agency at the extra care scheme registered to provide the level of care you need?
- Do the other residents seem to have a similar level of need to you?
- What will happen if your needs change or increase?
- Can you choose how often you bathe or shower?
- Are toilets available in all parts of the home?
- How many members of staff are employed per resident?
- How are the staff members trained?

- Is there a manager on duty at all times?

### **Contracts and fees**

- Can you see a copy of the scheme's/ home's brochure?
- Can you see copies of recent inspection reports?
- Can you see a copy of the home's contract or written conditions?

You should visit the extra care housing scheme or care home with your family or friends if possible. Most managers would prefer people to visit before they decide. You can visit more than one place before making a choice and it may be useful to visit at different times of day. Don't feel as though you must make an appointment to view a home or scheme: you may get a more accurate impression of a place by turning up unannounced. Try to talk to other residents and members of staff other than the manager, too.

# The Care Quality Commission

All care homes in the United Kingdom have to be registered with the Care Quality Commission, or CQC.

The Care Quality Commission is an independent body. It inspects and reports on care services and councils across the country.

The CQC also inspects all care homes. You can see what inspectors have said about each care home by contacting the CQC or visiting their website.

- **Post:**

CQC National Correspondence  
PO Box 1258  
Newcastle upon Tyne  
NE99 5AU

- **Telephone:** 03000 616161
- **Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- **Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

The CQC does not inspect extra care housing schemes but does inspect the registered agencies responsible for delivering care within each scheme.





# What should I do if I have a problem or a complaint?

If you have a problem or complaint about a social care provider you should try to resolve it by speaking direct to the provider in the first instance.

All providers will have a complaints procedure which you can use to make a complaint if you need to. If you make a complaint about the provider this should not affect the attitude of staff towards you.

If you have a complaint about a registered provider and would prefer to tell someone in confidence, you can contact the Care Quality Commission by:

- **Post:**

CQC National Correspondence  
PO Box 1258  
Newcastle upon Tyne  
NE99 5AU

- **Telephone:** 03000 616161
- **Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- **Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

If you have gone through our assessment process you can complain to us whether you pay for your own care

or not. You can do this by contacting our complaints officer by:

- **Post:**

Complaints officer  
Child and Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

- **Telephone:** 01429 284020
- **Fax:** 01429 523908
- **Email:** [socialcare@hartlepool.gov.uk](mailto:socialcare@hartlepool.gov.uk)
- **Website:** [www.hartlepool.gov.uk/socialcarecomplaints](http://www.hartlepool.gov.uk/socialcarecomplaints)

# Safeguarding adults: protecting adults from abuse

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

## What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse is something that can be done by anyone and take place at any time. It is something that is done to a person or it can be as a result of something not being done.

Abuse can take place in someone's house or in an institution such as a hospital, day centre or residential care home.

There are many different types of abuse. This may include:

- **Physical**

For example, hitting, kicking, burning, holding down or pushing around.

- **Sexual**

For example, touching someone in a way they do not like, forcing someone to have sex, forcing someone to look at sexual pictures or videos, or making someone do something sexual to someone that

feels uncomfortable or wrong.

- **Financial**

For example, taking someone's money or things without asking, spending a person's money in a way they are unhappy with or pressurising someone to change their will.

- **Neglect**

For example, not taking good care of someone which could include refusing to help someone get food, keep warm and safe or seeing their doctor.

- **Psychological**

For example, continuously threatening to hurt someone or leave them, keeping someone away from other people, locking someone in or making someone feel unworthy.

- **Discriminatory**

For example, treating someone badly or unfairly because of their age, disability, sexuality, gender, religion or the colour of their skin.

## What to do

If you think that you or someone you know is being abused, contact our Social Care Duty Team:

# Safeguarding adults: protecting adults from abuse

- **By post or in person**

Child and Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

- **Telephone:** 01429 523872
- **Textphone:** 01429 284130
- **Fax:** 01429 523907
- **Email:** [socialcare@hartlepool.gov.uk](mailto:socialcare@hartlepool.gov.uk)

If our offices are closed you can contact the Emergency Duty Team by:

- **Telephone:** 08702 402994
- **Textphone:** 01642 602346





# Elwick Grange



Providing you with the best care in a welcoming, home-from-home setting with all the help you may need.

## Caring for your health and well-being

Elwick Grange provides residential and respite care for elderly people with physical frailty and dementia, as well as those in short or long term convalescence. We offer:

- 60 single bedrooms with en-suite facilities
- 8 day lounges and 3 dining rooms
- Gardens and patio area
- Lift
- Safe environment
- Activity Based Care
- Trained carers

**01429 278000** Elwick Grange, Elwick Road, Hartlepool TS26 9LX



**ABACUS CARE**  
Home Care and Nursing Services

## Providing Quality Care At Home

Professionals With Personal Commitment

Care YOU CAN COUNT ON

- Shopping
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- Laundry
- Personal Care
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- Cooking
- 'Sit-in' Service

**Call us on (01325) 384 383**

Abacus Care Homecare & Nursing Services Ltd.  
38 Skinnergate, Darlington, County Durham, DL3 7NR  
Company Reg. No 02926436  
info@abacuscareagency.co.uk www.abacuscareagency.co.uk

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Designed and published by Octagon Marketing Company Ltd, 01909 478822



# Clifton House

RESIDENTIAL AND DAY CARE HOME FOR THE ELDERLY

Clifton House is a small 28-bed Victorian home, close to Hartlepool shopping centre and other local amenities. Being a small home enables us to cater for all individual needs, including spiritual needs. We are able to cover a varied diet, all home cooked, including plenty of fresh vegetables and fruit, all supplied locally.

Our activities organiser is highly skilled so you will never be bored. We regularly have entertainers in the home, including a pianist every month.

We are fortunate to have a dedicated team of well trained staff, 50% have been with us more than 5 years. We were lucky enough to win the "Care Team of the Year" award 2010. We also achieved the Investors in People award.

As the manager I feel proud to lead such a good team, who I know will allay any worries you may have. Feel free to drop in any time.



**Andrena Piggins – Registered Manager**

**Telephone: 01429 223399**

94/96 Clifton Avenue, Hartlepool, Cleveland TS26 9QP

Email: info@cliftonhousecare.com ♦ Website: www.cliftonhousecare.com



## **Croft House Care Home with Nursing Shotton Colliery, Co. Durham DH6 2PB**



Croft House is a brand new care centre which will be home to 52 residents both **residential, nursing** and people with **dementia** related needs.

All bedrooms are single rooms with en-suite shower facilities. Each room has beautiful fitted furniture with an integrated fridge and a television/dvd with freeview as standard. Sky Television is also available if required by the resident. Each bedroom has its own telephone and residents can make and receive outside calls from the privacy of their own room.

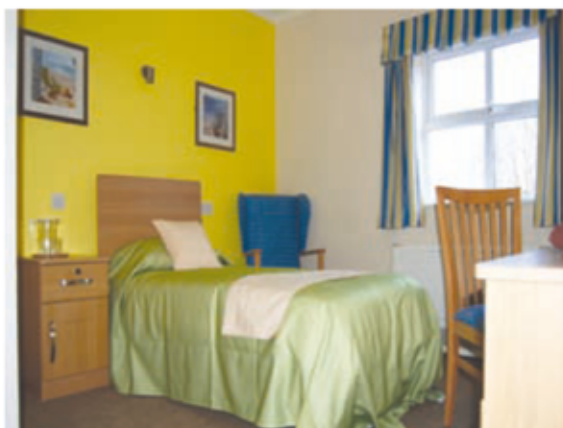
Each nursing bedroom has a ceiling hoist for safe and easy moving of residents and also has a profiling nursing bed as standard as well as all the above facilities.

The home offers a hairdressing salon and lots of activities space. Each floor has a beautifully decorated and furnished lounge and dining room. There are also a number of quiet lounges. For people with **EMI** needs there is a reminiscence room. Coupled with accessible gardens this is a wonderful environment to live in.

The communal bathrooms have tracking hoists which adds to the ease and comfort of the people who live in the care home.

An extensive menu of the highest quality food is offered to our residents. Choice is available at every meal. In addition to the main kitchen, each floor of the home has its own dedicated kitchen area with drinks and light snacks available all day and night if required.

All in all this is a attractively designed care home which offers the highest quality accommodation which is matched by high quality nursing and residential care for a dedicated and well trained staff team.



Treat yourself or your loved one to a five star care experience, you deserve it and we want to help you enjoy it.

**For information, to view our beautiful home, please contact Karen or her team on telephone 0191 5261132.**

**CROFT HOUSE PHASE 1 – PROVIDING 33 BEDROOMS WILL OPEN NOVEMBER 2011 AND WELCOMES NEW RESIDENTS**

**A number of rooms have already been reserved so do not miss out**

# Highfield House

Residential and Dementia Care Home  
17 Sycamore Terrace, Haswell, DH6 2AG  
Tel: **0191 526 1450**

## We offer day care, respite care, holiday care

- Own furniture can be bought if required
- Pets are allowed by arrangement
- Lifts
- Wheelchair access
- Residents garden
- Telephone and TV points in each room
- Highly qualified caring staff
- Rural location



**Careline Homecare™**  
Passion for Independence, Respect for Choice

We can help you with your health and social care needs in the comfort of your own home.

Personal hygiene ■ Washing ■ Bathing ■ Dressing  
■ Toileting ■ Days out ■ Shopping ■ Preparing and serving meals ■ Housework ■ Companionship ■ Escorting to appointments/social activities ■ Special needs.

Tel: 01429 890 015  
4, Cornwall Street, Hartlepool.  
[www.carelinehomecare.co.uk](http://www.carelinehomecare.co.uk)

### CARE AT HOME for adults and children with clinical and complex needs

- Electronic Log-In System for your safety
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**Partners in Specialist Care**  
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Hartlepool, TS25 5TG  
Tel: (01429) 239616  
E-mail: [info@partners-care.co.uk](mailto:info@partners-care.co.uk)  
Website: [www.partners-care.co.uk](http://www.partners-care.co.uk)



## Sheraton Court

Warren Road,  
Hartlepool

- Purpose-built care home
- Family run business
- Residential, dementia and respite care

## Helen McArdle Care... We care, because you care

Helen McArdle Care is a family owned business with over 20 years experience of providing the highest quality of care for the elderly throughout the North East of England.

At Helen McArdle Care we have the firm belief that everyone has the right to dignity, privacy and respect. We pride ourselves on providing quality and considered care to each and every individual in a safe, comfortable environment.

For further information please call

☎ 01429 277 365

[helenmcardlecare.co.uk](http://helenmcardlecare.co.uk)



We care, because you care...

**Helen McArdle Care**



## Cleveland Branch

The Cleveland Branch of the Motor Neurone Disease Association exists to support people who are affected by Motor Neurone Disease (MND) along with their carers, family and friends, in an area both north and south of the River Tees that includes Hartlepool, Stockton, Middlesbrough, Redcar and Cleveland.

We can provide confidential help and practical support from our trained Association Visitors. We have monthly meetings and social activities, where friends, family and carers can meet.

Based at James Cook University Hospital, Middlesbrough, the new MND Care Centre will offer a multi-disciplinary approach to help speed up diagnosis, improve access to appropriate and timely care, support people with MND and their carers, and will monitor symptoms such as respiratory and nutritional function.

**The main contact for the Cleveland Branch of the Motor Neurone Disease Association is:**

**Luke Rutter** Tel: 01642 813300 Email: lukepat2001@hotmail.com

**MND Connect** Tel: 08457 626262 Email: mndconnect@mndassociation.org

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### Have you experienced the loss of a loved one?



#### Do you need advice, support or guidance?

Hartlepool Bereavement Service offers free and confidential support. Whatever problem you may be experiencing, we are here for you.

- Emotional Support
- Finance / Benefits
- Wills / Probate
- Form Completion
- Housing
- Social Group

Links and appointments arranged to specialist agencies

**Hartlepool Bereavement Service**  
**01429 244689**  
107 Park Road, Hartlepool TS26 9HR

**To advertise in this publication call our sales team on 01909 478822**

## EXPERIENCE QUALITY RESIDENTIAL CARE AT FIELD VIEW CARE HOME



At **Field View Care Home** we offer a high standard of long or short term Residential care in a warm, safe and comfortable environment where our Residents really feel at home. Our specially trained team provide our Residents with a personalised care plan tailored to individual needs.

Come along and visit us or call **0191 586 2284** for more information.  
**Field View Care Home**, Hesleden Road, Blackhall, Hartlepool, Cleveland TS27 4LH

## Elwick Grange



Providing you with the best care in a welcoming, home-from-home setting with all the help you may need.

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- Safe environment
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**01429 278000** Elwick Grange, Elwick Road, Hartlepool TS26 9LX





**Four Seasons**  
Health Care



# QUALITY CARE IN HARTLEPOOL AND SURROUNDING AREA

Four Seasons Health Care are one of the leading independent healthcare providers in the UK.

We have a number of care homes in Hartlepool and the surrounding area, providing a safe, comfortable environment with professional care and support.

We are able to provide a wide range of services including residential, nursing and PEARL dementia care for both long stay and short stay respite service users.

Contact one of our homes directly using the number below, or visit [www.fshc.co.uk](http://www.fshc.co.uk)

**Admiral Court Care Home** Cleveland Road, Hartlepool TS24 0SY  
Tel: 01429 866893 Fax: 01429 267 776 Email: [admiral.court@fshc.co.uk](mailto:admiral.court@fshc.co.uk)

**Burlam Road Care Home** 113 Burlam Road, Middlesbrough TS5 5AR  
Tel: 01642 824947 Fax: 01642 850632 Email: [burlam.road@fshc.co.uk](mailto:burlam.road@fshc.co.uk)

**Manor Park Care Home** 1 Greenock Road, Hartlepool TS25 4EU  
Tel: 01429 274122 Email: [manor.park@fshc.co.uk](mailto:manor.park@fshc.co.uk)

**Norton Court Care Home** 2 Norton Court, 201 Norton Road, Norton  
Stockton-on-Tees TS20 2BL Tel: 01642 558234 Email: [norton.court@fshc.co.uk](mailto:norton.court@fshc.co.uk)

**Ormesby Grange** Ormesby Road, Middlesbrough TS3 7SF  
Tel: 01642 225546 Fax: 01642 220696 Email: [ormesby.grange@fshc.co.uk](mailto:ormesby.grange@fshc.co.uk)

**Roseworth Lodge Care Home** Redhill Road, Roseworth Estate,  
Roseworth Estate Stockton-on-Tees TS19 9BY  
Tel: 01642 606497 Fax: 01642 617 878 Email: [roseworth.lodge@fshc.co.uk](mailto:roseworth.lodge@fshc.co.uk)

**Warrior Park Care Home** Queens Street, Seaton Carew, Hartlepool TS25 1EZ  
Tel: 01429 234705 Fax: 01429 869 373 Email: [warrior.park@fshc.co.uk](mailto:warrior.park@fshc.co.uk)

**Westview Lodge Care Home** 124a West View Road, Hartlepool TS24 0BW  
Tel: 01429 234929 Fax: 01429 865210 Email: [westview.lodge@fshc.co.uk](mailto:westview.lodge@fshc.co.uk)

**Willow View Care Home** 1 Norton Court, 201 Norton Road,  
Norton, Stockton-on-Tees TS20 2BL Tel: 01642 550935  
Fax: 01642 363853 Email: [willow.view@fshc.co.uk](mailto:willow.view@fshc.co.uk)