



Peterborough Guide to Independent Living 2026

A guide to finding local information and support for older people, people with disabilities, and their carers

Getting out and about | Keeping healthy and well | Staying independent at home
Looking after someone | Housing options | Useful contacts

In partnership with

A passionate approach to elderly care in Peterborough

Peterborough Care, a family run organisation operating Nursing, Dementia and Residential Care Homes for older people since 1984.

We are proud to have an **outstanding** rated home within our company

Inspected and rated

Outstanding ☆



Why would you consider us?

- We are not just family-owned, we are family-run by hands-on directors who are passionately involved and committed to ensure care is of the highest quality
- Family means everything to us - it is at the centre of everything we do
- We have a culture that is open, honest and transparent and where we can learn to make improvements
- We are the longest established residential care provider in Peterborough
- We operate an 'open door' policy meaning you can visit or view our homes at any time
- Inclusivity and equality is embedded into the everyday activities of the company
- There is direct access and communication with the company directors which can go some way to giving you peace of mind that in general, things get done and can be dealt with efficiently
- We have homes to suit different tastes, requirements and cares within a small geographical area



Peterborough Care

Family Run Since 1984

For further information please contact us on **01733 562328 / 07949 809730** or on **newcare@peterboroughcare.com** **www.peterboroughcare.com**



Broadleigh
01733 561475



Lavender House
01733 564979



Park Vista
01733 555110

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Welcome

Welcome to the 2026 Guide to Independent Living in Peterborough, created with Care Choices. This Guide is designed to help you enjoy the best quality of life for as long as possible.

No matter your age or ability, you can stay independent, safe, and healthy by making small lifestyle changes that have a big impact. Many resources are available to help you keep doing what you wish without needing professional care. There is a lot of support available in Peterborough. This Guide will help you explore your options and make the right choices for you. Learn about local activities, transport, equipment, support at home, and more.

Keep your Guide somewhere handy, or even better start filling in your action plan on page 5 to help you stay independent, safe, well, and living a fulfilled life.

To give you some extra help, we've given you some handy tips throughout the Guide, so look out for them.

Tip

You might want to use this Guide on your own, or ask a friend or family member to help you think things through:



- Browse this Guide to identify the five key things that you are interested in or feel will support you.
- Explore the suggestions to find out more about the areas that matter to you.
- Use your action plan on page 5 to help you plan the things you want to put in place and who you will contact first.

The details in this Guide may change over time. If you go online, you can find the most up-to-date information about care and support in Peterborough at **www.peterborough.gov.uk/pin**

For extra copies of this guide, call **Adult Early Help** on **01733 747474**, option four.

Alternative formats

This Guide is available electronically at **www.carechoices.co.uk/** The e-book is also Recite Me compatible for those requiring information in the spoken word.



Peterborough Information Network (PIN)

You can find lots of useful information about staying safe, well, and independent in Peterborough on the Peterborough Information Network at

www.peterborough.gov.uk/pin

The Peterborough Information Network includes information on topics such as:

- Getting out and about.
- Learning, work, and volunteering.
- Keeping healthy and well.
- Staying independent.
- Equipment and living aids.
- Personal assistants' register.
- Housing options.

- Staying safe.
- Caring for someone.
- Money matters.

There is also a special section in Easy Read format. Visit **www.peterborough.gov.uk/pin** and select 'Easy Read Information'.

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. The Peterborough Information Network includes details of events happening locally which can help you make these connections.



Your action plan

This Guide is designed to help support you to live independently. Many people enjoy activities and use equipment or services to help them do this. Please use your action plan to note down the steps you

want to take, including useful resources to help you get there. Then, follow your plan to get the support that is right for you and your family. Support to help you live independently begins on page 6.

Things you would like to achieve

This could be one thing, or lots of things – try to list all the things that are important to you.

What would you like to be able to achieve?

[illegible]

If achieved, what difference would this make to your life?

[illegible]

Use the list that you have written to find some options

This could be one thing, or lots of things – try to list all the things that are important to you.

Write down anything you already have in place to help you, for example, family or other support networks, or other solutions that you arrange for yourself.

[illegible]

Write down the help and support that a friend, family member, or a local community group could give you.

[illegible]

What other options have you identified from this Guide that you might want to talk through with other people and ask them to help you arrange?

[illegible]

Where can I get help? List websites, advice from friends and family, or page numbers of this Guide.

[illegible]

For more support to help you live independently,
visit **www.peterborough.gov.uk/pin**

Getting out and about

Keeping active is more than just physical activity; it is about staying connected with people and places and about feeling productive.

There is a range of transport and mobility services to help you get out and about independently. You could use your own car, travel by public transport,

or via a range of community transport options.

For more information on travelling, activities, and learning and volunteering opportunities in Peterborough, visit the Peterborough Information Network website at **www.peterborough.gov.uk/pin**

Travelling

Cycling

Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle. Cycling UK has a guide to adapted cycles. Visit **www.cyclinguk.org** and search 'adapted cycles'.

Peterborough is a great place to cycle. The Green Wheel is a 45-mile network of cycle routes around the city, where you can follow a circular route that starts at Bridge Street or choose to ride a shorter section. The Green Wheel isn't completely accessible for all users in some places – some rural parts have a compacted stone path which will be difficult for some users.

The Travelchoice website has maps of cycle routes around Peterborough including the Green Wheel as well as other leisure routes.

Travelchoice

A local scheme introduced to promote effective travel choices, reducing the need to travel by car and promoting a cleaner, greener, and healthier city.

The Travelchoice website outlines initiatives and measures implemented across the city to promote sustainable travel relating to public transport, walking, cycling, car sharing, and electric vehicles as well as resources for schools, businesses, and developers.

Find out more at **www.peterborough.gov.uk/residents/transport-and-streets/travelchoice-travel-and-transport**

Wheels for Wellbeing is an organisation aimed at enhancing disabled people's lives by ensuring that anyone can access the physical, emotional, practical, and social benefits of cycling. Did you know that two out of three disabled cyclists find cycling easier than walking? Visit **www.wheelsforwellbeing.org.uk**

Learning to drive

Many people with a disability drive. There are various modifications that can be designed to help make your driving or travelling experience as comfortable as possible, depending on your needs.

If you are looking to start learning to drive, the disability driving instructor's website has an online register of specialist driving instructors for people with physical disabilities, special educational needs, and those with hearing difficulties. The website also has advice on how to start learning to drive, how to return to driving after an accident or illness, and how to keep driving safely. You can find out more at **www.disabilitydrivinginstructors.com**

Leasing a car, scooter, or powered wheelchair

For many people, having their own transport is an integral part of independent living. The Motability Scheme provides an affordable, worry-free way for you to lease a car, wheelchair-accessible vehicle, scooter, or powered wheelchair in exchange for your mobility allowance.

Find out what the **Motability Scheme** can offer you.

Web: **www.motability.co.uk**

Tel: **0300 456 4566**

Obtaining a wheelchair

Local mobility shops sell a range of manual and electric wheelchairs. Alternatively, speak to your GP or health worker who can refer you to the local NHS wheelchair service for an assessment to determine if you need a wheelchair.

Current users of the NHS wheelchair service should contact **AJM Healthcare Ltd** directly for re-assessment, reviews, appointments, or general enquiries. • Email: **cambridgeandpeterborough@ajmhealthcare.org**
Web: **www.ajmhealthcare.com/local-service-centres/cambridgeshire-peterborough**
Tel: **0808 169 9633**

Parking

The Blue Badge scheme provides a range of parking concessions for disabled people with severe mobility problems who have difficulty using public transport. The scheme is designed to help disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination.

Find out more and apply for a Blue Badge at **www.peterborough.gov.uk/residents/parking/blue-badge-parking-scheme** or call **01733 452356**.

Travelling by bus

People with disabilities and older people can travel by bus for free across England at the weekend and after 9.30am, Monday to Friday (passes can be used before 9.30am if you are starting your journey in Cambridgeshire). To find out if you're eligible, and to apply online, visit **https://transport.cambridgeshirepeterborough-ca.gov.uk/buses/free-bus-passes**

For more information, call **0345 045 1367** or email **buspassoffice@peterborough.gov.uk**

Stagecoach produces 'Journey Assistance Cards' if you need a bit more help using the bus. The cards make it easier for you to let the driver know what extra help you need. You can use your cards any time of day, seven days a week, on any Stagecoach bus service. For more information, visit

www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards

Travelling by train

A railcard gives you discounts on rail fares. To find out about available railcards, including a disabled person's railcard, and a senior railcard for people aged over 60, visit **www.railcard.co.uk**

If you're travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers at **www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities**

To book assistance, you only need to contact one train company and it will organise assistance for your whole journey.

You can book assistance by phone or online with the company directly, or centrally by calling **0800 022 3720**.

Trainline is a website and smartphone application that aims to bring together all rail, coach and other travel services, whilst also providing real-time travel info on the go. Trainline also offers information on accessibility on trains and how to book travel assistance.

Visit **www.thetrainline.com** and select 'Help and useful information', then 'travel assistance'.

Community transport

Peterborough has a range of accessible transport services for people who have difficulty accessing or have no access to public transport.

Community Link – accessible door-to-door transport

If you are unable to use public transport, have difficulty using public transport, or no public transport is available.

Whether you use a wheelchair or not, specialised transport and professional drivers can help you gain greater access to shops and other vital services.

The service is open to people living in the Peterborough city area and there is a membership fee. Bookings need to be made 48 hours in advance.



→ You can find out more by visiting <https://transport.cambridgeshirepeterborough-ca.gov.uk/community-transport/peterborough-community-transport>

To make an enquiry or booking, email **community.transport@cambridgeshirepeterborough-ca.gov.uk** or call **01733 420405**. Bookings are taken Monday to Friday, 9.00am to 1.00pm.

Rural areas: Dial-a-Ride

A wheelchair-accessible, door-to-door transport service for anyone living in the villages surrounding Peterborough who has difficulty accessing the standard public transport services.

The service will pick you up from your home, drop you off in the city centre, and take you back home approximately two and a half hours later.

Membership costs £10 for singles or £15 for couples per year. The only additional cost is your fare, like a standard bus fare. Concessionary bus passes are also accepted. To find out more visit <https://transport.cambridgeshirepeterborough-ca.gov.uk/community-transport/peterborough-community-transport>

Good Neighbours – Rural Peterborough



A community-based charity, aiming to improve people's general health and wellbeing and the ability to stay at home safer for longer in a supportive community. This involves providing volunteer services such as befriending, shopping, prescription collection, transport to medical appointments, signposting to services, as well as 'Afternoon Teas' in some areas.

Good Neighbours – Rural Peterborough

Email: help@goodneighboursrp.org.uk
Web: <https://goodneighboursrp.org.uk>
Tel: **07765 552073**

Shopmobility

The Peterborough Shopmobility service provides manual and electric wheelchairs and mobility scooters to people with limited mobility, enabling them to access the city centre and shop independently.

Peterborough's Shopmobility

Email: info@disabilitypeterborough.org
Web: www.disabilitypeterborough.org
Tel: **01733 265551**

Local activities and groups you can join

Staying in touch with friends and family improves your wellbeing. Many people use smartphones and tablets to talk to their friends and family via videocall. These are simple pieces of equipment that can help you stay in touch.

Age UK Cambridgeshire and Peterborough

Working with and for older people, their families and carers. It provides a wide range of information and advice, along with practical and social support services across the area. Age UK aims to enable older people to live independently within communities and prevent difficult situations escalating. For more information, call **0300 666 9860** or visit www.ageuk.org.uk/cambridgeshireandpeterborough/our-services

Friendship services

Age UK Cambridgeshire and Peterborough provides opportunities to socialise, helping reduce isolation

and loneliness. Trained volunteers make weekly home visits or telephone calls, offering friendship and support. The charity also has day centres and friendship clubs, providing an opportunity to socialise outside the house with peers whilst enjoying activities and entertainment, with most offering a hot meal.

Find out more by visiting www.ageuk.org.uk/cambridgeshireandpeterborough or calling **01733 554963** for befriending or **01733 806336** for friendship clubs.

The Silver Line

A free, national confidential helpline providing information, friendship, and advice to older people. It is open 24 hours a day, 365 days a year. Visit www.thesilverline.org.uk or call **0800 470 8090**.

Community activities

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. There are various opportunities to try new things, meet new people, and get involved. To find events and activities, groups, clubs and organisations near you, visit **www.peterborough.gov.uk/pin**

If you can't go online, visit your local library where staff will help you.

Tip

Here are some questions to help you think about the type of support to look for.



- Why do you want to get involved in your local community?
- Do you have any hobbies that you would like to do more of?

- Would you like to try something new?
- Would you like to meet people who have similar experiences to yourself?
- How regularly do you want to do something?

If you are interested in starting a group, Peterborough Council for Voluntary Service provides information, guidance, and support to help groups be set up, and develop and grow.

Email: **pcvs@pcvs.co.uk**

Web: **www.pcvs.co.uk**

Tel: **01733 342683**

Tip

There is an action plan on page 5 that you can use to make a list of activities you'd like to do to help keep you independent, safe, well, and living a fulfilled life.



Peterborough Libraries and Archives

The library service offers books, newspapers, magazines, CDs/DVDs, and computer access. There are also many titles available in large print and as audio books.

If you have difficulty visiting a library and do not have internet access at home, ask about the Mobile

Library and Library Link Doorstep Service.

Peterborough Libraries and Archives

Email:

libraryenquiries@peterboroughlimited.co.uk

Web: **<https://peterboroughlibraries.org.uk>**

Tel: **01733 864280**

Peterborough U3A

Activities and learning opportunities for residents of Peterborough and the surrounding area who are either retired or semi-retired.

All activities are run by U3A members for U3A members. Find out more at **<https://peterboroughu3a.org.uk>**

Learning, employment, and volunteering

People of all ages and abilities can take part in learning, work, and volunteering. In Peterborough there are many opportunities available to help you develop your skills, support you in employment, and help you to contribute to your neighbourhood.

Learning

City College Peterborough, Peterborough College and Stamford College offer courses for adult learners. You can gain a qualification or simply learn more about one of your interests.

You can find out more at

<https://citycollegepeterborough.ac.uk> by selecting 'Adults 19+'.

At both **www.peterborough.ac.uk** and **www.stamford.ac.uk** courses can be found by selecting 'Find a course'.



➔ If you are a young person with an Education Health and Care Plan (EHCP) up to the age of 25, you could join a Study Skills programme. City College Peterborough runs courses where you can learn skills that will help you with your next steps in life. You can find out more information at <https://citycollegepeterborough.ac.uk/post-16/sen-support>

All three colleges offer Supported Internship programmes. A Supported Internship is a one-year, full-time study programme for students with special educational needs who would like to be able to work.

City College Peterborough also offers a comprehensive Day Opportunities service, including supported employment. Supported employment includes paid and voluntary work in organisations across the city.

Day Opportunities support adults with learning disabilities and autism, providing a wide range of independent living skills development activities such as budgeting, cooking, infection control, and shopping.

For people with complex needs, Day Opportunities provide activities and therapies to support individuals' health and wellbeing. These opportunities can be based in one of the hubs around Peterborough or individuals can access activities via the online offer. For more information, visit

<https://citycollegepeterborough.ac.uk/day-opportunity-service>

Anglia Ruskin University Peterborough offers information, advice, and specialist support to students with disabilities, including mental health difficulties, ongoing medical conditions, and specific learning difficulties, such as dyslexia. For more information on the support available to students with special educational needs and disabilities, visit www.aru.ac.uk and search for 'Disability support', or email disability@aru.ac.uk

Tip

Disabled Students' Allowance (DSA) offers support to cover the study-related costs you may have because of a mental health problem, long-term illness, or any other disability.



This can be on its own or in addition to any student finance you get. The type of support and how much you get depends on your individual needs – not your household income.

To apply for DSA, visit www.gov.uk/disabled-students-allowance-dsa

Employment

If you are over 18 and have a disability, your local Jobcentre Plus can offer advice and information on finding a job and the range of programmes and funding that may be available.

Jobcentre Plus

45 Bridge Street PE1 1HA • Tel: **0800 169 0190**

An 'Access to Work' grant may be able to pay for practical support to help you start working, stay in work, or start a business if you have a disability, health, or mental health condition. Find out more information at www.gov.uk/access-to-work

Individual Placement and Support (IPS) Service

Helps people with mental health conditions to find and sustain paid employment. The service offers:

- A confidential, individualised service to suit your needs.
- Help to find the right paid work for you, based on your preferences.
- Regular meetings with a member of the service.
- A personalised action plan.
- Help to write your CV, covering letters, and applications.
- Help to search for appropriate jobs quickly.
- Help to prepare for interviews.
- Collaboration with your mental health professionals to ensure your health and work goals are joined up and plans are made to help you at work.
- Help to access benefits advice.
- Links with local services and employers.
- Continued support for you and your employer.

Email: IPSReferrals@cpft.nhs.uk

Web: www.cpft.nhs.uk/service-detail/service/individual-placement-and-support-ips-18

Tel: **01733 748484**

Volunteering

A great way to develop your employment skills, meet new people, and make a difference to the lives of others in your community. There are volunteering opportunities suitable for all abilities, ages, and levels of commitment in Peterborough.

Contact Peterborough Council for Voluntary Service by visiting **www.go-vip.co.uk**, call **01733 342683** or email **volunteering@pcvs.co.uk**



Did you know that people aged over 75 are just as likely to volunteer once a month as people aged 16-49?

Age UK Cambridgeshire and Peterborough

relies significantly upon the help and support of volunteers to deliver many of its services. You can volunteer in a variety of roles including befriending/sharing time, in day centres, friendship clubs, as a handy person, hospital discharge, urgent shoppers, administration, fundraising, media, and more.

Email: **volunteering@ageukcap.org.uk**

Web: **www.ageuk.org.uk/cambridgeshireandpeterborough**

Looking after someone who couldn't manage without your help and support

You may be reading this Guide because you have caring responsibilities, or you know someone who has.

You may not recognise yourself as a carer. You may be a mother, father, brother, sister, daughter, son, husband, wife, partner, or friend etc. You may help with personal care, dressing, eating, retrieving or administering medication, getting to appointments, or keeping someone company when they feel lonely or anxious.

Being a carer can be rewarding but it is also very hard work. Caring is a stressful role and it is important to think about your mental and physical health as well as your emotional wellbeing and the person you are caring for.

Support is available for anyone who cares for someone else, whether you call yourself a 'carer'

or not. This support can help make your caring role easier and it can free up more time so you can take care of yourself.

Tip

You can use the action plan on page 5 to help you and the person you care for understand how you can best support yourselves.



The Peterborough Information Network website also has a lot of information and advice for carers. Visit **www.peterborough.gov.uk/pin**



Information and support for adult carers

Most carers find that support for the person they care for can help them in their caring role. In this Guide, there is lots of advice around how to get out and about in the community, beginning on page 6.

There is a variety of technology, equipment, and gadgets that can help people do more for themselves and provide peace of mind for those who care for them; you'll find more information

beginning on page 22. Page 25 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

There is also lots of support in Peterborough for you as a carer, including local organisations and voluntary groups.

The type of support on offer covers:

- Time out – short breaks for carers, including respite care for the person being cared for, which can give the carer a chance to recharge their batteries.
- Practical help – help with things that perhaps used to be simple, such as housework, laundry, grocery shopping, or gardening, which can become a strain when caring for someone.
- Modifications – equipment or alterations to the home that can make life easier.
- Emotional support – whether it's in the form of professional counselling or just someone to talk to on a regular basis.
- Support to improve wellbeing – access to exercise, learning opportunities, or social activities.
- Advocacy – having someone to speak on the carer's behalf.

Peterborough Carers Wellbeing Service – Making Space

Commissioned by Peterborough City Council to provide information, advice, and guidance to carers. Making Space can also provide a vast range of support for carers of all ages including training for carers and peer support groups. Suite 4, The Stables, Church Street, St Neots, Cambridgeshire PE19 2BU

Email: peterboroughcws@makingspace.co.uk

Web: www.makingspace.co.uk/support-for-carers/peterborough-carers-wellbeing-service

Tel: **01480 211006**

Caring Together

This charity supports unpaid carers in Peterborough by offering a free Caring Magazine, email newsletter, and access to Carer's Trust grants for equipment and activities. The charity

provides free replacement care so carers can take breaks or attend health appointments, as well as paid homecare services. Free trips and activities are also available for young carers.

Email: hello@caringtogether.org

Web: www.caringtogether.org

Tel: **0345 241 0954**

Age UK Cambridgeshire and Peterborough

Provides free confidential information and advice for carers. The service also offers respite care.

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

cambridgeshireandpeterborough

Tel: **0300 666 9860**

There are lots of online tools and phone applications that make it easy for you to let trusted family and friends see what jobs need doing and volunteer for them, and you can see who has agreed to do what and which jobs have been done.

If you need support to continue your caring role, beyond that offered by local organisations and voluntary groups, you may be eligible for support from the council. The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing. The council may also do a more in-depth carers' assessment to understand what's important to you and your needs.

The assessment will focus on you and the outcomes you want to achieve to help maintain your wellbeing. Carers' assessments are available to you even if the person you care for does not get any help from the council.

To find out more about being a carer, visit www.peterborough.gov.uk/pin and search 'caring for someone in Peterborough'.

Bridgit Carers App

The Bridgit App provides carers with up-to-date information whilst signposting to relevant services that can help them get the support and advice they need. If you require more tailored information to help support you in your caring role, visit

<https://bridgit.care/support/peter> or scan the QR code.



Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The Emergency Support Plan provides emergency support to the person you care for, should you be unable to care because of a sudden illness, accident, or other unplanned event. It is a free service funded by Peterborough City Council to look after adults with care needs during an emergency involving their family carer.

As a carer, you can register an Emergency Support Plan with Making Space. Emergency support is provided by contacting your nominated contacts for you, with backup support from professional carers available if required. It operates 24 hours a

day, 365 days a year.

Making Space's specialist advisers can help you to register a plan. You can also register with the service at **www.makingspace.co.uk/support-for-carers/peterborough-carers-wellbeing-service**

More information and support for carers can be found by searching 'caring for someone' at **www.peterborough.gov.uk/pin**

Making Space

Email: **peterboroughcws@makingspace.co.uk**

Web: **www.makingspace.co.uk**

Tel: **01480 211006**

Information and support for young carers

Sometimes children and young people take on the practical and emotional caring responsibilities that would normally be expected from an adult.

Young carers may have to prepare meals, look after money matters, give medicine, arrange appointments, or take care of a relative's personal care.

It can be a lot of work for anyone to handle, especially when school or work are also priorities.

If you are a child or young person who looks after someone, and who feels the role as a carer is affecting your education and schoolwork, or it's making you feel anxious or upset, you should talk to someone about it.

Support could start close to home, with a relative or friend who already knows your situation, or your teacher. There are also organisations that have been set up specifically to offer advice and support to young carers.

Centre 33 Cambridge

Provides special support information and advice to young carers, helps young carers meet each other, supports education, and helps with the transition to adult services. Young carers can visit the Centre 33 website to request a 'young carers' needs assessment' or find out more about what the organisation does.

Email: **hello@centre33.org.uk**

Web: **www.centre33.org.uk**

Tel: **0333 414 1809**

Parent carers

Information for parents looking after children and young people with special educational needs and/or disabilities can be found on Peterborough's SEND Information Hub (Local Offer). This can be found at **www.peterborough.gov.uk/localoffer**

Family Voice Peterborough is a community group which on a voluntary basis are actively seeking to improve services in all areas of the lives of children and young people with disabilities or additional needs. Family Voice

supports parents and carers of children and young people aged 0-25 years with a disability or additional needs. • Web: **www.familyvoice.org**
Tel: **07899 500505** →



→ Resource for those supporting children with disabilities

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and

wellbeing, work, family, and relationships. Visit www.myfamilyourneeds.co.uk



Caring at Peterborough City Hospital

The Hospital has signed a carers' charter to demonstrate its commitment to working with carers.

Find out more by visiting www.nwangliaft.nhs.uk/information-for-carers

Financial support for carers

The Government offers financial support for carers. Carer's Allowance is paid at a standard rate. You are entitled to Carer's Allowance if all the following applies to you:

- Are aged 16 or over.
- Spend at least 35 hours a week caring for someone.
- Have lived in England, Scotland, or Wales for at least two of the last three years.
- Aren't either in full-time education or earning more than £123 a week after tax and expenses.

Tip

If you want to check your eligibility for benefits, visit www.gov.uk/benefits-calculators. If you are a carer and are not in receipt of these benefits, and think you may be eligible, apply at www.gov.uk/browse/benefits/help-for-carers or have your benefits checked by Citizens Advice by calling **0808 278 7808**.



Keeping healthy and well

Staying healthy is an important part of living an active and independent life.

Whatever your abilities and circumstances, there are many things you can do to improve your health, such as changing your diet, exercising more, or giving up harmful habits like smoking.

The NHS Better Health website is your go-to website for accurate, trustworthy, and current advice to help you maintain a healthy lifestyle and keep well.

Visit www.nhs.uk/better-health to find out how making small and simple lifestyle changes can benefit you and your family.



Reducing your alcohol consumption

Regular drinking can affect the quality of your sleep making you feel tired and sluggish. There's also evidence that regular drinking at high-risk levels can make your mental health worse. If you are worried about your own, a friend or family member's drinking seek help. You can talk to your GP or contact your local specialist treatment service for advice and support.

Aspire Recovery Service – Peterborough

Operates across two locations in Peterborough.

Web: www.changegrowlive.org/service/peterborough-aspire

Tel: **01733 895624**

Explained: Low-risk drinking guidelines

To keep health risks from alcohol at a low level, men and women should not regularly drink more than **14 units** a week, spreading them evenly over three or more days.

Six pints of beer
a week



Based on 567ml
4% ABV

or

Six medium glasses
of wine a week



Based on 175ml
13.5% ABV

Eating a healthy diet

A balanced diet means eating a wide variety of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight.

Find out more about healthy eating at www.nhs.uk/live-well/eat-well

You may also find the British Heart Foundation portion guide information useful. Visit www.bhf.org.uk and search 'food portions'.

After 65 years of age, it is important to maintain a nutrient-rich diet to stay well and active. This means eating more protein, calcium, folate (folic acid) and vitamin B12. You will still need the same amount of carbohydrates, sugar, fibre, fat, and salt as younger adults.

To find out more about having a nutrient-rich diet after 65+ years, visit the British Dietetic Association's website at www.bda.uk.com

Keeping a healthy weight

If you struggle with a smaller appetite and are losing weight without intending to, speak to your health professional as you may be at risk of malnutrition.

For more information on how to consume more energy-dense foods when you have a smaller appetite, visit the Cambridgeshire and Peterborough Integrated Care System website at www.cpics.org.uk/local-pathways-and-guidelines

If you are very overweight, losing weight might be good for your health. However, it is still important to eat a nutrient-rich diet and be active to maintain your muscle strength.

If you are only a little overweight, try to cut down on high-sugar and high-fat foods and snacks. However, highly restrictive diets should be avoided as they can cause faster loss of muscle.

The NHS website can help you find information on how to maintain a healthy weight. Visit www.nhs.uk/live-well/healthy-weight for more information.



Exercise

You can help your body to stay strong, steady, and independent by keeping active. You can get active by sitting less and moving more, for example walk around your home when on the phone or go for a walk after dinner.

For information and advice on different kinds of exercise for all abilities, including online exercise videos and local classes, visit **www.steadyonyourfeet.org**, select your region and then 'Staying Active'.

Regular health checks

By undergoing routine health checks, you can spot any health problems in the early stages when they are easier to treat, helping you to make the best choices about your health and wellbeing.

If you are aged 40-74, do not have a long-term health condition, and haven't had a check in the last five years, you might be eligible for a free NHS Health Check. The check only takes about 20-30 minutes and can be accessed through your GP. Simply call and request an NHS Health Check. For more information, visit **www.nhs.uk/tests-and-treatments/nhs-health-check**

People with a learning disability often experience poorer physical and mental health than others. A Learning Disability Annual Health Check can address this and help you stay well by talking about your health and finding any problems early, so you get the right care. You do not have to be ill to have a health check – in fact, most people have their annual health check when they're feeling well.

For more information, or to arrange a health check, contact your GP.

Vaccinations

It's important to keep up to date with all your vaccinations. If you aren't sure which ones you need, visit **www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them** to check.

For information about the COVID-19 vaccination among others, visit **www.nhs.uk/nhs-services/vaccination-and-booking-services**

Your mental health and wellbeing

Your GP should be your first point of contact for mental health and wellbeing issues. They will discuss your concerns and the right treatment for you. Your GP will decide if they can provide the help and treatment you need or whether you should be referred to more specialised mental health services. If you are in a mental health crisis, call **111** and select the mental health option. Specially trained mental health staff are available 24 hours a day, 365 days a year.



If you are struggling and would like to talk to someone, contact the following organisations:

Samaritans

Talk to someone anonymously and confidentially 24 hours a day, 365 days a year.
Tel: **116 123**

Lifeline

Support and information about local services available seven days a week, 11.00am to 11.00pm.
Tel: **0808 808 2121**
Text 'HEAR' to **85258** (available 24 hours a day, 365 days a year).

Everyone goes through difficult times; sometimes our problems affect our day-to-day lives and we feel that we can't cope. Common issues include

a low mood, depression, anxiety, stress, trauma, bereavement, relationship difficulties, and phobias. If you are in this situation, you are not alone and there is a range of community care services available to help you improve your mental wellbeing.

How Are You Peterborough (HAY) brings together everything available in the local community that is good for mental wellbeing, including activities and support. Find out more at **www.haypeterborough.co.uk**

NHS Cambridgeshire and Peterborough Talking Therapies is part of the national NHS Talking Therapies service. The service provides help to people aged 17 and over who are experiencing common mental health problems such as depression and anxiety disorders, as well as stress, sleep issues, and self-esteem issues.

You can ask your GP to refer you for this service, or you can self-refer online at **www.cpft.nhs.uk/self-refer-here/** If you have any questions, you can email **SPAtalkingtherapies@cpft.nhs.uk** or call **0300 300 0055**.

Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind) is a mental health charity offering a range of support to individuals over the age of 17. The support takes place in the community or from home using Zoom video calls. The charity also offers instant access drop-in activities, peer support groups, and skill-building workshops. For more information, visit **www.cpslmind.org.uk**, call **0300 303 4363**, or email **enquiries@cpslmind.org.uk**

Everyturn Mental Health is a non-profit national organisation that provides mental health services on behalf of the NHS. Everyturn provides services such as NHS Talking Therapies, nursing care, crisis support, dementia care, community and wellbeing, and supported housing. It also provides an online advice hub on mental health. To find out more visit **www.everyturn.org/** You can email **enquiries@everyturn.org** or call **0191 217 0377** if you have any queries.

Care Network's Wellbeing Check and Chat staff and volunteers offer weekly phone calls to people experiencing isolation and loneliness, whilst also connecting you to other more long-term options. Trusted Friend volunteers and staff can support you to return to the activities you once enjoyed, or to build up confidence in returning to your local community. Over six weeks, volunteers can accompany you for a walk, to the shop, or to a group activity. For more information, visit **<https://care-network.org.uk>**, email **wellbeing@care-network.org.uk**, or call **0330 094 5750**.

Qwell is a free, online support resource and wellbeing community. You can join Qwell immediately and anonymously through any connected device to gain access to the following support:

- Chat-based counselling.
- Online peer support.
- Self-help resources.
- Online magazine.

For more information and to sign up, visit **www.qwell.io**

Help for veterans and service leavers

All veterans, service leavers, non-mobilised reservists, and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems. Visit **www.nhs.uk** (search 'Mental health veterans').



NHS Cambridgeshire and Peterborough

The local Integrated Care System (ICS) brings together NHS organisations and providers, local authorities, and Voluntary, Community and Social Enterprise (VCSE) organisations, to promote, support, and improve the health and wellbeing of almost a million people living locally.

NHS Cambridgeshire and Peterborough is responsible for how health and care is planned, paid for, and delivered.

You can find out more about the work of the ICS on its website at **www.cpics.org.uk**

Choosing the right treatment for your health and medical needs

Self-care

Cough, cold, hayfever, hangover, grazes, small cuts, sore throat

A large range of common illnesses and injuries can be treated at home with over-the-counter medicines and plenty of rest.

You can also get health advice and guidance by looking online at **www.nhs.uk** or by calling NHS **111** – 24 hours a day, seven days a week.

Pharmacy

Aches and pains, flu, earache, rashes, teething, medicine issues

Pharmacists can advise and treat a wide range of symptoms. No appointment is needed, and pharmacies often have long opening hours.

Most pharmacies also have private consulting areas. You can find your local pharmacy, the services it offers and its opening times at **www.nhs.uk**

GP surgery

Vomiting, stomach ache, arthritis, asthma, fever, low mood, stop smoking

GPs and nurses can see you for a wide range of general health issues. You will need to be registered with a GP surgery and make an appointment to visit a Nurse or GP.

You can find a local GP at **www.nhs.uk**/ Your GP's website or receptionist will be able to advise whether you are best seeing a nurse or GP.

Minor injuries

Small fractures, minor burns, cuts, itchy rash, persistent fever

The Urgent Treatment Centre at Peterborough City Hospital can treat minor injuries and illnesses.

No appointment is necessary, and the service aims to see and start patients' treatments within 45 minutes of their arrival. The Urgent Treatment Centre is open seven days a week, 8.00am to 8.00pm.

A&E/999

Severe bleeding, loss of consciousness, severe chest pain, severe burns, major trauma

A&E and **999** are for serious or life-threatening situations. Peterborough City Hospital provides A&E services for Peterborough residents of all ages.

If you are unsure if you should go to A&E, NHS **111**, available 24 hours a day, seven days a week, can provide expert advice and guidance for non-life-threatening injuries.

Urgent Treatment Centre and GP Out of Hours service

Contact NHS **111** if you are feeling unwell with a minor illness or injury and can't self-treat at home, see your GP, or use your local pharmacist. If you are advised to visit the Urgent Treatment Centre, it's open seven days a week, 8.00am to 8.00pm, at Peterborough City Hospital. Also situated at the hospital is the GP Out of Hours service provided by Herts Urgent Care.

Urgent Treatment Centre

Peterborough City Hospital, Edith Cavell Campus, Bretton Gate, Bretton PE3 9GZ



Greater Peterborough GP Hub

The Greater Peterborough GP Hub is a not-for-profit organisation owned and operated by GP Practices across Greater Peterborough, established in 2015 to provide evening and weekend access to healthcare services.

Services include enhanced evening and weekend access to General Practice. This includes appointments with a GP or Practice Nurse and blood

tests. The service is open to all registered patients in Greater Peterborough.

Appointments take place at the City Care Centre Monday to Friday, 6.30pm to 9.00pm, and on Saturday, 8.30am to 6.30pm.

For more information, visit www.greaterpeterboroughgps.nhs.uk

Social Prescribers

Social Prescribers work alongside GPs and other members of the primary health team to support your overall wellbeing. They give you time, take a holistic approach to your health, and help you to explore what matters to you.

Their role is to connect you with community groups, activities, and statutory services that offer practical and emotional support.

If you would like to have a conversation about your needs and create a personalised care and support plan, you can ask your GP to refer you to a Social Prescriber or NHS Link Worker.

Community support and services include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice, and a range of sports.

NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services from your smartphone or tablet. The NHS App is available now on iOS and Android. You must be aged 13 and over and registered with a GP surgery in England to use the app.

Use the NHS App to:

- Get advice about coronavirus – get information about coronavirus, find out what to do if you think you have it, and find details of your vaccination status.
- Order repeat prescriptions – see your available medicines, request a new repeat prescription, and choose a pharmacy for your prescriptions to be sent to.
- Book appointments – search for, book, and cancel appointments at your GP surgery, and see details of your upcoming and past appointments.
- Check your symptoms – search trusted NHS information and advice on hundreds of conditions and treatments and get instant advice or medical help near you.

- View your medical record – securely access your GP medical record, to see information like your allergies and your current and past medicines.
- Register your organ donation decision – choose to donate some or all of your organs and check your registered decision.
- Find out how the NHS uses your data – choose if data from your health records is shared for research and planning.

Find out more by visiting www.nhs.uk and searching 'NHS App'.



Staying independent at home

Most people stay living in their own home as their ability and situation changes. There are many things you can do to keep your independence and remain

living in your own home. This might mean changing the way you do something or trying something that you haven't tried before.

Manage at Home

Provided by Medequip, Manage at Home offers information and advice, along with a range of equipment and devices that you can purchase to help with everyday tasks. The Self-Help Guide is an easy-to-use online tool that can help you to find products for problems at home. Answer the questions to get suggestions of equipment that might help you.

You can see which products are recommended for your care and support needs, how they work, and watch videos showing them in use. Manage at Home also offers occupational therapy home visits and equipment demonstrations for some products, such as riser recliner chairs.

Medequip – Manage at Home

Email: info@manageathome.co.uk

Web: www.manageathome.co.uk

Tel: **0800 910 1864**

Tip



- Speak to someone who is already using the equipment or read user reviews.
- Will it need to be installed by a professional?
- Do you know how much it costs? Are there any ongoing costs?

- Speak to your friends and family about the equipment that you want to purchase.

Home fire safety checks

Cambridgeshire Fire and Rescue Service (CFRS) provides free safe and well visits, where firefighters or specially trained community safety officers can visit your home and offer help and guidance in a variety of areas, including:

- Fire safety.
- Falls prevention.
- Staying well and warm at home.
- Crime reduction.

CFRS works with older people and those with disabilities to discuss fire risks and to look for any visible warning signs.

CFRS also works with carers to ensure they have the knowledge and skills to keep themselves and the person they care for safe in the event of a fire.

For more information, visit www.cambsfire.gov.uk/home-safety/home-fire-safety or call CFRS on **0800 917 9994**.

Heatwaves

Extreme heat can be dangerous, particularly for older people and those with chronic health conditions. To stay safe in the heat:

- Close curtains and windows during the day and open them at night.
- Drink plenty of fluids and avoid alcohol.
- Don't leave anyone in a parked vehicle with the doors and windows closed.
- Try to keep out of the sun between 11.00am and 3.00pm.

- If you must go outside in the heat, walk in the shade, apply sunscreen, cover up with clothing, and wear a wide-brimmed hat.
- Avoid physical exertion during the hottest parts of the day.

British Red Cross has further information about staying safe in the heat. Visit www.redcross.org.uk and search 'heatwave advice'.

Symptoms of heatstroke

- Feeling faint and dizzy.
- Difficulty breathing.
- Vomiting.
- Confusion.

If you or someone in your care is displaying these symptoms

- Take action to cool down as soon as possible.

- Call NHS **111** for advice. Call **999** if a person has collapsed.

Tip

Many prescription medicines can reduce your heat tolerance. You should continue to take your medicine but take extra care to keep cool.



If in doubt, contact your GP.

Staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer, independent, and doing the things you enjoy.

Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady. The exercises can be done in fun and sociable community classes, or in your own home.

Visit the Stay Stronger for Longer pages on the Peterborough Information Network at **www.peterborough.gov.uk/strongerforlonger** to find your nearest class, for ‘super six’ exercises to do at home, or for information about a free 24-week strength and balance exercise programme.

For information on different kinds of exercise for all abilities, visit **www.nhs.uk** and search ‘strength exercises’.

There are many other ways of remaining strong and steady including:

- Having an eye test every year.
- Eating a calcium-rich diet and getting enough Vitamin D.
- Paying attention to foot problems and wearing properly fitting shoes and slippers.
- Making sure the GP reviews your medication every 12 months.
- Improving safety in the home.

Visit **www.peterborough.gov.uk/pin** and select ‘Adults’, then ‘Staying safe’ to identify your risk factors for falling and to find out more about the simple things you can do to help yourself stay steady, mobile, and independent.

Equipment and adaptations to make life easier and keep you safe

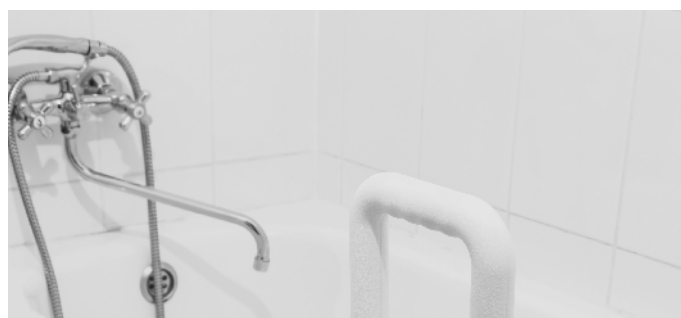
Many people use equipment to help them remain independent, safe, and well in their homes. This could be a one-cup hot water dispenser to help you prepare hot drinks, a shower seat to help you shower, or light bulbs that automatically turn on when you get out of bed.

There is also equipment that keeps your home safe by checking for smoke or maintaining the temperature.

Advances in digital technology mean there is a lot more easy-to-use and inexpensive equipment available, so you can find the right solution that suits you. Some everyday items and technology can help as well, such as reminder apps on smartphones, or wide-handled cutlery.

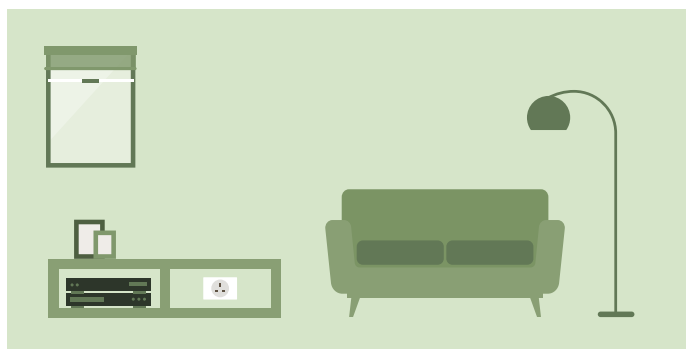
Most of this equipment is available through high street and online retailers or your local pharmacy.

To discover the right equipment and technology for you, visit **www.peterborough.gov.uk/pin** and search ‘Equipment’.



Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair, or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.



Do you **forget to take your tablets**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers, and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handed cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick, or a button hook. If you are having a lot of difficulty, consider home support – see page 27.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist, or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

The **Technology Enabled Care (TEC)** service at Peterborough City Council can give advice and guidance on technology that could make your life easier.

To find out more, visit www.peterborough.gov.uk/pin (search 'TEC'). If you have any further queries, contact the **Technology Enabled Care (TEC)** service at **01733 747474**.



Grab handles



Bed table



Hand rail



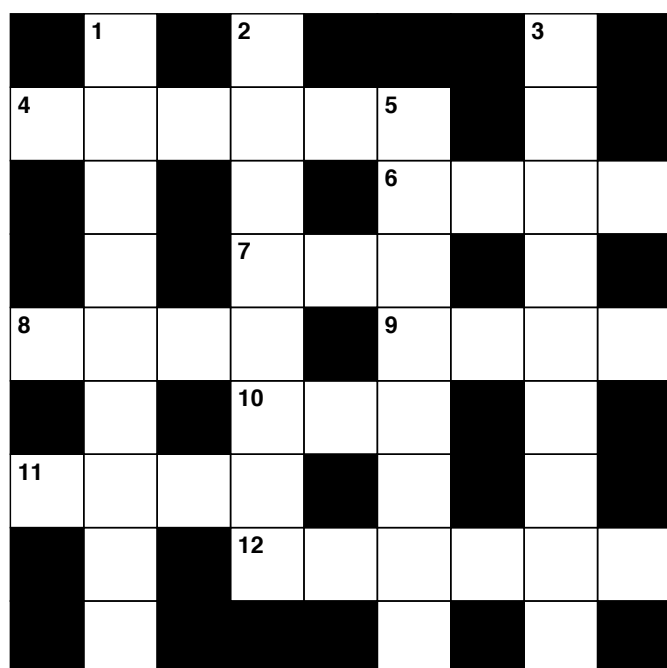
Hand trolley



Tap turners

Have some fun with our Home Instead puzzles

Crossword



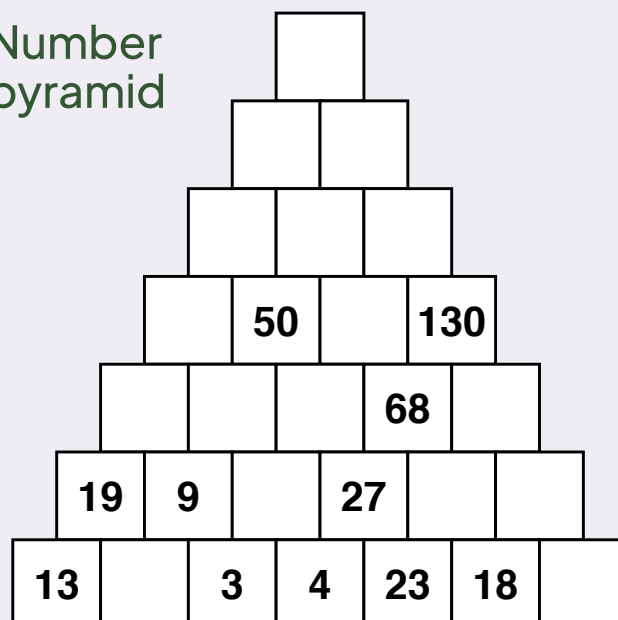
Across

- 4 - Turn to ice (6)
- 6 - Image that shows your bones (1-3)
- 7 - Have some food (3)
- 8 - Continent (4)
- 9 - What we see with (4)
- 10 - Sprint (3)
- 11 - Popular pets (4)
- 12 - Number in a football team (6)

Down

- 1 - Change from one thing into another (9)
- 2 - Practice a performance (8)
- 3 - Journeyed (9)
- 5 - Made larger or longer (8)

Number pyramid



Place a number in every box to complete the pyramid. The value in each square is the sum of the numbers in the two boxes directly beneath it.

Sudoku

	4			3	1
					4
			1	2	
	2	5			
2					
3	1			4	

Place the numbers 1 to 6 exactly once in each row, column and 3x2 bold-lined box, to complete the grid.

Community alarms and lifelines

Providing reassurance that help is at hand if you need it. If you want to remain independent in your own home but also want the security of knowing that help is on hand when you need it, then Lifeline is for you.

The Lifeline personal alarm is a fast and effective way to get help, 24 hours a day. With just the touch of a button, a community alarm service can contact the emergency services and arrange for a GP, district nurse, next of kin, or named key holder to visit or help you.

Many people can benefit from community alarms, including those with long-term health needs, disabilities or restricted mobility, or people who live alone. Lifeline can also support carers by providing reassurance that extra support is in place if it's needed. Additional sensors can be added to the Lifeline system as appropriate which will automatically alert the call centre, such as a smoke detector, bed sensor, falls detector, or property exit sensor.

There is an Enhanced Response Service linked to the Lifeline system that offers additional support if necessary.

Find out more about the Lifeline service in Peterborough provided by Careium by emailing **adultsocialcare@peterborough.gov.uk** or calling **01733 747474**.

Peterborough Smart Flat

The Peterborough Smart Flat at Kingfisher Court demonstrates how assistive technology can support older or disabled people around the home. All equipment is fully operational, from voice-activated bed sensors to property exit sensors and medication reminders. The Lifeline personal alarm system is also live, allowing you to see how the control centre responds to calls. To arrange a visit to the Smart Flat, call **01733 747474**. To find out more, visit **www.peterborough.gov.uk/pin** and search 'Smart Flat'.

Adaptations to your home

In addition to equipment, you may find it beneficial to make adaptations to your home to keep you independent, safe, and well. These can include stair lifts, through-floor lifts or large ramps, changing from a bath to a level shower, or putting in a downstairs toilet.

Many people find that by making these adaptations, their everyday activities are easier to do, they avoid having to move out of their own home and can continue to live as independently as possible.

Occupational Therapy and Care and Repair at Peterborough City Council can assist you to maintain and adapt your home via a Disabled Facilities Grant (DFG) for eligible residents. The service can also deliver minor aids and adaptations that help to prevent falls and accidents in the home.

You will need an Occupational Therapy assessment which will look at what adaptations are required to meet your needs. Visit **www.peterborough.gov.uk/pin** and search for 'Care and Repair' or call **01733 747474** (ask for Occupational Therapy Duty).

Handy Person Scheme

Care and Repair at Peterborough City Council runs a Handy Person Scheme to help people who are vulnerable, over 60 or disabled and living alone. This service can help you with small repairs and maintenance jobs around your home, making it easier for you to live independently. The repairs are for non-urgent, minor issues and all work is carried out by approved building contractors.

Email: **careandrepair@peterborough.gov.uk**
Web: **www.peterborough.gov.uk/pin** and search for 'Handy Person Scheme'.
Tel: **01733 863860**

Help with odd jobs or finding a reliable trader

We all need to find a reliable trader from time to time and asking your friends for recommendations is a good way to do this.

Alternatively, Trading Standards operates an approved trader scheme called Buy with Confidence. To ensure you choose a trader that operates in a legal, honest, and fair way, visit **www.buywithconfidence.gov.uk** →

→ **Safe Local Trades** is another website that you can look at for a tradesperson such as an electrician, plumber, carpenter, or painter/decorator.

All the tradespeople listed have been checked and their performance is monitored. Visit **www.safelocaltrades.com**

If you are unable to fund the adaptations you need, the council may be able to offer support.

If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs; see

www.gov.uk/disabled-facilities-grants

To find out more about changes that can be made to your home, visit **www.peterborough.gov.uk/pin** and select 'Adults', followed by 'Staying independent'.

Do you have a concern about a trader who has called at your home?

The Citizens Advice Consumer Helpline takes calls on behalf of Trading Standards.

The helpline can provide you with advice on your rights when buying goods or services.



If you just wish to report a trader to Trading Standards, the helpline will record the details on its national database and pass the information on to the relevant Trading Standards service.

The helpline can be contacted online by visiting **www.citizensadvice.org.uk/consumer/get-more-help** (select 'contact the consumer service').

Alternatively, you can call **0808 223 1133**.



Support for families of children with additional needs –
from birth to adulthood

Got a question? We're here to help!

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www.myfamilyourneeds.co.uk



hello@myfamilyourneeds.co.uk



- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Check out our new SEND guide for the South East!

Avoiding scams

Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) has some simple tips for dealing with unsolicited contact, to keep you safe from the financial and the emotional harm of scams.

Tips



- Do not trust callers or visitors just because they sound official, send legitimate-looking paperwork, or have an ID card. Criminals are very clever at faking communications to appear genuine.
- Don't be rushed by anyone asking you to send money or making you an offer that's too good to be true. Speak to a friend or family member for advice or call the Citizens Advice consumer helpline on **0808 223 1133**.
- Do not give money, personal, or banking details (including account details or your PIN) to anybody contacting you out of the blue.
- Always verify that someone contacting you unexpectedly is who they say they are by contacting the organisation they claim to be from. Use a number you know to be correct – not one that the person has given you.
- Do not deal with traders on the doorstep. A good tradesperson doesn't need to cold call and there isn't a rehabilitation scheme for

ex-offenders involving doorstep sales. You can deter cold callers by displaying a 'Please leave and do not return' sign – some are available through Neighbourhood Watch or other local contacts.

Reporting scams

Phone, email, and online scams

Action Fraud

Web: **www.actionfraud.police.uk**

Tel: **0300 123 2040**

Postal scams

Citizens Advice Consumer Helpline

Web: **www.citizensadvice.org.uk**

Tel: **0808 223 1133**

Rogue trading/doorstep crime

Cambridgeshire Constabulary

Web: **www.cambs.police.uk**

Tel: **999** (live incident/emergency).

Tel: **101** (after incident/non-emergency).

Independent Age has lots of useful tips on how to avoid being scammed. Visit **www.independentage.org** and search 'How to avoid a scam'.

Home support

You might need a little support to stay living independently at home. This can include help from family, friends, neighbours, or others with tasks like washing, shopping, or cleaning.

Meals, shopping, and food preparation

If you, or someone you care for, are having difficulty shopping or preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help or use supermarkets' online or telephone order and home delivery services.

Frozen meals delivery services

You can order food with **Wiltshire Farm Foods** as often or as little as needed, as there is no contract.

Meals can be ordered online, on the app, or over the phone. To request a brochure, or place an order, visit **www.wiltshirefarmfoods.com** or call **0800 077 3100**.

Oakhouse Foods offers a wide range of frozen ready meals and desserts, catering for different dietary needs and preferences. Meals are delivered to your home and the team can pack them away for you. To request a brochure, or place an order, visit **www.oakhousefoods.co.uk** or call **0333 370 6700**.

Other meal delivery services are available. Find out more on the **Peterborough Information Network** at **www.peterborough.gov.uk/pin**

Support for specific needs

Specific support for people with sensory impairments

There is a range of organisations that specifically support people with visual or hearing problems to remain safe and well at home.

Cambridgeshire Deaf Association (CDA)

Email: office@cambsdeaf.org

Web: <https://cambsdeaf.org> • Tel: **01223 246237**

Cambridgeshire Hearing Help

Email: enquiries@cambsdeaf.org

Web: <https://cambridgeshirehearinghelp.org.uk>

Tel: **01223 416141** • Text: **07429 231230**

CamSight

Email: info@camsight.org.uk

Web: www.camsight.org.uk • Tel: **01223 420033**

Deafblind UK

Email: info@deafblind.org.uk

Web: <https://deafblind.org.uk>

Tel: **0800 132 320** • Text: **07903 572885**

Peterborough Sight (operated by Deafblind UK)

Email: info@peterboroughsight.org.uk

Tel: **01733 344844**

You can find out how to get your hearing tested and other advice about vision and eye health by visiting www.peterborough.gov.uk/pin and searching 'Sensory impairment'.



Specific support for people with disabilities

Disability Peterborough is your local centre for free, confidential, and impartial information and advice for physically disabled people, their carers and families, so you can receive specific support. The purpose of Disability Peterborough is to provide a range of services that assist people with physical

disabilities to achieve their potential and have maximum choice and control over their lives.

Email: info@disabilitypeterborough.org

Web: www.disabilitypeterborough.org

Tel: **01733 265551**

Specific support for people with autism

There are lots of resources and support available in Peterborough to enable people with autism to live a fulfilled life. The National Autistic Society Peterborough provides information and advice to support individuals of all ages with autism and their families and carers. For more information, visit www.peterborough.gov.uk/pin and search 'Autism'.

Autism Alert Card

For £5, Autism Anglia offers a credit card-sized Autism Alert Card as a way of boosting confidence and giving peace of mind if you are autistic and encounter an emergency. The card has been adopted by the Cambridgeshire Police. It is designed so that your behaviour or the nature of

your condition can be quickly explained if you find yourself in a difficult situation or emergency. For more information, visit www.autism-anglia.org.uk

All Age Autism Strategy

This strategy supports the aim for Peterborough to be an autism-friendly place where children

and adults with autism can live full, healthy, and rewarding lives, within a society that accepts and understands them.

You can view the strategy by visiting the Peterborough Information Network at www.peterborough.gov.uk/pin and searching 'Autism'.

Specific support for people with dementia

Everyone forgets names and where things are placed from time to time but when memory problems become noticeably worse and impact your everyday life, that is when you should speak to your GP. Your GP is your first point of contact for dementia issues. They will discuss your concerns and consider whether they can provide the help and treatment you need.

In Peterborough, anyone with a diagnosis of dementia, or who is worried about their memory or that of a loved one can seek support from the dementia adviser team at the Dementia Resource Centre. The dementia advisers work with people with dementia, their families, and carers to provide responsive and individualised information, support, and signposting to required services. This service is free and confidential.

Peterborough's Dementia Resource Centre is run by Alzheimer's Society with the aim to provide a wide range of groups and services that meet the needs of local people and make a positive difference to their lives. The Resource Centre provides a welcoming environment specifically designed for people with dementia. People using the Dementia Resource Centre can also access wellbeing services and regular information sessions with other service providers. Contact the Dementia Resource Centre to find out more about the Centre's calendar of events and activities.

Visit www.peterborough.gov.uk/pin and search 'Dementia' for more information.

The Dementia Resource Centre is open Tuesday, Wednesday and Friday, 9.30am to 3.30pm.

Dementia support for carers

Caring for someone with dementia can be challenging. It can affect your health, and you may feel at crisis point at times. Peterborough's Dementia Support Service can guide you in difficult times when you don't know where to turn and the service is there to help find new ways and strategies to help carers in their role. The dementia advisers can offer tailored support, while providing a listening ear allowing you to talk openly about any difficulties you may be experiencing. The advisers will also support you to identify ways to improve your own health and wellbeing, as well as helping you to understand dementia.



Alzheimer's Society – Local Dementia Support

Support is available Monday to Friday, 9.00am to 4.30pm. The Dementia Resource centre is open Tuesday, Wednesday and Friday, 9.30am to 3.30pm.

Dementia Resource Centre,
441 Lincoln Road PE1 2PE

Email: peterborough@alzheimers.org.uk
Tel: **01733 865710**

National Dementia Support Line

Email: enquiries@alzheimers.org.uk

Web: www.alzheimers.org.uk/get-support/dementia-support-line

Tel: **0333 150 3456** (open Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and weekends, 10.00am to 4.00pm).

Support with the cost of living

Stay Well this Winter

Your local Stay Well this Winter programme is a network of partners who work across the local health and social care system to mitigate the health and wellbeing risks of our most vulnerable groups associated with cold weather and living in cold homes due to fuel poverty.

If you are at risk of or living in fuel poverty, there are

ways your local Stay Well this Winter programme can help you access the services, information, and potentially financial support to keep warm and well this winter, whilst reducing your energy bills.

You can also find tips and hints on the Government website Help for Households at

<https://helpforhouseholds.campaign.gov.uk>

Government support – Cost of living support package

Government has announced a range of support in response to the rising energy costs.

Warm Home Discount

A one-off payment of £150 to help to reduce eligible customers' bills over the winter months of £150.

You get the payment automatically if your electricity supplier is part of the Warm Home Discount scheme and you or your partner receive the Guarantee Credit portion of Pension Credit. One of you must be named on your bill.

Getting a Warm Home Discount doesn't affect your entitlement to a Winter Fuel Payment or Cold Weather Payment.

Winter Fuel Payment

An annual tax-free payment for households that include someone born on or before 22nd September 1959. It is designed to help you cover your heating costs in winter.

If you were born on or before 23rd September 1958, you could get between £100 and £300 to help with your bills in winter this year. The exact amount depends on your age and whether other people in your household also qualify.

You must receive at least one of the following benefits to be eligible for the Winter Fuel Payment scheme:

- Pension Credit.
- Universal Credit.

- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Income Support.

If you live in a care home or nursing home, get any of these benefits and have been living in a care home since 23rd June 2025 or earlier, then you are not entitled to a Winter Fuel Payment.

Cold Weather Payment

Extra money for people receiving certain benefits, such as Pension Credit, when there is very cold weather.

You get £25 a week for each seven-day period of cold weather. This only applies between 1st November and 31st March each year. To be eligible for the payment, the average temperature in your area needs to have been 0°C or less for seven consecutive days.

You also need to be receiving certain benefits, such as:

- Pension Credit.
- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Universal Credit.
- Support for Mortgage Interest.

Local Energy Advice Programme (LEAP)

A free energy advice service to help you save money whilst keeping your home warm. Visit <https://applyforleap.org.uk>

LEAP can help save you money whilst keeping your home warm and cosy. LEAP offers a free in-home advice visit. Its Home Energy Advisors can:

- Install free, simple energy-saving measures such as LED light bulbs and draught-proofing.
- Check if you're on the best energy tariff via its dedicated switching service.
- Arrange a free money advice consultation.
- Help you find funding for further energy-saving home improvements.

Household Support Fund

The Government has extended the Household Support Fund to support those in need with food and utility bills. This has been implemented as a voucher scheme. Vouchers up to the value of £40 will be issued to help residents who are struggling financially.

One voucher per household will be issued per application. Applications will only be accepted every two months. Households can apply twice between May 2025 and March 2026.

To be eligible for a voucher you must be a resident in the Peterborough City Council area and over the age of 18. You must also meet one of these:

1. Be in receipt of, or in the process of applying for, any means-tested benefit or allowance. For example:
 - Universal Credit.

- Income support.
- Child tax benefits.
- Personal Independent Payment.
- Disability Living Allowance.

2. Be living in a low-income household and have no savings. A low-income household is defined as:

- A single person earning less than £25,500 per year.
- Those living as a couple earning a combined income of less than £43,400.

This includes those living in houses of multiple occupancy.

Citizens Advice Peterborough is managing this part of the scheme on behalf of Peterborough City Council. To apply, please call **01733 447933**, available Monday to Friday, 9.00am to 4.00pm.

Holiday Voucher Scheme

Supermarket vouchers available to those eligible for free school meals vouchers to help cover the holiday periods. To find out more about the School Holiday Voucher Scheme, please visit www.peterborough.gov.uk and search 'Holiday Voucher Scheme'.

Peterborough Holiday Activities and Food (HAF) Programme

Offers fully funded holiday places to eligible children and young people. HAF runs during Easter (up to four sessions), Summer (up to 16 sessions) and Christmas (up to four sessions) school holidays. Each child/young person will receive a balanced meal each day they attend. More information is available at www.peterborough.gov.uk (search 'HAF').

Additional support schemes

There are many other local and national organisations and schemes supporting those affected by the cost-of-living crisis. Please see the following information on some of the services available. For more information on these you can also visit the Peterborough Information Network website at www.peterborough.gov.uk/pin and search 'Stay Well this Winter'.

Priority Services Register

If you're a vulnerable customer, your energy supplier can give you extra help. This might include:

- Advance warning before planned power cuts.
- Extra support during emergencies.
- Help with cooking, hot meals, or charging medical equipment if needed.



➔ During the winter months (1st October to 31st March), suppliers must try their best not to disconnect your energy supply.

If your supplier follows Energy UK's Vulnerability Commitment, they won't disconnect vulnerable customers at any time of the year.

You can also join the register of your energy network operator – the company that brings electricity or gas to your home through cables and pipes. People who are usually considered vulnerable include:

- Those with disabilities.
- Households with young children.
- People who use medical equipment that needs electricity.

To join the register contact your energy supplier or your local electricity network operator and ask to be added to their Priority Services Register.

National Energy Action's Warm and Safe Home Advice Service (NEA's WASH)

The NEA's WASH Advice Service is a free support service providing advice to householders on their energy bills and keeping warm and safe in their home.

The service offers tailored face-to-face, telephone, or online advice and support with:

- Warm Home Discount and Trust fund applications.
- Gas and electricity accounts including fuel debt.
- Switching suppliers.
- Energy efficiency.
- Benefits advice and income maximisation.

Visit **www.nea.org.uk/get-help/wash-advice** or speak to an adviser directly by calling **0800 304 7159**.

Anglian Water bill support

If you are struggling to afford your bill, Anglian Water's Extra Care Support Team can help find a way forward, with a personalised plan to find the cheapest tariff or a flexible payment plan made just for you.

Anglian Water also wants to help you save water and in turn save you more money. To do so, simply request your free water-saving home kit to help with bills. Visit Anglian Water's Extra Care Support Team page at **www.anglianwater.co.uk/help-and-advice/water-care/extra-care-support** or call **0800 169 3630**.

Cost-of-Living Support Hubs

Cost-of-Living Support Hubs are open across Peterborough. They are for any resident in the city struggling with the cost of living. We have worked with community partners to set up the hubs.

Support includes free food and fuel for those in need. This will be subject to each individual hub's assessment of your needs. All hubs offer food support. Many of them also offer social activities and help with essential items. Some hubs have cafés where you pay what you can.

Support offers from hubs may change as demand fluctuates. Contact your local hub directly for specific information before visiting.

For more information on the Peterborough Cost-of-Living Support Hubs, including their locations and what they offer, visit **www.peterborough.gov.uk** (search 'Cost-of-Living Hubs').

Money management

A personal financial crisis can occur for lots of different reasons – benefit delays, losing your job, an unexpected bill, or things gradually getting more difficult until you no longer feel you can cope.

If you don't have enough money to eat, for clothing, or to keep yourself warm, there is help available. There is no need to struggle alone.

MoneyHelper is a free service provided by the Money and Pensions Service. It's here to cut through the jargon and complexity, explain what you need to do and how you can do it.

It's here to put you in control, with free, impartial help that's quick to find, easy to use, and backed by Government.

Visit www.moneyhelper.org.uk/en/money-troubles/cost-of-living for more information on how to get support for your money worries.

Making Money Count offers everyday help with money, being online, finding work, and renting. All

the information provided is reliable, practical, easy to follow, and is brought to you by organisations working across Peterborough and Cambridgeshire.

Visit <https://makingmoneycount.org.uk> for more information.

Peterborough Foodbank

Provides three days' worth of emergency food supplies, plus signposting and befriending to those in need who live in Peterborough. For more information on the foodbanks available across Peterborough, visit <https://peterborough.foodbank.org.uk>

Foodbank locations and opening times

Dogsthorpe Methodist Church

Birchtree Avenue, Dogsthorpe PE1 4HP
Friday and Saturday, 11.00am to 1.00pm.

Bretton Holy Spirit Church

Rightwell E, Bretton PE3 8DX

Monday and Tuesday, 11.00am to 1.00pm.

Salvation Army (central hub)

1203 Bourges Boulevard PE1 2AU

Wednesday and Thursday, 11.00am to 1.00pm.

Hampton Christ the Servant King

Silver Hill, Hampton Centre PE7 8FF

Thursday, 7.00pm to 9.00pm.

You can also email info@peterborough.foodbank.org.uk. Call **01733 575083** or **0808 208 2138** for the national helpline.

Personal care in your own home

If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you.

Care workers can visit you at home daily; visits are generally available from 7.00am until 10.00pm, although night services can also be provided. Your visit length will depend on the support that you need. The hourly rate charged for services depends on what is required, the time of day, and location.

You may choose to employ an individual support worker, also known as a 'personal assistant', to help you.

Employing a personal assistant means you will be cared for by the same individual, which can help build a trusting relationship. It does mean, however, that you become an employer. You can receive support in this role from Peterborough Council for Voluntary Service (PCVS).

PCVS provides a Direct Payments Support Service where, for a small charge, you can be supported →



- ✓ Over 40 years of caring
- ✓ Local carers who know the area
- ✓ Familiar faces, not strangers
- ✓ Time to chat and be a friend
- ✓ Occasional help, or every day

Contact us for a chat about your needs

0345 241 0954

hello@caringtogether.org
caringtogether.org

Registered charity number 1091522



→ to set up and manage your Direct Payments to pay your personal assistant.

For more information about Direct Payments, see page 43.

There is lots of information on personal assistants online at **www.skillsforcare.org.uk/Home.aspx**

To find a personal assistant in Peterborough, visit **www.peterborough.gov.uk/pin** and search 'Personal assistant'.

If you require a lot of help with your personal care, it may be easier and cheaper to have a support worker who lives in your home.

You may also want to consider 24-hour live-in care on a short-term basis so a relative who looks after you can take a break. Charges for live-in care depend on the amount of care, skills, and support required.

You can use the checklist on page 49 to help you choose a care worker.

Tip



Some care workers may also help you with cleaning, shopping, and cooking. Before you choose who to use, ask them what they can and can't do. If a homecare provider only provides personal care, you may want to employ a cleaner as well.



Helping Hands Home Care

Visiting and live-in care to help people live well in the homes and communities they love.

The benefits of home care from Helping Hands:

- Bespoke care plan matched to your lifestyle
- Fully managed, CQC regulated service from employed, well-trained carers
- From 30 minute visits to 24/7 live-in support
- Remain at home in familiar, comforting surroundings

Contact your local branch today for a free assesment:

Peterborough -01733 910 094

helpinghands.co.uk

Regular Visits | Live-in | Respite

Helping Hands

Rated Excellent on
Trustpilot

★★★★★
Based on 4000+ reviews
correct as at July 2025

Inspecting and regulating home care providers

All registered providers of home care must be regulated by the Care Quality Commission or CQC. All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC website at **www.cqc.org.uk**



For home care arranged by the council, the agencies used are accredited to work for the council. The council will let you know how much the care will cost you, and if you are unable to afford this, the council may be able to contribute towards the cost. To find out more about support the council can provide, see page 40. To find out more about paying for care, visit **www.peterborough.gov.uk/pin** and search for 'paying for care'.

For more information about care at home, visit **www.peterborough.gov.uk/pin**

Someone else managing your money

There may come a time when you are unwell and cannot tell the people around you what you do and do not want. By making plans now, you can record your preferences so that if you are ever in this situation, your wishes are known and can be followed where possible. Recording your wishes

allows you to express who you are and what is important to you. This gives you control over your treatment and care, and reassurance that the right decisions will be made. It can also be a good way to start conversations with your friends and family about what you want in the future.

Lasting Power of Attorney

A Lasting Power of Attorney (LPA) is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident or an illness and can't

make your own decisions, meaning you 'lack mental capacity'.

You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA. Find out more by visiting **www.gov.uk** and search 'Lasting Power of Attorney'.

Appointeeship

You can apply for the right to deal with the social security benefits of someone who cannot manage their own affairs because they lack the

capacity to do so or are severely disabled. Find out more by visiting **www.gov.uk** and search 'Appointee'.

Deputyship

You can apply to become someone's deputy if they 'lack mental capacity'. This means they cannot make a decision for themselves at the time it needs to be made. They may still be able to make decisions for themselves at certain times. People may lack mental

capacity because, for example:

- They've had a serious brain injury or illness.
- They have dementia.
- They have severe learning disabilities.



→ As a deputy, you'll be authorised by the Court of Protection to make decisions on their behalf. There are two types of deputy:

- Property and financial affairs deputy – you'll do things like pay the person's bills, receive their income, and manage their financial affairs.

- Personal welfare deputy – you'll make decisions about medical treatment and how someone is looked after.

Find out more about becoming a deputy at www.gov.uk and search 'Deputyship'.

Coming home from hospital

Following a spell in hospital, you might need a bit of extra support for a few days whilst you recover and perhaps to adapt to new ways of doing things. You could ask your family, friends, or neighbours for help until you can get back to doing things for yourself. They are often willing to help and are better able to give support than people who don't know you.

If you feel like you might need help when you leave the hospital, ask on the ward to speak to the hospital social work team. The team will be able to discuss what is worrying you and help you plan for your hospital discharge. You can find information on paying for care when you leave hospital at www.peterborough.gov.uk/pin

Support whilst you recover

There are several community groups across Peterborough who can help you settle back home following a stay in hospital. You can find information online to help you to research and organise care and support at www.peterborough.gov.uk/pin

The British Red Cross offers a free Support at Home Service for up to six weeks and if you require minimal assistance, the service can also transport you home or to any further appointments. For more information, email supportathomepeterborough@redcross.org.uk or call **01733 207113**. For general enquiries call **0344 871 1111**.

Care Network offers a free Help at Home service for adults who are being discharged from hospital. Checked and trained staff and volunteers give practical and emotional support to help people regain their independence. This might include:

- A regular call to check you are OK.
- Help to collect shopping and prescriptions.
- Help to make arrangements for you to be able to return home.
- Links to other organisations and support.

To discuss your circumstances and how Care Network can help, email helpathome@care-network.org.uk or call **01954 774800**.

You can also decide to arrange your own support with domestic tasks and personal care on a short-term basis; see page 27.

Age UK Cambridgeshire and Peterborough

supports the safe, co-ordinated discharge of patients from hospital along with community-based interventions to support recovery at home and prevent re-admission. Services include:

- Moving furniture pre-discharge.
- Free key safe fitting pre-discharge.
- Arranging transport home, either by staff or taxi.
- Settling home visit on day of discharge.
- Assessment to identify practical support needs and any required onward referrals.
- Continued practical support – food shopping collection/delivery, four weeks' support via daily welfare calls, and essential needs delivery, such as prescriptions, until long-term solutions are in place.

Email: HDsupport@ageukcap.org.uk

Web: www.ageuk.org.uk/

cambridgeshireandpeterborough

Tel: **01354 691896**

Adapting to new ways of doing things

The council's reablement team can support you at home for a short time. The team will support you to learn or regain the skills needed for everyday life.

Reablement programmes last between a few days and a few weeks and may suggest equipment you could purchase to help make day-to-day living

easier. Many people find that after their reablement programme they can cope very well on their own, without the need for further care and support.

For more information on what the Reablement team may be able to support you with, visit **www.peterborough.gov.uk** and search 'Reablement'.

Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security.

Most people want to stay in their home for as long as possible, and there is a range of things to help you do this, including using equipment, see page 21, adapting your home, see page 25, getting some help with cleaning or with small jobs around the home, see page 27, or help with personal care, see page 33.

Many people find it useful to talk options over with family and friends. You could also discuss your options with the organisations listed on page 37. For more information, visit **www.peterborough.gov.uk/pin** and select 'Adults' followed by 'Staying independent' or see page 20.

Tip

Use the action plan on page 5 to help you decide what you could do to stay safe, well, and independent at home for longer.



If you find that making these changes is not providing enough support, there are several housing options available that might meet your needs and help you to remain independent.

Housing advice is available from the following independent organisations.

Elderly Accommodation Counsel (EAC)

Web: **<https://eac.org.uk>**

Papworth Trust

– Peterborough office

North Wing,

Trinity Court,

Trinity Street PE1 1DA

Email: **info@papworthtrust.org.uk**

Web: **www.papworthtrust.org.uk**

Tel: **0300 456 2354** or **01480 357200**

Shelter

Web: **www.shelter.org.uk**

Emergency helpline: **0808 800 4444**

Accommodation types

If you need additional support long term, there are a number of housing options that may suit your needs.

Sheltered or Retirement housing

Sheltered or Retirement housing means having your own flat or bungalow in a block, or on a small estate, where all the other residents are older people. This usually means over 55, although sometimes older. With a few exceptions, all developments or

'schemes' provide independent, self-contained homes with their own front doors.

There are many different types of schemes, both to rent or to buy. They usually contain 15 and 40 properties and range in size from studio flats or bedsits, through to two- or three-bedroom properties. Many schemes run social events that are usually organised and run by the residents living in the scheme. →

→ Supported Living or Supported Accommodation

Supported Living or Supported Accommodation is a person-centred approach that combines integrated housing with care and support services. In Supported Living or Supported Accommodation people have a tenancy agreement that offers the right to remain in their accommodation and change their support provider if they wish.

Supported Living or Supported Accommodation can mean living in a house, flat, or shared accommodation with others.

The support offered is tailored to the individual's needs and can include things like help with budgeting, cooking, personal care, travel, or accessing healthcare. The aim of Supported Living is to help people to improve or maintain their health and wellbeing and to live as independently as possible. A Supported Living service supports people to develop key independent living skills and

enables them to be an integral member of their local community.

Extra Care housing

Extra Care housing has been designed to enable older people to live independently. Like Sheltered housing you have your own home but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs.

Most schemes have a restaurant and dining area, communal lounge, laundry rooms, assistive bathroom, hairdressers, and a guest suite available for your visitors.

Your Extra Care home can be owned, rented, or part-owned and part-rented.

Visit **www.peterborough.gov.uk/pin** and search 'Housing options' to find out more.

Care homes

Moving into a care home is a major commitment – it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.

Tip

Before you think about moving into a care home, consider other less disruptive and potentially less costly options such as equipment, adaptations, or personal care. Consider whether you really need the amount of care available at a care home.



If no other accommodation options are suitable

for you, a care home may be the way to meet your needs. Residential and nursing care homes are where a number of people live together, supported by care workers who are available 24 hours a day. Care homes may be privately owned or run by charities.

If you want the council to help you find a place in a care home, you will need to have a care and support assessment. This assessment must show that you have an eligible care and support need that cannot be met through alternative options. The council will let you know how much the care home will cost and, if you are unable to afford this, the council may contribute towards the cost.

Types of care home

Residential care homes

Residential care homes are for people who can't continue to live at home, even with additional support or changes to their home. See page 20 for support which may help you remain independent at home. If you are unable to receive the support you need at home, you may want to consider a residential care home.

A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

Care homes with nursing

Nursing homes provide the same personal care as residential homes, but they also provide

24-hour nursing care by trained staff. Before entering a nursing home, you will need to be assessed to ensure that your needs will be best met within a nursing home. If you have a diagnosis of dementia, you will need to make sure that the

home is registered to meet your needs.

When considering potential care homes, use the checklist on page 63 and, for homes providing dementia care, use the checklist on page 65.

Inspecting and regulating residential care services

All care homes must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well and where it needs to improve.

Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC website at **www.cqc.org.uk**



End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make 'end-of-life plans' to make it easier for others to support and carry out their wishes when the time comes. This could include where you want to die, what treatment you would want, any cultural or religious requirements, and planning ahead for your funeral. You might want to consider taking out a funeral plan to ensure that costs for your funeral are covered.

End of life care should help you to live as well as possible until you die and to die with dignity.

Planning ahead for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital.

Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

More information

Compassion in Dying

Web: **<https://compassionindying.org.uk/blog-post/advance-care-planning>**

Age UK

Web: **www.ageuk.org.uk/information-advice/money-legal/end-of-life-planning**

Palliative Care Hub

This is a service for anyone who needs specialist palliative care advice or support. It is available to patients, family and friends, carers, GPs, and other healthcare professionals.

The hub can give advice and support where able, signpost to appropriate services, transfer you to another healthcare professional who can better help you, or complete necessary referrals to other services. You can contact the hub by calling **111** and selecting option three to speak to a clinical

nurse specialist. If you are being cared for at home or in a care home, your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

To find out more about end of life care, visit **www.peterborough.gov.uk/pin** and search 'end of life care'.

What to expect from the council

Peterborough City Council provides you with the advice, information, and support you need to stay independent, safe, well, and living a fulfilled life. Social care supports adults of all ages and disabilities. It can also support friends and family in their caring role.

Most people find that they can get the support that they need from their friends, family, and local community. If you would like to know more about getting out and about, see page 6. There are also some helpful tips about how to make some small changes to your home to keep you independent, such as using equipment or getting some extra help to cook and clean on page 21.

You can also find out more about keeping healthy and well on page 14.

Tip

Use the action plan on page 5 to help you decide what you could do to stay independent, safe, and well.



Sometimes you might need some additional support to that provided by your friends, family, and local community. In this case, the council's Adult Social Care service could help you.

Tip

Before contacting Adult Social Care, ask yourself the following questions.



- What would you like to be able to achieve?

- If achieved, what difference would this make to your life?
- What has changed recently in your life?
- What options have you considered?

Adult Social Care will identify the best options available to support you, such as accessing community-based support, getting some equipment, or referring you for a more in-depth assessment.

If you are planning on contacting Adult Social Care on behalf of somebody else, then you will need to make sure that they know you are planning to do so. If you're able to, it's helpful to discuss the questions above with the individual before making contact.

You can contact the council by completing the online contact form at **www.peterborough.gov.uk/healthcare/adult-social-care** by selecting 'Contact us about adult services'. You can also call **01733 747474**. The council receives a high number of contacts but aims to make initial contact with you as quickly as it can, to understand your request and let you know what happens next.

If you're looking after someone who couldn't manage without your help, you may also need some support so that you can continue to provide them with care and maintain your own health and wellbeing. See page 11 for more information or use the form or contact number above.

For more information, visit **www.peterborough.gov.uk/pin**

Care and support plans

If you are referred for a more in-depth care and support assessment, the Adult Social Care team will have a detailed conversation with you to understand your circumstances and to appreciate what you would like to achieve.

The team will look at the support you receive from family, friends, and your local community, and will

work with you to determine what additional support will help you to remain independent. The council aims to complete care assessments within one month.

Your care and support plan is all about you – your strengths and abilities, your care needs, what you want to achieve, and the support you need to live as independently as possible.

Someone to speak on your behalf

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy, and the person supporting you is called an advocate.

Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guide you through the care planning process. You can have an advocate present with you when you have conversations with the social care practitioner if you wish. You might also consider using an advocate if you feel unsure or concerned when you are faced with making an important decision about your care and support.

The Peterborough All-Age Advocacy Service is commissioned in Peterborough. POhWER is the main provider working with Cambridgeshire Deaf Association for the deaf community and National Youth Advocacy Service (NYAS) for children's advocacy.

POhWER

Email: pohwer@pohwer.net

Web: <https://www.pohwer.net/peterborough>

Tel: **0300 456 2370** (referral helpline).

For information on advocacy in Peterborough, visit www.peterborough.gov.uk/pin and search 'POhWER'.

Paying for your care

There's lots of free support available in the community that can help you to continue to live independently. However, you may have to pay for some support you receive. Paying for care can be an expensive and long-term commitment. If you think you may need care in the future, it is good to get advice on paying for it before making any decisions.

Visit www.peterborough.gov.uk/pin and search 'Money matters' for financial support or refer to the organisations listed here.

Age UK Cambridgeshire and Peterborough

Email: infoandadvice@ageukcap.org.uk

Web: www.ageuk.org.uk/cambridgeshireandpeterborough

Tel: **0300 666 9860**

Citizens Advice Peterborough

Web: <https://citizensadvicepeterborough.org.uk>

Tel: **0808 278 7850**

Independent Age

Email: helpline@independentage.org

Web: www.independentage.org

Tel: **0800 319 6789**

Money Helper

Web: www.moneyhelper.org.uk/en

Tel: **0800 011 3797**

Society of Later Life Advisers (SOLLA)

Email: admin@societyoflaterlifeadvisers.co.uk

Web: <https://societyoflaterlifeadvisers.co.uk>

Tel: **0333 202 0454**



Are you worried about a family member, friend or neighbour and their health or wellbeing?

Would you like to make sure a loved one is taken care of but struggle to find the time?

My Care Coordinator can help - we offer a fully personalised care coordination service, managing the complexities of the health & social care system so you don't have to.

We manage:

- Home care
- Care home arrangements
- Appointment scheduling
- Funding and benefits due
- Running the home (dealing with post, broken appliances, replacing bulbs etc)

Contact us today for a FREE, no obligation chat about your situation, advice on what to do next and how we can help.



Simon 07772 992732

info@mycarecoordinator.co.uk

www.mycarecoordinator.co.uk

f My Care Coordinator

Disability benefits

You may be entitled to disability benefits to help pay for the care and support you need. These benefits are not means tested and include the following:

Personal Independence Payment (PIP) can help with extra living costs for people aged 16 to 64 years if you have both:

- A long-term physical or mental health condition or disability.
- Difficulty doing certain everyday tasks or getting around because of your condition.

There are two components to PIP:

- Daily living – if you need help with everyday tasks.
- Mobility – if you need help with getting around.

You can get PIP even if you're working, have savings or are getting other benefits.

Attendance Allowance (AA) is a benefit for people over 65, paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night and the higher rate is for those needing care both day and night or who are terminally ill.

If you're already in receipt of one of these benefits, this will be taken into account when undertaking your financial assessment; however, any award of the PIP Mobility component is fully disregarded. For more information about your financial assessment, see below.

Tip

If you're not in receipt of one of these benefits but think you may be eligible, you can apply at www.gov.uk/browse/benefits/disability or you can have your benefits checked by calling **Citizens Advice** on **0808 278 7850**.



Financial assessment and arranging your care

If you are unable to meet the cost of your care yourself, the council will carry out a financial assessment to see if it is able to contribute towards this.

There are different financial thresholds depending on whether you are receiving care at home or are moving into a care home.

If your capital, savings, assets (for example, bank accounts, savings accounts, stocks, shares, Premium Bonds, ISAs, property other than your main home) and income are above these thresholds (current upper threshold is £23,250), you will need to pay the full cost of your care and support.

The financial assessment, or means test, works out what you'll have to pay towards the cost of your care. It's carried out by the council after it completes your

care needs assessment (see page 40), which looks at what care needs you may have.

The financial assessment will consider:

- Your income, including any pensions and benefits.
- Your capital, including savings, assets, such as a second property, stocks and shares etc.

If you will be receiving care services at home, the value of your home is not included. This is different to the rules about charging if you're moving to a care home (see page 44).

If you would like to get in touch with the Financial Assessment Team to discuss financial assessments, call **01733 454446** or email faoteam@peterborough.gov.uk

Deprivation of assets

If someone intentionally reduces their assets (for example, by gifting them to someone else) such as money, property or income – so that these won't be included in the financial assessment for care, this is known as 'deprivation of assets'.

If the council concludes that you have deliberately reduced your assets to avoid paying towards the cost of care, your financial assessment may be completed as if you still owned the assets.

Paying for care in your own home

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home.

The council can arrange care for you and you will be invoiced for this, or you can arrange your care

privately and pay for it directly. If you ask the council to arrange your care and support for you, you will be charged a fee to cover the costs of arranging and administering your care and support services.

The fee is currently £16 per invoice (invoices are usually issued every four weeks). This is in addition to the costs of meeting your assessed care and support needs.

What you'll have to pay

What you'll be asked to pay for care and support services depends on your financial situation. The council can't charge anyone else, such as your partner or someone you live with, and the following factors will be considered.

Your income

Your income must not go below a certain amount, known as the Minimum Income Guarantee (MIG). This is so you can still afford daily living costs, such as food and utility bills etc.

If your weekly income is higher than your care costs, you will most likely have to pay for all your care yourself – as long as you are left with at least your MIG.

The council will also consider allowing any disability-related expenses you have within your financial assessment, such as a cleaner, gardener, or window cleaner, among others.

Your capital

Capital is money or items that have a financial value, for example, savings, investments, land, and property.

If your capital is:

- Less than £14,250 – you won't have to use any of your capital to pay for your care.
- Between £14,250 and £23,250 – you're assumed to have £1 per week extra in your income for every £250 in capital between these limits.
- More than £23,250 – you may have to pay for all the care you receive.

If you own your home, it won't be included in the assessment if you're getting care services at home.

For more information, visit

www.peterborough.gov.uk/pin and search 'Paying for your care at home'.

Direct Payments

If you are assessed to be eligible to receive financial support from the council towards the cost of your care, you can receive your personal budget in the form of a Direct Payment so that you can manage things yourself. Alternatively, you can ask the council to arrange your care for you.

A Direct Payment puts you in control so that you can arrange and purchase the care and support agreed in your care and support plan.

The Direct Payment Support Service can meet with you and provide a free Direct Payment information and advice visit. If you have a personal assistant, the

service can assist with recruitment and employment.

Peterborough Council for Voluntary Service

Currently contracted by the council to provide the Direct Payment Support Service.

Email: **pcvs@pcvs.co.uk** or

direct.payments@pcvs.co.uk • Web:

www.pcvs.co.uk/what-we-do/direct-payments

Tel: **01733 342683** or **01733 311016**

For more information about Direct Payments, visit **www.peterborough.gov.uk/pin** and search 'Direct Payments'.

Paying for care in a care home or care home with nursing

If your income, capital, and savings are more than £23,250, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it won't be included. For example, its value will be disregarded if it is still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply. Contact the council on **01733 747474** (option four) or the Financial Assessment Team on **01733 454446** or email **faoteam@peterborough.gov.uk** for further guidance.

The care homes you consider must be able to meet your assessed care needs. If the council is contributing

towards the cost of your care, your choice of care home will be limited to those that accept the council's funding level. If the home you have chosen charges more than the council's funding level, you must find someone to help pay the difference (known as a 'third party payment' or 'top-up').

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a third party, such as a member of your family or a benevolent sponsor such as a charity. Once confirmed, they must sign an agreement with the council formalising the arrangement. The council must be satisfied that the top-up fee can be paid for as long as it's needed.

Who can pay top-up fees?

You can only pay your own top-up fees in one of the following situations:

- You've just moved permanently into a care home and are in the 12-week property disregard period. You can find out more by visiting **www.independentage.org/get-advice/care/paying-for-care** and selecting 'Selling your home to pay for residential care'.
- You have a Deferred Payment Agreement with the council.
- Your accommodation is being provided as aftercare under section 117 of the Mental Health Act 1983.

The top-up fee contract must explain how much the payments will be, how often they'll need to be paid, what might happen if you or your chosen third party can no longer afford the top-up and how any

annual increase in costs will be shared.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the equity held in your home to help pay for care home costs. This means the council could provide financial help which it will then recover once your home has been sold or from your estate.

Visit **www.peterborough.gov.uk/pin** and search 'paying for your care in a care home' for more information.

If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home. You can find out more by visiting **www.nhs.uk** and searching 'NHS-funded nursing care'.

NHS Continuing Healthcare

You may also be eligible for NHS Continuing Healthcare, which is arranged by Adult Social Care, funded solely by the NHS, and is free of charge. To be eligible, you must be assessed by

a team of healthcare professionals, known as a multidisciplinary team. You can find out more by visiting **www.nhs.uk** and searching 'NHS Continuing Healthcare'.

Running out of money

If your capital and savings are likely to fall below £23,250, let the council know well in advance. The council can arrange an assessment as soon

as possible and may contribute towards the cost of your care if it deems that you are eligible.

Making a compliment, comment, or complaint

You should feel able to give feedback on any aspect of your care or support. It should not be difficult to provide feedback and you should feel your comments are being taken seriously.

It is usually best to give your feedback to the manager of the service before you take any further action.

You can make a complaint about any service provided by Adult Social Care.

If your complaint is in relation to a private care provider, you should ideally contact the provider first. The law says that the provider must respond to any complaints made.

If you prefer to complain to the council as the commissioner of your care provider, or if you are not satisfied with the response you receive from the provider, you can complain to the council's

Adult Social Care Complaints Team.

The Central Complaints Office

Sand Martin House, Bittern Way,
Fletton Quays PE2 8TY

Email: **ASCcomplaints@peterborough.gov.uk**

Tel: **01733 296331**

The Complaints Team will explain the complaints process and timescales and if your complaint is about a care provider, it will ask you if you consent to the council sharing the complaint with the care provider.

If you are not happy with the response from the care provider and the council, you can complain to the Local Government and Social Care Ombudsman.

Local Government and Social Care Ombudsman

Web: **www.lgo.org.uk**

Tel: **0300 061 0614**

Healthwatch Peterborough



Healthwatch Peterborough is your local health and social care champion.

From Gilton to Hampton and everywhere in between, Healthwatch Peterborough makes sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. It can help you find out information about local services including what to do if you need help.

You can also volunteer with Healthwatch Peterborough to listen to the experiences of people in your community and get involved in projects to make services better.

Whether you'd like to share your feedback about health and care services or you're looking for local support – get in touch. Healthwatch Peterborough is here to help.

Healthwatch Peterborough

Email: **enquiries@healthwatchcambspboro.co.uk**

Web: **www.healthwatchpeterborough.co.uk**

Tel: **0330 355 1285** • Text: **07520 635176**

Write to: Healthwatch Peterborough, 6 Oak Drive,
Huntingdon PE29 7HN



Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse at some point in their life. Some adults are less able to protect themselves against harm or exploitation, and some have difficulty making their wishes and feelings known. This may make them more vulnerable to abuse.

An 'adult at risk' is a term used to refer to someone who:

- Has care and support needs (whether or not the authority is meeting any of those needs).
- Is experiencing, or is at risk of, abuse or neglect.
- As a result of those needs, the adult is unable to protect themselves against the abuse, neglect, or the risk of it.

Abuse can take place anywhere, including at home, in a care home, at a day centre, in a hospital, or outside in the community.

The harm may be caused by a partner, carer, relative, friend, care worker, stranger, care provider, or someone else with care and support needs, and it may be deliberate or unintentional.

If you've been affected by abuse, you might feel scared and helpless. It's important to know that there are people you can turn to for help and there are things you can do to protect yourself.

Whatever the circumstances, it is important that you raise your concerns.

Types of abuse

There are different types of abuse that you or someone you know could be experiencing.

- **Physical:** Such as someone hitting, slapping, pushing, or kicking you.
- **Sexual:** This includes any type of sexual behaviour that you don't want or cannot consent to.
- **Psychological:** Such as bullying, threatening to leave you alone, or threats to put you in a care home, or denying access to your friends.
- **Financial:** Such as taking or spending your money without your permission.
- **Neglect:** Such as not being given or eating enough food, not being given or taking your medication, or not allowing access to care workers who can support you.
- **Self-neglect:** This covers a wide range of behaviour, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Discriminatory:** Any behaviour that is based on you being different such as excluding you from an activity because you have a sensory impairment, because of your ethnicity, or because of the language you speak.
- **Domestic abuse:** This is any form of unacceptable personal abuse committed by a partner, ex-partner or a family member.
- **Organisational:** Such as your care provider or other organisations treating you badly, neglecting you or providing a poor-quality service.
- **Modern slavery:** Such as being forced to work by people who abuse you or are cruel to you.



What to do if you are concerned about someone

If you are worried about someone who is in immediate danger or needs medical treatment, contact the police and/or call an ambulance on **999**. If you are worried that either you or someone you know is experiencing, or is at risk of, abuse and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour or GP.
- If you think the police need to be involved, call **101**.

For more information, visit **www.peterborough.gov.uk/pin** and search 'Recognising abuse and reporting concerns'. If you are concerned that an adult is at risk of experiencing abuse or neglect, you can contact the council as per the contact details on this page.

The Cambridgeshire & Peterborough Safeguarding Partnership Board website contains information on how to make a referral to Safeguarding. Visit **www.safeguardingcambspeterborough.org.uk/concerned** for more information.

Non-urgent referrals

Peterborough Adult Social Care

Email: **adultsocialcare@peterborough.gov.uk**

Tel: **01733 747474** (Monday to Friday, 9.00am to 5.00pm).

Emergency referrals

If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call the number below.

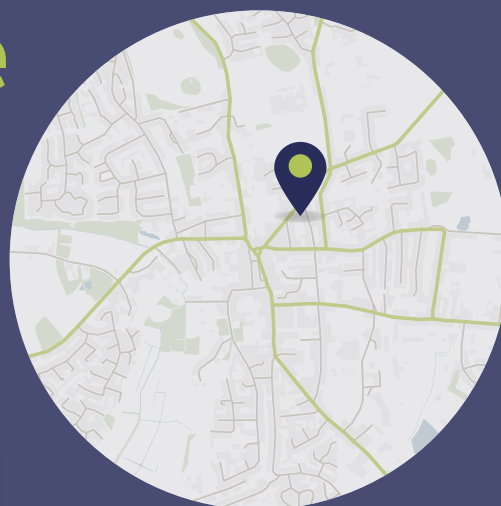
Tel: **01733 234724**



Search for care in your area

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
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Scan to search now

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Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably in your own home, **Home Instead®** can help make that possible.

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Home Instead provides care in Peterborough, Oundle, Market Deeping, Whittlesey and all villages between.

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Choosing care and support

Home care and personal assistant checklist

© 2025 Care Choices Ltd

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies and personal assistants (PA) so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency or PA

How long have they been operating? ☐ ☐ ☐

How long are care workers allocated per visit? ☐ ☐ ☐

Can you contact them in an emergency or outside of their usual hours? ☐ ☐ ☐

Do they have experience with your specific needs? ☐ ☐ ☐

Care workers

Are you likely to be visited by a different person each day? ☐ ☐ ☐

Are all care workers, or is the PA, checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker or PA is on holiday or sick? ☐ ☐ ☐

Are care workers matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Accommodating your needs

Can your needs be accommodated if they increase? Ask about the process for this. ☐ ☐ ☐

Are all care workers trained to a certain level? ☐ ☐ ☐

Are they able to help with administering medication if required? ☐ ☐ ☐

Is there a way for care workers to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's or PA's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 35. NB. PAs are not required to be registered with the Care Quality Commission.

Do you feel you require support within your home?

We provide care in the comfort of your own home

Bee's Care provide honest, high – quality care and companionship with a unique focus on providing support when it is most needed

We treat Our Service Users with respect, dignity and compassion. The level of care is always adapted to meet the specific needs of an individual and our goal is to promote independence.

Services that we offer:

- Assistance and companionship with daily tasks
- Personal care such as: bathing, showering and dressing
- Medication support
- Light housework and laundry
- Meal preparation
- Safe mobilisation
- Night care

As this is the first time using a care company and doing research on what is entailed Bees went beyond that and more. They did not just look after our mum, it was as if they became part of the family. Nothing we asked for was too much. Always arrived early and never clocked watched to leave. I really cannot say thank you enough for looking after mum they way they did.

Davide (Service User's next of kin)



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

**Overall
Good**

If you or someone in your family need help,
please call us on **01733 838822**

Email us at: **admin@beescare.co.uk**

Visit our website at: **www.beescare.co.uk**

89 Priory Road, West Town, Peterborough, PE3 9EE



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Peterborough and borderline areas, which includes providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire, and Cambridgeshire.

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Peterborough

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 Brightfield Business Hub Bakewell Road,
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 Cambridgeshire, PE2 6XU



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

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Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

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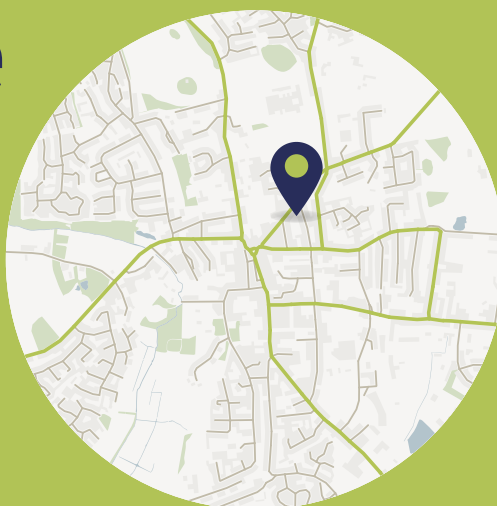
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Home 2

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Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 35.



fortava
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A new and forward-thinking specialist dementia care provider

Fortava Healthcare, is a specialist dementia care provider with two homes in Peterborough, The Maltings and Thorpe Wood. Alongside our dedicated, compassionate staff, we have a Cognitive Outcomes Lead with a background in neuroscience, who works closely with both our activities and healthcare teams to ensure they are highly proficient in advanced cognitive stimulation techniques. This specialist focus helps us to deliver truly meaningful, person-centred care for our residents and those living with dementia.

Thorpe Wood

01733 303 774

Thorpe Wood Care Home opened in 2019. The home is purpose built and has been designed specifically for people living with dementia.

Thorpe Wood Care Home in Peterborough is designed around four individual households and combines a warm and hospitable atmosphere with up to date facilities including large bedrooms with wet rooms.

The safari themed garden with beautiful water feature is a truly spectacular sight for the residents and public to enjoy.

The home accommodates care needs for residential care, nursing care, dementia care, and dementia nursing care.

- 50 single bedrooms all with en-suite shower facilities
- 4 Individual Households each with their own open-plan lounge and dining area
- Cinema Room
- Sensory Rooms
- Hair Salon
- Beautiful landscaped gardens
- Facilities for residents
- Personal memory boxes outside each bedroom
- Furnished rooms with the option to personalise
- Own GP
- Visiting Hairdresser
- Chiropody treatment
- In room call-bell
- Funding options
- Wifi and TV in each room

Inspected and rated

Good



Earlham Road, Peterborough PE3 6TN

The Maltings

01733 897 733

The Maltings Care Home is a stunning purpose built 50-bedroom care home catering for people with nursing, residential and dementia needs.

The Maltings Care Home in Peterborough opened in 2014 and offers elegantly decorated large bedrooms including wet rooms. In addition, there are numerous luxurious facilities that the residents benefit from including a cinema room, games room and library.

The Home is situated in a quiet residential area in Peterborough, yet is still within a 14 minute walk of the city centre. The home has a lovely large garden for residents to enjoy throughout the year.

- 50 single bedrooms all with en-suite shower facilities
- 2 Lounges
- 2 Dining areas
- Library
- Hair Salon
- Beautiful landscaped gardens
- Facilities for residents
- Furnished rooms with the option to personalise
- Own GP
- Visiting Hairdresser
- Chiropody treatment
- In room call-bell
- Funding options
- Wifi and TV in each room

Inspected and rated

Good



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Home 1

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Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 63. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 35.



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Glaphorn Road, Oundle PE8 4JA
Tel: 01832 277650

OP D

Fletton Avenue

35 Fletton Avenue PE2 8AX
Tel: 01733 315090

LDA YA

Acacia House – Peterborough

37a School Road,
Newborough PE6 7RG
Tel: 01733 810000

OP LDA MH YA

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OP D

Alan Atchison – 2 David's Close

Werrington PE4 5AN
Tel: 01733 707774

LDA

Franklyn Crescent

57 Franklyn Crescent,
Fengate PE1 5NE
Tel: 01733 391212 **Advert page 64**

OP D PD LDA MH SI YA

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OP D

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Hampton Centre PE7 8NZ
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PD LDA YA

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Stamford PE9 4NT
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OP

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Tel: 01733 823 332 **Advert page 70**

OP D PD

Castor Lodge Care Home

Splash Lane, Castor PE5 7BD
Tel: 01733 731455 **Advert page 68**

OP D YA

Hermitage, The

6-12 St Marys Street, Whittlesey PE7 1BG
Tel: 01733 204922

OP

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Clayburn Road PE7 8LB
Tel: 01733 910011 **Advert page 68**

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OP D

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MH

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OP LDA YA

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs



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OP PD

OSJCT Whitefriars

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OP D

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Tel: 01733 567758

D

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OP D PD YA

Sense – 25 Horsegate

Deeping St. James PE6 8EW
Tel: 01778 347037

LDA SI

Sense – 32a Broadgate Lane

Deeping St. James PE6 8NW
Tel: 01778 380522

OP LDA SI YA

Sense – 37 Redgate Court

Saltergate, Parnwell PE1 4XZ
Tel: 01733 314559

LDA SI

Sense – 38 Redgate Court

Saltergate, Parnwell PE1 4XZ
Tel: 01733 313501

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Sense – Newton Court

1-4 Newton Court, Stowehill Road PE4 7PY
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187 London Road PE2 9DS
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LDA MH

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LDA YA

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OP D PD SI YA

Willows, The

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OP D



Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

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OP D PD SI

Eagle Wood Neurological Care Centre

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OP D PD SI YA

Grand View Care Home

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Tel: 01780 766130

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56-64 Star Road PE1 5HT
Tel: 01733 777670

OP D MH

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OP D PD MH YA

See the checklist on page 63 for useful suggestions of questions to ask when looking at care homes.

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User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

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Lead Designers: Ruth Keating, Rebecca Mendil.

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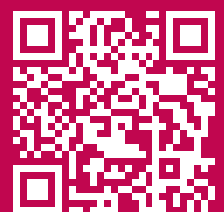


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