



Bedfordshire & Luton

Adult Care & Support Services Directory 2023/24

Information and advice about local care and support
Home support • Specialist care • Useful contacts • Care homes

In association with



Salvete Care Home

15 - 17 Rothsay Place, Bedford MK40 3PX

www.salvetecarehome.co.uk

Providing exceptional Residential, Respite, and Day Care Services



Salvete Care Home has an excellent reputation in Bedfordshire and is ideally located close to the riverside and town centre.

At Salvete, we celebrate and enrich the lives of our Residents. We are committed to providing individual care in a friendly, supportive way. Staff are passionate, knowledgeable and responsive to the needs of our Residents, caring with compassion, dignity, respect and kindness.

Operating for over 60 years as a care home, we offer person-centred care for older people, people with physical frailty, people living with dementia or other medical conditions, in a peaceful and homely environment.

The Home is equipped with the latest facilities and technology, offering a combination of en-suite, single and double rooms. Healthy, fresh, nutritious, and well-balanced meals are served daily, and we engage people in activities and events throughout the year. We ensure that Residents safety, health and wellbeing is maintained at all times.

Viewings are highly recommended

Please contact us on 01234 261 991 or email: admin@salvetecarehome.co.uk

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Inspected and rated

Good



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To obtain extra copies of this Directory, free of charge, call **Bedford Borough Council** on **01234 276168**, **Central Bedfordshire Council** on **0300 300 8303** or **Care Choices** on **01223 207770**.

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

Welcome

Welcome to the 2023/24 edition of the Bedfordshire & Luton Adult Care & Support Services Directory. Bedford Borough, Central Bedfordshire and Luton Borough Councils have worked jointly with publisher Care Choices to develop this Directory.

Making a decision about how best to receive the care and support to meet your individual needs is very important. We hope that this Directory will help by giving you some ideas on the range and variety of services that are available across Bedfordshire and Luton.

We are committed to helping you retain as much independence as possible, helping you to live in your own home for longer and continuing to live close to your family and friends.

We hope you will find the information you need about what support or care is available for yourself, or for a relative or friend. Regardless of whether you pay for your care and support, or whether your local council contributes towards it, we will do our best to help you find the care and support that meets your needs.

As three councils are responsible for delivering Adult Social Care services across Bedfordshire and Luton, we will refer to all services as coming from 'Adult Social Care' throughout this Directory. More information about the services delivered by each of the councils is available using the following contact details.

Bedford Borough Council

Tel: **01234 276168**

Email:

adultservicescontactteam@bedford.gov.uk

Web: **www.bedford.gov.uk**

Central Bedfordshire Council

Tel: **0300 300 8303**

Email: **customers@centralbedfordshire.gov.uk**

Web: **www.centralbedfordshire.gov.uk**

Luton Borough Council

Tel: **01582 547659** or **547660**

Web: **www.luton.gov.uk**



Central Bedfordshire Council

Luton

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Promoting your health and wellbeing

Adopting a healthier lifestyle can benefit everyone. By making a few small changes to the way you live,

you can make big changes to your health and wellbeing.

Keep moving

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of 'feel good' hormones and reduce stress levels. Inactive people have nearly twice the risk of developing heart disease.

Adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (two and a half hours) of moderate activity in bouts of ten minutes or more – one way to approach this is to do 30 minutes on at least five days a week.

Simple ways to get more physically active include:

- walking the dog;
- digging the garden;
- using the stairs rather than taking the lift;
- getting off the bus one stop before your destination; or
- joining a dance group, jogging/walking/games club or the gym.

Live Longer Better – Bedford Borough

A programme of exercise and physical activity sessions aimed at 60-year-olds and over. You can join any of the sessions without booking, just turn up and pay cash on the day (except the bowling and the swimming which is card payment only). For a list of current activities and costs, use the following contact details.

Email: sport@bedford.gov.uk

Web: www.bedford.gov.uk (search 'Live Longer Better').

Leisure centres

For a full list of your local leisure centres, visit www.fusion-lifestyle.com/our-locations (select 'Bedford').

Central Bedfordshire

Whether you are completely new to sport or physical activity or would like to do a little more each day, Central Bedfordshire Council can help.

Making changes to your lifestyle

Would you like some support to improve an element of your lifestyle? We all know that eating well and moving more contributes to reducing the risk of the onset of preventable diseases such as type 2 diabetes, cardiovascular disease, stroke and some types of cancer.

The Lifestyle Hub in Bedford Borough and the Active Lifestyle Team in Central Bedfordshire can connect you with other services to best support you with making the changes you would like and support you in making positive, healthier lifestyle choices.

Speak to your GP or practice nurse – they can refer you to the relevant lifestyle service. The service will then call you to book you in for an appointment with a lifestyle adviser at a time to suit you. Evening and Saturday appointments are now available in Bedford Borough.

You can also find a lifestyle adviser on the Mindful Walk every Friday at 11.00am, starting from the Higgins Museum, Castle Lane, or every Monday at 12.30pm at the Mindful Table Tennis Session in the Higgins Museum. Call **01234 718618** for the latest information.

The lifestyle adviser will not tell you what to do; they will work with you to agree a plan that covers what you want to achieve and what will work for you. The team may be able to connect you with different services that help you achieve your goals as well as supporting you whilst you engage with those services.

→ The service could help you to:

- get more active;
- stop smoking;
- reduce alcohol intake;
- connect you with counselling and support services (in Bedford Borough);
- talk about healthy eating and swaps you could make;
- feel empowered about moving forward towards long-term, sustainable lifestyle changes;
- lose a little weight (if appropriate);
- set goals to work towards; and
- find other services that may be more appropriate to your needs whilst you begin to make these changes.

It can also offer support for carers. For more information, please contact your following local service.

Bedford Borough – Lifestyle Hub Co-ordinator

Tel: **01234 355122** (ext. **5741**).

Email: **lifestylehub@bedfordhospital.nhs.uk**

Web: **www.bedfordshirehospitals.nhs.uk**–
(search 'Lifestyle hub').

X (formerly Twitter): **@BedfordLH**

Central Bedfordshire – Active Lifestyles Team

Tel: **0300 300 6372** or **0300 300 5125**

Email: **active.lifestyles@centralbedfordshire.gov.uk**

Web: **www.centralbedfordshire.gov.uk/active-lifestyles**

Active Lifestyles – Central Bedfordshire

As part of its leisure services, the Active Lifestyles Team is dedicated to the development and delivery of physical activity and wellness programmes, ensuring the whole community has the opportunity to lead an active, healthier and happier life.

The Active Lifestyles Team works closely with a number of local partners to provide high-quality community physical activity and active recreation opportunities across Central Bedfordshire.

It has over 1,000 hectares of countryside open

space for public access and wildlife. Some of the sites are managed in partnership with the National Trust, Greensand Trust and the Wildlife Trust. The remainder are managed by the in-house Countryside Sites Team.

You can visit country parks to walk your dog, go for a walk or a run, take the family for a day out or simply get away from it all and enjoy nature.

The physical activity programme is open to all. Activities are suitable for beginners and novices, so whether you are looking to re-engage in something you have tried before, or want to try something new, the Active Lifestyle Team can help.

As well as helping you to improve your physical health, many activities include social groups and opportunities to volunteer.

The Active Lifestyles website provides information on healthy walks, outdoor exercise classes and online, live and recorded classes for all ages and abilities. You can also find out about local leisure centres, countryside sites and other public spaces.

Exercise on referral

If you would like to access local support to help you manage your weight or increase physical activity, speak with your GP or practice nurse.

Active Lifestyles Referral Programme – Central Bedfordshire

The Active Lifestyles Referral Programme can support you with your journey to becoming healthier and active. To join the scheme, you will need to be referred by your GP or health professional.

You will be contacted within two weeks of the referral being received to talk you through the next steps. Email **active.lifestyles@centralbedfordshire.gov.uk** for more information.

Falls Prevention Strength and Balance Programme – Central Bedfordshire

Free online classes for people who wish to improve their physical health and wellbeing. This includes seated mobility and strength exercises designed to build confidence and prevent falls. Watch pre-recorded sessions on YouTube at **www.youtube.com/@centralbedfordshireactive2288/videos**

Active Luton

A not-for-profit trust operating a variety of sports and leisure facilities in Luton. It is responsible for developing sport and has a key role in helping to improve the health and wellbeing of residents within the local community.

Total Wellbeing Luton takes a holistic approach to health and wellbeing, working with people with a wide range of long-term health conditions, to people living with stress, anxiety, depression or loneliness and isolation. Programmes can be accessed through self-referral or referral from a health professional and include NHS Health Checks and Stop Smoking services.

The Active Communities Team works with groups in Luton in a variety of community settings, tackling inequalities and breaking down barriers to participation in physical activity.

Tel: **01582 400272**

Email: **info@activeluton.co.uk**

Web: **www.activeluton.co.uk/community-health-wellbeing**

Useful national contact

Better Health – Healthier Families

Email: **betterhealth-families@dhsc.gov.uk**

Web: **www.nhs.uk/healthier-families**

Healthy eating

A healthy balanced diet and having regular eating times will help you keep track of what you eat. Don't skip breakfast. Breakfast gives you the energy you need to face the day, along with some of the vitamins and minerals needed for good health. You may also find it useful to:

- reduce your fat intake by choosing lean cuts of meat and trimming any visible fat, measuring oil rather than pouring it, and finding an alternative to frying and roasting foods;
- cut down on sugar by using the labelling system to check that you're not having too much sugar; and
- cut down on salt by trying to eat high-salt foods only occasionally, or in small amounts.

Reading the labels will make it easier to make healthy choices. The red, amber and green labelling system shows you where the fat, sugar or salt is too high – red. You can then make a choice to change to something which is lower – green/amber. A small change can make a big difference.

Aim to have five portions of fruit and vegetables every day:

- try fruit sliced over cereal for breakfast;
- snack on fruit mid-morning or mid-afternoon;
- put some extra vegetables, beans or lentils in your casseroles and stews (and less meat);

- stock up on frozen vegetables for easy cooking; and
- remember – a third of your lunch and your dinner plate should be vegetables or salad.

Remember to drink enough fluid during the day. The average fluid intake for an adult is approximately eight to ten cups a day. This could be water, fruit juice, tea, coffee or milk.

MoreLife

Weight management across Central Bedfordshire provides support to help people make healthy lifestyle changes with free programmes for men, women, families and groups.

Tel: **0808 208 2340**

Email: **morelife.bedsmk@nhs.net**

Web: **www.more-life.co.uk**

Useful national contacts

Better Health – Better Families

Web: **www.nhs.uk/healthier-families**

Eat well

Web: **www.nhs.uk/live-well/eat-well**



Stop smoking

Stopping smoking is one of the best things you will ever do to change your life for the better. When you quit smoking, you give your lungs the chance to repair, and you will be able to breathe easier. There are lots of other benefits too – and they start almost immediately.

It's never too late to quit and you are three times more likely to be successful with the support of a Stop Smoking Service. If you live or work in Central Bedfordshire, Bedford Borough or Milton Keynes, refer yourself and an experienced adviser can help

you find the right products, information and support to help you quit.

Contact the Stop Smoking Service using the following details and start your journey to being smoke free.

Tel: **0800 013 0553**

Web: **www.thestopsmokingservice.co.uk**

Luton Stop Smoking Service

Tel: **0300 555 4152**

Email: **info@totalwellbeingluton.org**

Alcohol harm reduction

Drinking more than the recommended daily allowance of alcohol can increase your risk of developing a drinking-related illness, and approximately ten million people in England drink above the recommended guidelines every year.

Men and women are advised not to regularly drink more than 14 units a week. Spread your drinking over three days or more if you drink as much as 14 units a week.

There are about two to three units of alcohol in a standard 175ml glass of wine (ABV 13%), and three to four units in a pint of strong lager, beer or cider (ABV 5.2%). ABV is the percentage of alcohol in the drink.

Drinking less reduces the longer-term risk of serious diseases, such as liver disease and stroke, and will improve the condition of your skin, have a positive effect on sleep and will give you more energy and money. Drinking less also means you'll be less likely to develop high blood pressure and put on weight. If you want to cut down how much you're drinking, a good way to help achieve this is to have several drink-free days each week.

If you have any concerns about whether you, or someone close to you, might be drinking harmful or hazardous amounts of alcohol, visit **www.nhs.uk/better-health/drink-less** to see a range of helpful resources and information.

Bedford Borough and Central Bedfordshire Path to Recovery (P2R)

P2R is a one-stop NHS service which provides advice, treatment and support to people whose lives are affected by drug or alcohol use. It provides an integrated service with a range of expertise.

The staff will not judge you; they will treat you with respect and will support you to make the life changes that you want to make. The service is open Monday to Friday, 9.00am to 5.00pm; and Thursday, 9.00am to 8.00pm.

Upon arrival, staff will welcome you and arrange for someone to talk to you in private about your issues and how they affect you. They will find out what steps you want to take, what your immediate goals are and what your more long-term hopes are.

Following this assessment, the service will start to plan the next steps with you. It will work with you to try to address any immediate issues straightaway.

Central Bedfordshire

The Grove View Integrated Health and Care Hub,
Court Drive, Dunstable LU5 4JD

Tel: **0333 332 4019**

Email: **elt-tr.p2rdunstable@nhs.net**

Bedford Borough

21 The Crescent,
Bedford MK40 2RT

Tel: **0333 332 4019**

Luton

ResoLUTiONS

If you have concerns about alcohol or drugs, contact ResoLUTiONS on **0800 054 6603**. ResoLUTiONS offers advice and information for adults and young people who are experiencing issues with alcohol and drugs, including local people and their families. Services include health and wellbeing interventions, assessment, recovery planning and counselling.

Visit www.changegrowlive.org/resolutions-drug-alcohol-service-luton for further information.

Useful national contact

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics. Helpline: **0800 008 6811** (10.00am to 10.00pm). Email: helpline@al-anonuk.org.uk Web: www.al-anonuk.org.uk

Community involvement

Good neighbour and village care schemes

Care schemes are 'good neighbour' schemes run by residents with support from the Bedfordshire Rural Communities Charity (Beds RCC), providing access to help and support and acting as a safety net for local people, regardless of age.

The schemes can help to lessen the impact caused by a decline in community services and facilities such as public transport, shops, post offices, doctors' surgeries and pubs. The schemes can also help to reduce feelings of isolation and exclusion experienced by some when families and friends have moved away.

Accessing the scheme can help people to remain

living independently at home for longer. Each local scheme is unique, run by local residents who offer a wide range of support, from one-off practical jobs or transport through to befriending or regular social events.

For information about where the schemes operate in Bedford Borough and Central Bedfordshire, or how you can get involved, contact the Beds RCC.

Tel: **01234 832648**

Email: gns@bedsrcc.org.uk

Web: <https://bedsrcc.org.uk/what-we-do/health-wellbeing/good-neighbour>

Village and Community Agents and Community Wellbeing Champions

Beds RCC employs several Village and Community Agents (Bedford Borough only) and Community Wellbeing Champions (Central Bedfordshire and Bedford Borough) that help bridge the gap between local people and the statutory and voluntary organisations able to offer help and support. They provide free, high-quality information, promote access to local services and can work with individual residents or groups to help resolve issues or identify unmet needs in the community.

Your Village and Community Agent or Community Wellbeing Champion can make home visits, providing face-to-face information and support to enable you to make informed choices. They are DBS checked and operate in the strictest confidence.

Community Wellbeing Champions also deliver the Community Referral Service (Social Prescribing) across Central Bedfordshire and Bedford Borough.

Community Wellbeing Champions

Tel: **01234 838771**

Email: blmkicb.brccsocialprescribing@nhs.net

Web: <https://bedsrcc.org.uk/what-we-do/health-wellbeing/community-referral-social-prescribing>

Village and Community Agents

Tel: **0800 039 1234** (leave a clear message giving your name, telephone number and the name of your Borough village. The agent covering your village will ring you back). →

→ Email: communityagents@bedsrcc.org.uk
Web: <https://bedsrcc.org.uk/what-we-do/health-wellbeing/village-community-agents>

Biggleswade, Leighton Linlade and Pottton each has its own Community Agent.

Biggleswade (Julie)
Tel: **07534 484750**

Email: biggleswadeagent@bedsrcc.org.uk

Leighton Linlade (Caroline)

Tel: **07498 625526**

Email: leightonagent@bedsrcc.org.uk

Pottton (Andrea)

Tel: **07590 359630**

Email: andream@bedsrcc.org.uk

Timebanks

Timebanks are one way for local groups of people to give and receive help using their time. A range of skills and services are shared by members with no cost attached to the time exchanged. In Central Bedfordshire, the development of timebanks is supported as another way of involving people and organisations in their local communities.

Bedfordshire Rural Communities Charity (Beds RCC) is supporting local communities in setting up local timebanks. In partnership with Timebanking

UK, Beds RCC is setting up local timebanks with residents, offering information and guidance to those wishing to be involved in helping run a timebank as well as those interested in becoming a member.

Tel: **07392 722296**

Email: timebanking@bedsrcc.org.uk

Web: <https://bedsrcc.org.uk/what-we-do/community-engagement/timebanking>

Day opportunities

Getting out, taking part in leisure activities and socialising with friends can help to address feelings of loneliness or social isolation.

If you want to meet other people and get involved in leisure activities or education, you can do this at leisure centres, libraries, housing schemes, day centres and clubs. There are services and clubs for older people, people with learning disabilities and people with mental health conditions.

Lunch clubs offer a chance to get a hot meal and to socialise. They can also make life easier if it is hard for you to prepare your own meals at home. Transport is sometimes available to help you get to the club or centre. You may have to pay towards the cost of using these day services.

There is also a small charge for meals. Contact your local council to find out what is available near you. See page 4 for contact details.

Adult learning

Central Bedfordshire and **Bedford Borough**
The Bedfordshire Employment and Skills Academy (BESA) provides opportunities for residents in Central Bedfordshire and Bedford Borough to learn both online and in the community. The workshops, courses and apprenticeships that the service offers as part of its curriculum are delivered by a range of training providers and in-house teams of tutors and assessors.

Qualified careers advisers can support you with:

- help looking for courses and learning providers;
- advice and support with the different stages of job searching;
- writing an effective CV and improving your interview technique;
- thinking about the transferable skills you have for finding alternative work in a different sector; and
- helping you get back into work after a break.

The courses and workshops on offer include:

- job skills courses to help you get into work or to support career progression;
- employability courses to help you find work and build skills that employers are looking for;
- sector-specific programmes;
- support with wellbeing and mental health; and
- English, maths, ICT and ESOL (English for Speakers of Other Languages).

Bedfordshire Employment and Skills Academy (BESA)

Tel: **0300 300 8131**

Web: **www.centralbedfordshire.gov.uk/besa**
(select 'View all courses').

Another way of finding out more about available courses is by scanning the following QR code.



Luton

Luton Adult Learning provides a quality, community-based, accessible service which meets the learning,

development and training needs of employers and the local community.

Luton Adult Learning has a wide and varied offer which includes:

- business and skills – apprenticeships and a range of qualifications, including English, Maths, ESOL, childcare, support work in schools (teaching assistants), GCSEs (English, Maths and Science) and teacher training;
- community learning – community information workshops (free, short workshops designed to raise awareness and help you get the most out of life), and Family Learning in partnership with local schools and children's centres; and
- leisure learning – exciting courses to inspire and motivate you to learn.

For more information, call **01582 490033**, email **info@lutonacl.ac.uk** or visit **www.lutonacl.ac.uk**



Libraries

Libraries play an important role in helping people to improve the quality of their lives and gain access to services.

Libraries provide access to reading, learning, information and IT, where people can read and borrow books and other stock, use a computer or Wi-Fi, discover information, get help from knowledgeable staff and make use of the safe, welcoming community space they provide. The library service is free to join, with no age limits, and is available to all members of the community who live, work or study in the area.

Learning opportunities are available in libraries that enable older people to develop new skills and self-confidence. These include one-to-one IT taster sessions in how to use a computer or trace family history.

Libraries may also offer 'Virtual Libraries' where you can download e-audiobooks, e-books, e-magazines, music and more. If you are unable to leave your home, ask your library if they offer a Home Library Service.

Bedford Borough

Bedford Borough's library service is provided through five libraries (Bedford, Bromham, Kempston, Putnoe and Wootton), the Mobile Library and the Library Link service for those who cannot visit the library themselves.

Libraries in Bedford Borough offer a range of activities and events, including some specifically for older people such as Knit and Natter. Some libraries also offer Tablet Help sessions where a customer can bring in their tablet and staff will show them how to use it. →

→ The Virtual Library, the library service website, provides access to a wide range of resources and information, including downloadable e-books, e-audiobooks, e-magazines, Freegal music download service, online reference books and newspapers.

For more information, visit
www.bedford.gov.uk/libraries

Central Bedfordshire

In Central Bedfordshire, there is a network of 12 libraries, a Library Access Point, a Virtual Library and a Home Library Service, available to people who are unable to visit a library.

As well as being a local meeting place, libraries in Central Bedfordshire offer a range of events and activities – some specifically for older people, such as coffee mornings and Knit and Natter. Other activities and advice sessions are delivered in libraries by partner organisations and cover topics such as health, rights and benefits. The Library Service welcomes volunteers and is currently piloting Library Friends Groups.

The Home Library Service provides a library service to people who are unable to reach their local library due to ill health, mobility limitations, visual impairment or other reasons. It is delivered by library staff supported by volunteers.

The Virtual Library provides a wide range of services online, including e-books, e-audio books, e-magazines and full-text newspapers. There is also a Bedfordshire-wide database of local community

organisations that can be searched by place, keyword or subject.

For more information, visit
www.centralbedfordshire.gov.uk/libraries

Luton

There are five libraries in Luton, offering a wide range of books, CDs, DVDs, large print and audio books, as well as magazines and newspapers. There are also PCs with fast internet access, and you can access one-to-one support in getting started with computers, the internet and setting up emails.

If you struggle to get out to a library, there are various online services, including e-books, online learning courses, encyclopaedias and music.

The Home Library service visits people who are unable to reach their local library due to ill health, disability or mobility issues. Trained staff and volunteers bring books and other items to your home so that you can borrow anything that libraries stock.

Libraries regularly run advice sessions, reading groups and events to help people get more out of life. Volunteers are always needed for a range of different services so, if you have a few hours to spare, volunteering can be a great way of meeting new people and boosting your self-confidence.

For more information on services, including opening times, visit www.lutonlibraries.co.uk

Volunteering

Volunteering is a positive way to spend time and be involved in the local community.

Research shows that the benefits of volunteering can include:

- **a longer life** – being a volunteer extends your life expectancy when compared with non-volunteers;
- **ability to cope with ill health** – volunteering can help people come to terms with their own illness and help take their mind off their own problems;

- **meeting new people** – volunteering is a good way to meet people. This can be vital for older volunteers and people who might be isolated or not particularly integrated into society;
- **improved family relationships** – a study comparing older volunteers with older non-volunteers showed that the volunteers had better relationships with their family;
- **improved self-esteem and sense of purpose** – volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have an effect on other areas of your health and life; and

- **making a difference to your local community**
– volunteering is a form of social action that can also benefit your wider local communities.

Community Voluntary Service Bedfordshire (CVS) is the sole organisation co-ordinating opportunities to volunteer in Bedfordshire.

Community Voluntary Service Bedfordshire (CVS)

43 Bromham Road, Bedford MK40 2AA

Tel: **01234 354366**

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

Web: **www.cvsbeds.org.uk**

CVS can help create your volunteer profile and help you search for volunteer opportunities. For more information about volunteering, visit the

following websites.

Web: **www.centralbedfordshire.gov.uk** (search ‘Stronger communities’).

Web: **www.bedford.gov.uk** (search ‘Volunteering’).

Web: **www.luton.gov.uk** (search ‘Volunteering’).

Central Bedfordshire Council values the time and commitment its volunteers offer to their local communities. The council’s Cheering Volunteering annual event, delivered in partnership with CVS and Beds RCC, is a thank you to all of its volunteers and the huge impact they make within local communities. For more information, visit **www.centralbedfordshire.gov.uk** (search ‘Stronger communities’).

Blue badges

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

The Blue Badge parking scheme has been extended to include people with hidden disabilities for the first time across England; this came into effect

from August 2019. Those with conditions such as dementia, anxiety disorders or brain injuries can apply for a badge to help them travel to work, socialise and access shops and services.

Where possible, apply for a Blue Badge online rather than requesting a paper application. For further information, contact your local council; details are on page 4. Alternatively, visit **www.gov.uk/apply-blue-badge**

Search for care in your area

www.carechoices.co.uk

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

CareChoices

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Staying independent and living safely at home

Keeping warm at home

- try to keep the temperature of your living room at 70°F/21°C and the rest of the house heated to at least 64°F/18°C;
- make sure you have some warm slippers or shoes that have a good grip. Try to keep your feet up as the air is cooler at ground level;
- put on several warm, light layers of clothing, which will keep you warmer than one thick layer;
- have hot drinks, use a hot water bottle and, if you're sitting down, put a blanket over you; and
- keep moving – avoid sitting down for long periods as muscles become stiff and slow when they are cold. Even housework will generate body heat and help to keep you warm.

Bedford Borough

To find out what help you may be entitled to that can improve the warmth and insulation in your home, contact Bedford Borough Council (see page 4 for details).

Central Bedfordshire

Contact Central Bedfordshire Council's Private Sector Housing Team, which can provide assistance for eligible residents who are in fuel poverty or living in poor housing conditions.

For more information, visit

www.centralbedfordshire.gov.uk (search 'Keeping warm').

If you don't have internet access, call **0300 300 8767**.

Luton

Currently, residents living in Luton can apply for a number of grants available from the Government and energy companies to improve the energy efficiency of their homes. The council is encouraging homeowners, tenants and landlords to apply for the relevant grant schemes, to help improve the overall fabric condition of the property.

For more information, visit www.luton.gov.uk (search 'Keeping warm').

Priority Services Register

If you are a pensioner, have long-term ill health, are registered disabled or have a hearing or visual impairment, you may be eligible for extra help offered by energy suppliers.

One service is the Priority Services Register. To ensure you receive additional services, you need to sign up to your energy supplier's Priority Services Register.

If you have different suppliers of electricity and gas, you will need to register with each. If you have a carer, they can register on your behalf. There is no charge, and you can register for all or some of the services available.

For more information, contact the **Citizens Advice consumer helpline** on **0808 223 1133**.

Social care alarms

Community alarm and monitoring services enable you to call for help at any time of the night or day using a pendant, a wristband or a pull cord. The system will put you in touch with an operator who can hear your voice and speak to you.

These are available across the whole of the area and you can also pay for someone to respond to a call in an emergency if you don't have any friends or relatives nearby. For more information, please contact one of the following.

Central Bedfordshire

Lifeline

Tel: **0300 300 5904**

Email: **lifeline@centralbedfordshire.gov.uk**

Web: **www.centralbedfordshire.gov.uk** (search 'Lifeline alarm').

Bedford Borough

The Telecare Service

Tel: **01234 718128**

Email: **telecare@bedford.gov.uk**

Web: **www.bedford.gov.uk** – search ('Telecare').

Luton

Assistive Technology Solutions (ATS)

Tel: **01582 720703**

Email: **ats@luton.gov.uk**

Web: **www.luton.gov.uk** (search 'Lifeline').



Telecare systems

Telecare uses the social care alarm system to alert the control centre if you fall, or if there is a fire, for example. Telecare can help you live independently in your own home by giving peace of mind to you and your relatives. The equipment is simple to use and can be tailored to meet your own circumstances.

Telehealth services are used by the NHS to involve patients in monitoring their own health conditions, using home-based equipment linked with health professionals. The system detects problems early so you can receive help quickly and avoid hospital.

Adult Social Care works with local agencies to provide Telecare across the area and can help you decide which system is best for you. There are also several independent providers who offer Telecare that you can purchase yourself.



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  [@WeAreMFON](https://twitter.com/WeAreMFON)

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

Usability

Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)?

Does the equipment need a plug socket and will any wires cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don't understand?

Notes

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Will it need to be installed by a professional?

Can the retailer provide you with training in using the equipment?

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)?

Have you read reviews of the equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you drop it, is it likely to break?

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Safety and security at home

Bedfordshire Fire and Rescue Service – keeping you safe

This organisation provides a free messaging service – Beds Fire Alert – to which you can sign up to receive free messages via email or text message. You will receive safety messages and information about local events and campaigns such as Fire Station Open Days. To register, visit www.bedsfirealert.co.uk

Here are some useful fire safety tips:

1. Stay safe in the kitchen:

- cooking accidents are the main cause of fire in the home;
- don't get distracted and make sure to turn off the hobs and oven when you have finished cooking; and
- keep your cooking area clean and clear of flammable items.

2. Conduct a bedtime check:

- unplug any electrical appliances that are not being used;
- check that the cooker is turned off; and
- close all internal doors.

3. Have an escape plan:

- know how to escape quickly from your home in the event of a fire;
- have a plan and share it with all who live with you; and
- keep your door and window keys in an accessible place.

Tel: **01234 845000**

Email: contact@bedsfire.gov.uk

Web: www.bedsfire.gov.uk

Facebook: www.facebook.com/bedsfire

X (formerly Twitter): [@BedsFire](https://twitter.com/BedsFire)

Instagram: [@bedsfire](https://www.instagram.com/bedsfire)

Home security

Advice and help from the Bobby Van Scheme

People aged over 65, vulnerable victims of crime and victims of domestic abuse can get a free security check from the Bobby Van Scheme, under the management of the Office of the Police and Crime Commissioner. The Bobby Van Scheme can carry out a survey of your house to identify any vulnerable areas and, where appropriate, improve the security with locks, door chains and viewers.

If you would like a visit from the **Bobby Van Scheme**, or would like more information, phone **01234 842619** or email bobbyscheme@beds.police.uk

Adapting your home

Leading an independent and active life with choice and control is important to us all and helps to contribute to our health and wellbeing. An assessment with an Occupational Therapist and the use of adaptive equipment can help to achieve this.

An Occupational Therapist can meet with you within your home and, through an assessment, can identify hazards, discuss equipment or adaptations, and provide information and advice which may assist with retaining your independence, such as an additional banister or equipment to assist with access.

Major adaptations, such as a bathroom adaptation or stair lift, can also be discussed with an Occupational Therapist. These may be funded through a Disabled Facilities Grant if you are eligible, but this will require a financial assessment and, in some cases, it may be necessary for you to make a financial contribution towards the required adaptation.

An Occupational Therapist may prescribe and order simple pieces of equipment for use within your home. They will complete any demonstrations of equipment and ensure that you are happy and safe with their use. They are also able to advise carers on moving and handling techniques within the home. →

→ If you have any queries regarding your circumstances, contact Adult Social Care and discuss your situation.

An assessment of needs will help determine what support you require to retain your independence.

Support in your own home

To enable people to live in their own homes for as long as possible, a range of community support services is available. These include help with day-to-day tasks, such as shopping, community meals, gardening and handyman services. You would be expected to pay for these services. There is also a wide range of help available through local voluntary and community groups.

Domiciliary or home care

Home care covers help with personal care like dressing, bathing, toileting and prompting the taking of medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Care workers can call in daily to assist with any of the tasks aforementioned. Depending on the level of help required, their visits can be very short or up to several hours. Generally, visits are available from 7.00am until 10.00pm. Some people will need

multiple visits per day. The hourly rate for these types of services depends on the services required, the time of day and the location.

Live-in care

In some cases, it's preferable and more economical to have a care worker actually living in the home. This is called 24-hour live-in care and can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge.

Live-in care can be arranged for a short period. For example, a week, or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental health difficulties who require long-term ongoing care.



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or visit www.themobilityphysio.co.uk for more info



The lifestyle site for parents and carers of children with additional needs and those who support them.

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Birth to Adulthood • Real life blogs
Directory • Ask the Experts • Monthly columnist

hello@myfamilyourneeds.co.uk • @WeAreMFON

Hands on Health Care Solutions LTD



"We treat our clients with the utmost dignity and respect at all times, ensuring that our clients are at the heart of everything and their care is nothing less than what we would expect for our own family"

Hands on Healthcare Solutions provides our service users the personal care they need in order for them to continue to live a dignified and independent life in the comfort of their home.

We begin by assessing and understanding our service user's individual needs by selectively assigning qualified, trustworthy, and compassionate home care staff. Our company holds great pride in keeping our service user's health, quality of life, and well-being central in the design and delivery of our services. We provide compassionate, high-quality care to people from all walks of life.

Services we offer

Quality Homecare and Support:

- Live-in Care • Home Care Support
- Nutrition and Hydration • Medication Administration
- Incontinence Care • Companionship Care
- Shopping Service • Appointment service
- Assistance to Access the Community
- Waking Night Care
- Promoting Health and fun activities at home

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- Physical Disabilities Care • Stoma Care / PEG tube care
- Joint Replacement Care
- Hypertension (high blood pressure) Care
- Palliative Care (End Of Life Care) • Bariatric Care
- Multiple Sclerosis (MS) Care
- Motor Neuron Disease (MND) Care • Diabetes Care
- Arthritis Care • Acquired Brain Injury
- Parkinson's Disease Care • Spinal Injury
- Stroke Care • Reablement Services



Contact Us:

Hands on Healthcare Solutions Ltd
Ebenezer House, 2-10 St. Johns Street
BEDFORD, MK42 0DH

 **01234 309671**

 **enquiries@hohcs.co.uk**

 **www.handsonhealthcaresolutions.co.uk**

!!!WE ARE RECRUITING!!!

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 18.

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.

To find out more about using adaptations to help you in the home, call: **Bedford Borough Council** on **01234 718006**; **Central Bedfordshire Council** on **0300 300 8303**; **Luton Borough Council** on **01582 547659**; or **Single Point of Access Service (SPoA) – Bedfordshire** on **0345 602 4064** for an initial Occupational Therapy assessment for equipment and minor works, or on **0300 300 8050** for an Occupational Therapy assessment for major works.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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- ✓ Respite Care
- ✓ Live-in Care
- ✓ Hospital to Home Support

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www.rightathome.co.uk/bedford



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 so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

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

Are staff matched to you specifically, based on your needs and preferences?

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

Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff 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 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 48.

Home

is where the heart is

Let's keep it there



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I can rely on my Bluebird Care care assistants to treat me with respect and patience

”

Care in your home, just as you like it

With our well-trusted care service, you can remain at home surrounded by loved ones and beloved pets and still enjoy your home, garden, and community.

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All home care providers are regulated and inspected by the Care Quality Commission, which publishes inspection reports on its website, www.cqc.org.uk/ When considering a service, it's always a good idea to check its report. Before you make any decisions regarding the provision of care, be sure to contact

several providers and ask for a service user's guide and their charges and a draft contract between you and the care provider. Adult Social Care also audits the quality of the services that are being used locally on an annual basis, and further information is available through their websites. See page 4.

Bedford Borough home care providers

Advertisers are highlighted

27 St. Cuthberts Street

Bedford

Tel: 07383 149464

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Assessment and Enablement Team

Bedford

Tel: 01234 718333

OP D PD SI YA

Baobab Social Care Ltd

Bedford

Tel: 0800 009 6313

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Bedford Office

Bedford

Tel: 07838 197931

OP LDA MH YA

Bionicare (Domiciliary Care Agency)

Bedford

Tel: 01234 413600

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Bloom & Care Ltd

Bedford

Tel: 01234 331331

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Bluebird Care Bedford

Bedford

Tel: 01234 975666

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Brooks Health and Care Ltd

Kempston

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Burrige Court, 5

Bedford

Tel: 01234 630964

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Caemac Investments Ltd

Bedford

Tel: 01234 924928

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Care Support Bedford Branch

Bedford

Tel: 01234 211676

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Careville Ltd

Bedford

Tel: 0333 577 3351

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Cordial Support Ltd

Kempston

Tel: 07400 440865

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Creative Support – Bedford Services

Bedford

Tel: 01612 360829

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Destiny Intergrated Care Ltd

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Tel: 01234 331238

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Dial House Home Care

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Tel: 01234 402444

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Dial4Care Recruitment Ltd

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Tel: 01234 261366

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Diversified Care Solutions Ltd

Bedford

Tel: 07899 998136

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Edmar Recruitment Services Ltd

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Tel: 01234 608665

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Elite Care Services Ltd

Kempston

Tel: 01234 856979

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Eureka Integrated Care Ltd

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Tel: 07490 708059

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First 2 Care Service Ltd

Bedford

Tel: 01234 930024

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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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Francis House Home Care

Kempston
Tel: 01234 841808 **OP D PD LDA MH SI YA**

GoodOaks Homecare – Bedford

Bedford **Advert page 28**
Tel: 01234 395472 **OP D PD MH SI YA**

Gracefilled Care Service

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Hands In Harmony Home Care Services Ltd

Bedford
Tel: 01234 339184 **OP D PD LDA MH SI YA**

Hands on Healthcare Solutions

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Tel: 01234 309671 **OP D PD LDA MH SI YA**

Harmonylane Care Ltd Main Office

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Tel: 01234 212282 **OP D PD MH SI YA**

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www.baobabsocialcare.co.uk

Homecare you can rely on



With our help, clients are able to stay in their familiar surroundings that they have spent their lives shaping. Our visiting and live-in care professionals adapt and work to support you in your own home, so you can keep your independence, possessions, family and pets around you regardless of your situation.



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To find out more call or visit:



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Tel: 07927 053123

OP D PD LDA MH SI YA

LightBulb Bespoke Care

Bedford
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OP D PD LDA MH SI YA

Lilibeth Cousins Ltd HQ

Bedford
Tel: 01234 632356

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Lomack Healthcare

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Loyal Companion Care Ltd

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Tel: 01234 266690

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Tel: 01234 266444

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Social Care Solutions Ltd (Bedfordshire)

Bedford
Tel: 01234 262650

OP PD LDA YA

Starsafe Care Ltd

Bedford
Tel: 07507 107218

OP YA

Superior Healthcare Ltd

Bedford
Tel: 01234 604212

OP D PD MH YA

Symbiosis House

Bedford
Tel: 0333 014 4066

OP D PD LDA MH SI YA

Welcome to Lilibeth Cousins, professional & person-centred care providers.

Home care services that enables you to be cared for in the familiar and comforting surroundings of your own home by experienced support and care workers.



Services we provide, includes:

- Personal care and support
- Meal preparation
- Medication
- Shopping
- Domestic support
- Social inclusion & support
- Empowerment
- 24-Hour live-in care

Our services are based on the fundamental values of:

- Your rights • Your choice • Independence
- Social inclusion • Integrity • Trust • Passion

T: 01234 632356 / 07859 074174

E: info@lilibethcousins.com www.lilibethcousins.co.uk

31 Castle Lane | Bedford | MK40 3NT



A Care Company You Can Trust

Contact Us

01234 910030

info@lineofsightcare.co.uk

www.lineofsightcare.co.uk

@lineofsightcare

Line of Sight Care offer a choice of flexible homecare and support services to support your needs in and around the Bedford area. At Line of Sight, our care plans are completely built around you.



This could be anything from a 30 minute visit once a week and up to several visits a day or overnight support. You may want short term help after an illness, or you may require respite care because your usual carer is having a break.

- Personal Care
- Meal Preparation
- Medication Administration
- Light Household Duties
- Supported Living
- Social Visits
- Accompanied Trips out
- Overnight Care
- Live In Care
- Specialist Mental Health Support

Whatever your needs, our dedicated team are happy to talk to you about your requirements. If you want a caring approachable company who deliver person-centred care, please call our friendly team to discuss.

We would be happy to talk to you about your needs.

We are a CQC Registered Company with an accreditation of **GOOD** in all areas.

If you are already an experienced care worker, and you think you can add value and make a real difference to our Client's lives, get in touch we would be happy to talk to you.



Supported Living at Victoria House



Are you worried about your loved ones' well-being?

Discover Samorem Care, the top Home Care provider in Bedfordshire and Luton, UK.

Our tailored **Domiciliary care**, **Supported Living**, and **Cleaning services** ensure your family's unique needs are met. We're dedicated to compassionate and reliable care for seniors and those with Special Needs, bringing peace to your heart.



Contact us at info@samoremcare.co.uk or call **01234 266444 / 07340 114608**.

Choose Samorem Care for the best – your loved ones deserve it!



PEOPLE'S CHOICE Domiciliary Care

People's Choice has the pleasure to offer a wide range of services to clients living within their own homes. We pride ourselves on being reliable, professional and trust worthy in dealing with your loved ones. Here at People's Choice we cater for all types of clients' whichever faith or background they come from. We provide our services for People with Learning Disabilities, Physical Disabilities, Older People with dementia or without and people with mental health problems.

We offer the following range service.

- Personal Care • Domestic Care • Respite Service
- Companionship Service • Night Care • Live-in

Peoples Choice UK Ltd.

Registered Manager: Toby King

301 Bedford Heights, Manton Lane, Bedford MK41 7PH

Telephone: 0844 854 9445 / 01234 328614 / 01582742663

Out of hours: 07717680505

Email: info@peopleschoiceuk.org / www.peopleschoiceuk.org



Teloepa MSL
Bedford
Tel: 01234 248969
Advert adjacent
OP D LDA MH YA

Yourlife (Bedford)
Bedford
Tel: 01234 343999
OP D PD SI

Wilade Care Services Ltd
Bedford
Tel: 01234 631541
OP D PD YA

Wixams Retirement Village
Bedford
Tel: 01234 981000
OP D YA

Your TL Homecare
Bedford
Tel: 01234 975090
OP D PD MH YA



Teloepa MSL is an NHS Partner where Nursing and Care at Home can continue in safety. In addition to our domiciliary care provision, our nurses operate on a shift basis based in your own home offering one to one specialised nursing care, in some cases you could say we bring the hospital to you in the private set up of your own home maintaining continuing support of your GP and any awarded community health care provision.

For more information please email us at services@teloepamsl.com or call **01234 248969**. We are on call **24/7**
Victoria House, 70a Tavistock Street, Bedford MK40 2RP

Central Bedfordshire home care providers

See page 25 for the **Service User Bands** key

1st Homecare Solutions Ltd
Leighton Buzzard
Tel: 01525 376677
OP D PD YA

Biggs Healthcare
Dunstable
Tel: 01582 555922
OP D PD LDA MH YA

2 Crab Lane
Biggleswade
Tel: 07971 106629
OP D PD YA

Blue Sapphire Care Ltd
Leighton Buzzard
Tel: 01525 853481
OP

3 Bromley Gardens
Dunstable
Tel: 07398 190557
OP

Bluebird Care (Central Bedfordshire)
Bedford
Tel: 01525 713389
OP D PD SI YA

6 Neotsbury Court
Bedford
Tel: 07534 188444
OP PD YA

Care Forum (MK)
Milton Keynes
Tel: 01908 584136
PD LDA SI YA

A Caring Company Ltd
Dunstable
Tel: 01525 877088
OP D PD LDA MH SI YA AD

Care is Central – Independent Living Services
Bedford
Tel: 07786 323990
OP D PD LDA MH SI YA

Active Homecare
Dunstable
Tel: 01582 314070
OP D PD SI YA

Care Support Empower
Dunstable
Tel: 07305 563754
OP LDA YA

Active Support Clifton Ltd
Shefford
Tel: 01462 339766
LDA YA

Care4you
Bedford
Tel: 01525 719823
OP D PD MH SI YA

Anthope Care Ltd – Richmond Drive
Dunstable
Tel: 01582 342595
OP D PD LDA MH SI YA AD

Caremark Central Bedfordshire
Dunstable
Tel: 01582 965545
OP D PD LDA MH SI YA

APT Care Central Bedfordshire & Bedford
Dunstable
Tel: 01582 451745
OP D PD LDA MH SI YA

Caring Hands, The
Bedford
Tel: 07702 007657
OP D PD SI YA

Ascon Care Services Ltd
Dunstable
Tel: 01582 670049
OP D PD LDA MH YA

Churchill Health Care (Central Beds)
Dunstable
Tel: 01582 699869
OP D PD LDA MH SI YA



IMMERSE CARE
CARE UNLIMITED

ABOUT US

Immerse Care is a dedicated provider of domiciliary care services committed to delivering compassionate, high-quality and affordable care services to clients. Immerse Care mission is to enhance the well-being and independence of all service users, promoting high standard of living and ensuring their individual needs are met with compassion, dignity, and respect.

Our staff embody our ethos and are valued in the community, and they are part of our family of unique people seeking to offer the highest standard of care. Clients' dignity and respect are at the forefront, and through an unfaltering service, we aim to provide their loved ones and families with comfortable, uninterrupted peace of mind.

WHY CHOOSE US

- ✓ Care Tailored to You
- ✓ Compassionate and Experienced Staff
- ✓ Comprehensive Range of Services
- ✓ Focus on Well-being and Safeguarding
- ✓ Accountability to Care
- ✓ Regulated and Insured
- ✓ Community Focused

HOW WE DELIVER

The below steps demonstrate the core phases that we follow at Immerse Care to deliver a bespoke care service:

- 1 Upon receiving your enquiry, we examine your requirements and specify an overview of the services we can provide and their prices.
- 2 We will visit your home and perform a care and risk assessment. This allows us to present a genuinely responsive and safe care package.
- 3 We work in unison with you and your loved ones to finalise your care plan.
- 4 We source carers who will support you in accordance with your care requirements. We will organise a meeting for you, and if any additional preparation is required, we can arrange this.
- 5 Your care commences.

FUNDING YOUR CARE

You may think that affording personal care within your home is an expensive service. However, this is not always the case. There are numerous finance options available should you need assistance with funding your care. Your Local Authority or NHS Continuing Healthcare Team can discuss finance options that are available to you.



OUR DOMICILIARY SERVICES

Immerse Care can support you with numerous household tasks or complex care, including:

- ✓ Personal care,
- ✓ Companionship,
- ✓ Grooming, bathing, and dressing,
- ✓ Shopping and daily routines,
- ✓ Wake-up and preparation for bed,
- ✓ Medication and healthy diet reminders,
- ✓ Housekeeping, ironing, and cleaning,
- ✓ Stimulating conversation and genuine friendship,
- ✓ Various social events and activities,
- ✓ Participating in hobbies within and out of the home,
- ✓ Accompanying to appointments and transportation.

OUR SPECIALIST CARE

If you or your loved one require complex care and assistance, we provide the following specialist services:

- ✓ Alzheimer's Care
- ✓ Dementia Care
- ✓ Mental health care
- ✓ Cancer care
- ✓ Physical disability care
- ✓ Neurological disorder care
- ✓ Respite Care

NOTE:

We understand that in a crisis your care may need to be started immediately. In this situation, Immerse Care will begin an urgent assessment to facilitate a rapid response.



To learn more about the services we provide, contact us today via telephone, email or through our website. We would love to hear from you and discuss how we can support you.

Phone
0333 050 6343

Email
info@immersecare.co.uk

Web
www.immersecare.co.uk

Address
52 Enterprise House, Wrest Park, Silsoe,
Bedford, England, MK45 4HS

Civicare (Beds Herts & Bucks) Ltd

Dunstable
Tel: 01582 501701 **OP D PD LDA MH SI YA AD**

Combined Care Ltd. Wentworth House

Dunstable
Tel: 01923 537887 **OP D PD YA**

Deebeetom Ventures Ltd T/A New Living

Bedford
Tel: 01582 761624 **OP LDA YA**

Dunamis Healthcare

Dunstable
Tel: 07831 379454 **OP D LDA MH**

Dynasty Care 247 Ltd

Bedford
Tel: 07854 366844 **OP D PD MH YA**

Firstpoint Homecare – Harpenden

Harpenden
Tel: 01582 482405 **OP D PD MH SI YA AD**

Frogmore Road

Houghton Regis
Tel: 0300 300 4299 **YA**

HF Trust – Bedfordshire & Cambridgeshire DCA

Shefford
Tel: 01462 817235 **OP LDA YA**

High Street Sandy

Sandy
Tel: 01767 680325 **YA**

**Home Instead
– Luton & Central Bedfordshire**

Luton **Advert page 34**
Tel: 01582 742275 **OP D PD LDA MH SI YA**

Immerse Care – Main Office

Bedford **Advert page 32**
Tel: 0333 050 6343 **OP D PD YA**

Kifash Care

Dunstable
Tel: 07581 360422 **OP D PD YA**

Knightingles Healthcare Bedfordshire Ltd

Biggleswade
Tel: 07717 064436 **OP D PD LDA MH SI YA AD**

Lima Homecare Ltd – Bedford

Bedford
Tel: 0333 358 0038 **OP D PD YA**

Lima Homecare Ltd – Leighton Buzzard

Leighton Buzzard
Tel: 0333 358 0038 **OP D PD LDA MH SI YA AD**

M&C Home Support Ltd

Bedford
Tel: 01525 863910 **OP D PD YA**

MacIntyre Ampthill Support

Ampthill
Tel: 01525 406501 **OP D LDA YA**

Maribo Healthcare Ltd

Dunstable
Tel: 07412 012482 **OP PD YA**

Millie-Rose Solutions Ltd

Bedford
Tel: 07402 329708 **OP D PD SI YA**

Mobelle Home Care Ltd

Sandy
Tel: 07539 376753 **OP D PD LDA SI**

Multi-Care Community Services Bedfordshire Ltd

Sandy
Tel: 01767 843243 **OP D PD MH SI YA**

Optimum Care Solutions Ltd

Sandy
Tel: 07939 691035 **OP D PD LDA SI YA**

Padle Healthcare Ltd, The

Dunstable
Tel: 07424 366402 **OP D PD SI YA**

Paladins Care Ltd

Dunstable
Tel: 07771 727981 **OP D PD MH YA**

Precious Homes Bedfordshire

Houghton Regis
Tel: 01582 863229 **OP PD LDA MH SI YA**

Prime Care Support Ltd

Dunstable
Tel: 01582 601501 **OP D PD LDA MH SI YA**

Reablement

– Urgent Homecare and Falls Response Service

Shefford
Tel: 0300 300 8164 **OP D PD SI YA**

Redwood House

Bedford
Tel: 01582 881325 **PD LDA MH SI**

Riversands Healthcare Ltd

Sandy
Tel: 01767 835365 **OP D PD MH YA**

Ruby 24hrcare – K and S Solutions Ltd

Dunstable
Tel: 07485 207624 **OP D PD LDA MH YA**

Live well *your* way

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 at home, Home Instead® can help make that possible.

- ♥ Home Help
- 👤 Companionship
- Personal Care
- ◆ Dementia Care
- 🏠 Live-in Care

Home Instead Bedford

Suite 2, 106A Bedford Rd, Wootton,
Bedford MK43 9JB

Telephone: **01234 868820**

Email: info@homeinstead.co.uk

www.homeinstead.co.uk/bedford

Home Instead Luton & Central Bedfordshire

Suite 1B, Jansel House, Hitchin Road,
Luton LU2 7XH

Telephone: **01582 742275**

Email: luton@homeinstead.co.uk

www.homeinstead.co.uk/luton



Central Bedfordshire home care providers continued

Rysvil Care Services Ltd

Dunstable
Tel: 01582 450772 **OP D PD LDA MH SI YA AD**

Sagecare (Biggleswade)

Biggleswade
Tel: 01767 317311 **OP D PD LDA MH SI YA AD**

Surplus Healthcare

Dunstable
Tel: 07856 723704 **OP D PD MH YA**

Valley House

Bedford
Tel: 01525 840785 **PD LDA MH YA**

Violets Homecare Services Ltd

Dunstable
Tel: 01582 476044 **OP D PD LDA MH SI**

Virtuous Business Solutions Ltd

Dunstable
Tel: 07960 102647 **OP D PD LDA MH SI YA AD**

Walfinch Hemel Hempstead

Watford, Dunstable, Luton
& Leighton Buzzard
Luton
Tel: 01442 967700 **OP D PD MH SI YA**

Walkers Close

Shefford
Tel: 01462 819112 **LDA**

Woburn Care

Dunstable
Tel: 01582 670055 **OP D PD YA**

Luton home care providers

See page 25 for the **Service User Bands** key

1 Underwood Close

Luton
Tel: 07424 580198 **OP D PD LDA YA**

A&A Homecare Ltd

Luton
Tel: 0800 689 4219 **OP D PD LDA MH YA**

Abigail Court (Domicillary Care)

Luton
Tel: 01582 721427 **OP D PD SI**

Aetos Health Care Ltd

Luton
Tel: 0330 133 0603 **OP D PD YA**

Afresh Healthcare Ltd

Luton
Tel: 0208 1758924 **OP D YA**

Ahmed & Gul Ltd

Luton
Tel: 01582 380122 **OP D PD LDA SI**

All Hands Care Ltd

Luton
Tel: 07446 019931 **OP PD MH YA**

AmberGreen Health & Social Care

Luton
Tel: 01582 283093 **OP PD MH SI YA**

Applegrove (Domicillary Care)

Luton
Tel: 01582 548400 **OP D PD SI**

APT Care Ltd

Luton
Tel: 01582 451745 **OP D PD LDA MH SI YA**

Ashlotrimcare Ltd

Luton
Tel: 07546 450674 **OP D LDA MH YA**

Azelea Care Solutions Ltd

Luton
Tel: 01582 344321 **OP D PD LDA YA**

Be Assured Ltd

Luton
Tel: 07946 594537 **OP D PD YA**

Beacon Health & Social Care

Luton
Tel: 01582 317833 **OP PD LDA MH YA**

Beige Healthcare Services

Luton
Tel: 07412 646066 **OP D PD MH YA**

Bounce Back Healthcare Solutions Ltd

Luton
Tel: 07904 391974 **OP YA**

BSA Assured Quality Healthcare Ltd

Luton
Tel: 07477 924256 **OP D PD YA**

Bushmead Court Management Ltd

Luton
Tel: 01582 481455 **OP D PD MH SI**

Care 4 All Ltd

Luton
Tel: 01582 457740 **OP D PD LDA YA**

Care Direct & Support Solutions (Luton) Office

Luton
Tel: 07932 659527 **OP D PD LDA MH SI YA**

Care with Pride

Luton
Tel: 01582 380158 **OP D PD SI YA**

Chalk Hills Healthcare Ltd

Luton
Tel: 07487 755288 **OP D PD LDA MH SI YA**

Churchill Health Care (Luton)

Luton
Tel: 01582 818331 **OP D PD LDA MH YA**

Clear Spectrum Ltd T/A Matchoptions

Luton
Tel: 07528 974987 **OP D PD YA**

Colwell Court (Domiciliary Care)

Luton
Tel: 01582 547798 **OP D PD SI**

Comfort Zone Care Services Ltd

Luton
Tel: 01582 933363 **OP D PD LDA YA**

Courage Ltd

Luton
Tel: 07988 577943 **OP D PD LDA SI**

Das Care Ltd

Luton
Tel: 07460 468752 **OP D PD LDA MH SI YA**

Devoted To Care Ltd

Luton
Tel: 0203 910 9392 **OP D PD LDA MH SI YA**

Diadem Domiciliary Care Services

Luton
Tel: 01582 425428 **OP D PD YA**

Distinct Care and Support

Luton
Tel: 07341 111295 **OP LDA MH YA AD**

DT Careplus

Luton
Tel: 07506 076710 **OP D PD LDA SI YA**

Elaris Support Staffing – Main office

Luton
Tel: 01582 858357 **OP YA**

Essential Services Direct

Luton
Tel: 07455 972319 **OP D PD MH SI YA**

Everest Care Ltd

Luton
Tel: 0208 004 5755 **OP D PD MH SI YA**

First Class Care Services Ltd

Luton
Tel: 01582 969393 **OP D PD LDA SI YA**

Flourish Advanced Care Ltd

Luton
Tel: 01582 283172 **OP D PD MH YA**

Gatekeepers Care Solutions

Luton
Tel: 07514 180587 **OP D PD SI YA**

GEG Care Ltd

Luton
Tel: 07830 928594 **OP D PD SI YA**

Generixcare Luton

Luton
Tel: 01582 876942 **OP D PD LDA YA**

Gentle Hands Care And Services

Luton
Tel: 01582 958896 **OP D PD LDA MH SI YA**

Good Hands Healthcare Ltd

Luton **Advert below**
Tel: 07361 895264 **OP D**

Harlee & Haylee Care Ltd

Luton
Tel: 07985 153060 **OP PD MH SI YA**

Home Instead

– Luton & Central Bedfordshire
Luton **Advert page 34**
Tel: 01582 742275 **OP PD LDA MH SI YA**

Innovation Centre and Business Base

Luton
Tel: 01582 671876 **OP D PD LDA MH SI YA**

Instant Homecare

Luton
Tel: 0333 344 4313 **OP YA**

Invictus Care

Luton
Tel: 07446 366404 **OP D PD YA**

IOMI Support and Care Services

Luton
Tel: 01582 522311 **OP D PD MH SI YA**

www.goodhandshealthcare.co.uk
07361 895 264 / 07828 907 287

Why choose us?
We understand how challenging it can be for you and your family when you are faced with ill health due to ageing, long term illness, recovery, rehabilitation, learning difficulties or in your final days.

Domiciliary Care & Supported Living

- Personal care
- Respite care
- Night shift
- Shopping
- Hospital escorts
- Mental health
- Live-in care
- Companionship
- Sit in services
- Physio exercises
- Emotional support
- Household tasks



Joelma Ltd

Luton
Tel: 07944 297048

OP D PD LDA SI YA

Legend Integrated Care

Luton
Tel: 01582 635075

OP D PD LDA MH SI YA

Light Care Services Ltd

Luton
Tel: 01582 510795

OP D PD YA

Luton Borough Council Reablement Service

Luton
Tel: 01582 709025

OP D PD SI YA

Luton Friendship Home Carers Ltd

Luton
Tel: 01582 736157

OP PD MH YA

MIC Healthcare Solutions Ltd

Luton
Tel: 07903 804846

OP D PD LDA MH SI YA

Mirage Care Ltd

Luton
Tel: 01582 733565

OP D PD MH

North Hants, Beds and Bucks Domicillary Care Office

Luton
Tel: 01733 873700

OP LDA YA

Optimized Care Ltd

Luton
Tel: 07853 107945

OP D PD MH YA

Peach Nursing Ltd

Luton
Tel: 01582 459227

OP PD SI YA

Primed Staffing

Luton
Tel: 01582 858053

OP PD MH YA

Quadrant Care Services Ltd – Luton

Luton
Tel: 07576 476545

Advert below
OP D PD LDA MH YA

Resource Gate Care

Luton
Tel: 01582 269193

OP D PD LDA YA

Roses Homecare Ltd

Luton
Tel: 01582 453800

OP D PD LDA MH SI YA AD

Sahara Community Care Services – Luton

Luton
Tel: 07855 472965

OP D PD LDA MH SI YA AD

Senacare Ltd Luton

Luton
Tel: 0208 572 0417

OP YA

Silas Care Services Luton

Luton
Tel: 01582 729257

OP D PD LDA MH SI YA

SSSF Care Ltd

Luton
Tel: 07786 195965

OP D PD YA



“If you are looking for some compassionate, caring people, this is the team I highly recommend.”

EXPERIENCED AND SUPPORTIVE CAREGIVERS YOU CAN TRUST

Feel better in the comfort of your own home. We specialize in care and daily living assistance to an array of individuals. Whether you need daily or weekly assistance due to aging, illness, recovery, or rehabilitation, our care givers will provide an individualized service that you can trust.

We understand that not one care plan fits all. Daily services can include anything from meal preparation, hygiene, cleaning, and supervision. We will take the time to get to know you and develop an individualized care plan that fits your specific needs.

Companionship is key to a trusted relationship with our caregivers. We not only strive to help you with everyday tasks but want to develop a caring relationship with you. We provide one-on-one attention and care that cannot compare in other settings.

Email: info@quadrantcare.co.uk
Office Hours: **01582 594 567**

07576 476 545



Quadrant Care Services Ltd: Trend House, Dallow Road, Luton

www.quadrantcare.co.uk

Supported Living Service

Luton

Tel: 01582 548236

D PD LDA MH SI YA**SureCare****– Luton and Central Bedfordshire**

Luton

Tel: 01582 945199

OP D PD LDA YA**T&S Healthcare Services Ltd**

Luton

Tel: 07758 557751

OP D PD LDA MH SI YA AD**Teonfa Ltd**

Luton

Tel: 01582 730591

OP PD LDA MH YA**Timely Care Solution Ltd**

Luton

Tel: 01582 420461

OP PD LDA YA**Timely Support Services Ltd**

Luton

Tel: 07412 018723

OP D PD LDA MH YA**Transcend Healthcare Ltd**

Luton

Tel: 020 3835 5266

OP D PD MH YA**TTTripleCare Ltd**

Luton

Tel: 01582 635004

OP D PD MH SI YA**UR Hands Care**

Luton

Tel: 01582 380166

OP D PD**Walsingham Support****– Supported Living**

Luton

Tel: 01582 564780

OP PD LDA MH SI YA**Westminster Homecare Ltd (Luton)**

Luton

Tel: 01582 733102

OP D PD LDA MH SI YA AD**Woburn House**

Luton

Tel: 01582 635047

OP D PD LDA MH YA

Leaving hospital and staying independent

Adult Social Care and the NHS work very closely together to ensure that hospital patients are discharged safely and can return to home life as quickly as possible. Social care staff are available to help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and regain confidence when you return home. The assessment involves asking you about your needs and what is required to help you live safely and independently at home.

There will also be an explanation of any charges that may be made. A relative, carer or member of the

hospital staff may also approach the hospital social care team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, Adult Social Care will assess any other needs you may have after your stay in hospital – see page 38. Adult Social Care can also introduce you to local voluntary organisations who can help, short term, with a variety of services such as laundry and domestic cleaning or sitting services.

Carers should also be offered an assessment and may need advice and support. The hospital social care team is available to discuss any issues with carers and can give them details of carers' support groups.

Sensory services for people with an impairment

If you have a hearing impairment or are deaf, have poor sight or are blind and are having difficulties with everyday living tasks, such as preparing meals, using a telephone or getting out and about, Adult Social Care may be able to arrange a number of services to help you.

Adult Social Care will carry out an assessment of your needs and will let you know if you are eligible for help such as information, advice or pieces of minor equipment to help you to manage in your home. Contact Adult Social Care to request an assessment – see page 39.

You're in charge

How do I get help and support?

Adult Social Care aims to help you remain independent for as long as possible. Adult Social Care will help you access advice and information so that you know what is available to you. This might include connecting you to local resources or community services.

If you feel that you have an ongoing care and support needs and require assistance, or that you care for someone with care and support needs, Adult Social Care will work with you to assess your needs and agree what outcomes you would like to achieve.

If you would like to request an assessment, you can contact your local authority using the contact details on page 4.

Advocacy

If needed, you have the right to an advocate when

contacting Adult Social Care for care and support. Advocates help people to express their wishes and understand the information they are given. They are there to listen and help people feel valued in their own community. Support is available for people of any age, whatever their disability, religion, culture or gender.

VoiceAbility provides independent and confidential advocacy services for clients of Adult Social Care in Central Bedfordshire and Bedford Borough. You can talk to VoiceAbility advocates in the strictest confidence, either by asking for a referral from your care manager or contacting them directly. Contact details are on page 57.

Support is also available for carers – see page 41.

Adult Social Care can also put you in touch with local organisations offering help and support.

Assessments

When you contact Adult Social Care, they will discuss your needs with you and assess what is important to you.

The assessment will:

- clarify what support you could or do receive from natural support networks such as your family or neighbours;
- determine what local services are available to help you meet your needs;
- help you identify what will support you to maintain your independence;
- ascertain what is important to you to help your wellbeing; and
- establish whether you are eligible to receive services that Adult Social Care contributes towards or whether you will need to pay for some, or all, of the services yourself.

Do I have a say in what services I get?

If you are assessed as having eligible care and support needs, Adult Social Care will work with you to understand how you would like these needs to be met.

Adult Social Care works to enable your potential and you will be at the centre of all conversations.

Adult Social Care will listen to what is important to you, identify your strengths and understand your ambitions and aspirations. They will also work with you to identify how you would like your support to be delivered, whether there are friends and family that you would like to be involved and what is available to support you in your local community.



Reablement

People who are seeking more support than information and advice, particularly older people and people with a physical disability, can be offered reablement in their own homes. This is short-term support designed to help people become as independent as possible. It is tailored to individual needs to help you learn (or re-learn) the important tasks you need for everyday life and gives you the best opportunity to regain skills and independence

in a familiar environment so that you need not rely on longer-term support.

Reablement workers are supported by in-house Occupational Therapists and physios to create an individual plan with people around their aspirations and goals. The duration of the service is up to six weeks, depending on your individual situation.

Self-directed support

Adult Social Care wants to support you to have as much choice and control over your care as possible. This can be achieved through developing a support plan which enables you to identify how and when your needs will be met.

If you are eligible, Adult Social Care can offer Direct Payments, which enable you to purchase your own support (if required) directly from local services and independently of Adult Social Care. This means that you can make real-time decisions about how your needs are met.

Personal Budgets

A Personal Budget is the amount of money agreed by Adult Social Care to meet the cost of the eligible needs of adults who are assessed as needing support and who are eligible for financial support from the local council. Your Personal Budget is taken as a Direct Payment so that you can choose who provides the care and support Adult Social Care has agreed you need. Your Personal Budget can, with the agreement of Adult Social Care, also be managed by someone you nominate to act on your behalf.

Direct Payments

If you are assessed as eligible for support, Adult

Social Care will let you know how much money it should cost to meet your eligible needs. This is called your 'Personal Budget'. If you wish to arrange part or all of your own care and support and your local council is contributing towards the cost of your eligible support needs, you can receive its contribution through a Direct Payment. However, Direct Payments cannot currently be used to pay for residential or nursing care.

With your Direct Payment, you can:

- employ a care worker or personal assistant(s);
- pay the care agency you choose to provide your care worker or personal assistant;
- pay people in your family who care for you – but this cannot be a person who lives with you, for example, your husband or wife; or
- buy equipment or pay for activities agreed in your support plan.

Direct Payments are available to all eligible adults, including people with a physical or sensory disability, older people, people with a learning disability and people with mental health needs. For more information on paying for care, see page 48.



Search for care in your area 

www.carechoices.co.uk 

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
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Support for carers – do you look after someone who could not manage without you?

If you look after someone on a regular basis (i.e. a parent, child, friend, neighbour or partner) in an unpaid capacity, you are a carer. You may not describe yourself as such – it's just what you do – but, without your support, the person would not be able to manage their daily life.

Looking after someone can be a positive experience but it can also be an isolating, challenging and exhausting role, both physically and mentally. Carers may find they have little or no time for themselves or to look after their own health and wellbeing.

All carers are entitled to an assessment of their needs by the local council's Adult Social Care department, which will help to identify support they can access. This assessment will provide an opportunity for the carer to discuss their role and identify services for which they may qualify. It may be possible for the person being cared for to have a short stay in an alternative setting – this is called respite care and will enable the carer to take a break from their responsibilities.

It may also be possible for the person being cared for to access day opportunities outside the home,

again offering the carer a short break during the day; or the carer might just need someone to stay whilst they go out, having peace of mind that the person being cared for is safe. The assessment is free but there may be a charge for some of the services that are available.

If a carer is eligible for support after the assessment, a support plan will be drafted. The support plan will consider the carer's financial means, and any help available to meet the costs of the support will be identified.

Bedford Borough and **Central Bedfordshire**

If you care for someone living in Bedford Borough or Central Bedfordshire, contact Carers in Bedfordshire on **0300 111 1919**, email **contact@carersinbeds.org.uk** or visit **www.carersinbeds.org.uk**

Luton

If you care for someone living in Luton, contact Carers Central, Luton Borough Council's contracted carers' service. Call **0300 303 0201**, email **carerscentral@drcbeds.org.uk** or visit **www.carerscentral.org.uk** for more information.

Carers' Hub

The Carers' Hub is run for Central Bedfordshire residents by Carers in Bedfordshire, who help family carers and former carers of all ages cope with the emotional and physical stresses arising from their caring role. If you look after someone with dementia, a disability, mental health issue, or who is ill, frail, or misuses drugs or alcohol, the Carers' Hub is here for you.

The Carers' Hub provides help, information and support to carers of all ages, including:

- a confidential place for carers to come to gain information for themselves and the person they care for;

- access to a range of services provided by Carers in Bedfordshire and other local organisations; and
- support with hospital admission and discharge.

Carers in Bedfordshire runs a Carers' Hub within Luton & Dunstable University Hospital and Bedford Hospital. For the latest information, use the following contact details.

Tel: **0300 111 1919**

Email: **carershub@carersinbeds.org.uk**

Web: **www.carersinbeds.org.uk** (search 'Hospital support').

Resource for those supporting children with additional needs



carers and practitioners supporting children from

My Family, Our Needs is an online resource providing impartial information for parents,

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

Housing with care and support

Independent Living (with support)

Sheltered or supported housing is a practical step if you would like more security and companionship but don't need to move into a care home. In a sheltered or supported housing scheme, you would live independently in a flat or bungalow within a larger complex, sometimes around a garden or communal facility, linked to a central control centre for security.

Some schemes have access to a resident or non-resident manager who provides housing support, advice and a link to services.

These schemes are usually provided by councils and housing associations. Your local council can give you information about schemes in your area and the criteria to access them.

Independent Living (with extra care and support)

In an Extra Care housing scheme, instead of low-level support traditionally provided by managers in sheltered schemes, higher levels of care and support can be provided on site for people with assessed needs by a designated team of housing managers and domiciliary care workers, who can be available 24 hours a day.

Extra Care housing allows people to retain their own tenancy and have care services delivered if they are necessary, ensuring that people can remain living safely in their own self-contained accommodation.

Independent Living Schemes offer a wide range of

on-site facilities, including restaurants and communal areas where residents can pursue interests, remaining active and independent. Apartments are available for rental and shared ownership.

Independent Living Schemes have flexible care services available on site which give residents and their families peace of mind that their new homes will strike the right balance of privacy, independence and support.

There is also a real focus on social activity with lots of shared space for both residents and the community. Contact your local council for details.

Living with dementia

Being diagnosed with dementia does not mean that you will be unable to lead a positive and full life.

With the right support, you can live well with the condition and continue to do the things you enjoy for a number of years following diagnosis.

Dementia is a progressive brain disease affecting individuals differently – this means that the symptoms will get worse over time. Dementia usually manifests itself initially in memory issues but goes on to affect other functions of the brain, meaning a person could:

- have difficulty with organising daily activities, prioritising tasks and communicating with others;
- experience changes in their mood, judgement or personality;
- have trouble making decisions;
- start making excuses for their forgetfulness; or
- have difficulties with short-term memory while distant memory remains good.

Although there is no cure, treatments can slow the progression of the disease and, with support, there are ways to make it manageable. As the illness progresses, you will need to rely on others more. Dementia is much more common in older people but can be found in people as young as 30.

It is important to seek advice from your GP if you are concerned about memory difficulties. They will be able to carry out simple tests and, where necessary, refer you to a memory clinic, which will complete a further, more detailed examination.

There are various types of support available to people with dementia and their carers through the NHS, Adult Social Care and voluntary agencies.

Some examples of these services include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and social care alarms;
- home care;
- meals at home;
- community equipment;
- extra care/sheltered housing; and
- carers' support groups, including lunch clubs and cognitive stimulation groups.

There are also some simple, practical steps you can take to help yourself with memory issues:

- keep your mind active by reading or completing crosswords, Sudoku and other mind exercises;
- take regular exercise;
- eat a healthy balanced diet; and
- use a diary and make lists or use prompts to support you with remembering appointments or medication, for example.

Messages specifically for carers/families

If you know someone who is worried about their memory, encourage them to visit their GP to discuss their concerns.

The more support you can give to someone, the better their life will be, especially in the early years. Attending a 'Dementia Friends' session for an hour can help carers understand dementia and how it affects people. These sessions are led by local volunteers with Alzheimer's Society; details can be found at **www.dementiafriends.org.uk**

Focus on what the person can do, not what they cannot do. Support them where necessary with little errands or cooking, listen to the person with dementia and find out more about the condition.

When someone is living with dementia, they need:

- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and

- activities and stimulation to help them remain alert and motivated for as long as possible.

You may find that dementia changes a person's personality or behaviour, which you may find out of character, but it is vital to remember that a person with dementia is not being deliberately difficult; often their behaviour is an attempt to communicate something. If you are able to establish what this is, you can resolve their concerns more effectively.

Try to put yourself in their place and understand what they are trying to express and how they may be feeling. For information on dementia services available in Bedford Borough and Central Bedfordshire, visit **<https://memoryinbeds.org.uk>** or phone **0300 111 9090**.

For services in Luton, contact Dementia Support Luton, organised by Alzheimer's Society. Call **01582 320224** or email **luton@alzheimers.org.uk**

Home 1

Home 2

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 47. 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 48.

Residential care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings.

These inspection reports and ratings are available from the care service or the CQC; visit www.cqc.org.uk/ Further information about the CQC can be found on page 48.

Types of care home

Residential care homes

If you require support 24 hours a day but don't need nursing care, a residential care home may be the best option. Residential care provides support with things such as personal care, which includes bathing, help with meals, dressing, help with moving, social contact and daytime activities.

For residential care to be considered (where the local authority is contributing to its cost), you will need to be assessed by a social worker or care manager to determine whether residential care is the best way for your needs to be met. For more information, see page 39.

Care homes with nursing

If you require support 24 hours a day which may also include nursing care, you will need to be visited by a social worker or a care manager to discuss and assess the support you will need. This visit might be in your own home, or in hospital if you've been ill, or in a residential care home. You will be fully involved in planning for your care needs.

If a care home providing nursing care is the best solution for you, your social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £219.71 per week. The remainder is paid by Adult Social Care and there will also be an assessed financial contribution that you will need to pay.

The figures mentioned above may change – check with your local Adult Social Care department. See page 48 for more information on paying for your care.

If your needs assessment shows that a residential care home is the best option, Adult Social Care can give you information about the range of homes available to help you decide which care home will suit your needs. Comprehensive lists of care homes and care homes with nursing begin on page 59.

You need to choose a home you can continue to afford. Some people choose an expensive home and then use up all their savings; this may result in a new financial and care assessment and a move to a different care home. For assistance with finding a provider, please visit this Directory's website at www.carechoices.co.uk

Out-of-county care

You have the right to choose to live in any care home in England. You may choose to live near to where you are living now or move to a different area to be closer to your family, or in a specialist home such as one run by a religious organisation. There are special arrangements if you want to live in Wales, Scotland or Northern Ireland and you should ask your social worker for advice on this.

Details of care homes across England can be found on the [Care Quality Commission](http://www.cqc.org.uk) website at www.cqc.org.uk or on the [Care Choices](http://www.carechoices.co.uk) website at www.carechoices.co.uk



ideal carehomes

Luxury Care Homes in Bedfordshire

ALL INCLUSIVE FEES



Join our vibrant community

When you move in with us, we will support you to live an aspirational lifestyle in luxurious, caring surroundings.



Purpose Built Homes



Person-Centred Care



All Inclusive Fees



Daily Activities



Nutritious Food



Couples Welcome

“

My mother has been a resident since March and has now settled in. The staff are all so kind and caring. The home is very welcoming to visitors. There are always drinks and cakes available. All my mum's care needs are met and she regularly has her hair done. The care staff always make sure she is dressed very smartly. The management of the home is very efficient.

Daughter of resident at Thorn Springs, [carehome.co.uk](https://www.carehome.co.uk) review

”

Blakelands Lodge

Marston Moretaine, MK43 2AH
01234 862 629

Regulated by



Thorn Springs

Houghton Regis, LU5 6TW
01582 218 560

Regulated by



Ideal Carehomes
Winner of
Large Residential
Care Provider 2022

hello@idealcarehomes.co.uk | [idealcarehomes.co.uk](https://www.idealcarehomes.co.uk)

Home 1

Home 2

Home 3

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 48.

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

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's website at www.cqc.org.uk/ Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences

of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit www.cqc.org.uk/local-systems/local-authorities

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Paying for your care

Will I have to pay for services?

In line with national law and guidance, you will usually have to pay something towards the cost of your care. The amount you have to pay will be determined by an assessment. There is no charge for this assessment. Adult Social Care will discuss with you any costs relating to the service(s) you need and will look at your financial circumstances. Adult Social Care can also assess and advise you if there are any benefits that you are entitled to.

If you have capital and savings of more than £23,250, not including your home, you will usually have to pay the full cost of any care you receive within your home or the community.

If you have capital and savings of more than £23,250, including your home, you will usually have to pay the full cost of your care if you move permanently into a care home or care home with nursing.

If you have capital and savings of less than £14,250, your contribution will be assessed only on your income and the local authority may meet the shortfall, subject to local funding limits. If you have between £14,250 and £23,250 in capital and savings, a sliding scale operates whereby the local authority will include £1 per week for each £250 you have above the lower figure in addition to your income.

Assuming you have been assessed as eligible for care, you may be entitled to some of the following financial assistance and support.

What will you have to pay for residential care?

If you are assessed as needing care in a care home, the value of your home is included when assessing capital unless your partner or a relative who is over 60 or incapacitated, or a child under 16 whom you or a former partner maintain, still lives there.

If, apart from your property, your savings are less than £23,250 and your income is not enough to meet your care home fees, Adult Social Care might be able to help with your care costs for the first 12 weeks. This is called the twelve-week property disregard period. After this time, you will need to apply for a Deferred Payment Agreement, where any money from your local council is regarded as a loan and will need to be repaid once your house is sold – see Deferred Payment Agreements on page 50.

To work out how much Adult Social Care might pay, you must ask for a needs assessment and a financial assessment. This will define your eligible care needs and how they will be best met and will determine your financial situation. If you are assessed as eligible for residential care, the homes you consider must be able to meet your assessed needs.

If the local authority is contributing towards your care costs, your choice of care home will usually be limited to those that accept your local authority's funding level. If you choose a more expensive home, you will need to arrange a third party to 'top-up' the difference. You are not allowed to do this yourself if your capital is below £23,250.

Top-ups

If the home you have chosen charges more than any

contribution offered by Adult Social Care, you must find someone to help pay the difference – a 'top-up' payment. Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home.

Understanding your rights before arranging care is essential. There are various financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

Whatever your circumstances

Remember:

- if your partner still lives at home, they will not be means tested;
- if you have a private pension, only half will be considered when you are assessed, providing you are paying half to your partner;
- your assessment will be made up of two elements – a care part and a financial one; and
- a nursing home will generally be more expensive than a care home offering personal care only.

Consider claiming:

- Universal Credit;
- Income support; or
- Pension Credit.

Definitely claim:

- Attendance Allowance, if you're aged 65 or over, worth either £68.10 or £101.75 per week depending on your care needs, although you will lose this after 28 days if you receive financial help from Adult Social Care; or
- Personal Independence Payment, if you're under the age of 65, a non-means-tested, non-taxable benefit from the Department for Work and Pensions.

Up-to-date figures of payments for eligible people can be found at www.gov.uk

Always seek advice

Independent help is available to guide you through

your financial options. There may be several solutions to retaining your capital whilst paying for care.

Society of Later Life Advisers (SOLLA) provides a database of financial advisers who specialise in giving advice on finances in later life, enabling you to plan ahead or to make the most of your money once you reach retirement and older age. Visit <https://societyoflaterlifeadvisers.co.uk>

All advisers on the database must prove they meet appropriate criteria and have the right qualifications before they are accredited by SOLLA.

Money Helper is an independent service, set up by central Government. It helps people to manage their money by giving free and impartial advice on all money matters, including state and private pensions. Visit www.moneyhelper.org.uk

Saga provides free financial advice and the option to pay for personalised financial advice. It is regulated by the Financial Conduct Authority. Visit www.saga.co.uk/money

Tax Help for Older People advises older people about tax problems across the UK. It uses fully trained volunteers who are completely independent of HMRC and provides a confidential service. Visit www.taxvol.org.uk

Your local **Citizens Advice** can offer free and impartial advice on a wide range of financial issues and will point you towards more specialist advice when appropriate. Visit www.citizensadvice.org.uk

Contact your local authority for information on its contribution to care fees. Some of the figures mentioned here may change over the lifetime of this Directory.

Deferred Payment Agreements

If you are eligible, you may be able to set up a Deferred Payment Agreement. If set up, this means that, after the twelve-week property disregard period (mentioned on page 49), any financial help from Adult Social Care will be charged against the value of your home and recovered once your house has been sold. However, Adult Social Care may

limit how much it will pay and it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions.

Attendance Allowance

This is a non-means-tested, non-taxable benefit paid at the lower rate of £68.10 per week for those needing care by day or night, and at the higher rate of £101.75 per week for those needing care both during the day and night. If you are paying for your own care in full you can continue to receive Attendance Allowance but, if you receive financial help from Adult Social Care, Attendance Allowance is not payable after 28 days.

NHS Funded Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care and you have been assessed as having nursing needs, you may be entitled to NHS Funded Nursing Care Contribution (currently £219.71 per week) towards the cost of your nursing care, following an assessment on admission to determine your nursing needs.

This is paid directly to the home. The remainder of the funding will be provided by you as a self-funder or via Adult Social Care following an assessment.

NHS Continuing Healthcare (NHS CHC)

This is fully funded care and support, provided and paid for by the NHS. Getting NHS CHC can be difficult as the criteria you must meet are strict. If you are eligible, you are likely to have severe issues surrounding your health.

The term 'primary healthcare need' can be misleading – you won't be automatically entitled to this funding just because you are living with dementia or have an ongoing illness. Eligibility for NHS CHC depends on an assessment of the nature, intensity, complexity and unpredictability of the actual care that is required to manage your needs.

If you are eligible for NHS CHC, you can receive the services in any setting, including your own home or a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help at home.

For more information about NHS CHC, visit Bedfordshire, Luton and Milton Keynes Integrated Care Board's website at www.bedfordshirelutonandmiltonkeynes.icb.nhs.uk

Running out of money

If your capital is likely to reduce to £23,250, you must let Adult Social Care know in advance, as it may help with your care fees. It must assess your situation and may make a contribution.

Essential information

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email.

They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 48), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

Healthwatch

Healthwatch is the independent consumer champion created to gather and represent the views of the public. It plays a vital role at both a local and national level to make sure that your experiences of health and social care are taken into account by service providers.

Healthwatch enables people to share their views and concerns about health and social care services and helps to build a picture of where services are doing well and where they can be improved.

Information received from the public about local services is shared with the organisations responsible for commissioning or delivering local health and social care services. Healthwatch will also work with the providers and commissioners to help make sure that services are designed to meet local people's needs.

Healthwatch can make a difference by:

- providing information about the care choices you have;

- talking and listening to people from every part of your community;
- holding services to account for the care they provide;
- being a part of your community and answerable to you; and
- improving local health and social care through your feedback.

You can contact Healthwatch to find out more about local health and care services, to raise any issues you have experienced, to comment on services you have received or to find out how to volunteer with Healthwatch. Healthwatch is about helping you get the best out of your local health and social care services.

Healthwatch Bedford Borough

21-23 Gadsby Street MK40 3HP

Tel: **01234 638678**

Email:

enquiries@healthwatchbedfordborough.co.uk

Web: www.healthwatchbedfordborough.co.uk →

→ **Healthwatch Central Bedfordshire**

Capability House, Wrest Park, Silsoe MK45 4HR

Tel: **0300 303 8554**

Email:

info@healthwatch-centralbedfordshire.org.uk

Web:

https://healthwatch-centralbedfordshire.org.uk

Healthwatch Luton

Futures House, The Moakes LU3 3QB

Tel: **01582 817060**

Email: **info@healthwatchluton.co.uk**

Web: **www.healthwatchluton.co.uk**



How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit **www.citizensadvice.org.uk**

Safeguarding adults

What is adult safeguarding?

Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. Safeguarding adults applies to any person aged 18 or over who is at risk of abuse or neglect because of their needs for care and support.

What is abuse?

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

It can consist of a single act or repeated acts and can take the following forms.

Physical abuse – including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse – including rape and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Domestic abuse – including psychological, sexual, financial, emotional abuse, so-called ‘honour’-based violence, coercive or controlling behaviour.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or unreasonable and unjustified withdrawal of services or supportive networks.

Self-neglect – including neglect of self; neglect of the domestic environment including hoarding; and risky lifestyle behaviour. This may also pose a risk to others. Self-neglect may arise from an inability or unwillingness to care for oneself, or both in complex interaction with each other.

Exploitation – either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.

Modern-day slavery – including slavery, human trafficking (which includes recruiting, transporting, transferring, harbouring or receiving a person through the use of force, coercion or other means for the purpose of exploiting them); forced labour; and domestic servitude.

Financial or material abuse – including theft, fraud, exploitation, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission – including ignoring medical or physical care needs, failure to provide access to appropriate healthcare and support or educational services, the withholding of the necessities of life, such as medication, adequate

nutrition and heating.

Discriminatory abuse – including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting like a hospital or care home. This may range from isolated incidents to continuing ill treatment.

Who commits abuse?

Vulnerable adults may be abused by a wide range of people, including:

- relatives and family members;
- professional staff;
- paid care workers;
- volunteers;
- other service users;
- neighbours;
- friends and associates; or
- people who deliberately exploit vulnerable people and strangers.

Where does abuse happen?

Abuse can happen anywhere, for example:

- in the street;
- at home;
- at a friend’s house;
- where you work;
- at a day centre, residential home or college; or
- somewhere you spend your free time.

What are the signs of abuse?

Possible signs of abuse could include:

- injuries – bruises, broken bones and burns;
- lack of personal care;
- bills not being paid;
- sudden loss of assets, friends or family threatening an individual to gain access to money etc;



- • not getting to medical appointments;
- changes in behaviour or mood; or
- unexplained withdrawal from normal activities and friends, family or community.

How can I report my suspicions of abuse?

Initially, you should tell someone you can trust. This could be a:

- family member;
- friend;
- member of staff;
- social worker or nurse; or
- an advocate.

If you or the individual are in immediate danger, need

medical attention or if a crime has been committed, call the emergency services on **999**. If you or an adult you know may be at risk of abuse, you should contact your local council's Safeguarding Team.

Bedford Borough Council

Tel: **01234 276222**

Email: **adult.protection@bedford.gov.uk**

Central Bedfordshire Council

Tel: **0300 300 8122**

Email:

adult.protection@centralbedfordshire.gov.uk

Luton Borough Council

Tel: **01582 547730**

Email: **adultsafeguarding@luton.gov.uk**

Making a complaint

Complaints about care homes and social care services

If you have a complaint about a care home, care home with nursing or any other social care service, the first thing you should do is tell the home or service. This applies whether you pay for your care or your local council funds it.

By law, every care home and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service's complaints procedure so that you know what you must do and how they will deal with your complaint.

Care funded by your local council

If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local Adult Social Care department. You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do.

Central Bedfordshire Council

Visit **www.centralbedfordshire.gov.uk** (search 'How to complain about our services'). Or contact Customer Relations by emailing **customer.relations@centralbedfordshire.gov.uk**

Bedford Borough Council

Visit **www.bedford.gov.uk** (search 'Complaints and feedback').

Luton Borough Council

Visit **www.luton.gov.uk** (search 'Adult social care compliments, comments and complaints'). Or contact Information Governance by calling **01582 546398**.

The care service or the Adult Social Care department should try to sort out your complaint and put things right to prevent the same thing from happening again.

If you are not satisfied with the final reply from the care service or your local Adult Social Care department, you can speak to the Local Government and Social Care Ombudsman (LGSCO).

The Local Government and Social Care Ombudsman

Visit the following website in the first instance.

Tel: **0300 061 0614**

Web: **www.lgo.org.uk/making-a-complaint**

Complaints about care that you pay for yourself

You can ask the Local Government and Social Care Ombudsman to take up your case if you are not happy about how a care home or service dealt with your complaint about care that you pay for yourself.

End of life care

End of life care (also known as palliative care) refers to the care of people who are in the last year and final stages of their life. Services are in place to allow them to live in as comfortable and dignified a way as possible until they die. It is about providing support that meets the needs of both the person who is at the end stage of life, rather than dying, and the people close to them.

People should be treated with dignity and respect and, where possible, in the place of their choosing to ensure their wishes are met, and to ensure they receive high standards of care accessed through the appropriate pathways at the end of their life. Online/local support for end of life includes the following.

NHS website – provides information on all aspects of end of life care. Visit www.nhs.uk (search ‘End of life care’).

Hospice UK – supports the work of palliative care

providers nationwide, as well as patients and their families. Visit www.hospiceuk.org

Dying Matters – provides advice on what to do if you are concerned about the quality of the end of life care being received by someone you know. Visit www.dyingmatters.org (search ‘Making a complaint about end of life care’).

Bedfordshire Palliative Care Hub (PCH) – a palliative care co-ordination and support service run by Sue Ryder St John’s Hospice in Bedfordshire. It offers short-term nursing care, personal care and emotional support for individuals with a life-limiting condition and their families.

The Bedfordshire PCH works with local care providers, GPs, district nurses, Specialist Nurses, the ambulance service and other health and social care professionals. Visit www.elft.nhs.uk/services/bedfordshire-palliative-care-hub

Advance Care Planning

It is never too early to think about the consequence of becoming ill or frail and to talk through with your loved ones and professional carers:

- what kind of care you would want if you became unable to speak for yourself; and
- what else would be important to you.

Wishes and plans for your future or end of life care can be recorded in an Advance Care Plan, which others can refer to if they need to make decisions on your behalf.

- well-laid plans can give you and your loved ones peace of mind; and
- if you record your wishes, you are more likely to get the care you want.

An Advance Care Plan is very personal. You can write about anything that would make your care more comfortable, such as where you would prefer to be looked after and by whom. You can also make more formal plans, which might include:

- appointing someone to make decisions for you (Lasting Power of Attorney);
- specifying treatment you would not want (Advance Decision to Refuse Treatment);
- funeral planning; and
- deciding whether to ‘opt out’ of donating your organs.

If you want to make an Advance Care Plan, talk to your doctor, nurse or other professional looking after you.

For more information, visit www.dyingmatters.org (search ‘Advance care planning’).



Useful local contacts

Advice Central

Free and confidential support in Central Bedfordshire. Covering topics such as benefits, housing, debt, disabilities, law, immigration, education, employment, relationships and more.

Tel: **0300 303 6666**

Email: advicecentral@drcbeds.org.uk

Web: www.advicecentral.org.uk

Age Concern Luton

Luton's largest charity working with older people.

Bradbury House, 39 King Street LU1 2DW

Tel: **01582 456812**

Email: admin@ageconcernluton.org.uk

Web: www.ageconcernluton.org.uk

Age UK Bedfordshire

Supports older people in Bedfordshire with services, advice and volunteers.

78-82 Bromham Road MK40 2QH

Tel: **01234 360510**

Email: enquiries@ageukbedfordshire.org.uk

Web: www.ageuk.org.uk/bedfordshire

Alzheimer's Society – Dementia Support Luton

Provides information to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about memory.

• Tel: **01582 320224**

Email: luton@alzheimers.org.uk

Autism Bedfordshire

Helps with information, advice, emotional and practical support to individuals with autistic spectrum conditions, their parents/carers, families and associated professionals throughout Bedfordshire and Luton.

1 Hammond Road, Bedford MK41 0UD

Helpline: **01234 350704**

Email: enquiries@autismbeds.org

Web: www.autismbedfordshire.net

Bedfordshire Rural Communities Charity

The leading community development agency working across Bedfordshire.

The Old School, Cardington, Bedford MK44 3SX

Tel: **01234 838771**

Web: www.bedsrcc.org.uk

Carers Central

Practical support for unpaid carers in Luton.

Room 1, The Rufus Centre,

Steppingley Road,

Flitwick MK45 1AH

Tel: **0300 303 0201**

Web: www.carerscentral.org.uk

Carers in Bedfordshire

A registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role. Also provides a Memory Navigation service for people with dementia and their carers.

Emerald Court, Pilgrim Centre,

Brickhill Drive MK41 7PZ

Tel: **0300 111 1919**

Email: contact@carersinbeds.org.uk

Web: www.carersinbeds.org.uk

Centre for All Families Positive Health (CAFPH)

Support for people living with HIV/AIDS.

11-15 Park Street West, Luton LU1 3BE

Tel: **01582 726061/726063**

Web: <http://cafph.org>

Disability Resource Centre, The

Gives information and advice to people of any age and with any disability, their families, carers, friends and associated professionals. Includes a large display area of aids, adaptations and equipment.

Room 1, The Rufus Centre,

Steppingley Road,

Flitwick MK45 1AH

Tel: **01582 470900**

Email: info@drcbeds.org.uk

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

Friends for Life Bedford

A local charity working to address the social isolation of residents in Bedford's care homes.

Room 1, 2nd Floor,

Community Voluntary Service Bedfordshire,

43 Bromham Road MK40 2AA

Tel: **07460 575410**

Email: hello@friendsforlife.org.uk

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

Mind BLMK

Provides a wide range of projects, groups and training.
The Rufus Centre, Steppingley Road,
Flitwick MK45 1AH
Tel: **0300 330 0648**
Email: **hq@mind-blmk.org.uk**
Web: **www.mind-blmk.org.uk**

POhWER Advocacy Services Luton

Provides a range of free, confidential and independent advocacy services to help people make choices about their lives, to understand their rights, to be treated as equals and to be heard.
Tel: **0300 456 2364**
Email: **pohwer@pohwer.net**
Web: **www.pohwer.net/luton**

Sight Concern Bedfordshire

Helps and supports people with a sight impairment and their families.
116 Bromham Road MK40 2QN
Tel: **01234 311555**
Email: **office@sightconcern.org.uk**
Web: **www.sightconcern.org.uk**

Stroke Association

Advice and support in central Bedfordshire,

Bedford Borough and Luton.

Tel: **01582 342692**

Email: **bedfordshireandluton@stroke.org.uk**

Tibbs Dementia Foundation

Providing a range of support services for people with dementia and their carers in Bedford, Central Bedfordshire and surrounding areas.
5 Lansdowne Road, Bedford MK40 2BY
Tel: **01234 210993**
Email: **contact@tibbsdementia.co.uk**
Web: **www.tibbsdementia.co.uk**

VoiceAbility

Provides independent advocacy services in Bedford Borough and Central Bedfordshire.
Tel: **0300 303 1660**
Email: **helpline@voiceability.org**
Web: **www.voiceability.org**

For more details of local services please visit the website for your local council.

- **www.bedford.gov.uk**
- **www.centralbedfordshire.gov.uk**
- **www.luton.gov.uk**

Useful national contacts

Royal National Institute for Deaf People (RNID)

Supporting people living with hearing loss.
Tel: **0808 808 0123** • Text: **07360 268988**
Email: **contact@rnid.org.uk**
Web: **www.rnid.org.uk**

Age UK

Inspiring, supporting and enabling people to love later life.
Tel: **0800 678 1602**
Web: **www.ageuk.org.uk**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.
Helpline: **0800 008 6811** (10.00am to 10.00pm).
Email: **helpline@al-anonuk.org.uk**
Web: **www.al-anonuk.org.uk**

Association of Charitable Organisations

The national umbrella body for benevolent charities who provide aid and advice to individuals in need.
Tel: **0207 255 4480** • Email: **info@aco.uk.net**
Web: **www.aco.uk.net**

Care Rights UK

Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: **0207 359 8136** (9.30am to 1.00pm, Monday to Friday; and 6.00pm to 8.00pm on Thursdays).
Email: **helpline@carerightsuk.org**
Web: **www.carerightsuk.org**

Carers Trust

One of the largest providers of comprehensive carers' support services in the UK.
Tel: **0300 772 9600** • Email: **info@carers.org**
Web: **www.carers.org**

Visit **www.carechoices.co.uk** for further assistance with your search for care



→ Carers UK

The voice of carers and the only carer-led organisation working for all carers.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Dementia Adventure

Thinking differently about dementia, the charity believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. Dementia Adventure offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **https://dementiaadventure.org**

Elderly Accommodation Counsel

Aims to help older people make informed choices about meeting their housing and care needs.

Web: **www.housingcare.org**

FirstStop Advice

Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.

Tel: **0800 377 7070**

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

Web: **www.firststopadvice.org.uk**

Friends of the Elderly

A charity supporting older people with a range of practical needs.

Tel: **0207 730 8263**

Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Homecare Association

The professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Web: **www.homecareassociation.org.uk**

Independent Age

A charity providing information, advice and support to thousands of older people across the UK.

Tel: **0800 319 6789**

Email: **helpline@independentage.org**

Web: **www.independentage.org**

Mencap

The voice of learning disability.

Tel: **0808 808 1111**

Email: **helpline@mencap.org.uk**

Web: **www.mencap.org.uk**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

National Activity Providers Association (NAPA)

Promotes the importance of activities for older people. • Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

NHS website

The online 'front door' to the NHS and the country's biggest health website. Gives information about your health choices. • Web: **www.nhs.uk**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

Silver Line

A helpline for older people which offers information, friendship and advice. It is free, confidential and open 24 hours.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**

Care home/care home with nursing listings

Bedford Borough care homes

Advertisers are highlighted

Albert House

167 High Street, Clapham, Bedford MK41 6AH
Tel: 01234 346689

PD LDA

Aurora

7 Linden Road, Bedford MK40 2DD
Tel: 01604 717249

D PD LDA SI

Autism Care UK (Bedford)

16 St Andrews Road, Bedford MK40 2LJ
Tel: 01234 349798

LDA

Avon's House

10 Bure Close, Bedford MK41 7TX
Tel: 01525 873265

LDA

Azalea House

69-71 Winifred Road, Bedford MK40 4EP
Tel: 01234 342215

LDA MH

Bedford Charter House

1b Kimbolton Road, Bedford MK40 2PU
Tel: 01234 321400

OP D PD

Bromham House

58 Stagsden Road, Bromham, Bedford MK43 8PT
Tel: 01525 873265

LDA MH YA

Bromham Road, 182

Bedford MK40 4BP
Tel: 01234 357238

OP PD LDA SI YA

Brook House Residential Home

72 High Street, Riseley, Bedford MK44 1DT
Tel: 01234 708077

OP D YA

Brookside

99 High Street, Kempston, Bedford MK42 7BS
Tel: 01234 852324

OP PD LDA SI YA

Bunyan Lodge

66-68 Kimbolton Road, Bedford MK40 2NZ
Tel: 01234 346146 **Advert page 62**

MH YA

Bushmead Court Residential Home

58-60 Bushmead Avenue, Bedford MK40 3QW
Tel: 01234 353884

OP D PD

Byron Court

55 Chaucer Road, Bedford MK40 2AL
Tel: 01234 216551

LDA

CareTech Community Services Ltd

– 82 Chaucer Road
Bedford MK40 2AP
Tel: 01234 216319

LDA

Cinnamon Lodge

27 Crawley Road, Cranfield MK43 0AA
Tel: 07960 328368

LDA YA

Cranwell Court

The Lane, Wyboston, Bedford MK44 3AS
Tel: 01480 478113

LDA MH

Creative Support – Dove Lane

7 Dove Lane, Harrold, Bedford MK43 7DF
Tel: 01612 360829

OP PD LDA SI YA

Creative Support – High Street

4 High Street, Oakley, Bedford MK43 7RG
Tel: 01612 360829

OP D PD LDA SI YA

Creative Support – The Glade

3 The Glade, Bromham, Bedford MK43 8HJ
Tel: 01612 360829

OP D PD LDA SI YA

Creative Support – The Houghtons

4 Sandy Road, Bedford MK41 9TH
Tel: 01234 351248

OP PD LDA SI YA

Crown, The

Britannia Road, Bedford MK42 9ET
Tel: 01234 347400

LDA YA

Danecroft

3 Dane Lane, Wilstead, Bedford MK45 3HT
Tel: 01234 741573

OP D PD 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



Lansglade Homes Limited

COMFORT AND CARE

Raising the standard of care for elderly people in Bedford

Our five Bedfordshire care homes provide a positive and comfortable lifestyle for our residents by enabling and encouraging them to make the most of their individual capabilities within a residential setting. In all our homes, residents are enabled and encouraged to retain their dignity, independence and individuality.



- *Safe, relaxed and homely environment*
- *Range of accommodation options, en-suite single, companion and garden view rooms*
- *Wide range of social, cultural and spiritual activities*
- *Wholesome meals prepared from fresh ingredients in all our homes*
- *Committed, experienced and supportive management teams*
- *Qualified, experienced and caring staff*

If you would like to visit any of our homes, or for further information please contact us on the details listed below.

Henrietta House

3 Dynevor Road,
Bedford MK40 2DB
Tel: 01234 359194

The Mallards

5 Dynevor Road,
Bedford MK40 2DB
Tel: 01234 365563

Lansglade House

14 Lansdowne Road,
Bedford MK40 2BU
Tel: 01234 356988

Beacon House Nursing Home

12 Linden Road,
Bedford MK40 2DA
Tel: 01234 328166

Annandale Lodge Nursing Home

8 Linden Road,
Bedford MK40 2DA
Tel: 01234 218400

Email: headoffice@lansgladehomes.co.uk • Website: www.lansgladehomes.co.uk

De Parys Avenue, 22

Bedford MK40 2TW
Tel: 01234 355133

LDA MH YA

Elcombe House

61 De Parys Avenue, Bedford MK40 2TR
Tel: 01234 266010

OP D PD YA

Elstow Lodge

Wilstead Road, Elstow, Bedford MK42 9YD
Tel: 01234 405021

OP LDA YA

Florence House

11 Cranfield Road, Wootton, Bedford MK43 9EB
Tel: 0208 355 4666

LDA MH YA

Francis House

10 Gibbons Road,
Bedford MK40 1DQ
Tel: 01234 344729

PD LDA MH YA AD

George Beal House

Off Williamson Road, Kempston, Bedford MK42 7HL
Tel: 01234 718226

LDA YA

Henrietta House

3 Dynevor Road, Bedford MK40 2DB
Tel: 01234 359194 **Advert page 60**

OP D PD

Hepworth House

1 St Georges Road, Bedford MK40 2LS
Tel: 01234 262139

OP D PD SI

Highfield

Avon Drive, Brickhill, Bedford MK41 7AH
Tel: 01234 346482

OP D PD

Holly Tree Lodge

122 Spring Road, Kempston,
Bedford MK42 8NB
Tel: 01234 266391

OP D PD LDA MH SI

Kimbolton

7 Kimbolton Avenue, Bedford MK40 3AD
Tel: 01234 330890

LDA

Lansdowne Road, 1

Bedford MK40 2BY
Tel: 01234 357339

OP PD LDA SI YA

Lansglade House

14 Lansdowne Road, Bedford MK40 2BU
Tel: 01234 356988 **Advert page 60**

OP D PD YA

Lavanda Villa

41 Halsey Road, Kempston, Bedford MK42 8AT
Tel: 01234 867536

LDA MH SI YA

Leys, The

Park Lane, Sharnbrook, Bedford MK44 1LX
Tel: 01234 781982

OP PD LDA SI YA

Lilibet House

65 De Parys Avenue,
Bedford MK40 2TR
Tel: 01234 272206

Advert outside back cover

OP D PD MH YA

Lilibet Lodge

6 Rothsay Road,
Bedford MK40 3PW
Tel: 01234 340712

OP D PD MH SI YA

Lomack House

29-33 Elstow Road, Kempston,
Bedford MK42 8HD
Tel: 01234 840671

PD LDA SI YA

Lomack Lodge

71 The Links, Kempston, Bedford MK42 7LR
Tel: 01234 290013

OP PD LDA MH SI YA

Lotus House

34 Lansdowne Road, Bedford MK40 2BU
Tel: 01604 717249

LDA YA

Loveys Lodge

14 Beresford Road, Bedford MK40 3SD
Tel: 01234 214942

PD LDA

Mallards, The

5 Dynevor Road, Bedford MK40 2DB
Tel: 01234 365563 **Advert page 60**

OP D PD

Manton Heights Care Centre

Woodlands, off Manton Lane, Bedford MK41 7LW
Tel: 01234 267556

OP D PD MH SI YA

Milton House

39-41 Spenser Road, Bedford MK40 2BE
Tel: 01234 602741

OP LDA MH 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



Devoted to Person Centred Care



Quality Residential, Nursing and Day Care.

“The quality of care which our inspectors found here was exceptional” -Andrea Sutcliffe, Chief Inspector of Adult Social Care – 2017

Apex Care Homes was the first group in Bedfordshire to have achieved an **OUTSTANDING** rating which was awarded to Crescent Nursing Home by CQC in 2017.

The quality of care we provide is absolutely central to our family owned and run company which in 2023 is celebrating 40 years of providing care to the community.

We seek to care for our own residents and staff as we would our own family in surroundings where passion, care and support are paramount.

www.apexcare.co.uk

Crescent Nursing Home and Day Centre – OUTSTANDING

Nursing and Residential Service Users under 65 with **mental health needs, dementia and learning disabilities.**
Bedford – 01234 266933

Peter’s Place – GOOD

Nursing and Residential Service Users under 65 with **learning disabilities, physical disabilities and dementia.**
Bedford – 01234 266933

Bunyan Lodge – GOOD

Residential Service Users under 65 with **mental health needs.**
Bedford – 01234 346146

Alicia Nursing Home and Day Centre – GOOD

Nursing and Residential Service users under and over 65 with **physical disabilities, dementia, including Korsakoff’s and mental health needs.**
Luton – 01582 560500

Atwell House – GOOD

Nursing and Residential Service Users under 65 with **learning disabilities and physical disabilities, and learning disabilities with dementia.**
Luton – 01582 584500



Care decisions can be daunting.



At Greensleeves Care, we understand that.

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LDA YA

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OP D PD YA

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LDA YA

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LDA MH YA

Peter's Place

8 The Crescent, Bedford MK40 2RU **Advert page 62**
Tel: 01234 266933

PD LDA YA

Puttenhoe

180 Putnoe Street, Putnoe, Bedford MK41 8HQ
Tel: 01234 214100

OP D PD

Reach Care Services – Arden House

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Tel: 01234 339298

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Rivermead

Halsey Road, Kempston, Bedford MK42 8AU
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OP D PD

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OP LDA MH YA

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Advert inside front cover

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OP D PD

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OP D PD

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OP D PD

St George's House

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LDA MH YA

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OP D PD YA

Wyboston Lodge

123 The Lane, Wyboston, Bedford MK44 3AS
Tel: 01480 475231

PD LDA MH YA

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CareChoices

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

Airedale Nursing Home, The

44 Park Avenue, Bedford MK40 2NF
Tel: 01234 218571

OP D PD SI YA

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OP D

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OP PD

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Bedford MK42 7FY
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OP D PD MH SI YA

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OP D PD

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Advert page 62

OP D LDA MH YA

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OP D YA

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PD LDA YA





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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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LDA YA

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LDA

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Swan Lane, Sandy SG19 1NE

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OP D PD LDA

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LDA

Ashton Lodge

Ashton Road, Dunstable LU6 1NP

Tel: 01582 673331

OP D

HF Trust – 117a & b Hitchin Road

Shefford SG17 5JD

Tel: 01462 819199

LDA

Blakelands Lodge

Gee View, Bedfordshire MK43 2AH

Tel: 01234 862629

OP D SI

Advert page 46

HF Trust – Clifton View

72a Broad Street, Clifton,

Shefford SG17 5RP

Tel: 01462 850022

OP LDA YA

Bullpond Lane, 60

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LDA YA

HF Trust – Hollycroft

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LDA

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LDA YA

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Roman Court, Houghton Regis,

Dunstable LU5 5UB

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OP PD LDA SI YA

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OP D PD YA

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LDA

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OP D

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Bedford MK45 4HF

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LDA SI

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85 High Street, Henlow SG16 6AB

Tel: 01462 811028

OP D PD MH YA AD

Friars Lodge

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Tel: 01582 668494 Advert page 67

OP D

Limes, The

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Dunstable LU5 5BW

Tel: 01582 946229

OP PD LDA MH SI YA

Grove, The – 2

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LDA

Linsell House

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PD LDA SI

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All of the care homes are maintained to a high standard and each property aims to give a 'Home from Home' feel. The company will always make people welcome, whether it is a family member visiting a resident or a friend who can only visit at a particular time.

We actively encourage independence within our properties and want all of our residents to feel secure, comfortable and supported, whatever their needs are.

For more
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Mansgrove Farm House

Common Road, Studham, Dunstable LU6 2NL

Tel: 0208 355 4666

PD LDA MH SI YA

Mantles Court

115 London Road, Biggleswade SG18 8EF

Tel: 01767 304701

OP D PD YA

Oak Manor

Harvest Rise, Shefford SG17 5GE

Tel: 01462 816170

D PD

Pemdale

26a Nursery Close, Potton SG19 2QE

Tel: 01767 262515

PD LDA YA

Penniston Barn

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Milton Keynes MK17 9ER

Tel: 01525 873265

LDA YA

Redwood House

54 Sharpenhoe Road, Barton-le-Clay,

Bedford MK45 4SD

Tel: 01582 881325

LDA MH YA

Ridgeway Lodge Care Home

Brandreth Avenue, Dunstable LU5 4RE

Tel: 01582 667832

OP D PD YA

Saxon Close

2 Saxon Close, Flitwick MK45 1UT

Tel: 01525 720170

LDA

Sharnbrook Care Home Ltd

17a Park Road North, Houghton Regis,

Dunstable LU5 5LD

Tel: 01582 866708

OP D PD

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8 Bedford Road, Sandy SG19 1EL

Tel: 01767 691015

LDA

Thorn Springs

Collie Place, Houghton Regis, Dunstable, LU5 6TW

Tel: 01582 218560 **Advert page 48**

OP D

Tudor House

76 West Street, Dunstable LU6 1NX

Tel: 01582 663700 **Advert page 67**

OP D

West Hill Place

12 Burrows Close, Woburn Sands,

Milton Keynes MK17 8SN

Tel: 07827 279614

LDA YA

Westlands Residential Home

Duncombe Drive, Leighton Buzzard LU7 1SD

Tel: 0300 300 8596

OP D PD YA

White House, The

High Street, Eggington, Leighton Buzzard LU7 9PQ

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OP D YA

Woodland House

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Tel: 01525 873265

LDA YA

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OP D PD LDA SI

Central Bedfordshire care homes with nursing

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Hitchin SG5 4SW

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OP D PD MH SI YA

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Beaumont Park Nursing and Residential Home

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OP D PD YA

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OP PD

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OP D

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OP D PD MH SI

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OP D PD

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Tel: 01582 486244

OP D YA

Ashburnham Road, 95

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Tel: 01582 720678

D MH

Beeches, The

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MH

Belle Vue Care Home

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Tel: 01582 431483

MH

Castletroy Residential Home

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OP D PD YA

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OP D

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168 Biscot Road, Luton LU3 1AX

Tel: 01582 705100

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EllenBrook House

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Tel: 01582 557755

YA

Georgiana Care Home

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Tel: 01582 573745

OP D PD LDA MH YA

Georgina House

20 Malzeard Road, Luton LU3 1BD

Tel: 01582 456574

LDA YA

Hope Lodge Care Home

98 Farley Hill, Luton LU1 5NR

Tel: 07861 888644

LDA MH

Little Bramingham Farm Residential Care Home

Leamington Road, Luton LU3 3XF

Tel: 01582 582433

OP D

Luton Council Respite and Shared Lives Service

562 Hitchin Road, Stopsley,

Luton LU2 7UG

Tel: 01582 548561

OP PD LDA MH 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

Luton care homes continued

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Tel: 01582 723495

LDA

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Tel: 01582 490080

OP D MH YA

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Luton LU3 2TF
Tel: 01582 491740

OP D PD SI YA

Mulberry House

120 Barton Road, Luton LU3 2BD
Tel: 01582 570569

LDA YA

Ravenhill Way

240-242 Ravenhill Way, Luton LU4 0XZ
Tel: 01582 477145

MH

Rose Court

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Luton LU2 7EL
Tel: 01582 452258

PD LDA MH YA

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OP D YA

Rowles House Care Home

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OP D YA

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Tel: 01582 728737

OP D PD MH YA

Stockwood House

1 Cutenhoe Road, Luton LU1 3NB
Tel: 01582 557755

MH YA

Talbot House

32 Studley Road, Luton LU3 1BB
Tel: 07989 427260

YA

Tennyson Road, 104

Luton LU1 3RP
Tel: 01582 418858

MH

Tennyson Road, 135

Luton LU1 3RP
Tel: 01582 391417

LDA

Vine House, The

9 North Drift Way, Farley Hill, Luton LU1 5JF
Tel: 01582 485744

LDA SI YA

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OP MH YA

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105-115 and 33-35 Marsh Road,
Luton LU3 2QG
Tel: 01582 560500

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36 Grasmere Road,
Luton LU3 2DT
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OP PD

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Addington Way, Luton LU4 9GR
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OP D

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OP D LDA YA

Oakley Lodge Nursing Home

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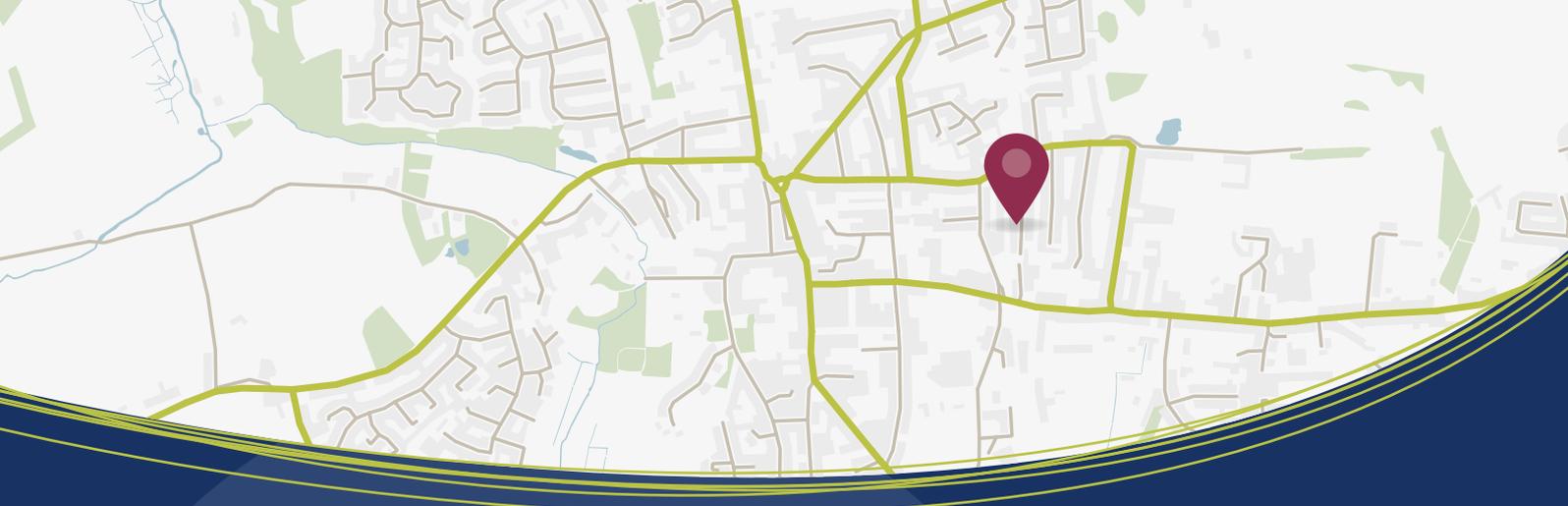
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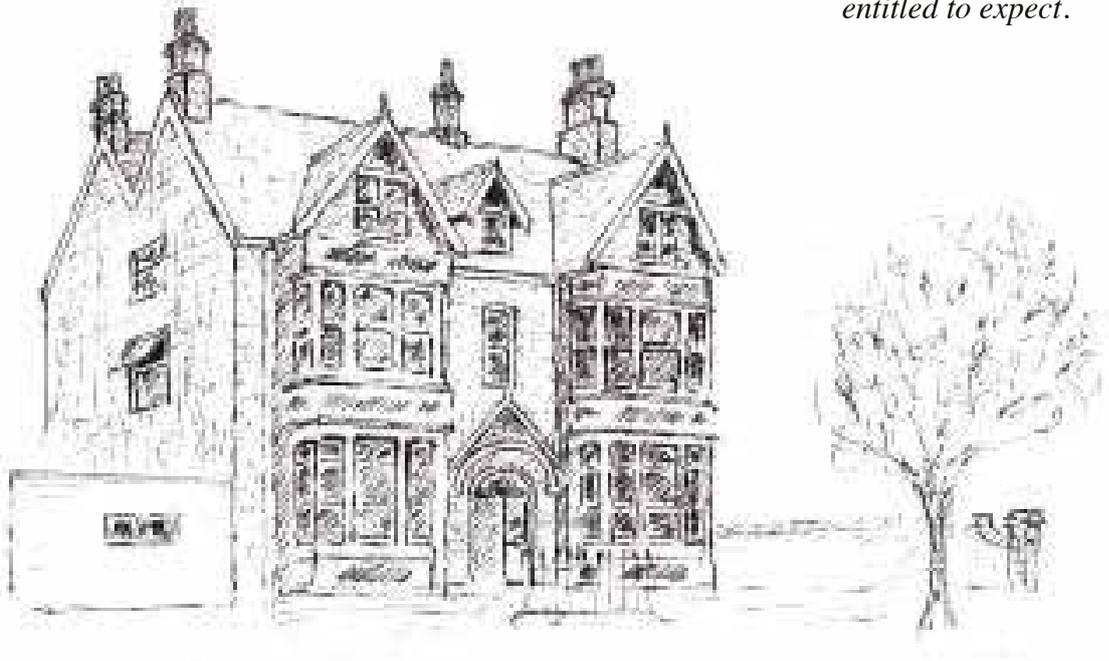
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