



Lancashire

including **Blackburn with Darwen** and **Blackpool**

Care Services Directory **2021**

The essential guide to choosing and paying for care and support

Specialist Dementia Care Providers



Abbeycroft
Residential Care Home



Abbeycroft was established over 25 years ago and has been under Regency Healthcare's management since 2004. We are registered to support **33 residents** for personal/residential care.

*Loveclough, Burnley Road,
Rossendale, Lancashire BB4 8QL*

T: 01706 225 582

E: abbeycroft@regency.care



The Laurels
Nursing & Residential Care Home



The Laurels was established over 30 years ago and has been under Regency Healthcare's management since 2004. We are registered to support **27 residents** for nursing and personal/residential care.

*Bankside Lane, Bacup,
Lancashire OL13 8GT*

T: 01706 878 389

E: thelaurels@regency.care

All our homes provide a **high standard of support and care** for the elderly and people with dementia (including challenging behaviour), those who need palliative care, have physical or learning disabilities or increasing mental frailty.

Our dedicated, fully DBS checked care teams are headed by experienced registered managers. Our dedicated staff, including very proactive activity organisers, are responsible for organising the daily activities, tailored to the needs and abilities of our residents.

Our trained chefs prepare a wide range of **home cooked food** using fresh local produce. Meal choice is based on traditional recipes and daily alternatives are provided at every meal time. **Special diets are also catered for.**

Services we offer:

- Nursing and Personal/Residential care
- Dementia care
- Short & Long Stay care
- Intermediate care
- Re-ablement care
- End of life/Palliative care
- Home Care & Support
- Cohort beds
- Day care

Support & Facilities:

- Personal Healthcare
- Laundry Service
- Disabled/Wheelchair access
- Lifts to all floors
- Specialist equipment available
- Car Park

Health & Personal Care:

- GP services available on request
- Chiropody
- Hairdresser
- Optician and Dentists by arrangement

Activities:

- Newspapers and Music
- Pop Quiz
- Shopping Trips
- Hairdressing
- Karaoke
- Bingo & Skittles
- Cheese & Wine tasting
- Dominoes
- Social Events

Accommodation:

- Nurse Call in every room
- Rooms decorated to a high standard
- En-suite and double rooms available
- TV in rooms
- Internet facility available

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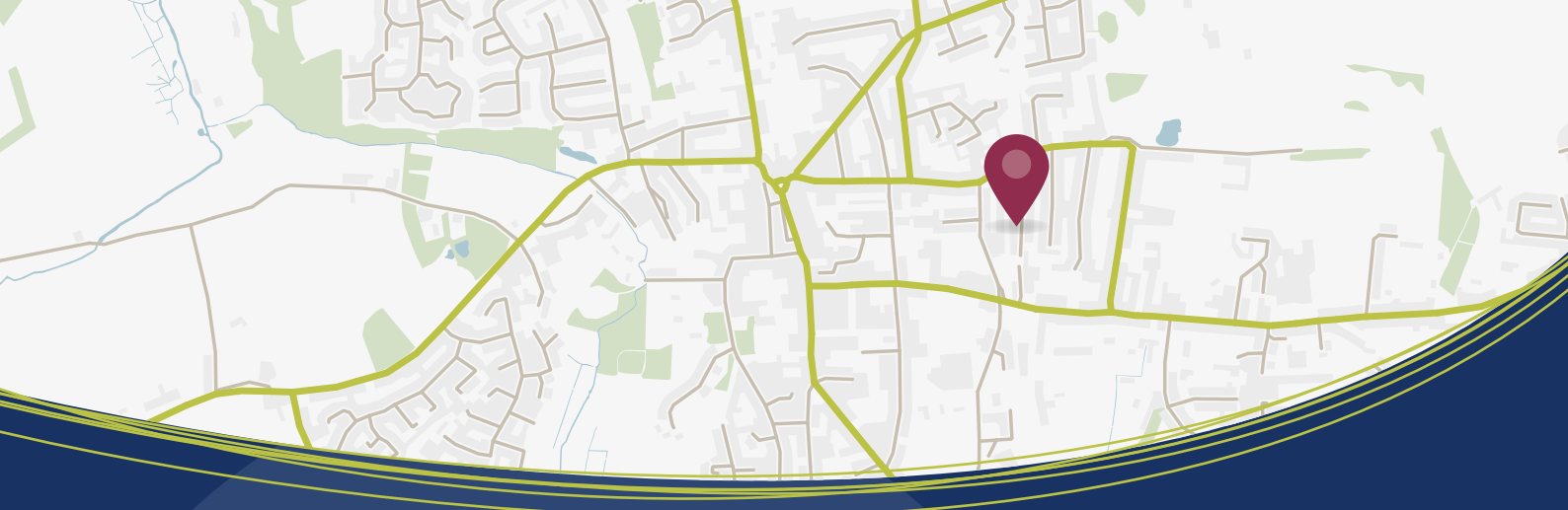
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To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**.

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.





www.carechoices.co.uk



Search for care in your area

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

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

Introduction

Welcome to this edition of the independent Lancashire Care Services Directory, incorporating Blackburn with Darwen and Blackpool, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from their local council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining living at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There's a host of organisations and voluntary services that could be of help to you.

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 15. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 22 for those paying for care at home and 48 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 10 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 36) or residential care. Comprehensive lists of care

homes and care homes with nursing in Lancashire start on page 55.

There's also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

Council contacts

Lancashire County Council

PO Box 78, County Hall, Fishergate,
Preston PR1 8XJ

Tel: **0300 123 6720**

Email: **enquiries@lancashire.gov.uk**

Web: **www.lancashire.gov.uk/health-and-social-care/adult-social-care**

Blackburn with Darwen Borough Council

King William Street, Town Hall BB1 7DY

Tel: **01254 585585** (option three).

Email: **clo@blackburn.gov.uk**

Web: **www.blackburn.gov.uk/adult-social-care**

Blackpool Council

Municipal Buildings, Corporation Street FY1 1NF

Tel: **01253 477592**

Email: **customer.first@blackpool.gov.uk**

Web: **www.blackpool.gov.uk/Residents/Health-and-social-care/Health-and-social-care.aspx**

For ease of use, throughout this Directory, services are described as coming from 'adult social care'.



Lancashire Learning Disability Consortium



LANCASHIRE LEARNING DISABILITY CONSORTIUM

The Lancashire Learning Disability Consortium (LLDC) welcomes and supports the publication of the Lancashire Care Services Directory, which aims to publish a free Directory of information to the citizens of Lancashire.

Formed in April 2001, the LLDC exists to bring together provider organisations and citizens with an interest in services for people with a learning disability in Lancashire. The LLDC's primary aim is to develop a collective, informed and knowledgeable voice. The LLDC shares information, experience and information for members' mutual benefit and acts

as a focal point for representation and consultation to commissioners regarding member issues.

Across the years, the LLDC has actively participated in and been represented on many sub-boards and groups, currently including the Local Partnership Board and Provider Forums.

For more information on membership class and the purpose of the LLDC, please get in touch using the details below.

Sue Pemberton
Chair

Lancashire Learning Disability Consortium

Email: admin@lldc.org

Web: www.lldc.org

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult social care works with voluntary and community organisations to supply preventative care services.

These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

Lancashire Care Navigation Service

The Care Navigation Service provides a free and impartial service to anyone in Lancashire over the age of 18 looking for safe personal care services that match their needs and requirements.

The Care Navigation Service helps people find the right care services even if they have decided not to have an assessment.

Tel: **0300 123 6720**

Email: carenavigation@lancashire.gov.uk

Web:

www.lancashire.gov.uk/health-and-social-care/adult-social-care/care-navigation-service

Blackburn with Darwen

Your Support, Your Choice is an online portal answering any questions you may have relating

to care and support needs, services and available options if you live in the area.

The portal contains a wealth of information, from staying independent to being a carer, financial information and details of services. Your Support, Your Choice can even find information according to your specific needs.

Tel: **01254 587547**

Web: **www.yoursupportyourchoice.org.uk**

Blackpool

The FYI Directory has information about free and low-cost services available across Blackpool with details of provision from Blackpool Council. The site offers information on how to find care providers, services, things to do, safe and secure traders, health and wellbeing, safeguarding adults and more.

Tel: **01253 476644**

Web: **www.fyidirectory.co.uk**

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and people diagnosed with dementia. Centres can be as important for carers as those attending, as the centres allow for a regular break from caring.

You can find local day opportunities by exploring the following online resources:

Blackburn with Darwen

Your Support, Your Choice

Web: **www.yoursupportyourchoice.org.uk**

Blackpool

FYI Directory

Web: **www.fyidirectory.co.uk**

Lancashire

Well-being Directory

Web: **www3.lancashire.gov.uk/ACS/findextorg/wellbeingDir**

Meals on wheels

Some services can deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here – or you can contact one of these services.

Care Network

Tel: **01254 507255**

Web:

www.carenetwork.org.uk/wellbeing-at-home

ICare Meals

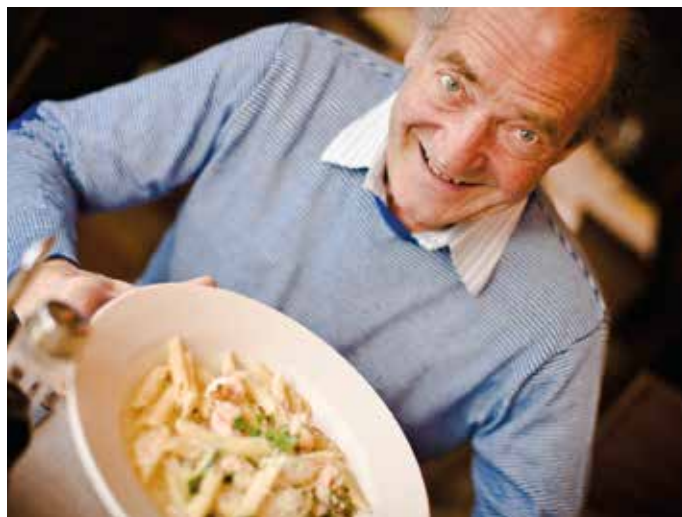
Tel: **01942 820079**

Web: **www.icarecuisine.co.uk**

Wiltshire Farm Foods

Tel: **01706 221759**

Web: **www.wiltshirefarmfoods.com**



Medequip work with Lancashire County Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

Return Recycle Reuse

Help your Local Authority and NHS services help others by returning equipment

Contact Medequip now to request a collection

Call **01772 286573**

Email **leyland@medequip-uk.com**

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

If you would prefer to return equipment to Medequip yourself, you can bring it to our distribution centre:

Medequip Leyland Depot
Unit G4 Leyland Business Park
Centurion Way
Leyland PR25 3GR

Opening hours: Monday to Friday
from 8:00am to 6:00pm



0800 910 1390
connectadmin@medequip-uk.com

24 Hour Monitored Service from as little as £2.99 per week

We will supply the equipment and monitor it 365 days per year, 24 hours per day. We will alert your next of kin, nominated contacts or emergency services to assist you in the event of an emergency.



Shop now at www.medequip-connect.com

To purchase daily living aids privately, visit our partner stores:

Manage @home

www.manageathome.co.uk

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

Find us on: @ManageAtHome

Call us or visit our website to request a free catalogue



Help & Advice from 8am to 5pm Monday to Friday

0800 910 1313

Millercare
Mobility Specialists



Various locations across Lancashire, find your nearest at www.millercare.co.uk/branches

0800 652 8533
www.millercare.co.uk

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn't become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central government. HIAs work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handy person service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed and will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. HIAs can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit www.housingcare.org or contact your local council.

Blackpool – Care and Repair

Tel: **01253 477900** (select option four, then option two).

Email: care&repair@bch.co.uk

Web: www.blackpool.gov.uk (search 'care and repair').

Chorley, Preston, South Ribble and West Lancashire – Preston Care and Repair

Tel: **01772 204096**

Email: info@carerepair.org

Web: www.carerepair.org

Fylde and Wyre – Care and Repair

Tel: **01253 887569**

Email: careandrepair@wyre.gov.uk

Web: www.wyre.gov.uk/careandrepair

Hyndburn – Hyndburn Homewise

Tel: **01254 232249**

Web: www.hyndburnbc.gov.uk

(search 'homewise').

Lancaster – Lancaster Home Improvement Agency

Tel: **01524 582257**

Email: hiaenquiries@lancaster.gov.uk

Web: www.lancaster.gov.uk/housing/help-with-home-improvements

Pendle, Ribble Valley and Rossendale – Mosscare St Vincent's

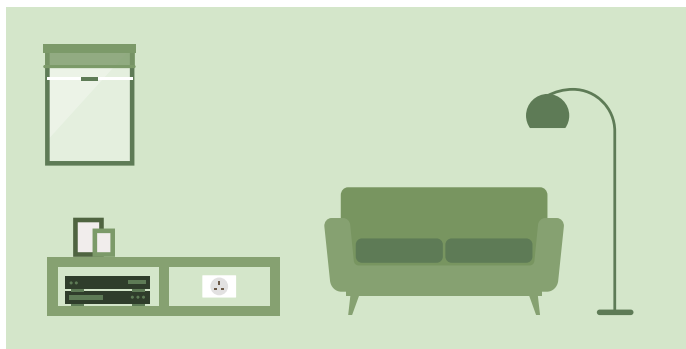
Tel: **0161 226 4211**

Web: www.msvhousing.co.uk



Making life easier at home

If you're having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.



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 so that you can turn 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**? Try making a note of when you've taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can 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, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

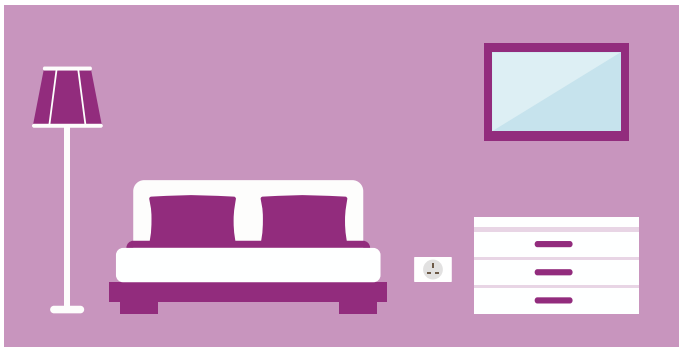


Level indicator



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 19.

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.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Adult social care

See page 5 for **Blackburn with Darwin Borough Council, Blackpool Council** and **Lancashire County Council** contact details.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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www.progresslifeline.org.uk



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www.myfamilyourneeds.co.uk

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- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

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

Subscribe today

Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as 'simple aids for daily living'.

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service

called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit <https://asksara.dlf.org.uk> to learn more about possible solutions or see pages 10 to 11. Once you have identified equipment that might help with your support needs, use the checklist on page 14 to make sure it's right for you.

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit.

Operators will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services for support.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you're eligible through an assessment (see page 15), your local council may be able to provide it for you.

Blackburn with Darwen

Blackburn with Darwen Borough Council Adult Social Care

Tel: **01254 585585** (option three).

Blackpool

Vitaline

Tel: **01253 477678**

Email: vitaline@blackpool.gov.uk

Web: www.vitaline.org.uk

Nationwide

Age UK Personal Alarms

Tel: **0800 011 3846**

Progress Lifeline

Tel: **0333 320 4999**

Web: www.progresslifeline.org.uk

West Lancashire

Home Care Link

Tel: **0800 566 666 / 01695 585224**

Email: telecare@westlancs.gov.uk



We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://asksara.dlf.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 its wire 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?

Is it portable?

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 particular piece of 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 might 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?

Support from your local council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services

they need without direct council involvement. If you approach your local council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact your local adult social care department to arrange an assessment. See page 5.

Once your local adult social care department understands your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. Your local council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 22 if you are receiving home care and page 48 if you are moving into a care home.

Personal Budgets

If you are eligible for support from your local council, you may be given a Personal Budget.

A Personal Budget is the amount of money that your local council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and your local council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not your local council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a 'suitable person';

- by way of an account held and managed by your local council in line with your wishes; or
- as a mixture of the above.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan.

Managing a Direct Payment

If you are eligible for a Direct Payment from your local adult social care department, you can contact Salvere to help you to manage this. Salvere can help you to organise, buy and manage the care and services you need, including building your own support plan and helping you to employ personal assistants.

Tel: **0300 303 3064**

Email: **contactus@salvere.co.uk**

Web: **www.salvere.co.uk**

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers' officers, mental health workers and housing officers.

Whatever services you need on discharge, your local

adult social care department will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks. The actual length of the reablement depends on your needs and progression towards your goals.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it's about giving you the skills and confidence to do things for yourself. It can also mean that you do

not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. Reablement workers may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or local adult social care department if you think you might benefit from reablement. These people can put you in touch with the right services if it is felt that reablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined

resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, your local council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person's own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs.

See page 49 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person's identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

Services for carers

Who is a carer?

Carers regularly look after, help or support someone who wouldn't be able to manage everyday life without their help. A carer doesn't have to be living with the person they care for, and the help the carer gives doesn't have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;

- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

Having a carers' assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers' assessment is an opportunity for people to tell their local council what they need as a carer, and to find out what support might be available.

The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer's assessment will show if they qualify for support from adult social care.

Carers' Personal Budgets

The carers' Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When adult social care considers a carer's Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by a carers' assessment. The money is not taxed, and it will not affect any benefits.

Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the

person who is being cared for. If the person being cared for has a Personal Budget for their own needs (see page 15) they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £67.25 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility. The Government's website, www.gov.uk has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation which may be able to help undertake a benefit check.

You can find out more about what organisations support carers by exploring:

Blackburn with Darwen

Your Support, Your Choice

Web: www.yoursupportyourchoice.org.uk

Blackpool

FYI Directory

Web: www.fyidirectory.co.uk

Lancashire

Well-being Directory

Web: www3.lancashire.gov.uk/ACS/findextorg/wellbeingDir

Useful contacts

Blackburn with Darwen Carers' Service

Bringing carers and the carers' service together as expert partners to ensure carers' needs, wishes and feelings are understood.

Kingsway,

Greenhurst Place BB2 1NA

Tel: **01254 688440**

Email: office@bwdcarers.org.uk

Web: www.bwdcarers.org.uk

Blackpool Carers Centre

Provides courses, groups and clubs, counselling, general information and support, as well as a young carers' service.

Beaverbrooks House, 147 Newton Drive FY3 8LZ

Tel: **01253 393748**

Email: admin@blackpoolcarers.org

Web: www.blackpoolcarers.org

Burnley, Pendle and Rossendale Council for Voluntary Service

Provides a wide range of support to young carers of someone with a mental health condition and/or a substance misuse problem in Burnley, Pendle and Rossendale. Represents the interests of the voluntary, community and faith sector on numerous local, regional and national bodies.

62-64 Yorkshire Street BB11 3BT

Tel: **01282 433740** • Email: info@bprcv.co.uk

Carers Link Lancashire

Provides a wide range of support including information, training, a listening ear and the opportunity to ensure that carers' voices and views are heard.

54-56 Blackburn Road, Accrington BB5 1LE

Tel: **0345 688 7113**

Email: info@carerslinklancashire.co.uk

Web: www.carerslinklancashire.co.uk

N-Compass

Operates across Lancashire to make a positive difference and enhance life opportunities for adults and young people disadvantaged by disability, physical/mental illness, age or social exclusion. It offers carers' services.

Tel: **0345 013 8208**

Email: admin@n-compass.org.uk

Web: www.ncompassnorthwest.co.uk

Resource for those supporting disabled children

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

Web: www.myfamilyourneeds.co.uk



Care in your own home

Carefully chosen home care with a good-quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope, and they need a bit of help.

After a stay in hospital, someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting your local adult social care department is a good first step towards finding help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

A list of all home care agencies operating in Lancashire starts on page 25.

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.

The results 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 52), indicating the quality of care that's 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



→ The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 52.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers' pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, your local adult social care department and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers' support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;



Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community.

Dementia Friends is giving people an understanding

of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the

person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact your local council to see if you are eligible for support with arranging these services. See page 15 for information on assessments of your care needs and finances.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia

will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may

include outings, entertainment, personal care, meals, hairdressing and support for carers.

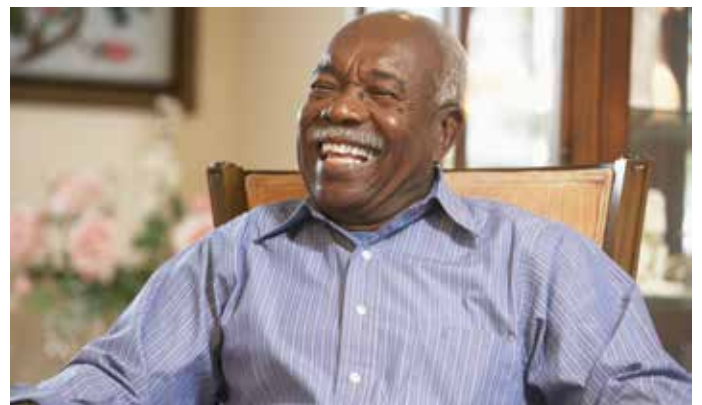
Attendance at day centres can be offered from just a few hours a week to several days. Contact your local council or your local Alzheimer’s Society office for more details. See ‘Useful local contacts’ beginning on page 83.

Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 83.

Alzheimer’s Society’s Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations. The support line is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 45.



Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell your local adult social care department when your savings are likely to fall below this amount. Councils calculate charges in accordance with national eligibility criteria set by the Government. This ensures people are only required

to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness.

Your local adult social care department can help you to identify these costs. The department will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal

Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers who focus specifically on care funding advice, often referred to as specialist care fees advisers. These advisers are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any recommended product.

The Money Advice Service

A free and impartial money advice service set up by the Government.

Tel: **0800 138 7777**

Web: www.moneyadviceservice.org.uk

The Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 48.



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 52.

Care as individual as you are

We offer a wide range of support which allows people to live in their own homes, giving you and your family member peace of mind, we tailor our services to suit the individual.

Our reviews on www.Homecare.co.uk have placed us as the number one care provider in Lancashire with a certified top review score of 10 (Dec 2019 & Dec 2020).

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If you would like more information please call us on **07939 171732** or visit www.transitionscarefylde.co.uk



Do you need a helping hand?

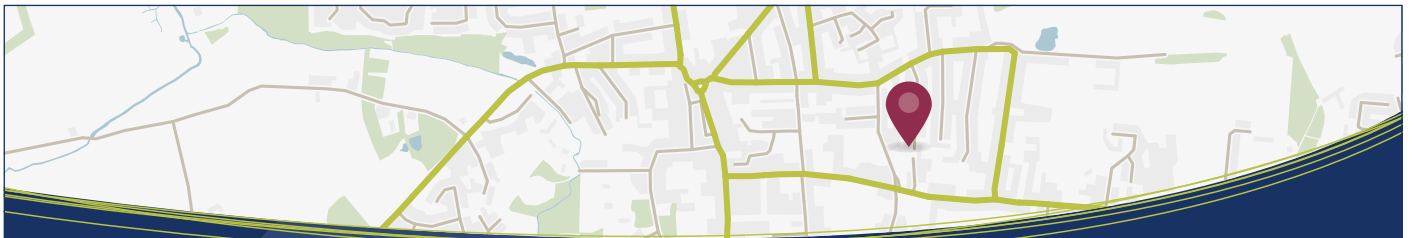
With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Lancashire.

With over 30 years' experience, we'll support you with anything you need to live independently in the home you know and love, including:

- ✓ Personal care
- ✓ Getting out and about
- ✓ Housekeeping
- ✓ Short-term care

Looking for care? **0808 274 2935**

For more information www.helpinghands.co.uk



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



Home care providers

Blackburn with Darwen home care providers

Allcare Nurses Agency Ltd

Blackburn
Tel: 01254 682200 **OP D PD LDA MH SI YA**

Blackburn with Darwen Reablement Service and Home First Service

Blackburn
Tel: 01254 588940 **OP D PD LDA MH SI YA AD**

Care 2 Care (Lancashire) Ltd

Blackburn
Tel: 07751 710140 **OP D PD LDA MH SI AD**

Care Station NW

Blackburn
Tel: 01254 790993 **OP D PD LDA YA**

Choice Care

Blackburn
Tel: 01254 504905 **OP D PD LDA MH SI YA AD**

Companion Homecare

Blackburn
Tel: 01254 674122 **OP D PD LDA MH YA**

Creative Support – Blackburn Services

Blackburn
Tel: 01254 583754 **LDA**

East Lancashire Home Care Ltd

Blackburn
Tel: 01254 471992 **OP D PD LDA MH SI YA**

Freedom Supported Living Registered Office

Darwen
Tel: 01254 760121 **OP PD LDA MH SI YA**

Grantham Street

Blackburn
Tel: 01254 668834 **PD LDA**

Guardian Homecare (Blackburn)

Darwen
Tel: 01254 781020 **OP D PD LDA MH YA AD**

Home Care For You Blackburn

Blackburn
Tel: 01254 663414 **OP D PD LDA MH SI YA AD**

Homecare (Mellor) Ltd

Blackburn
Tel: 01254 689981 **OP D PD LDA MH SI YA AD**

I Care GB Ltd

Blackburn
Tel: 01254 583624 **OP D PD LDA MH SI**

ICare Solutions Lancashire

Darwen
Tel: 0161 882 0404 **OP D PD LDA MH**

Kare Plus Burnley

Blackburn
Tel: 01282 570777 **OP D YA**

Nightingales Home Care

Darwen
Tel: 01254 771574 **OP PD LDA MH**

Olive Tree

Domiciliary Services Ltd
Blackburn
Tel: 01254 674295 **OP LDA**

Paramount Care & Safety Ltd

Blackburn
Tel: 01254 661738 **OP D PD LDA MH SI YA AD**

Prestige Nursing East Lancs

Blackburn
Tel: 01254 841763 **OP D PD LDA MH SI YA AD**

Ribble Homecare

Blackburn
Tel: 01254 402070 **OP D PD YA**

RNID Action On Hearing Loss

Apollo House
Blackburn
Tel: 0333 240 5659 **OP PD LDA MH SI 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

Blackburn with Darwen home care providers continued

Select Support Partnerships Ltd – Blackburn

Blackburn

Tel: 01254 676565

OP PD LDA MH YA AD

Supported Homes Ltd – 1 Emerald Close

Blackburn

Tel: 01254 582611

OP MH YA AD

Blackpool home care providers

1 Homecare Blackpool

Blackpool

Tel: 01253 428040

OP D PD SI YA

Creative Support – Blackpool Service

Blackpool

Tel: 01253 751478

LDA MH

A&C Home Care Ltd

Blackpool

Tel: 01253 376366

OP D PD LDA MH SI

Delta Care Ltd – Blackpool

Thornton-Cleveleys

Tel: 01253 335896

OP D PD LDA MH SI YA AD

Ability 2 Achieve Care & Support Ltd

Blackpool

Tel: 01253 477924

PD LDA MH SI YA

Embrace Home Care Ltd

Blackpool

Tel: 01253 543443

OP D YA

Adaptable Support Ltd

Blackpool

Tel: 01253 978520

OP D PD LDA MH SI YA

FY Care Ltd

Thornton-Cleveleys

Tel: 01253 743740

OP D LDA MH SI YA

Alcedo Care Blackpool

Blackpool

Tel: 01253 978969

OP D PD LDA MH SI YA

Guardian Homecare (Blackpool)

Blackpool

Tel: 01253 400636

OP D PD LDA MH SI YA AD

Baxter Life Care Ltd

Blackpool

Tel: 01253 486686

OP D PD LDA MH SI YA AD

Holidays with Care Ltd

Blackpool

Tel: 01253 341218

OP D PD LDA SI

Blackpool North, Cleveleys and Fleetwood

Home Instead

Blackpool

Tel: 01253 200770

OP D PD LDA SI

Human Support Group – Blackpool

Blackpool

Tel: 01253 599693

OP D PD LDA MH SI

Bluebell Court

Blackpool

Tel: 01253 691343

MH

I Care (GB) Ltd

Blackpool

Tel: 01253 508277

OP D PD MH

Care Solutions Fylde Ltd

Blackpool

Tel: 01253 427117

OP D PD MH SI YA

Meridian Health and Social Care

– Blackpool

Blackpool

Tel: 01253 592400

OP D PD MH SI YA

Cherish UK Ltd

Blackpool

Tel: 01253 766888

OP D PD LDA MH SI

Napier Homecare Services Ltd

Blackpool

Tel: 01253 403047

OP D PD LDA MH SI 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

Phoenix Centre, The

Blackpool
Tel: 01253 477841

OP D PD LDA MH YA AD

Preferred Care

Blackpool
Tel: 01253 357727

OP D PD SI YA

Premier Care Blackpool Branch

Blackpool
Tel: 01253 272172

OP D PD LDA MH

Routes Healthcare DCA

Blackpool
Tel: 01253 922128

OP D PD LDA MH

Sagecare (Squires Gate)

Blackpool
Tel: 01253 344368

OP D PD LDA MH SI YA

SureCare (Fylde & Wyre)

Blackpool
Tel: 01253 966866

OP D PD LDA MH SI YA

Transitions Care Fylde

Blackpool
Tel: 07939 171732

Advert page 24
OP D PD LDA MH SI

United Response – Fylde Coast Supported Living

Blackpool
Tel: 01253 340569

LDA MH

Waves Supported Lives Ltd

Blackpool
Tel: 01253 978550

PD LDA SI YA

See the checklist on page 23 for ideas of questions to ask when considering home care providers.

Lancashire home care providers

1 Homecare

Preston
Tel: 01772 301800

OP D PD LDA MH SI YA AD

1st For Care (GB) Ltd

Lancaster
Tel: 01524 380294

OP D PD YA

360 Degrees Health Care and Rehabilitation Services Ltd

Nelson
Tel: 01282 614888

OP D PD LDA MH SI YA

A Family's Best Friend

Morecambe
Tel: 07950 870131

OP PD LDA SI YA

Adore Home Care Ltd

Nelson
Tel: 07720 980352

OP D PD MH SI YA

Advanced Home Care Ltd

Preston
Tel: 01772 367370

OP D PD LDA MH SI YA AD

Affinity Supporting People (South) Ltd

Accrington
Tel: 01706 395000

OP D LDA MH SI YA

Affinity Supporting People Ltd

Accrington
Tel: 01254 369160

PD LDA MH SI YA

Age UK Lancashire – Footcare Service

Ormskirk
Tel: 0300 303 1234

OP D PD YA

Alcedo Care Lancaster and Wyre

Lancaster
Tel: 01253 978969

OP D PD LDA MH SI YA

Alcedo Care Preston

Preston
Tel: 01772 958145

OP D PD LDA MH SI YA

All About You Care Services Ltd

Poulton-le-Fylde
Tel: 01253 899982

OP D PD LDA MH SI YA AD

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

Lancashire home care providers continued

All Aspects Health and Social Care

Preston

Tel: 01772 569701

OP D PD LDA MH

Barnardo's Include Me 2

Lostock Hall

Tel: 01772 629470

PD LDA SI

Alpha Community Care Ltd

Burnley

Tel: 01282 455205

OP D PD LDA MH YA

Bespoke Care Services

Morecambe

Tel: 01524 544815

OP D YA

Alston Lodge Community Care Ltd

Preston

Tel: 01772 783248

OP D PD MH SI YA AD

Big Blue Door

Accrington

Tel: 01254 278378

PD LDA MH SI YA

Alternative Futures Group Ltd – East Lancashire

Branch Office

Burnley

Tel: 07557 435362

OP D PD LDA MH SI YA

Bluebird Care (Lancaster and South Lakeland)

Lancaster

Tel: 01524 388829

OP D PD LDA MH SI

Always Bespoke Care Ltd

Rosendale

Tel: 07572 089695

OP D PD MH YA

Bowgreave Rise Home for Older People

Garstang

Tel: 01995 603637

OP D

Ambito Community Services Lancashire

Lancaster

Tel: 01524 541416

OP PD LDA SI YA

Bowland Care Services

Garstang

Tel: 01995 604597

OP D PD LDA MH SI YA AD

Angels Community Support Services

Lytham St Annes

Tel: 07966 989801

OP

Briars Homecare Services Ltd

Thornton-Cleveleys

Tel: 01253 851600

OP D PD LDA MH SI YA AD

ARC Community Care

Lytham St Annes

Tel: 01253 783100

OP D PD LDA MH SI YA

Broadfield Care Services Ltd

Accrington

Tel: 01254 879784

OP D PD MH SI YA

Ashcroft Homecare Ltd

Clitheroe

Tel: 01200 422675

OP D PD SI YA

Brockholes Brow – Preston

Preston

Tel: 01772 796461

SI

Astra Care Services Ltd

Nelson

Tel: 01282 697045

OP D PD LDA SI YA AD

Burnley Pendle and Rossendale

Domiciliary Services

Burnley

Tel: 01282 470799

OP LDA YA

ATF Bespoke Support Ltd

Bacup

Tel: 07903 231627

PD LDA

Burrowbeck Community Services

Lancaster

Tel: 01524 846308

OP D MH

Bare Hall Quality Carers Ltd

Morecambe

Tel: 01524 832744

OP D PD LDA MH SI AD

Carestaff Northwest

Preston

Tel: 01772 752100

OP D PD LDA MH SI 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

Lancashire home care providers continued

Carewatch (Lancashire West & Central)

Preston
Tel: 01772 766540 **OP D PD LDA MH SI YA AD**

Caritas Care Ltd – 218 Tulketh Road

Preston
Tel: 01772 732313 **PD LDA SI YA**

Castle Supported Living Ltd

Clitheroe
Tel: 01200 429990 **PD LDA**

Central Lancashire Age Concern

– Nail Cutting Service
Preston
Tel: 01772 552850 **OP**

Cera – Lancashire

Fleetwood
Tel: 0333 999 7625 **OP D MH**

Chatterton Hey

Bury
Tel: 01706 824554 **OP PD LDA MH SI YA AD**

Cherry Tree Lodge Private Residential Care Home

Rossendale
Tel: 01706 221698 **OP D**

Chorley Domiciliary Service

Chorley
Tel: 01257 517320 **LDA**

Clifton Homecare

Lytham St Annes
Tel: 01253 722945 **OP D**

Coastal Care Agency

Carnforth
Tel: 01524 730637 **OP**

Community Care Team Ltd

Leyland
Tel: 01772 433423 **OP D PD MH SI YA**

Community Life Choices Head Office

Preston
Tel: 01772 804088 **OP D PD LDA MH SI YA AD**

Complete Care Services Chorley

Chorley
Tel: 01772 965482 **OP D PD LDA MH SI AD**

Complete Care Services Nelson

Nelson
Tel: 01282 447710 **OP D PD LDA MH SI YA AD**

Complete Care Services Preston

Preston
Tel: 01772 726082 **OP D PD LDA MH SI YA AD**

Complete Care Services Rossendale

Rossendale
Tel: 01706 830411 **OP D PD LDA MH SI**

Craven Home Care

Earby
Tel: 07976 320494 **OP D PD LDA SI YA**

Creative Support – Chorley Service

Chorley
Tel: 01257 272210 **LDA MH**

Creative Support – East Lancashire Extra Care Services

Preston
Tel: 01772 798785 **OP PD**

Creative Support – Morecambe Service

Morecambe
Tel: 01524 409905 **LDA MH**

CRG Homecare – Burnley

Burnley
Tel: 01254 416135 **OP D PD LDA MH SI YA AD**

Crossroads Care North West – Hyndburn, Chorley and South Ribble

Accrington
Tel: 01257 230698 **OP D PD LDA MH SI AD**

Crossroads Care Ribble Valley

Clitheroe
Tel: 01200 422104 **OP D PD LDA MH SI YA AD**

Crossroads in East Lancashire

Burnley
Tel: 01282 832548 **OP D PD LDA MH SI 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

Lancashire home care providers continued

Curantis Healthcare Ltd

Burnley
Tel: 01282 678170

OP D PD MH YA

Curzon Care Ltd

Morecambe
Tel: 01524 850652

LDA

Dalesview Partnership

Domiciliary Care

Chorley
Tel: 01772 332602

LDA YA

Delight Supported Living Ltd

Morecambe
Tel: 01524 413308

OP D PD LDA MH SI

Delta Care Ltd – Chorley

Chorley
Tel: 01257 221050

OP D PD LDA MH SI YA AD

Direct Approach Care Ltd

Leyland
Tel: 07563 766717

MH YA

Direct Health (Preston)

Preston
Tel: 01772 883822

OP D PD LDA MH SI YA AD

Draycombe House

Morecambe
Tel: 01524 858316

LDA

East Lancs Dom Care

Nelson
Tel: 07792 118495

OP LDA MH YA AD

Eldercare UK Ltd

Rosendale
Tel: 0345 266 1420

OP D PD LDA YA

Elizabeth House

Preston
Tel: 01772 333800

OP D PD LDA MH YA

Esteemed Life Care (Preston)

Preston
Tel: 01772 282722

OP D PD LDA MH SI YA AD

Farrell Healthcare Head Office

Lytham St Annes
Tel: 01253 279620

OP

Flexecare

Preston
Tel: 01772 369045

OP D PD MH SI YA

Freedom Care and Support Ltd

Burnley
Tel: 07534 970317

OP PD LDA MH SI YA

Future Success Adult Supported Living Ltd

Colne
Tel: 01282 865108

OP PD LDA MH YA AD

Fylde Community Care Ltd

Lytham St Annes
Tel: 01253 738911

OP D PD MH SI YA

Fylde Domiciliary Service

Preston
Tel: 01772 535119

LDA

G S Social Care Solutions Ltd

Blackburn
Tel: 01254 877755

OP D PD LDA MH SI YA AD

Gill Care Services

Burnley
Tel: 01282 787800

OP D PD

Ginger Homecare Ltd

Leyland
Tel: 01772 463097

OP D PD LDA MH SI YA

Guardian Homecare (Burnley)

Colne
Tel: 01282 861640

OP D PD LDA MH SI YA

Guardian Homecare (Morecambe)

Morecambe
Tel: 01524 402340

OP D PD LDA MH SI YA AD

Guardian Homecare (Ormskirk)

Ormskirk
Tel: 01695 589173

OP D 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

Guardian Homecare (Preston)

Preston
Tel: 01772 754440 **OP D PD LDA MH YA AD**

Guardian Homecare (The Courtyards)

Preston
Tel: 01772 754441 **OP D PD MH SI YA AD**

Has 2 be Happy Care

Lancaster
Tel: 01524 382764 **D PD LDA MH SI YA**

Haven Group Offices

Morecambe
Tel: 01524 418309 **OP PD LDA MH SI**

Hazelwood Homecare Ltd

Rossendale
Tel: 01706 836423 **OP D PD MH SI YA AD**

Health Care Recruiters

Preston
Tel: 01772 515056 **OP D PD MH YA**

Helping Hand Domiciliary Care Service

Chorley
Tel: 01257 277510 **OP**

Helping Hands Preston

Preston **Advert page 24**
Tel: 0808 274 2935 **OP D PD LDA MH SI YA**

HF Trust – Lancashire DCA

Preston
Tel: 01772 629862 **LDA**

HICA Homecare – Chorley

Chorley
Tel: 01772 459565 **OP D PD LDA MH SI**

Highfield Scheme Ltd

Great Harwood
Tel: 01254 885016 **OP D PD LDA MH YA**

Holywell Care Services

Morecambe
Tel: 01524 418090 **OP D PD LDA MH SI YA AD**

Holywell Domiciliary Care Services

Preston
Tel: 01772 930323 **OP D PD LDA MH SI YA**

Home Angels Chorley

Chorley
Tel: 07775 670633 **OP D**

Home Comfort Services (Fylde) Ltd

Lytham St Annes
Tel: 07985 372987 **OP D PD SI**

Home Instead Senior Care

Blackpool
Tel: 01253 359166 **OP D LDA MH YA**

Home Instead Senior Care

Ormskirk
Tel: 01695 589071 **OP D PD LDA MH SI YA AD**

Home Instead Senior Care

Preston
Tel: 01772 724111 **OP D PD LDA MH SI YA**

Home's Best

Rossendale
Tel: 0161 359 5674 **OP D PD SI YA**

Homecare For You Ltd Lancashire

Nelson
Tel: 01254 663414 **OP D PD LDA MH SI YA AD**

Homecare For You Preston

Preston
Tel: 01772 709914 **OP D PD LDA MH**

Homecare Services

Rossendale
Tel: 01706 228399 **OP D YA**

Hyndburn and Ribble Valley Domiciliary Service

Clayton-le-Moors
Tel: 01254 220770 **OP D PD LDA MH SI YA**

I Care (GB) Ltd

Leyland
Tel: 01772 454433 **OP D PD LDA SI YA AD**

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

Lancashire home care providers continued

Icare Solutions Burnley Ltd

Burnley
Tel: 01282 457781

OP D PD LDA MH SI YA

Icare Solutions NW Ltd

Nelson
Tel: 01282 449506

OP D PD LDA MH SI YA

Imagine Independence

Lancaster
Tel: 0151 709 2366

OP D PD LDA MH SI YA AD

Independent Living

(Chorley, Leyland, Parbold & Standish)

Chorley
Tel: 01257 367404

OP

JJ Home Care Ltd

Preston
Tel: 07918 775643

OP D PD MH SI YA

Jewel Home Support (Lancs)

Preston
Tel: 01772 347950

OP D PD

JW Homecare

Skelmersdale
Tel: 07814 516202

LDA MH

Kare Plus Preston

Preston
Tel: 01772 367656

OP D PD YA

Kepplegate House

Poulton-le-Fylde
Tel: 01253 811957

OP

Key2Support

Oswaldtwistle
Tel: 01254 231172

OP PD LDA MH

KTG Recruitment Ltd T/A KTG Social Care

Preston
Tel: 01772 558529

OP D PD SI YA

L&P Care Services

Chorley
Tel: 01257 228789

OP D PD MH SI YA

Lady Elsie Finney House Home for Older People

Preston
Tel: 01772 721072

OP D

Lancashire Domiciliary Care Service

Chorley
Tel: 01257 266311

LDA

Lancaster & Morecambe Domiciliary Service

Lancaster
Tel: 01524 585989

OP D PD LDA SI YA

Leah Victoria Cares

Preston
Tel: 07912 698190

OP PD YA

Life-Line Care 4 U Noor Centre

Nelson
Tel: 01282 270269

OP D PD LDA MH SI AD

Lifeways Community Care (Lancashire South)

Chorley
Tel: 01257 246400

OP PD LDA SI YA

Lifeways Paragon Ltd

Chorley
Tel: 01257 246400

PD LDA MH SI

Limitless Community Hub

Accrington
Tel: 01254 914011

LDA YA

Link-Ability

Chorley
Tel: 01257 241899

OP PD LDA SI YA

Link-Ability (West Lancs)

Ormskirk
Tel: 01695 666639

PD LDA

Living Ambitions Ltd – Chorley

Chorley
Tel: 01257 246444

OP LDA YA

Local Care Agency, The

Fleetwood
Tel: 01253 874056

OP D LDA YA

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

Lancashire home care providers continued

Majestic Care North West Ltd

Burnley

Tel: 01282 450043 **OP D PD LDA MH SI YA AD**

MasterStaff Healthcare (Preston)

Preston

Tel: 01772 720040 **OP D PD LDA MH SI YA AD**

Meridian Health and Social Care – Burnley

Burnley

Tel: 01282 433135 **OP D PD LDA MH SI YA**

Meridian Health and Social Care – Preston

Preston

Tel: 01772 252444 **OP D PD LDA MH SI YA**

Millgate House

Rochdale

Tel: 01706 515800 **OP PD LDA YA**

Mrs Lavinia Dawn Bellis & Mr Andrew William Bellis – 1 Arkwright Suite

Chorley

Tel: 01257 795778 **LDA**

My Choice Companions

Burnley

Tel: 07404 839907 **OP D PD LDA MH YA**

My Support Worker (NW) Ltd

Rossendale

Tel: 01706 249595 **D PD LDA MH SI YA AD**

NAS Community Services (North 2)

Blackburn

Tel: 01254 823668 **LDA YA**

New Care Services & Cornerstone

Preston

Tel: 01772 559933 **OP D PD LDA MH SI YA**

One Care

Lytham St Annes

Tel: 01253 732303 **OP D PD SI YA**

One Fylde (Church Road)

Lytham St Annes

Tel: 01253 795648 **OP D PD LDA MH SI YA**

One Fylde (Headroomgate)

Lytham St Annes

Tel: 01253 723513 **OP D PD LDA MH SI YA**

Origin Spinal Injury Care

Lancaster

Tel: 01524 34100 **OP PD SI YA**

Park View

Fleetwood

Tel: 01253 872162 **OP LDA MH YA AD**

Parkhouses Independent Living Services

Burnley

Tel: 01282 424648 **OP D PD LDA MH SI YA**

PCS (Personal Care Services) Ltd

Skelmersdale

Tel: 01695 553930 **OP D PD LDA MH SI YA AD**

Pebble Healthcare

Carnforth

Tel: 07825 128033 **OP D PD LDA MH SI YA**

Pendle Support Ltd

Colne

Tel: 01282 504504 **OP D PD LDA MH SI AD**

Pennine Homecare

Burnley

Tel: 01282 792442 **OP D PD LDA MH YA AD**

Potensial Ltd

– Northwest Domiciliary Agency

Ormskirk

Tel: 01695 573059 **LDA MH**

Premier Care Lancaster Branch

Lancaster

Tel: 01524 928038 **OP D PD LDA MH**

Prestige Nursing Blackpool

Thornton-Cleveleys

Tel: 01253 297834 **OP D PD LDA MH SI YA AD**

Preston Domiciliary Service

Preston

Tel: 01772 535945 **PD LDA MH SI**

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

Lancashire home care providers continued

Pride Community Care Ltd

Burnley

Tel: 01282 448181

OP LDA MH YA AD

Routes Healthcare Burnley

Burnley

Tel: 01282 922515

OP D LDA MH YA AD

Primary Carers 24/7 Ltd

Preston

Tel: 01772 386993

OP D PD LDA MH SI YA

Routes Healthcare Preston

Preston

Tel: 01772 876150

OP D PD LDA MH YA AD

Primrose Gardens

Chorley

Tel: 0151 420 3637

OP D PD LDA MH YA AD

Rushley House Retirement Home

Morecambe

Tel: 01524 417405

OP

ProLibertas Care Solutions

Nelson

Tel: 07958 113331

OP D PD LDA MH SI YA

Scenario Management – Riversmede

Thornton-Cleveleys

Tel: 01253 869317

LDA YA

Promedica24 (Lancashire) Ltd

Rossendale

Tel: 07468 566162

OP D PD SI YA

Senior Moments Care

Lytham St Annes

Tel: 01253 724191

OP D PD LDA SI

Quality Care (North West) Ltd

Nelson

Tel: 01282 696300

OP D PD SI

Shared Approach Ltd

Garstang

Tel: 01995 601701

D PD LDA MH

Red Rose Care

Preston

Tel: 01772 963740

OP D PD LDA

Society 1

Preston

Tel: 07827 675680

OP PD LDA MH SI YA

Right at Home

(East Lancashire & Ribble Valley)

Blackburn

Tel: 01254 658899

OP PD LDA SI YA

South Ribble Domiciliary Service

Leyland

Tel: 01772 539268

OP D PD SI YA

Right at Home (Preston and South Ribble)

Preston

Tel: 01772 619106

OP D PD LDA SI YA

Specialist Care Team

Domiciliary Office

Morecambe

Tel: 01524 401200

PD LDA MH SI YA

Right Care (Lancashire) Ltd

Burnley

Tel: 01282 424240

OP D PD LDA MH SI YA AD

Spire (Preston) Ltd

Preston

Tel: 01772 524567

LDA

Rings Homecare Service Ltd – Lancashire

Burnley

Tel: 07811 467967

D PD LDA MH SI AD

Spring Cottages Home Care Ltd

Padiham

Tel: 01282 774522

OP D PD

RNID Action on Hearing Loss Thornton Gate

Cleveleys

Tel: 01253 869292

LDA MH SI YA

St Gregory's Homecare Ltd

Carnforth

Tel: 01524 720189

OP D PD LDA MH SI YA AD

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

Lancashire home care providers continued

Stocks Hall Mawdesley

Ormskirk

Tel: 01704 778178

OP PD YA

Stocks Home Care Services

Skelmersdale

Tel: 01695 722211

OP D PD SI YA

Sunnyside Rest Home

Rochdale

Tel: 01706 344292

OP D PD LDA MH YA

SureCare (Preston & South Ribble)

Preston

Tel: 01257 220319

OP D PD LDA MH SI YA

Taylor Care HQ

Burnley

Tel: 01282 715189

OP D PD LDA MH SI YA

Tender Nursing Care

Preston

Tel: 01772 335136

OP PD

Townfield Home Care

Blackburn

Tel: 01254 882050

OP D PD LDA MH SI YA AD

Townfield Home Care (Rossendale)

Rossendale

Tel: 01706 231375

OP D PD LDA MH SI YA AD

Unique Homecare Services Ltd

Lancaster

Tel: 01524 751751

OP D MH

Voyage (DCA) Lancashire

Preston

Tel: 07701 022948

LDA YA

Watch Home Care Services Ltd

Chorley

Tel: 01257 263326

OP PD LDA MH SI

West Lanc's Domiciliary Service

Skelmersdale

Tel: 01695 587433

LDA

Westmorland Homecare

– Poulton, Fylde and Wyre Office

Poulton-le-Fylde

Tel: 01253 978891

OP PD LDA MH SI YA

Willowbrook Homecare

Accrington

Tel: 01254 390347

OP D PD LDA MH SI YA

Lytham St Annes

Tel: 01253 733427

OP D PD MH SI

Willows Home Care Ltd

Preston

Tel: 07835 403028

OP D PD SI YA

With Healthcare

Preston

Tel: 01772 393936

OP D PD LDA MH SI YA

Woodlands Home for Older People

Accrington

Tel: 01254 394732

OP D

Wyre Domiciliary Service

Fleetwood

Tel: 01253 897285

LDA

Your Autumn Years Ltd

Morecambe

Tel: 01524 416546

OP YA

Your Life (Poulton-Le-Fylde)

Poulton-le-Fylde

Tel: 01253 886394

OP D PD SI

YourLife (Lancaster)

Lancaster

Tel: 01524 60142

OP D PD SI



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

Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority,

voluntary organisations or private companies.

Properties may be available for rent, mixed tenure or to purchase.

Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters

of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed earlier on page 13).

Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm

call service. A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities.

In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation.

For information on any of the housing options in this section, contact your local adult social care department. Details are on page 5.

Specialist services

Learning disability

If you are living with a learning disability in the Lancashire area, you should contact your local council for support. Your local council might be able to signpost you to local services and assess your needs in case help is available to you.

Councils aim to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme. See page 36.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in the area. Any learning disability providers are denoted with **LDA**.

You may also find the organisations listed here useful.

Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

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

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

Scope

Offers free, impartial and expert information, advice and support to disabled people and their families.

Tel: **0808 800 3333**

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

Web: **www.scope.org.uk**

Mental health

If you are worried about your mental health, it's important to remember that you aren't alone. Lots of people have issues with their mental health and there's help and advice available across Lancashire to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

Lancashire MIND

Provides advice and support to empower anyone experiencing a mental health issue. Also campaigns to improve services, raise awareness and promote understanding. • Tel: **01257 231660**

Email: **admin@lancashiremind.org.uk**

Web: **www.lancashiremind.org.uk**

Making Space Carer Support service

Offers people with mental health conditions emotional support and a range of practical advice, information and signposting.

Tel: **01925 571680**

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

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

Wellbeing and Mental Health Helpline

Out-of-hours listening service for people requiring emotional support in relation to their own mental health or that of someone they know.

Monday to Friday, 7.00pm until 11.00pm;

Saturday and Sunday, 12.00pm until midnight.

Tel: **0800 915 4640**

Web: **www.lancashirecare.nhs.uk/Mental-Health-Helpline**

Physical disability

If you have a physical disability or a long-term illness, your local adult social care department and other organisations in the independent and not-for-profit sectors may be able to signpost you to,

or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

The rehabilitation service from Lancashire County Council offers guidance to help people with sensory impairments to do more things for themselves and have a better quality of life.

Support may include help with:

- daily living;
- communicating with others; and
- getting around your home and community safely.

The service does not offer medical advice or treatment, hearing aids or glasses.

The rehabilitation service works with anyone with a visual impairment and people with multiple disabilities. Information and advice can be given about mobility, communication, independent living skills, assessment and specialist equipment and adaptations.

For more information about the rehabilitation service, call **0300 123 6720** in Lancashire or contact your local adult social care department.

See page 5 for details. From here, you can be advised on any sensory services in your area.

Advocacy

Advocates can give advice, support and information to people of any age. Advocates help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy Focus

Free and confidential support to involve you more in decisions about your health and social care.

Advocacy Focus can help you know your rights and access vital services.

Advocacy Focus is on your side and is independent of local authorities, the NHS and social services.

1st Floor, The Old Tannery, Eastgate,
Accrington BB5 6PW

Tel: **0300 323 0965**

Text: **07886 744634**

Email: **admin@advocacyfocus.org.uk**

Web: **www.advocacyfocus.org.uk**

Blackpool Advocacy Hub

Supporting people to put across their points of view.

333 Bispham Road FY2 0HH

Tel: **0300 323 2100**

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

Web: **www.blackpooladvocacyhub.org.uk**

N-Compass North West Limited

Offers a comprehensive advocacy service to support adults within social care and health systems and processes. Also helps all patients (including children) complain about NHS-funded treatment within the Lancashire County Council area, linking in with Healthwatch Lancashire (see page 84).

Tel: **0345 013 8208**

Email: **admin@n-compass.org.uk**

Web: **www.ncompassnorthwest.co.uk**



Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

Search online for the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in 'My Funeral Wishes', a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director but, if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 86 for details of organisations that may be able to help you plan for the end of your life or your funeral.



Tell us what you think

 CareChoices

What have you found useful?
 What could we do better?

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

EachStep Blackburn
is a warm, friendly and
welcoming specialist
dementia care home
that offers residential and
nursing care.



At EachStep Blackburn we encourage residents to lead a full, happy and active life. With a number of themed areas within the home, including a cinema room and vintage café, there is always something going on. So, if you are looking for a care home for yourself or a loved one why not give us a call.



To find out more about EachStep Blackburn or to arrange a tour please contact us.

 **01254 266480** |  **Eachstep.Blackburn@c-i-c.co.uk**

www.eachstepcare.co.uk/homes/eachstep-blackburn

Infirmery Road | Blackburn | BB2 3LP

Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care

agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. You can also find inspection reports and ratings for all services on the CQC's website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 15 for more on assessments.

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be

in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a 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 may be paid by the NHS to the home directly: the current amount is £183.92 per week. This figure may change over the lifetime of this Directory, so do check with your local adult social care department.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. Activities can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. Activities should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. The role of an activity co-ordinator varies from one home to another. Increasingly, activity co-ordinators are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities provided in their care home.





We are here to help *you* and *your loved one*.



Your local Barchester care homes are welcoming new residents and provide the reassurance that residents' well-being and safety are their priority.

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We're keeping relatives connected with their loved ones.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.

Call to book an appointment to find out how we can help.

Dovedale Court
Preston, PR2 3WQ
01772 507 106

Glenroyd
Blackpool, FY3 9HF
01253 464 232

Laurel Bank
Lancaster, LA1 5EF
01524 487 354

Sherwood Court
Preston, PR2 9GA
01772 394 121

Sherwood Lodge
Preston, PR2 9GA
01772 394 122

Sutton Grange
Southport, PR9 8BL
01704 741 198



Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.

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 52.



TOWERVIEW CARE GROUP



THE BEST OF BOTH WORLDS,
WHERE **CARE** AND **CARING**
COME TOGETHER

The Towerview Care Group provide safe, welcoming, and happy homes for people living with complex care needs, including dementia, behaviours that may be challenging, mental and physical health issues across Lancashire and Yorkshire.

Our nursing care homes in Todmorden, Sheffield and Littleborough are more than just places to live. They are flourishing, friendly communities focusing on what individuals can do, rather than what they can't. We do not define you or your loved one by situation or age – we are all part of the Towerview Care family. We treat everyone we support as an individual and with dignity, respect and empathy. People are not separated based on their medical conditions. Everyone is encouraged to play an active role in the daily life of their home.

We are committed to providing the highest quality of care and service. We achieve this through ensuring that our caring and knowledgeable multidisciplinary care teams are trained to the highest standard and receive the care and support they need to fulfil our shared aims.

Security and peace of mind are vital when choosing a home for yourself or a loved one. With Towerview Care, you can be assured that there is a robust and sound business behind the superb provision of complex needs care.

OUR HOMES

ASQUITH HALL

Residential nursing care home, in Todmorden. We care for older and working-aged adults living with complex care needs, including dementia, mental health, neurological disorders, behaviours that challenge and physical/sensory disabilities.

For more information, please contact registered manager Gemma Foster or matron Mairead Khan on **01706 811 900** or asquith-hall@towerviewcare.com

LOXLEY COURT

Residential nursing care home, in Sheffield. We care for older and working-aged adults living with complex care needs, including dementia, mental health, neurological disorders, behaviours that challenge and physical/sensory disabilities.

For more information, please contact the registered manager Sharon Radford on **0114 242 0068** or [Loxley-court@towerviewcare.com](mailto:loxley-court@towerviewcare.com)

PENNINE LODGE

Dementia-friendly residential care home, in Todmorden. We are for working age and older adults with dementia, mental health disorders or complex needs.

For more information or to arrange a visit, please contact registered manager Louise McKeown on **01706 812 501** or pennine-lodge@towerviewcare.com

SMITHY BRIDGE COURT

Residential nursing care home, in Littleborough. We care for older and working-aged adults living with complex care needs, including dementia, mental health, neurological disorders, behaviours that challenge and physical/sensory disabilities.

For more information, please contact the registered manager Liz McCabe on **01706 582 407** or smithy-bridge-court@towerviewcare.com



Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

The person living with dementia must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 51 and 39 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff get to know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 47.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.



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

Putting care at the heart of your decision



MHA care homes in Lancashire

Choosing the right care home for a loved one is an important decision. As a national charity with over 75 years' experience in delivering quality care, MHA have the knowledge and expertise to guide you through the entire process.

Our homes offer tailored care in a warm, supportive and friendly environment:

- Personalised care plans, developed with residents and their family
- Permanent and respite care
- Music therapy for our residents living with dementia
- A chaplain and weekly activities programme




Starr Hills

Lytham St Annes:
Starr Hills
www.mha.org.uk/starrhills
Tel: 01253 735 037



Belvedere Manor

Burnley and Colne:
Belvedere Manor Colne
www.mha.org.uk/belvederemanor
Tel: 01282 865 581
Heather Grange Burnley
www.mha.org.uk/heathergrange
Tel: 01282 415 908



Aughton Park

Ormskirk:
Aughton Park
www.mha.org.uk/aughtonpark
Tel: 01695 576 996

Find out more at

 www.mha.org.uk/care-homes



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. Please use this checklist in conjunction with the care homes checklist on page 43. 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 52.

Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute

towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, your local council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will pay the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by your local council and you may be able to get some support with funding your care. See page 49.

These figures may change during the lifetime of this Directory.

If you are eligible for support from your local council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount your local council would usually pay for someone with your needs.

If the home you choose charges a fee in excess of the local authority's funding limit, you will need to find someone else to meet the additional amount.

This is often referred to as a 'third party payment' or 'top-up' (explained further on page 49).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let your local council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for your local council's support with funding your care, and the home you are living in charges more than your local council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment'. See page 49 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 50 for more information.



Non-means-tested support

Some support may be available to you without your local council needing to look into your finances.

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits; however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not

included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in 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 you at home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so councils strongly recommend that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 50 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, your local council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement.

This allows you to delay selling your former home during your lifetime. Any fees paid by your local council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

Your local council may limit the amount of the loan, depending on the equity in your property.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for your local council's support, you will be offered a choice of homes that meet the local authority's funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges.

This additional payment is called a 'top-up' or 'third party payment'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity. →

→ Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. The responsible person will need to sign a contract with the local council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your local council. You may have to move to a cheaper home within the local authority's funding levels.

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any recommended product.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can

be found at www.societyoflaterlifeadvisers.co.uk or you can call **0333 202 0454**.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you may move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

There are also several organisations that will provide free advice about funding care and support. These organisations are a good place to start if you are looking for information and want to see what sort of options are available.

Age UK

Tel: **0800 055 6112**

Web: www.ageuk.org.uk/moneymatters

Citizens Advice

Web: www.citizensadvice.org.uk

Money Advice Service

Tel: **0800 138 7777**

Web: www.moneyadvice.org.uk

Important 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. The results 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 52), 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

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.

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



Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of

quality and safety to have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once the manager is made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. The owners have a duty to respond to any complaints made.



→ If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your local council.

Blackburn with Darwen

Corporate Complaints Manager, Blackburn with Darwen Borough Council, Town Hall, King William Street BB1 7DY

Tel: **01254 585367**

Email: **feedback@blackburn.gov.uk**

Blackpool

Customer Relations Team, Blackpool Council Adults' and Children's Services, PO Box 4 FY1 1NA

Tel: **01253 477700**

Email: **customerrelations@blackpool.gov.uk**

Web:

www.blackpool.gov.uk/Residents/Health-and-social-care/Social-services-complaints.aspx

Lancashire

You will need to fill in the form at

www.lancashire.gov.uk/health-and-social-care/adult-social-care/compliments-comments-complaints

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask for assistance. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service and its job is to investigate complaints in a fair and independent way.



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 (**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**

Tel: **03000 616161**

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

Web: **www.cqc.org.uk**

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

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be

suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Lancashire and other regions, visit www.carechoices.co.uk with details of your requirements.

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service's management.

Who might be causing the abuse?

The person who is responsible for the abuse may be known to the person abused and could be:

- a care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or

- someone who deliberately exploits vulnerable people.

If you think someone is being abused, contact your local council.

Blackburn with Darwen

Tel: **01254 585949**

Email: clo@blackburn.gov.uk

Blackpool

Tel: **01253 477592**

Email: adult.socialcare@blackpool.gov.uk

Lancashire

Tel: **0300 123 6721**

Web: www.lancashire.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults.aspx

Alternatively, call the **police** on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved, your local adult social care department will work with the police and with you to provide support.

You can also:

- contact the Care Quality Commission (CQC) on **03000 616161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or →

- • let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. These people have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work or currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of

misconduct that harmed, or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment.

It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.





Search for care in your area

www.carechoices.co.uk

Q

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


Care
Choices

Residential care in Lancashire

(including Blackburn with Darwen and Blackpool)

This Directory is divided into the geographical areas listed on this map.

Home care providers can be found beginning on page 25.



Blackburn with Darwen	Below
Blackpool	57
Lancashire	62

Blackburn with Darwen care homes

Acorn House Care Centre

Whalley New Road, Blackburn BB1 9SP
Tel: 01254 867107

OP D

Almond Villas

3 Dukes Brow, Blackburn BB2 6EX
Tel: 01254 681243

MH YA

Andrews Court Care Home

Livesey Branch Road,
Blackburn BB2 4QR
Tel: 01254 679525

OP D

Birchfield Residential Care Home

9a-11 Gorse Road, Blackburn BB2 6LY
Tel: 01254 266020

OP

Branch Court Care Home

Livesey Branch Road, Blackburn BB2 4QR
Tel: 01254 682003

OP D

Dixon House

17a Gorse Road, Blackburn BB2 6LY
Tel: 01254 665522

LDA

Feng Shui House (Blackburn)

548 Preston Old Road,
Blackburn BB2 5NL
Tel: 07853 313888

OP D PD

Franciscan Convent Blackburn

26 East Park Road, Blackburn BB1 8BB
Tel: 01254 53962

OP

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

Hawkhurst

18 Shear Bank Road, Blackburn BB1 8AZ
Tel: 01254 698338

OP D MH

Ravenswing Manor Residential Care Home

3 St Francis Road, Blackburn BB2 2TZ
Tel: 01254 207088

OP D PD SI YA

Heathcotes (Blackburn)

Florence House, Florence Street,
Blackburn BB1 5JP
Tel: 01254 59969

PD LDA MH SI

RNID Action on Hearing Loss Fosse Bank House

1-6 Fosse Bank Court, Fosse Close,
Blackburn BB2 3UB
Tel: 01254 265057

PD LDA MH SI YA

Higher Bank

Off Adelaide Terrace, Blackburn BB2 6EU
Tel: 01254 582554

OP

Sandybrook

Sandy Lane, Lower Darwen, Blackburn BB3 0PU
Tel: 01254 660050

OP D

Hollymount Residential and Dementia Care Centre

3 West Park Road, Blackburn BB2 6DE
Tel: 01254 266453

OP D PD MH

Springfield Care Home

Preston New Road,
Blackburn BB2 6PS
Tel: 01254 868109

Advert outside back cover

OP D YA

Lancaster House

3-5 Lancaster Place, Blackburn BB2 6JT
Tel: 01254 678698

MH

Springfield Cottage Residential Home

Preston New Road, Blackburn BB2 6PS
Tel: 01254 264704

OP

Linden House Care Home

Delph Lane, Shadsworth Road,
Blackburn BB1 2BE
Tel: 01254 690669

OP D PD MH SI YA

St Aidans

124 St Aidans Avenue, Mill Hill, Blackburn BB2 4EY
Tel: 01254 589856

LDA

Longfield Residential Home – MD

Preston New Road, Blackburn BB2 6PS
Tel: 01254 675532

D

St James House

St James' Crescent, Darwen BB3 0EY
Tel: 01254 873623

OP D PD SI

Moorland View Care Home

Moorland View, Exchange Street,
Darwen BB3 0DX
Tel: 01254 704611

OP

Thorncliffe Residential Care Home

Astley Bank, Darwen BB3 2QB
Tel: 01254 703122

OP D PD

Oldfield House

Residential Care Home

15 Hawkshaw Avenue, Darwen BB3 1QZ
Tel: 01254 702920

OP D

Oldfield Manor

14 Hawkshaw Avenue, Darwen BB3 1QZ
Tel: 01254 705650

OP

Pritchard Street

19 Pritchard Street, Blackburn BB2 3PF
Tel: 01254 681243

MH



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

Blackburn with Darwen care homes with nursing

Advertisers are highlighted

Birch Hall Care Centre

Birch Hall Avenue, Darwen BB3 0JB
Tel: 01254 762323

OP D PD

Clifton Lawns

227 Blackburn Road, Darwen BB3 1HL
Tel: 01254 703220

OP MH YA

Eachstep Blackburn

Infirmery Road, Blackburn BB2 3LP **Advert page 40**
Tel: 01254 266480

OP D PD LDA MH SI YA

Haydock Nursing and Residential Care Home

Pleckgate Road, Ramsgreave,
Blackburn BB1 8QW
Tel: 01254 245115

OP D

Magdalene House

10-14 Shear Bank Road, Blackburn BB1 8AP
Tel: 01254 268880

OP PD

Northwood Nursing & Residential Care

206 Preston New Road, Blackburn BB2 6PN
Tel: 01254 57208

OP D PD YA

Old Gates Care Home

Livesey Branch Road, Feniscowles, Blackburn BB2 5BU
Tel: 01254 209924

OP D PD

Queens Lodge Nursing Home

Haslingden Road, Blackburn BB2 3HQ
Tel: 01254 681805

OP PD

Springfield Care Home

Preston New Road,
Blackburn BB2 6PS
Tel: 01254 868109

Advert outside back cover

OP D YA

For information on different types of care home, see page 41.

Blackpool care homes

Acorn Lodge Residential Care Home

183 Reads Avenue, Blackpool FY1 4HZ
Tel: 01253 300036

OP D MH YA

Adalena House

186 Reads Avenue, Blackpool FY1 4JD
Tel: 01253 391655

PD LDA

All Hallows

90 All Hallows, Bispham, Blackpool FY2 0AY
Tel: 01253 592284

PD LDA MH SI YA

Ambassador Care Home

670-672 Lytham Road, Blackpool FY4 1RG
Tel: 01253 406371

OP D SI YA

Annacliffe Residential Home

129-131 Newton Drive, Blackpool FY3 8LZ
Tel: 01253 301955

OP PD

Ashbourne Lodge Rest Home

8 Seventh Avenue, Blackpool FY4 2ED
Tel: 01253 341424

OP D PD

Autumn Leaves UK Ltd

502 Devonshire Road, Bispham, Blackpool FY2 0JR
Tel: 01253 354595

OP

Avonbloom Retirement Home

351 Squires Gate Lane, Blackpool FY4 3RG
Tel: 01253 401455

OP

Balmoral Rest Home

2 Conway Avenue, Thornton-Cleveleys FY5 3JH
Tel: 01253 852319

OP

Belgravia Care

406 North Promenade, Blackpool FY1 2LB
Tel: 01253 595567

OP D PD MH YA

Berwick House Rest Home

1 Berwick Road, Blackpool FY4 2PT
Tel: 01253 342181

OP D YA

Bronswick House

16-20 Chesterfield Road, Blackpool FY1 2PP
Tel: 01253 295669

OP D 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

Blackpool care homes continued

Carlin Lodge

40 Carlin Gate, Blackpool FY2 9QT
Tel: 01253 596369

OP D PD

Chaseley Care Home

404 Promenade, Blackpool FY1 2LB
Tel: 01253 352622

OP D PD SI

Coopers Way Respite Service

1a Coopers Way, Blackpool FY1 3RJ
Tel: 01253 477864

LDA

Dunblane House

73 Bloomfield Road, Blackpool FY1 6JN
Tel: 01253 316125

MH YA

Duxbury House Residential Care Home

38 Sherbourne Road, Blackpool FY1 2PW
Tel: 01253 440242

LDA MH

Elmsdene Care Home

37-41 Dean Street, Blackpool FY4 1BP
Tel: 01253 349617

D

Feng Shui House Care Home

661 New South Promenade, Blackpool FY4 1RN
Tel: 01253 342266

OP D YA

Glen Tanar Rest Home

65 Cavendish Road, Blackpool FY2 9NJ
Tel: 01253 352726

OP

Glenthorne Rest Home Ltd

126-128 Reads Avenue, Blackpool FY1 4JJ
Tel: 01253 626722

OP

Golden Years Care Home

47-49 Shaftesbury Avenue, Blackpool FY2 9TW
Tel: 01253 594183

OP

Gwenlyn House

17 Chesterfield Road, North Shore,
Blackpool FY1 2PP
Tel: 01253 626342

OP LDA MH YA

Haddon Court Ltd

8-14 Haddon Road, Blackpool FY2 9AH
Tel: 01253 353359

D

Highbury House Care Home

580-582 Lytham Road, Blackpool FY4 1RB
Tel: 01253 344401

D PD MH

Highcroft Care Home, The

599 Lytham Road, South Shore,
Blackpool FY4 1RG
Tel: 01253 402066

OP

Highgrove Rest Home Ltd

88-90 St Annes Road, Blackpool FY4 2AT
Tel: 01253 344555

OP D MH YA

Hollins Bank Care Home

601-603 Lytham Road, Blackpool FY4 1RG
Tel: 01253 404565

OP

Honeysuckle House

10-12 Greystoke Place, Blackpool FY4 1NR
Tel: 01253 341325

OP D

Jah-Jireh Charity Homes Blackpool

127-131 Reads Avenue, Blackpool FY1 4JH
Tel: 01253 622134

OP D PD SI

King Edward Care Home

7-9 Warbreck Drive, Blackpool FY2 9SX
Tel: 01253 354785

D

Langdales

117-119 Hornby Road, Blackpool FY1 4QP
Tel: 01253 621079

OP D

Lavender Lodge Care Home

35 Horncliffe Road, Blackpool FY4 1LJ
Tel: 01253 341576

OP D PD MH SI

Links Lodge

16 Links Road, Blackpool FY1 2RU
Tel: 01253 354744

OP D PD LDA SI YA

Merwood Rest Home

310 Queens Promenade, Blackpool FY2 9AD
Tel: 01253 352221

OP

Napier Lodge Ltd

45-47 Napier Avenue, Blackpool FY4 1PA
Tel: 01253 403465

OP D PD SI 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

Blackpool care homes continued

Owls Care Home, The

168 St Annes Road, Blackpool FY4 2BL
Tel: 01253 402366

Parade Rest Home

31 Raikes Parade, Blackpool FY1 4EY
Tel: 01253 293172

Pennystone Court

Handsworth Road, Blackpool FY1 2RQ
Tel: 01253 752307

Phoenix Centre, The

Stratford Place, Ferguson Road,
Blackpool FY1 6RN
Tel: 01253 477841

PNP Care Home

90-92 Queens Promenade,
Blackpool FY2 9NS
Tel: 01253 352777

Princess Alexandra Home for the Blind

Bosworth Place, Squires Gate,
Blackpool FY4 1SH
Tel: 01253 403091

Red Oak Care Home

196 St Annes Road, Blackpool FY4 2EF
Tel: 01253 349702

Redbricks Care Home

512 Queens Promenade, Little Bispham,
Thornton-Cleveleys FY5 1PQ
Tel: 01253 854008

Rosehaven Residential Care Home

200/202 Whitegate Drive,
Blackpool FY3 9HJ
Tel: 01253 764394

Sylvester Care Centre, The

77-79 Reads Avenue, Blackpool FY1 4DG
Tel: 01253 625777

Thornlea Rest Home

308 St Annes Road, South Shore,
Blackpool FY4 2QP
Tel: 01253 345574

Waterside Care Home

192 Queens Promenade, Bispham,
Blackpool FY2 9JS
Tel: 01253 351612

Watson House Rest Home

50 Station Road, Blackpool FY4 1EU
Tel: 01253 341550

Watson Road, 45

South Shore, Blackpool FY4 2DB
Tel: 01253 341436

Westfield Rest Home

2 Westfield Road, Blackpool FY1 6NY
Tel: 01253 344899

Willows Care Home, The

397 Midgeland Road, Marton Moss,
Blackpool FY4 5ED
Tel: 01253 693961

OP D

OP D PD LDA MH SI YA AD

OP D PD SI

OP D PD MH YA

OP D

OP

OP D PD LDA MH YA AD

OP D MH YA

OP D SI

PD

OP LDA SI

OP LDA YA

OP

OP D MH YA

OP D YA

OP

Tell us what
you think 

 CareChoices

- What have you found useful?
- What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

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



New Victoria

Nursing & Residential Care Home

137/139 Hornby Road,

Blackpool, Lancashire FY1 4JG

T: 01253 621 043

E: newvictoria@regency.care



New Victoria Care Home is a welcoming nursing and residential care home with a very efficient team of nurses and carers who provide the highest standards of care for elderly people in Blackpool. **The standard of care in New Victoria is at an all time high**, and our 'Resident First' approach is at the core of the home's values.

New Victoria is registered to support **30 residents** for nursing and personal/residential care. The home is a three storey building, with each floor equipped with assisted bathing and toilets. The building is disabled/wheelchair accessible and has a **highly trained and dedicated team**, providing palliative care and supporting those who have a physical or learning disability or increasing mental frailty.

Services we offer:

- ✦ Nursing and Personal/Residential care
- ✦ Dementia care
- ✦ Short & Long Stay care
- ✦ Intermediate care
- ✦ Re-ablement care
- ✦ End of life/Palliative care
- ✦ Home Care & Support
- ✦ Cohort beds
- ✦ Day care

Support & Facilities:

- ✦ Personal Healthcare
- ✦ Laundry Service
- ✦ Disabled/Wheelchair access
- ✦ Lifts to all floors
- ✦ Specialist equipment
- ✦ Car Park
- ✦ Special diets available

Health & Personal Care:

- ✦ GP services available on request
- ✦ Chiropody
- ✦ Hairdresser
- ✦ Optician and Dentists by arrangement

Activities:

- ✦ Newspapers and Music
- ✦ Pop Quiz
- ✦ Shopping Trips
- ✦ Hairdressing
- ✦ Karaoke
- ✦ Bingo & Skittles
- ✦ Cheese & Wine tasting
- ✦ Dominoes
- ✦ Social Events

Accommodation:

- ✦ Nurse Call in every room
- ✦ Rooms decorated to a high standard
- ✦ TV in rooms
- ✦ Internet facility available

Acorn Nursing Home

125 Newton Drive, Blackpool FY3 8LZ
Tel: 01253 392440

OP PD

Amber Court

Kipling Hall Drive, Blackpool FY3 9UX
Tel: 01253 762076

OP PD YA

Arc, The

Clifton Avenue, Blackpool FY4 4RF
Tel: 01253 477855

OP D PD LDA MH SI YA AD

Belsfield House

4 Carlin Gate, Blackpool FY2 9QX
Tel: 01253 592605

OP D PD MH YA

Bispham Gardens

Ryscar Way, Blackpool FY2 0FN
Tel: 07768 514531

OP D PD

Broadway Care Home

26 Broadway, Blackpool FY4 2HE
Tel: 01253 401809

OP D YA

Brooklands Nursing and Care Home

Rounday, Blackpool FY4 4LY
Tel: 01253 763518

OP PD SI YA

Farthings Nursing Home

Wilson Square, Little Bispham,
Thornton-Cleveleys FY5 1RF
Tel: 01253 864309

OP SI

Gilwood Lodge

Clifton Drive, Blackpool FY4 1NP
Tel: 01253 370838

D PD MH SI

Glenroyd

Glenroyd Close, Whitegate Drive,
Blackpool FY3 9HF
Tel: 01253 464 232 **Advert page 42**

OP D PD YA

New Victoria Nursing Home

137-139 Hornby Road,
Blackpool FY1 4JG
Tel: 01253 621043 **Advert page 60**

OP D PD MH YA

Nightingales Nursing Home

355a Norbreck Road, Thornton-Cleveleys FY5 1PB
Tel: 01253 822558

OP D

North Shore Nursing Home

3 St Stephens Avenue, North Shore,
Blackpool FY2 9RG
Tel: 01253 351824

OP D PD YA

Park View Care Home with Nursing

539 Lytham Road, Blackpool FY4 1RA
Tel: 01253 365696

OP D MH YA

Ryecourt Nursing Home

264-266 Queens Promenade, Bispham,
Blackpool FY2 9HD
Tel: 01253 592905

OP D PD YA

Sandycroft Nursing Home

366-368 Lytham Road, Blackpool FY4 1DW
Tel: 01253 349400

OP D MH SI

St Stephens Nursing Home

4 St Stephens Avenue, Blackpool FY2 9RG
Tel: 01253 352625

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

Aadamson House Care Home

Peel Hall Street, Preston PR1 6QQ
Tel: 07931 586770

OP

Aarondale Care Home

Sunny Brow, off Chapel Lane, Coppull, Chorley PR7 4PF
Tel: 01257 471571

OP D PD MH YA

Abba Care Home

Wesley Old Hall, Old Clough, Bacup OL13 8RA
Tel: 01706 879042

OP MH YA

Abbey Wood Lodge Care Home

173 County Road, Ormskirk L39 3LY
Tel: 01695 767778

OP D PD LDA MH SI

Abbecroft Residential Care Home

Loveclough, Burnley Road, Rossendale BB4 8QL
Tel: 01706 225582

Advert inside front cover

OP D PD MH

Abbeyfield Care Home Clitheroe

Abbeyfield House, Union Street, Low Moor, Clitheroe BB7 2NH
Tel: 01200 442550

OP D PD

Abbeyfield Silverdale & District Society Ltd

– Cove House

Cove Road, Silverdale, Carnforth LA5 0SG
Tel: 01524 701219 **Advert below**

OP

Abiden Care

22-24 Rosehill Road, Burnley BB11 2JT
Tel: 01282 428603

OP D PD MH

Abode Residence

58 Moorland Road, Poulton-le-Fylde FY6 7EU
Tel: 07922 740047

OP D

Abraham House

515 Blackpool Road, Ashton-on-Ribble, Preston PR2 1EQ
Tel: 01772 721102

OP D

Acorn Heights Care Home

147 Manchester Road, Burnley BB11 4HT
Tel: 01282 422500

OP D LDA MH YA

Across The Bay

479 Marine Road East, Morecambe LA4 6AF
Tel: 01524 410625

OP D PD MH SI



Residential Home
Silverdale

Cove Road,
Silverdale,
Carnforth,
Lancashire,
LA5 0SG




T: 01524 701219
W: www.abbeyfield.com
E: information@covehouse.org.uk

CHARITY NUMBER: 1174376







At **Cove House** we always put our residents at the centre of everything we do. As a registered charity with a high staff to resident ratio, our team have the time to care and make time for our residents by ensuring that each day offers **something special**.

We provide full residential care for a wide range of conditions, including Dementia and Parkinsons, as well as respite stays.

. . . **outstandingly beautiful**

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

Adam House

21 Ormerod Road, Burnley BB11 2RU
Tel: 01282 835923

Adelphi Residential Care Home

35 Queens Road, Chorley PR7 1LA
Tel: 01257 271361

Albert House Residential Home

22 Albert Road, Colne BB8 0AA
Tel: 01282 862053

Alexandra Court – Cleveleys

110 Victoria Road East, Thornton, Cleveleys FY5 3SZ
Tel: 01253 853645

Alma Green Residential Care Home

Alma Hill, Hall Green, Up Holland,
Skelmersdale WN8 0PA
Tel: 01695 622504

Alsley Lodge

Station Road, Rufford, Ormskirk L40 1TB
Tel: 01704 821713

Alston Lodge Residential Home Ltd

Lower Lane, Longridge, Preston PR3 2YH
Tel: 01772 783248

Altham Care Home

Burnley Road, Clayton-le-Moors, Accrington BB5 5TW
Tel: 01254 396015

Arnside Lodge

1 Arnside Crescent, Morecambe LA4 5PP
Tel: 01524 832198

Arranmore Park Rest Home

100 Square Lane, Burscough, Ormskirk L40 7RQ
Tel: 01704 895887

Arrowsmith Lodge Rest Home

Bournes Row, Houghton PR5 ODR
Tel: 01254 854141

Ash Cottage

26-28 Crow Woods, Edenfield, Ramsbottom,
Bury BLO 0HY
Tel: 01706 826926

Ash-Lee

18 Thornton Road, Morecambe LA4 5PE
Tel: 01524 420762

Ashleigh Rest Home

17 Beech Grove, Ashton, Preston PR2 1DX
Tel: 01772 723380

Ashmeade Residential Home

379 Padiham Road, Burnley BB12 6SZ
Tel: 01282 425142

Ashton Manor Care Home

Scotforth Road, Lancaster LA1 4XN
Tel: 01524 566007

Aughton Park

Aughton Park Drive, Aughton, Ormskirk L39 5QE
Tel: 01695 576996 **Advert page 46**

Aykroyd Lodge

The Crescent, Reedley, Burnley BB10 2LX
Tel: 01282 449004

Bank Hall Care Centre

Colne Road, Burnley BB11 2AA
Tel: 01282 838909

Bannister Farm Cottage

220 Longmeanygate, Midge Hall,
Leyland PR26 7TB
Tel: 01772 457925

BarDen House

29 Morecambe Road, Morecambe LA3 3AA
Tel: 01524 425398

Bare Hall Residential Care Home

20 Bare Lane, Morecambe LA4 6DF
Tel: 01524 410906

Barley View

Market Street, Whitworth, Rochdale OL12 8BD
Tel: 01706 659917

Barn, The

241-243 Leyland Lane, Leyland PR25 1XL
Tel: 01772 434608

MH

OP D LDA MH

OP

OP D

OP D

OP

OP

OP D PD SI YA

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OP D

OP

LDA YA

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OP D

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LDA MH YA

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OP D PD SI YA

OP D

LDA MH

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

Barnfold Cottage Residential Home

402 Blackburn Road, Oswaldtwistle BB5 4LZ
Tel: 01254 381348

OP MH

Braeside Home for the Elderly Ltd

Stanhill Lane, Oswaldtwistle, Accrington BB5 4QF
Tel: 01254 398099

OP D

Beacon View Home for Older People

Kiln Lane, Skelmersdale WN8 8PW
Tel: 01695 725682

OP D

Brambles Rest Home, The

Park Avenue, New Longton, Preston PR4 4AY
Tel: 01772 614533

OP D PD SI YA

Beech Grove Care Home

St Pauls Street, Clitheroe BB7 2LS
Tel: 01200 426057

OP

Breck Lodge Care Home

78-80 Breck Road, Poulton-le-Fylde FY6 7HT
Tel: 01253 894567

OP

Beechdale

302 Golden Hill Lane, Leyland, Preston PR25 2YH
Tel: 01772 452924

D PD LDA SI

Briercliffe Lodge

Rainhall Crescent, Barnoldswick BB18 6BS
Tel: 01282 816638

OP

Bellingham Residential Care Home, The

47 Church Road, Lytham,
Lytham St Annes FY8 5PR
Tel: 01253 737356

OP

Brierfield House

Hardy Avenue, Brierfield, Nelson BB9 5RN
Tel: 01282 619313

OP D

Belmont

Inglewhite Road, Longridge, Preston PR3 2DB
Tel: 01772 782031

OP D

Broadfield House Home for Older People

Broadfield Drive, Leyland PR25 1NB
Tel: 01772 457672

OP D

Belvedere Care Home

Wellington Street, Accrington BB5 2NN
Tel: 01254 238248

OP D

Brockholes Brow – Preston

Deafway, Brockholes Brow, Preston PR1 5BB
Tel: 01772 796461

SI

Belvedere Manor

Gibfield Road, Colne BB8 8JT
Tel: 01282 865581 **Advert page 46**

OP D PD SI YA

Brook House Residential Home

391 Padiham Road, Burnley BB12 6SZ
Tel: 01282 413107

OP PD LDA SI YA

Benjamin House

41-43 Ormerod Road, Burnley BB11 2RU
Tel: 01282 835926

MH

Brooklands House Rest Home

3 Woodville Terrace, Lytham St Annes FY8 5QB
Tel: 01253 736393

OP

Bethany House

Gamull Lane, Ribbleson, Preston PR2 6TQ
Tel: 01772 792226

OP

Brooklands Residential Home, The

6 Blackbull Lane, Fulwood,
Preston PR2 3PU
Tel: 01772 719078

OP D PD SI YA

Bowerswood House Residential Home Ltd

Bowers Lane, Nateby, Preston PR3 0JD
Tel: 01995 606120

OP

Brookside Residential Care Home

722 Preston Road, Bamber Bridge, Preston PR5 8JP
Tel: 01772 330794

OP

Bowgreave Rise Home for Older People

1 Garstang Road, Garstang PR3 1YD
Tel: 01995 603637

OP D

Bungalow, The

47 Todd Lane North, Lostock Hall, Preston PR5 5UR
Tel: 01772 696961

LDA YA

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

Lancashire care homes continued

Bungalow, The

55 Moss Hall Road, Accrington BB5 5AS

Tel: 01254 877755

YA

Burnley, Pendle & Rossendale Short Break Services

Haddon House, Greenock Street, Burnley BB11 4DT

Tel: 01282 470710

LDA

Bushell House

Mill Lane, Goosnargh, Preston PR3 2BJ

Tel: 01772 865225

OP

Butler House

287 Fleetwood Road South,
Thornton-Cleveleys FY5 5EF

Tel: 07525 688511

LDA MH YA

Calder View

6 Keighley Road, Colne BB8 0JL

Tel: 01282 868077

MH

Calvert House

Mill Lane, Leyland PR25 1HY

Tel: 01772 459978

PD LDA MH SI YA AD

Campbell House

166 Heysham Road, Heysham, Morecambe LA3 1DJ

Tel: 01524 807888

OP D MH YA

Cardinal Heenan House

Don Orione Centre, School Lane, Roby Mill WN8 0QR

Tel: 01695 622885

OP D

Carleton House

31 Lower Bank Lane, Fulwood PR2 8NS

Tel: 01772 469111

MH

Castleford Home for Older People

Queens Road, Clitheroe BB7 1AR

Tel: 01200 426355

OP D PD

Catterall House Care Home

Garstang By-Pass Road, Catterall, Preston PR3 0QA

Tel: 01995 602220

OP D PD LDA MH YA

Chapel Lodge

11 Chapel Street, Worsthorne, Burnley BB10 3NR

Tel: 01282 413901

OP

Chaseside Care Home

1a St George's Square, Lytham St Annes FY8 2NY

Tel: 01253 724784

OP D

Chatterton Hey

Exchange Street, Edenfield, Ramsbottom,

Bury BLO 0QH

Tel: 01706 824554

OP PD LDA MH SI YA AD

Cherry Tree Lodge Private Residential Care Home

226-228 Bury Road, Rawtenstall,

Rossendale BB4 6DJ

Tel: 01706 221698

OP D

Chestnut Grove Rest Home

St Catherine's Way, Todd Lane South, Lostock Hall,
Preston PR5 5XE

Tel: 01772 337061

OP

Chimes, The

83 Park Road, Lytham St Annes FY8 1PW

Tel: 01253 725146

OP

Chirnside House

Abbeyfield Close, Lancaster LA1 4NL

Tel: 01524 541720

OP D

Chorley & South Ribble Short Break Services

121 Worden Lane, Leyland,

Preston PR25 3BD

Tel: 01772 539166

LDA

Church View Residential Home

Church Street, Oswaldtwistle BB5 3QA

Tel: 01254 381652

OP D

Clarence House

1 St Thomas Road, Lytham St Annes FY8 1JL

Tel: 01253 728885

OP D PD MH YA

Clayton Brook House

90 Atlas Street, Clayton-le-Moors,

Accrington BB5 5LT

Tel: 01254 875340

LDA

Clitheroe Care Home

Eshton Terrace, Clitheroe BB7 1BQ

Tel: 01200 428891

OP D PD SI

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

Lancashire care homes continued

Clough House

7 Worden Lane, Leyland PR25 3EL
Tel: 01772 436890

OP D YA

Clover House

40 St John's Road, Heysham,
Morecambe LA3 1EX
Tel: 01524 426444

OP LDA MH YA

Conifers Care Home

66 Victoria Road East, Thornton-Cleveleys,
Blackpool FY5 5HQ
Tel: 01253 822122

OP

Coniston House Care Home

Coniston Road, Chorley PR7 2JA
Tel: 01257 265715

OP D

Coote Lane Residential Home

Coote Lane, Lostock Hall, Preston PR5 5JE
Tel: 01772 312152

OP D PD SI

Courtfield Lodge

81a Marians Drive, Ormskirk L39 1LG
Tel: 01695 570581

OP D

Craigneil Residential Home

2 Seaborn Road, Bare, Morecambe LA4 6BB
Tel: 01524 831011

OP

Cravenside Home for Older People

Lower North Avenue, Barnoldswick BB18 6DP
Tel: 01282 816790

OP D PD MH

Creative Support – Balshaw Respite Service

Balshaw Avenue, Euxton, Chorley PR7 6HY
Tel: 01257 234999

LDA MH YA

Croft, The

11a Albany Road, Morecambe LA4 4JY
Tel: 07735 398230

OP LDA YA

Croft Care Home, The

84 King Street, Whalley BB7 9SN
Tel: 01254 823010

OP D PD SI YA

Croft House Rest Home

26 Kirkham Road, Freckleton, Preston PR4 1HT
Tel: 01772 633981

OP YA

Danesmoor Residential Care Home

45 Helmshore Road, Haslingden,
Rossendale BB4 4BW
Tel: 01706 216862

OP YA

Deepdale Neurological Centre

150 Fletcher Road, Preston PR1 5HE
Tel: 01772 364681

OP PD SI YA

Deerplay Care Home

10 Heald Lane, Weir, Bacup OL13 8NZ
Tel: 01706 878442

OP

Derby Lodge

2a Black Bull Lane, Fulwood, Preston PR2 3PU
Tel: 01772 718811

PD LDA YA

Dercliffe Care Home

Juno Street, Nelson BB9 8RH
Tel: 01282 603605

OP

Dixons Farm

Wigan Road, Preston PR5 6AS
Tel: 01772 626916

LDA YA

Dolphinlee House Home for Older People

Patterdale Road, Ridge Estate, Lancaster LA1 3LZ
Tel: 01524 37685

OP D PD

Douglas Bank Nursing Home

Lees Lane, Appley Bridge, Wigan WN8 0SZ
Tel: 01257 255823

OP D PD SI YA

Dovehaven Grove

Poplar Grove, Bamber Bridge, Preston PR5 6RE
Tel: 01772 337105

OP D PD MH SI YA

Dovehaven House

58 Moss Road, Southport, Merseyside PR8 4JQ
Tel: 01704 564259

OP D

Draycombe House

1 Draycombe Drive, Heysham, Morecambe LA3 1LN
Tel: 01524 858316

LDA

Eaves Hall Rest Home

Kiddrow Lane, Burnley BB12 6LH
Tel: 01282 772413

OP MH

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

Edgar Street Residential Home

3 Edgar Street, Huncoat, Accrington BB5 6ND
Tel: 01254 872119

LDA

Elm House Care Home

Lime Grove, Skelmersdale WN8 8ET
Tel: 01695 213110

OP PD SI

Elms House

24-26 Woone Lane, Clitheroe BB7 1BG
Tel: 01200 424263

LDA

Ennerdale House

192-198 Ennerdale, Skelmersdale WN8 6AH
Tel: 01695 728391

MH YA

Eric Morecambe House

Harrow Grove, Torrisholme, Morecambe LA4 6ST
Tel: 01524 831104

OP D

Euxton Park Care Home

Wigan Road, Euxton,
Chorley PR7 6DY
Tel: 01257 581949

Advert outside back cover

OP PD

Fairhaven Care Home

43-44 Laidleys Walk, Fleetwood FY7 7JL
Tel: 01253 772341

OP

Fairhaven Lodge

7-9 Fairhaven Road, Fairhaven, St Annes FY8 1NN
Tel: 01253 720375

D

Fairmont Residential Home

30 Watling Street Road, Fulwood, Preston PR2 8DY
Tel: 01772 715228

OP D PD SI YA

Fairways

20 Westmoor Grove, Heysham,
Morecambe LA3 2TA
Tel: 01524 855222

D

Favordale Home for Older People

Byron Road, Colne BB8 0BH
Tel: 01282 860449

OP D

Fern Hill House Care Home

2-8 Todmorden Road, Bacup OL13 9BA
Tel: 01706 873466

OP D MH YA

Fernbank Lodge

346 Heysham Road, Heysham, Morecambe LA3 2BW
Tel: 01524 854936

OP MH

Ferncross Retirement Home

4 Crossdale Avenue, Heysham LA3 1PE
Tel: 01524 850008

D

Fernhaven

5 Derbe Road, Lytham St Annes FY8 1NJ
Tel: 01253 781199

OP D MH

Fernleigh House

1 Fernleigh, Leyland PR26 7AW
Tel: 01772 451099

LDA YA

Fleetwood Hall

Chatsworth Avenue, Fleetwood FY7 8RW
Tel: 01253 777065

OP D

Franciscan Convent Burnley

63 Yorkshire Street, Burnley BB11 3BS
Tel: 01282 459090

OP

Freckleton Lodge

103 Preston Old Road, Freckleton,
Preston PR4 1HD
Tel: 01772 632707

OP D YA

Freehold Cottage Residential Home

452 Market Street, Shawforth, Rochdale OL12 8JB
Tel: 01706 853384

MH

Fylde and Wyre Short Break Services

Larkholme Lane, Fleetwood FY7 7PN
Tel: 01253 897290

D PD LDA SI YA

Gables Care Home, The

25 Southport Road, Chorley PR7 1LF
Tel: 01257 271299

OP D YA

Glengarry Court Care Home

16 Victoria Road, Poulton-le-Fylde FY6 7JA
Tel: 01253 883387

OP

Glenthorne No2 Care Home Ltd

4 Station Road, Thornton-Cleveleys FY5 5HY
Tel: 01253 854722

D PD SI

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

Gorse Hill

2 Stephenson Drive, Burnley BB12 8AJ
Tel: 01282 438916

OP LDA YA

Heathcotes Preston

1 Albert Road, Fulwood, Preston PR2 8PJ
Tel: 01246 556453

OP PD LDA MH SI YA

Grange, The

72 Stump Lane, Chorley PR6 0AL
Tel: 01257 241133

OP D MH YA

Heather Grange

Queens Road, Burnley BB10 1XX

Tel: 01282 415908 **Advert page 46**

OP D PD SI YA

Greenways Rest Home

720 Preston Road, Bamber Bridge, Preston PR5 8JP
Tel: 01772 339083

OP D

Hedges House Residential Hotel Ltd

37-39 Church Road, Lytham,
Lytham St Annes FY8 5LL
Tel: 01253 739930

OP YA

Grey Gables Residential Home

1 Lodges Grove, Bare, Morecambe LA4 6HE
Tel: 01524 923225

D

Henley House

225 Whalley Road, Accrington BB5 5AD
Tel: 01254 232763

OP

Grove House Home for Older People

Highfield Road, Adlington, Chorley PR6 9RH
Tel: 01257 481442

OP D PD

Hennel Lane

99 Hennel Lane, Lostock Hall, Preston PR5 5UL
Tel: 01772 620587

OP PD LDA SI YA

Guy's Court Residential and Nursing Home

409 Poulton Road, Fleetwood FY7 7JY
Tel: 01253 776073

OP D

High Brake House

129 Chatburn Road, Clitheroe BB7 2BD
Tel: 01200 443680

OP D PD LDA MH SI YA AD

Haslingden Hall and the Lodge

Lancaster Avenue, Haslingden BB4 4HP
Tel: 0208 422 7365

OP D PD YA

Highgrove House

Highfield Road North, Chorley PR7 1PH
Tel: 01257 270643

OP D

Hazeldene Care Home

49 Ribchester Road, Clayton-le-Dale,
Blackburn BB1 9HU
Tel: 01254 240360

OP D

Hillcroft Residential Care Home

16-18 Long Lane, Aughton, Ormskirk L39 5AT
Tel: 01695 422407

OP D YA

Headroomgate

1 Oxford Road, Lytham St Annes FY8 2EA
Tel: 01253 724326

OP D PD MH SI YA

Hilton Residential Home

Quarry Street, Padiham, Burnley BB12 8PH
Tel: 01282 775016

OP

Healey House

1 Oakenshaw Avenue, Whitworth, Rochdale OL12 8ST
Tel: 01706 759692

D PD LDA MH

Hollin Bank House

Blackburn Road, Oswaldtwistle, Accrington BB5 4PE
Tel: 01254 236841

OP D

Healey Lodge Residential Home

114 Manchester Road, Burnley BB11 4HS
Tel: 01282 436556

OP LDA YA

Hollybank House

Church Street, Stacksteads OL13 0RW
Tel: 01706 877659

LDA

Healy House

11 Omerod Road, Burnley BB11 2RU
Tel: 01282 835923

MH

Hollydale

Back Lane, Clayton-le-Woods, Chorley PR6 7EU
Tel: 01772 337701

D PD LDA SI

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

Lancashire care homes continued

Holme Manor Care Home

Holme Lane, Townsend Fold, Rossendale BB4 6JB
Tel: 01706 218953

OP D MH

Holt Mill House

Lloyd Street, Whitworth, Rochdale OL12 8AA
Tel: 01706 227418

PD LDA SI

Holywell Home

17 West End Road, Morecambe LA4 4DJ
Tel: 01524 418420

LDA

Hulton Care Home

Hulton Drive, Halifax Road, Nelson BB9 0EL
Tel: 01282 617773

OP D YA

Hyndburn Short Break Service

98/100 Gloucester Avenue, Accrington BB5 4BG
Tel: 01254 220830

LDA

Jah-Jireh Charity Homes Leyland

7 Beechfield Court, Leyland PR25 3SA
Tel: 01772 623710

OP D PD SI

Jalna Residential Care Home

285b Manchester Road, Burnley BB11 4HL
Tel: 01282 431182

OP YA

Jasmine Court

Botany Brow, Chorley PR6 0JW
Tel: 0208 422 7365

OP D PD YA

Keer Sands Residential Home

Crag Bank Road, Carnforth LA5 9JA
Tel: 01524 732060

OP AD

Kepplegate House

Sandy Lane, Preesall, Poulton-le-Fylde FY6 0EJ
Tel: 01253 811957

OP

Kingfisher Care Home, The

8-10 Crossway, Thornton-Cleveleys FY5 1LA
Tel: 01253 853136

OP D

Knights Care Home, The

365-367 Clifton Drive North,
St Annes-on-Sea FY8 2PA
Tel: 01253 720421

OP D

Knowle Care Home, The

5-7 Egerton Road, Ashton-on-Ribble,
Preston PR2 1AJ
Tel: 01772 727485

OP D

L'arche Preston Moor Fold

L'Arche Community Preston, 3 Moor Park Avenue,
Preston PR1 6AS
Tel: 01772 251113

LDA

Lady Elsie Finney House Home for Older People

Cottam Avenue, Cottam, Preston PR2 3XH
Tel: 01772 721072

OP D

Lakeview Rest Homes

10-12 Lake Road, Lytham St Annes FY8 1BE
Tel: 01253 735915

OP D

Lancaster and Morecambe Short Breaks Service

Thorpe Avenue, Torrisholme, Morecambe LA4 6NG
Tel: 01524 581282

LDA

Laurel Villas Ltd

170-172 Tulketh Road, Ashton-on-Ribble,
Preston PR2 1ER
Tel: 01772 720609

OP

Lavender Hills Care Home

Stubbins Vale Road, Stubbins Vale, Ramsbottom,
Bury BLO 0NP
Tel: 01706 828412

OP D

Lawwood

87 Todmorden Road, Burnley BB11 3ES
Tel: 01282 435832

MH

Le Moors

285-289 Whalley Road,
Clayton-le-Moors BB5 5QU
Tel: 01254 871442

OP D PD LDA SI YA

Lindens, The

Deardengate, Haslingden, Rossendale BB4 5PU
Tel: 01706 210093

OP PD MH

Lindsay House

Parbold Hill, Parbold, Wigan WN8 7TG
Tel: 01257 464177

OP D

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

Lancashire care homes continued

Long Lane Farm

Kellet Lane, Bamber Bridge, Preston PR5 6AN
Tel: 01772 335372

LDA YA

Mariners Court Care Home

45-46 Laidleys Walk, Fleetwood FY7 7JL
Tel: 01253 872493

OP D PD YA

Longcroft

58 Westbourne Road, Lancaster LA1 5EF
Tel: 01524 64950

OP PD LDA MH SI YA AD

Marsden Grange

239 Barkerhouse Road, Nelson BB9 9NL
Tel: 01282 618226

OP

Longridge Hall and Lodge

4 Barnacre Road, Longridge, Preston PR3 2PD
Tel: 01772 786106

OP D

Marsden Heights Care Home

316 Kings Causeway, Brierfield,
Nelson BB9 0EY
Tel: 01282 697144

OP D PD LDA MH SI YA

Lostock Grove Rest Home

Slater Lane, Leyland PR25 1TN
Tel: 01772 454694

OP D

Marsh House

Ulmes Walton Lane, Leyland PR26 8LT
Tel: 01772 600991

OP YA

Lostock Lodge

34 Wateringpool Lane, Lostock Hall,
Preston PR5 5AP
Tel: 01772 626141

OP D

Mather Fold House

Hoghton Lane, Hoghton, Preston PR5 4EP
Tel: 01772 311371

LDA

Lowfield House Ltd

Railway View Avenue, Clitheroe BB7 2HA
Tel: 01200 428514

OP

Mayfair Residential Home Ltd

Marine Road East, Morecambe LA4 5AR
Tel: 01524 411836

OP

Lumb Valley Care Home

Burnley Road East, Lumb, Rossendale BB4 9PQ
Tel: 01706 225027

OP

Mcauley Mount Residential Care Home

Padiham Road, Burnley BB12 6TG
Tel: 01282 438071

OP

Lynbrook

106 Todd Lane North, Lostock Hall, Preston PR5 5UQ
Tel: 01772 323695

LDA YA

Meadow Lodge Residential Care Home

Whalley Road, Padiham, Burnley BB12 8JX
Tel: 01282 772596

OP

Malvern House

139 Heysham Road, Heysham, Morecambe LA3 1DE
Tel: 07735 398230

OP PD LDA MH

Meadowfield House Home for Older People

Meadowfield, Fulwood, Preston PR2 9NX
Tel: 01772 864881

OP D PD

Mansard House

28 Watling Street Road, Fulwood, Preston PR2 8DY
Tel: 01772 774219

LDA MH YA

Meadows, The

Mill Lane, Leyland PR25 1HY
Tel: 01772 431466

LDA

Mapledale

Back Lane, Clayton-le-Woods, Chorley PR6 7EU
Tel: 01772 334182

OP D PD LDA MH SI YA

Melrose Residential Home

50 Moss Lane, Leyland, Preston PR25 4SH
Tel: 01772 434638

OP D

Margaret House Care Home Ltd

221 Manchester Road, Burnley BB11 4HN
Tel: 01282 423804

OP MH YA

Merlewood House

52 Park Lane, Great Harwood BB6 7RF
Tel: 01254 885355

LDA

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

Lancashire care homes continued

Milbanke Home for Older People

72 Station Road, Kirkham,
Preston PR4 2HA
Tel: 01772 684836

OP D PD MH

Mill Lodge Residential Care Home

Belmont Road, Great Harwood,
Blackburn BB6 7HL
Tel: 01254 883216

OP D

Millbrook Way, 2

Penwortham, Preston PR1 0XW
Tel: 01772 243014

PD LDA MH SI YA

MillerHouse Residential Care Home

615 Burnley Road, Crawshawbooth,
Rossendale BB4 8AN
Tel: 01706 220988

MH

Millgate House

10 Oak Street, Whitworth,
Rochdale OL12 8NU
Tel: 01706 515800

OP PD LDA YA

Milton Lodge Rest Home

35 Mount Road, Fleetwood FY7 6EX
Tel: 01253 776011

OP

Moor Villa

53 Moor Street, Kirkham, Preston PR4 2AU
Tel: 01772 682884

OP D PD MH

Moorhead Rest Home

309-315 Whalley Road, Accrington BB5 5DF
Tel: 01254 232793

OP

Moorings, The

60 North Promenade, Lytham St Annes FY8 2NH
Tel: 01253 729941

OP

Morvern Care Centre

11-13 South Promenade,
Thornton-Cleveleys FY5 1BZ
Tel: 01253 852297

OP D PD MH SI

Mr David Calwell – 6 Lord Street

Lytham St Annes FY8 2DF
Tel: 01253 722800

OP LDA YA

Mr David Calwell – 13 Durham Avenue

Lytham St Annes FY8 2BD
Tel: 01253 640880

OP LDA YA

Mrs Mollie Green – 23 Parliament Street

Morecambe LA3 1RQ
Tel: 01524 414353

OP MH

New House Farm

Cow Hill, Haighton, Preston PR2 5SE
Tel: 01772 792624

LDA YA

Newfield Lodge Rest Home

93-99 St Andrew's Road South,
Lytham St Annes FY8 1PU
Tel: 01253 721322

OP D

Northlands Village Rest Home

40 Raikes Road, Great Eccleston, Preston PR3 0ZA
Tel: 01995 671293

OP

Oakenshaw House

Oakenshaw View, Whitworth, Rochdale OL12 8SP
Tel: 07712 468169

LDA YA

Oakley Care Home

21 Norton Road, Heysham, Morecambe LA3 1HA
Tel: 01524 831554

MH

Oakmount House

68 Westgate, Burnley BB11 1RY
Tel: 01282 458463

MH

Oaks, The

91 Hennel Lane, Walton-le-Dale, Preston PR5 4LE
Tel: 01772 324515

LDA

Old Mill House

Pall Mall, Chorley PR7 3LT
Tel: 01257 274678

D PD LDA SI

Old Vicarage, The

56 Main Street, Hornby, Lancaster LA2 8JT
Tel: 01524 221284

OP

Old Vicarage Care Home, The

15 Naze Lane, Freckleton PR4 1RH
Tel: 01772 635779

OP D PD

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

Olive House Home for Older People

New Line, Bacup OL13 0BY
Tel: 01706 237771

OP D PD

Pathways (North West) Ltd – 136 Whalley Road

Accrington BB5 1BS
Tel: 01254 236411

OP MH YA

Oxford House Residential Home

258 Garstang Road, Fulwood,
Preston PR2 9QB
Tel: 01772 713503

OP D PD SI YA

Pathways (North West) Ltd – Blackburn Road

175 Blackburn Road, Great Harwood,
Blackburn BB6 7LU
Tel: 01254 829216

OP MH YA

Paradise House

30 Paradise Lane, Leyland PR26 7ST
Tel: 01772 452750

OP D PD MH SI YA

Pathways (North West) Ltd – Oswald House

12 Oswald Street, Oswaldtwistle, Accrington BB5 3JF
Tel: 01254 231275

OP MH YA

Park Grove

2-4 Liverpool Road North, Burscough,
Ormskirk L40 5TP
Tel: 01704 893750

OP

OP D YA

Pendle Brook Care Home

2 Haworth Street, Oswaldtwistle,
Accrington BB5 3EA
Tel: 01254 311777

OP

D MH

Park View Residential Home

95 Regent Road, Morecambe LA3 1AF
Tel: 01524 415893

Pendle View

15-17 Chatham Street, Nelson BB9 7UQ
Tel: 01282 690703

Parklands Care Home

516 New Hall Lane, Preston PR1 4TD
Tel: 01772 795675

Penwortham Grange and Lodge

Martinfield Road, Penwortham, Preston PR1 9HL
Tel: 01772 748576 **Advert below**

OP

OP D

Orchard Care Homes in Your Area

Penwortham Grange & Lodge
Residential | Dementia | Respite
Penwortham, PR1 9HL
Tel: 01772 748576

- Large attractive and secure gardens
- All bedrooms have en-suite wetrooms, are spacious and can be personalised
- On-site multi-faith chapel
- Sensory and quiet lounges
- Dementia friendly pet therapy sessions

“ Dad has been living in the dementia unit for several months now. He settled in quickly due to the support of the lovely staff here. Although unable to voice his own opinions, it is obvious to us that he’s very happy here. ”

★★★★★ Review by daughter of resident, Penwortham Grange & Lodge (source: carehome.co.uk)

Call us today to see how we can help with your care needs

Orchard at the heart of the community
orchardcarehomes.com

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

Preston Glades Care Home

196 Miller Road, Ribbleson,
Preston PR2 6NH **Advert outside back cover**
Tel: 01772 878169 **OP DMH**

Preston Short Break Services

50 Larches Avenue, Ashton, Preston PR2 1LN
Tel: 01772 722681 **LDA**

Primrose Bank Care Home

153 Breck Road, Poulton-le-Fylde FY6 7HJ
Tel: 01253 884488 **OP**

Primrose Neurological Centre

Middleton Road, Middleton, Morecambe LA3 3JJ
Tel: 01524 853385 **OP PD SI YA**

Rathmore Care Home

3 St Anne's Road East, Lytham St Annes FY8 1TA
Tel: 01253 729410 **OP**

Ravenscroft Rest Home Ltd

Liverpool Road, Longton, Preston PR4 5HA
Tel: 01772 614516 **OP PD**

Redlands Care Home

44-46 Park Road, Lytham St Annes FY8 1PN
Tel: 01253 725835 **OP DMH YA AD**

Reiver House

303 Leyland Lane, Leyland PR25 1HY
Tel: 01772 432080 **LDA**

Ribble Valley Care Home

Smiley Old Brow, Sawley, Clitheroe BB7 4LF
Tel: 01200 441205 **OP D PD YA**

Ribble Valley Short Break Service

12 Croasdale Drive, Clitheroe BB7 1LQ
Tel: 01200 424394 **LDA**

Riverside Rest Home

17 West Beach, Lytham St Annes FY8 5QH
Tel: 01253 737317 **OP D LDA**

Rockmount Northwest

1 Blackburn Road, Rishton,
Blackburn BB1 4HD
Tel: 01254 876362 **PD LDA MH SI AD**

Rosedale

42a Manchester Road, Rossendale BB4 5ST
Tel: 01706 222066 **MH**

Rosewood Lodge Rest Home

491 Clifton Drive North, Lytham St Annes FY8 2QX
Tel: 01253 721601 **OP**

Rossendale Road

198 Rossendale Road, Burnley BB11 5DE
Tel: 01282 425668 **PD LDA MH SI YA**

Rough Lee Home

Rough Lee Road, Accrington BB5 2LN
Tel: 01254 393152 **PD**

Rowandale

Back Lane, Clayton-le-Woods, Chorley PR6 7EU
Tel: 01772 620739 **D PD LDA SI**

Royal Care Home

16-18 York Road, St Annes-on-Sea FY8 1HP
Tel: 01253 726196 **OP D**

Roylen Ave, 3

Carleton, Poulton-Le-Fylde FY6 7PH
Tel: 01253 424555 **LDA**

Rushley House Retirement Home

327 Lancaster Road, Morecambe LA4 6RH
Tel: 01524 417405 **OP**

Sands Meadows, The

27 Hest Bank Lane, Hest Bank, Lancaster LA2 6DG
Tel: 01524 824050 **OP D**

Scaleford Care Home

Lune Road, Lancaster LA1 5QT
Tel: 01524 841232 **OP D**

Sea Bank House

27-31 The Esplanade, Knott End on Sea,
Poulton-le-Fylde FY6 0AD
Tel: 01253 810888 **OP D**

Sense – 85 Park Road

Accrington BB5 1ST
Tel: 01254 397274 **LDA SI**

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

Shawcare@Highway

15 Formby Lane, Aughton, Ormskirk L39 7HG
Tel: 01695 421420

OP PD

Sherwood

Clifton Street, Rishton, Blackburn BB1 4DW
Tel: 01254 829816

OP

Sherwood Lodge

Sherwood Way, Fulwood, Preston PR2 9GA
Tel: 01772 394 122 **Advert page 42**

OP

SONACare

2 Stockdove Way, Thornton-Cleveleys FY5 2AP
Tel: 01253 821324

OP PD

Southview Lodge Residential Care

92 Station Road, Hesketh Bank, Preston PR4 6SQ
Tel: 01772 812566

OP

Spinney, The

Gough Lane, Bamber Bridge, Preston PR5 6AQ
Tel: 01772 629131

LDA YA

Spring Cottage

Stone Moor Bottom, St John's Road, Padiham BB12 7BS
Tel: 01282 771601

OP

Springfield Retirement Home Ltd

14 Elms Road, Bare, Morecambe LA4 6AP
Tel: 01524 426032

OP

St Mary's Gate Euxton

25 St Mary's Gate, Euxton, Chorley PR7 6AH
Tel: 01257 241899

OP PD LDA SI YA

Stafford House Residential Care Home

7 North Promenade, Thornton-Cleveleys FY5 1DB
Tel: 01253 853073

OP

Stanley Lodge Residential Home

School Lane, off Cockerham Road, Forton LA2 OHE
Tel: 01524 791904

OP D

Starr Hills

Ansdell Road South, Ansdell,
Lytham St Annes FY8 5PQ
Tel: 01253 735037 **Advert page 46**

OP

Stella Matutina Care Home

16 Clifton Drive, Ansdell,
Lytham St Annes FY8 5RQ
Tel: 01253 734834

OP

Stockdove House

12 Stockdove Way, Thornton-Cleveleys FY5 2AP
Tel: 01253 855967

OP D

Stocks Hall Residential Home – Ormskirk

76a Nursery Avenue, Ormskirk L39 2DZ
Tel: 01695 579842

OP D YA

Sunnyside Rest Home

Coupland Close, Whitworth,
Rochdale OL12 8QE
Tel: 01706 751599

OP D YA

Swillbrook House Residential Home

Swillbrook House, Rosemary Lane, Bartle,
Preston PR4 0HB
Tel: 01772 690317

OP D PD SI YA

Sycamore Rise Residential Care Home

3 Hill Lane, Colne BB8 7EF
Tel: 01282 864209

OP D MH

Teamcare Ltd T/A Highcliffe Residential Home

226 Preston Road, Whittle-le-Woods,
Chorley PR6 7HW
Tel: 01257 265198

OP

Thistle Manor

Edisford Road, Clitheroe BB7 3LA
Tel: 01200 422681

MH

Thistleton Lodge

Fleetwood Road, Thistleton, Kirkham, Preston PR4 3YA
Tel: 01995 671088

OP D

Thorns Retirement Home, The

1 Coastal Road, Hestbank, Lancaster LA2 6DW
Tel: 01524 822558

OP

Thornton House Home for Older People

Whimbrel Drive, off Mayfield Avenue,
Thornton-Cleveleys FY5 2LR
Tel: 01253 825845

OP D PD MH

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

Lancashire care homes continued

Thornton Lodge Care Home

23 Trunnah Road, Thornton-Cleveleys FY5 4HF
Tel: 01253 856001

OP D

Watling St Road, 185

Fulwood, Preston PR2 8AE
Tel: 01772 700371

LDA MH

Thornton Lodge Residential Care Home

43-47 Thornton Road, Morecambe LA4 5PD
Tel: 01524 410430

OP MH

Wellfield

200 Whalley Road, Accrington BB5 5AA
Tel: 01254 235386

OP

Towneley House

143-145 Todmorden Road, Burnley BB11 3HA
Tel: 01282 424739

OP D YA

Wentworth House

283 Clifton Drive South,
Lytham St Annes FY8 1HN
Tel: 01253 724367

OP

Townfield and Coach House

99-103 Church Street, Great Harwood,
Blackburn BB6 7QB
Tel: 01254 884058

OP D PD

West Lancashire Short Break Services

7 School Lane, Skelmersdale WN8 8EH
Tel: 01695 729367

OP PD LDA

Tree Top View

204 Longmeanygate, Midge Hall, Leyland PR26 7TB
Tel: 01772 458734

LDA

Westholme

24-28 Victoria Road, Lytham St Annes FY8 1LE
Tel: 01253 727114

OP

Tylecote

10 Furness Road, Heysham, Morecambe LA3 1EZ
Tel: 01524 414834

LDA

Westport House Care Home

320 Fleetwood Road North,
Thornton-Cleveleys FY5 4LD
Tel: 01253 864016

OP D

United Response – 9 Beverley Road North

Lytham St Annes FY8 3EU
Tel: 01253 723910

LDA

Westwards House Residential Care Home

18 Croston Road, Garstang PR3 1EN
Tel: 01995 602055

OP

Victoria Care Home

Thursby Road, Burnley BB10 3AU
Tel: 01282 416475

OP

Westwood Residential Care Home

29-31 Southport Road, Chorley PR7 1LF
Tel: 01257 264626

OP

Victoria House

2 Victoria Road, Poulton FY6 7JA
Tel: 01253 892400

OP D

White Ash Brook

Thwaites Road, Oswaldtwistle,
Accrington BB5 4QR
Tel: 0345 293 7664

OP D PD MH YA

Victoria House

25 Victoria Avenue, Brierfield, Nelson BB9 5RH
Tel: 01282 697535

OP

Willowbank Rest Home

42 Lancaster Lane, Clayton-le-Woods,
Leyland PR25 5SP
Tel: 01772 435429

OP D PD SI

Villarose Rest Home

256 Clifton Drive South, Lytham St Annes FY8 1NE
Tel: 01253 711860

OP

Willowbrooke Residential Home

1-3 Todd Lane South, Lostock Hall,
Preston PR5 5XD
Tel: 01772 626177

OP D PD

Vine House

375 Union Road, Oswaldtwistle, Accrington BB5 3NS
Tel: 01254 391820

OP PD SI

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

Lancashire care homes continued

Willowdale

Back Lane, Clayton-le-Woods, Chorley PR6 7EU

Tel: 01772 335098

D PD LDA SI

Willowhurst

Midgery Lane, Fulwood, Preston PR2 9SX

Tel: 01772 754376

MH YA

Willows Residential Care Home, The

30 Slinger Road, Thornton-Cleveleys FY5 1BN

Tel: 01253 863059

LDA

Windsor Road

30 Windsor Road, Ansdell,

Lytham St Annes FY8 1AH

Tel: 01253 731424

OP MH YA

Woodhill House Home for Older People

60 Woodhill Lane, Morecambe LA4 4NN

Tel: 01524 423588

OP D

Woodlands

Gough Lane, Bamber Bridge, Preston PR5 6AQ

Tel: 01772 323695

PD LDA SI YA

Woodlands Home for Older People

Warwick Avenue, Clayton-le-Moors,

Accrington BB5 5RW

Tel: 01254 394732

OP D

Woodleigh House

Woodlea Road, Waterfoot,

Rossendale BB4 7BD

Tel: 01706 227418

D PD LDA SI

Woodside Home for Older People

Burnley Road, Padiham,

Burnley BB12 8SD

Tel: 01282 774457

OP D LDA MH

Wordsworth House

Wordsworth Street, Hapton,

Burnley BB12 7JX

Tel: 01282 778940

OP D MH YA

Yachtsman Care Home, The

41-42 Laidleys Walk,

Fleetwood FY7 7JL

Tel: 01253 873472

OP D



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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

Aaron Crest Care Home

Tanhouse Road, Skelmersdale WN8 6AZ
Tel: 01695 558880 **Advert below**

OP D

Abbey Wood Lodge Care Home

173 County Road, Ormskirk L39 3LY
Tel: 01695 767778

OP D PD LDA MH SI

Addison Court

Addison Street, Accrington BB5 6AG
Tel: 01254 233821

OP D

Alexandra Nursing Home – Poulton-Le-Fylde

Moorland Road, Poulton-le-Fylde FY6 7EU
Tel: 01253 893313

OP D PD

Alistre Lodge Nursing & Care Home

67-69 St Annes Road East,
Lytham St Annes FY8 1UR
Tel: 01253 726786

OP

Alston View Nursing and Residential Home

Fell Brow, Longridge, Preston PR3 3NT
Tel: 01772 782010

OP D PD

Andrew Smith House – Nelson

Marsden Hall Road North, Nelson BB9 8JN
Tel: 01282 613585

OP D PD LDA YA

Ashlands Nursing Home

Turnpike, Newchurch, Rossendale BB4 9DU
Tel: 01706 217979

OP

Asmall Hall

Asmall Lane, Scarisbrick, Ormskirk L40 8JL
Tel: 01695 579548

OP D PD YA

Bankhouse Care Home

Shard Road, Hambleton, Poulton-le-Fylde FY6 9BU
Tel: 01253 701635

OP D

Banksfield Nursing Home

20 Banksfield Avenue, Fulwood, Preston PR2 3RN
Tel: 01772 733001

OP D

Beaufort Care Home

High Lane, Burscough, Ormskirk L40 7SN
Tel: 01704 897766

OP PD SI YA

Beeches Care Home

25 Park Road, Coppull, Chorley PR7 5AH
Tel: 01257 792687

OP D YA

Belmar Nursing Home, The

25 Clifton Drive, Lytham St Annes FY8 5QX
Tel: 01253 739534

OP D MH YA AD

Berkeley Village and Cuerden Grange

414 Station Road, Bamber Bridge, Preston PR5 6JN
Tel: 01772 628700

OP D PD MH YA

Birch Green Care Home

Ivydale, Birch Green,
Skelmersdale WN8 6RS
Tel: 01695 50916

OP D PD LDA MH SI YA

Brandreth Lodge Care Home Ltd

Stoney Lane, Parbold, Wigan WN8 7AF
Tel: 01257 464434

OP

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Aaron Crest Care Home
Tanhouse Road, Skelmersdale, Lancashire, WN8 6AZ
Tel: 01695 558880 | Email: enquiries@hillcare.net
www.hillcare.net

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

Bridgeway Care Home

Gamull Lane, Ribbleton,
Preston PR2 6TQ
Tel: 01772 796048

OP D PD LDA SI YA

Brookhaven

Gough Lane, Bamber Bridge,
Preston PR5 6AQ
Tel: 01772 646650

MH

Church View (Nursing Home)

Princess Street, Accrington BB5 1SP
Tel: 01254 386658

OP D YA

Cleveland House

Greaves Hall Avenue, Banks,
Southport PR9 8BL
Tel: 07748 188362

PD LDA

Cleveleys Nursing Home

19 Rossall Road, Thornton-Cleveleys FY5 1DX
Tel: 01253 865550

OP D PD

Conifers Nursing Home

The Conifers, Hambleton,
Poulton-le-Fylde FY6 9EP
Tel: 01253 701777

OP D

Cornmill Nursing and Residential Care Home

Bonds Lane, Garstang, Preston PR3 1RA
Tel: 01995 606446

OP PD YA

Crawshaw Hall Medical Centre and Nursing Home

Burnley Road, Crawshawbooth,
Rossendale BB4 8LZ
Tel: 01706 228694

OP D PD MH YA

Cross and Passion Convent

East Holme, 19 East Beach, Lytham FY8 5EU
Tel: 01253 736913

OP D PD

Croston Park Nursing Home

Town Road, Croston, Leyland PR26 9RA
Tel: 01772 601431

OP D PD MH SI

Crystal Hall

Whittingham, Preston PR3 2JE
Tel: 01772 861034

MH YA

Delaheys Nursing Home

215 Clifton Drive South, St Annes,
Lytham St Annes FY8 1ES
Tel: 01253 714946

OP

Douglas Bank Nursing Home

Lees Lane, Appley Bridge,
Wigan WN8 0SZ
Tel: 01257 255823

OP D PD SI YA

Dove Court Care Home

Shuttleworth Street, Burnley BB10 1EN
Tel: 01282 830088

OP D PD MH

Dovedale Court

Dovedale Avenue, Ingol,
Preston PR2 3WQ
Tel: 01772 507 106 **Advert page 42**

OP D YA

Dovehaven Lodge

Tag Lane, Ingol, Preston PR2 7AB
Tel: 01772 723745

OP D PD MH SI YA

Euxton Park Care Home

Wigan Road, Euxton,
Chorley PR7 6DY
Tel: 01257 581949

Advert outside back cover

OP PD

Finney House

Flintoff Way, Preston PR1 6AB
Tel: 01772 286547

OP

Fleetwood Nursing Home

Grange Road, Fleetwood FY7 8BH
Tel: 01253 779290

OP MH

Gillibrand Hall Nursing Care Home

Folly Wood Drive, Chorley PR7 2FW
Tel: 01257 270586

OP D PD YA

Glen Care Home, The

Gleneagles Drive,
Morecambe LA4 5BN
Tel: 01524 400255

OP D PD YA

Grange Care Home, The

Keighley Road, Colne BB8 0QG
Tel: 01282 881528

OP PD

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

Grove Care Home, The

40 Owen Street, Rosegrove, Burnley BB12 6HW
Tel: 01282 437788

OP YA

Hamptons Care Centre, The

Main Drive, off Heyhouses Lane,
Lytham St Annes FY8 3FF
Tel: 01253 720052

OP D PD

Heightside House Nursing Home

Newchurch Road, Rawtenstall,
Rossendale BB4 9HG
Tel: 01706 830570

OP MH YA

Higher Cockham Farm

Roundhill Road, Haslingden BB4 5TU
Tel: 01706 223864

OP LDA MH YA

Highfield Hall

Grane Road, Haslingden, Rossendale BB4 5ES
Tel: 01706 222326

OP D

Hillcroft House Galgate

Chapel Lane, Galgate, Lancaster LA2 OPR
Tel: 01524 751691

OP

Hillcroft Nursing Home Carnforth

North Road, Carnforth, Lancaster LA5 9LX
Tel: 01524 734433

OP D

Hillcroft Nursing Home Caton Green

Caton Green Road, Brookhouse, Lancaster LA2 9JH
Tel: 01524 770334

OP D

Hillcroft Nursing Home Lancaster

Westbourne Road, Lancaster LA1 5DX
Tel: 01524 63107

D

Hillcroft Nursing Home Morecambe

Woodlands Drive, Morecambe LA3 1LZ
Tel: 01524 858599

OP D

Hillcroft Nursing Home Slyne

Throstle Grove, Slyne with Hest,
Lancaster LA2 6AX
Tel: 01524 825328

OP D

Hillview Care Home

Hurst Lane (off Crankshaw Street), Rawtenstall,
Rossendale BB4 7RA
Tel: 01706 218484 **Advert below**

OP D PD MH YA



Hillview

Hillview Care Home provides quality nursing and residential care to residents with varying needs, from specialist nursing support to general assistance with everyday living.

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**Crankshaw Street,
Rawtenstall,
Lancashire,
BB4 7RA**



Call us on **01706 218484** or visit **www.martoncarehomes.co.uk**

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

Hollies Nursing and Residential Home Ltd

44 Church Street, Clayton-le-Moors,
Accrington BB5 5HT
Tel: 01254 381519

OP D

Hope House

Rishton Road, Clayton-le-Moors,
Accrington BB5 5PN
Tel: 01254 397220

OP D PD

Hulton House Care Residence

Lightfoot Green Lane, Lightfoot Green,
Preston PR4 0AP
Tel: 01772 348321

OP D PD SI YA

Lakeland View Care Centre

220-224 Heysham Road, Heysham,
Morecambe LA3 1NL
Tel: 01524 410917

OP D PD MH YA

Laurel Bank

Westbourne Road, Lancaster LA1 5EF
Tel: 01524 487 354 **Advert page 42**

OP PD YA

Laurels Care and Nursing Home, The

Bankside Lane,
Bacup OL13 8GT
Tel: 01706 878389

Advert inside front cover

OP D PD MH

Lily Wharf Lodge

75 Liverpool Road South, Burscough,
Ormskirk L40 7SU
Tel: 01695 760760

OP D PD YA

Lodge, The – Dementia Care with Nursing

Buckshaw Retirement Village, Oakbridge Drive,
Buckshaw Village, Chorley PR7 7EP
Tel: 01772 625000

OP D MH

Longton Nursing and Residential Home

11 Marsh Lane, Longton, Preston PR4 5ZJ
Tel: 01772 616144

OP D PD YA

Lytham Court Nursing Care Home

2-3 Lowther Terrace,
Lytham St Annes FY8 5QG
Tel: 01253 735216

OP D YA

Manor House, The

26 Bridge Road, Chatburn, Clitheroe BB7 4AW
Tel: 01200 441394

OP D PD YA

Manse Nursing Home, The

Kirkgate, Kirkham, Preston PR4 2UJ
Tel: 01772 686684

OP D PD

Mapleford Nursing Home

Bolton Avenue, Huncoat, Accrington BB5 6HN
Tel: 01254 871255

OP D PD MH SI

Marley Court Nursing Home Ltd

Bolton Road, Heath Charnock, Chorley PR7 4AZ
Tel: 01257 226700

OP

Meadow Bank Care Home

Meadow Lane, Bamber Bridge, Preston PR5 8LN
Tel: 01772 626363

OP D

Moira House

3 James Street, Oswaldtwistle, Accrington BB5 3LJ
Tel: 01282 678393

MH YA

Moor Park House Ltd

81-83 Garstang Road, Preston PR1 1LD
Tel: 01772 886785

OP PD LDA

Moorside Hall

Wyresdale Road, Lancaster LA1 3DY
Tel: 01524 69901

OP D PD MH SI

Nazareth House – Lancaster

Ashton Road, Lancaster LA1 5AQ
Tel: 01524 32074

OP

Nelson Manor Care Home

247 Barkerhouse Road, Nelson BB9 9NL
Tel: 01282 449000

OP D PD

New Thursby Nursing Care Home

604 Clifton Drive North,
Lytham St Annes FY8 2RN
Tel: 01253 713355

OP YA

Oakfield Nursing Home

Lancaster Road, Forton, Preston PR3 0BL
Tel: 01524 792194

OP D PD 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

Oaklands – Care Home with Nursing Physical Disabilities

Dimples Lane, Garstang,
Preston PR3 1NA
Tel: 01995 602290

OP PD YA

Oaklands Nursing and Residential Home

Talbot Street, Briercliffe, Burnley BB10 2HW
Tel: 07961 939867

OP D

Palace House Care Home

460 Padiham Road, Burnley BB12 6TD
Tel: 01282 428635

OP D PD SI

Pathways (North West) Ltd – 136 Whalley Road

Accrington BB5 1BS
Tel: 01254 236411

OP MH YA

Pathways (North West) Ltd – Blackburn Road

175 Blackburn Road, Great Harwood,
Blackburn BB6 7LU
Tel: 01254 829216

OP MH YA

Pathways (North West) Ltd – Oswald House

12 Oswald Street, Oswaldtwistle,
Accrington BB5 3JF
Tel: 01254 231275

OP MH YA

Peel Gardens Residential and Nursing Home

Off Vivary Way, Colne BB8 9PR
Tel: 01282 871243

OP D

Pendle Gardens

54 Carr Hall Road, Barrowford, Nelson BB9 6PY
Tel: 01282 445767

PD LDA MH YA

Pilling Nursing Home

Smallwood Hey Road, Pilling, Preston PR3 6HJ
Tel: 01253 790961

OP D PD SI

Preston Glades Care Home

196 Miller Road, Ribbleson,
Preston PR2 6NH
Tel: 01772 878169

Advert outside back cover

OP D MH

Preston Private

Midgery Lane, Fulwood, Preston PR2 9SX
Tel: 01772 796801

OP D PD

Priory Court Nursing Care Home

51 Clifton Drive, Lytham St Annes FY8 1AL
Tel: 01253 739966

OP YA

Priory Park Care Home

Priory Crescent, Penwortham, Preston PR1 0AL
Tel: 01772 742248

OP D MH YA

Providence House

1 James Street, Oswaldtwistle, Accrington BB5 3LJ
Tel: 01282 770920

PD MH YA

Ribble View

39 Church Avenue, Preston PR1 4UD
Tel: 01709 565700

OP D PD MH YA

Rivington Park Care Home

206 Eaves Lane, Chorley PR6 0ET
Tel: 01257 269029

OP

Rockmount Northwest

1 Blackburn Road, Rishton, Blackburn BB1 4HD
Tel: 01254 876362

PD LDA MH SI AD

Rossall

Westway, Fleetwood FY7 8JH
Tel: 01253 777467

OP D PD MH YA AD

Rosendale Nursing Home

96 Woodlands Road, Ansdell,
Lytham St Annes FY8 1DA
Tel: 01253 737740

OP D YA

Sands Care Home, The

390 Marine Road East, Morecambe LA4 5AU
Tel: 01524 400300

OP D

Sandy Banks Care Home

17 Greenside Gardens, Leyland PR26 7SG
Tel: 01772 494000

OP D MH YA

Sherwood Court

Sherwood Way, Fulwood, Preston PR2 9GA
Tel: 01772 394 121 **Advert page 42**

OP D

Spinney Nursing Home, The

16 College Road, Upholland, Skelmersdale WN8 0PY
Tel: 01695 632771

OP 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

Springfield Court Nursing Home

33 Springfield Road, Aughton, Ormskirk L39 6ST
Tel: 01695 424344

OP

Sutton Grange

Greaves Hall Lane, Banks PR9 8BL

Tel: 01704 741 198 **Advert page 42**

OP D PD YA

Springfield Manor Gardens

Jeanne Jugan Residence, 228 Garstang Road,
Fulwood, Preston PR2 9QB

Tel: 07789 720636

OP D PD SI YA

Swansea Terrace

108-114 Watery Lane, Ashton-on-Ribble,
Preston PR2 1AT

Tel: 01772 736689

OP

Springfield Nursing Home

191 Spendmore Lane, Coppull, Chorley PR7 5BY

Tel: 01257 470140

OP PD

Thistle Manor

Edisford Road, Clitheroe BB7 3LA

Tel: 01200 422681

MH

Springhill Care Home

Springhill House, Fairfield Street,
Accrington BB5 0LD

Tel: 01254 381719

OP D PD LDA MH SI YA

Turfcote Care Home with Nursing

Helmshore Road, Haslingden, Rossendale BB4 4DP

Tel: 01706 229735

OP D PD MH YA

St Albans Nursing Home

Clarence Avenue, Knott-end-on-Sea,
Poulton-le-Fylde FY6 0AH

Tel: 01253 810292

OP D

Victoria Care Home

Thursby Road, Burnley BB10 3AU

Tel: 01282 416475

OP

St Andrews House

37 Rainhall Road, Barnoldswick BB18 5DG

Tel: 01282 816701

PD YA

Walton House Nursing Home

188 Chorley Road, Walton-le-Dale, Preston PR5 4PD

Tel: 01772 628514

OP YA

St Georges Nursing Care Home

2 Marine Drive, Fairhaven,
Lytham St Annes FY8 1AU

Tel: 01253 730502

OP PD YA

Whitelow House Nursing Home

429 Marine Road East, Morecambe LA4 6AA

Tel: 01524 411167

OP D PD

Stanley Grange

Roach Road, Samesbury, Preston PR5 0RB

Tel: 01254 852878

OP LDA MH YA

Willow Lodge

15-16 Moss View, Ormskirk L39 4QA

Tel: 01695 579319

OP D

Stocks Hall Mawdesley

Hall Lane, Mawdesley, Ormskirk L40 2QZ

Tel: 01704 778178

OP PD YA

Willowbank Nursing Home

Pasturegate, Burnley BB11 4DE

Tel: 01282 455426

OP D MH YA

Stocks Hall Nursing Home – Burscough

251 Liverpool Road South,
Burscough L40 7RE

Tel: 01704 895667

OP D PD YA

Stocks Hall Nursing Home – Skelmersdale

50c Whitemoss Road, Skelmersdale WN8 8BL

Tel: 01695 555234

OP D PD



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

Useful local contacts

Age UK Lancashire

Experienced and trained information and advice officers.

Tel: **0300 303 1234**

Web: www.ageuk.org.uk/lancashire

Burnley Ageing Well Resource Centre

21 Daneshouse Road BB10 1AT

Tel: **01282 413372**

Email: advice@ageuklancs.org.uk

Fylde

7 St George's Road, Lytham St Annes FY8 2AE

Knight Hill House Resource Centre

Memorial Park, Blackburn Road, Padiham BB12 8JZ

Lancaster

3-2-5 Storey House, White Cross Business Park, South Road LA4 4XQ

Pendle

Unit 2, Number One Market Street, Nelson BB9 7LJ

Walton Lane Resource Centre

Walton Lane Community Centre, Leeds Road, Nelson BB9 8RW

West Lancashire Wellbeing Centre

Moorgate, Ormskirk L39 4RY

Alzheimer's Society

Web: www.alzheimers.org.uk

Dementia Connect Burnley

Suites 203 and 204,
First Floor, Pendle Business Centre,
Commercial Road, Nelson BB9 9BT

Tel: **0333 150 3456**

Email: Dementia.Connect@alzheimers.org.uk

Greater Preston

Unit 1, Albert Edward House, The Pavilions,
Ashton-on-Ribble PR2 2YB

Tel: **01772 788700**

Email: centrallancashire@alzheimers.org.uk

North Lancashire

Unit 1, Albert Edward House, The Pavilions,
Ashton-on-Ribble PR2 2YB

Tel: **01253 696854**

Email: northlancashire@alzheimers.org.uk

Blind societies

Support people with vision loss.

Accrington and District

Runs a resource room, information centre and social club.

32 Bank Street BB5 1HP

Tel: **01254 233332**

Web: www.accringtonblindsociety.org.uk

Blackburn and District

Provides advice and information to people with a visual impairment and their carers.

Suite 4 – Unit A, NJK House,
Shadsworth Gateway Estate,
Haslingden Road (Wilkinson Way) BB1 2EE

Tel: **01254 698683**

Web: www.bbsoc.org.uk

Bury Society for Blind and Partially Sighted People

Provides services aimed at enhancing the quality of life for all visually impaired people within the Metropolitan Borough of Bury.

Wolstenholme House,
4 Tenterden Street BL9 0EG

Tel: **0161 763 7014**

Email: enquiries@buryblindsociety.org

Web: www.buryblindsociety.org

Carers Link Lancashire

54-56 Blackburn Road,
Accrington BB5 1LE

Tel: **0345 688 7113**

Email: info@carerslinklancashire.co.uk

Web: www.carerslinklancashire.co.uk

Clinical commissioning groups (CCGs)

Clinical commissioning groups are responsible for commissioning healthcare and wellbeing services for their local population. →

→ **NHS East Lancashire CCG**

Walshaw House, Regent Street, Nelson BB9 8AS

Tel: **01282 644700**

Email: **mlcsu.customercarelancashire@nhs.net**

Web: **www.eastlancscgg.nhs.uk**

NHS Morecambe Bay CCG

Moor Lane Mills, Moor Lane, Lancaster LA1 1QD

Tel: **01524 519369**

Email: **info@morecambebayccg.nhs.uk**

Web: **www.morecambebayccg.nhs.uk**

NHS West Lancashire CCG

Hilldale, Wigan Road, Ormskirk L39 2JW

Tel: **01695 588000**

Email: **wlccg.info@nhs.net**

Web: **www.westlancashireccg.nhs.uk**

Galloway's Society for the Blind

Runs four sight advice centres with support groups throughout various towns and villages.

Tel: **01772 744148**

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

Web: **www.galloways.org.uk**

Chorley

1 Farrington Street PR7 1DX

Tel: **01257 275160**

Morecambe

12 Victoria Street LA4 4AH

Tel: **01524 414846**

Preston

Howick House, Howick Park Avenue,

Penwortham PR1 OLS

Tel: **01772 744148**

Southport

22 Wright Street PR9 OTL

Tel: **01704 534555**

Headway Preston and Chorley

Provides help and support to people with an acquired brain injury and their families.

The Heartbeat Centre, Preston North End,

Sir Tom Finney Way PR1 6PA

Tel: **07557 123493**

Email: **services@headwayprestonandchorley.org.uk**

Web: **www.headwayprestonandchorley.org.uk**

Healthwatch Lancashire

Aims to ensure that the views of the public are taken into account when health and social care services are planned for and provided.

Leyland House, Lancashire Business Park,
Centurion Way,

Leyland PR26 6TY

Tel: **01524 239100**

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

Web: **www.healthwatchlancashire.co.uk**

Help Direct – The Safe Trader Scheme

Aim to assist residents of Lancashire to find reputable traders for property repairs, home improvements, gardening services, mobility aids and other services around the home.

Web: **www.safetrader.org.uk**

Lancashire Learning Disability Consortium

Bringing together provider organisations and citizens with an interest in services for people with a learning disability. See page 6 for further information about the consortium.

Conway House, Ackhurst Business Park,

Foxhole Road, Chorley PR7 1NY

Email: **admin@lldc.org**

Web: **www.lldc.org**

Mencap

Valuing and supporting people with a learning disability in Lancashire.

Tel: **0808 808 1111** (Learning Disability Helpline).

Chorley and District

Newtrees Centre,

rear of 52-54 Stump Lane PR6 OAL

Morecambe and Lancaster

Lansmore Court,

Charles Street LA4 5SX

Mobile library service

Covering the whole county and fully accessible, mobile libraries carry a selection of books suitable for all ages, including large print, and in some cases talking books as well.

Tel: **0300 123 6703**

Email: **library@lancashire.gov.uk**

Web: **www.lancashire.gov.uk/libraries-and-archives/libraries/mobile-library**

National Autistic Society, The

Provides a wide range of quality, personalised support services for people on the autism spectrum and their families and carers in Lancashire.

Blackburn with Darwen

Tel: **07887 838168**

Email:

NASBlackburnwithDarwenbranch@nas.org.uk

Web:

www.nasblackburnwithdarwen.webeden.co.uk

Blackpool

Tel: **07500 974309**

Email: **NASBlackpool.Group@nas.org.uk**

Web: **www.facebook.com/NASBFANDW**

Lancaster and Morecambe

Email: **landm@nas.org.uk**

N-Vision

Local independent charity providing services and support to anyone with reduced vision.

Princess Alexandra Home,
Bosworth Place, Squires Gate,
Blackpool FY4 1SH

Tel: **01253 362692**

Email: **info@nvision-nw.co.uk**

Web: **www.nvision-nw.co.uk**

Shared Lives Schemes

Inviting adults with learning disabilities, physical disabilities, older people and/or mental health needs to live within the homes of carers and their families.

Blackburn with Darwen

Tel: **01254 587547**

Email: **clo@blackburn.gov.uk**

Blackpool

Tel: **01253 477817**

Email: **sharedlives@blackpool.gov.uk**

Lancashire

Tel: **01772 531326**

Email: **sharedlives@lancashire.gov.uk**

Useful national contacts

Action on Elder Abuse (Hourglass)

Works to protect, and prevent the abuse of, vulnerable older adults.

Helpline: **0808 808 8141**

Web: **www.wearehourglass.org**

Age UK

Tel: **0800 055 6112**

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**

Alzheimer's Society

Dementia Connect support line: **0333 150 3456**

Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm.

Web: **www.alzheimers.org.uk**

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

British Institute of Learning Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: **0121 415 6960**

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

Web: **www.bild.org.uk**

Care Choices

Free, independent assistance with finding care providers. Searchable website.

Web: **www.carechoices.co.uk**

Care Quality Commission

Independent regulator of care services in England.

Tel: **03000 616161**

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

Web: **www.cqc.org.uk**

→ Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or has mental health or addiction issues.
Tel: **0300 772 9600** • Email: **info@carers.org**
Web: **www.carers.org**

Carers UK

The voice of carers.
Tel: **0808 808 7777** • Email: **advice@carersuk.org**
Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics. • Tel: **0800 144 8848**
Web: **www.citizensadvice.org.uk**

Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: **01245 237548**
Email: **info@dementiaadventure.co.uk**
Web: **www.dementiaadventure.co.uk**

Elderly Accommodation Counsel

Helps older people make informed choices about meeting their housing and care needs.
Web: **www.housingcare.org**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.
Tel: **0207 730 8263** • Email: **enquiries@fote.org.uk**
Web: **www.fote.org.uk**

Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers.
Tel: **0800 319 6789**
Email: **advice@independentage.org**
Web: **www.independentage.org**

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**

Multiple Sclerosis Society

Support and advice for those diagnosed with the condition, as well as professionals and carers.
Tel: **0808 800 8000**
Email: **helpline@mssociety.org.uk**
Web: **www.mssociety.org.uk**

National Association for Providers of Activities for Older People (NAPA)

Promotes the importance of activities for older persons.
Tel: **0207 078 9375**
Email: **info@napa-activities.co.uk**
Web: **www.napa-activities.co.uk**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Web: **www.saif.org.uk**

NHS 111

You should call NHS **111** if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via 'Typetalk' on **18001 111**.

Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.
Tel: **0121 451 1088**
Email: **info@rnha.co.uk**
Web: **www.rnha.co.uk**

Relatives and Residents Association, The

Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: **0207 359 8136**
Email: **info@relres.org**
Web: **www.relres.org**

SANE

SANE provides advice on mental health issues.
Tel: **07984 967708** (leave a message with your name and contact number).
Email: **support@sane.org.uk**
Web: **www.sane.org.uk**

Silver Line, The

A 24-hour telephone befriending and advice line.
Tel: **0800 470 8090**
Web: **www.thesilverline.org.uk**

United Kingdom Home Care Association (UKHCA)

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: **0208 661 8188** • Email: **helpline@ukhca.co.uk**
Web: **www.ukhca.co.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**



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*"Very helpful staff.
Cannot do enough for residents and family.
They are always smiling!"*

During the Covid-19 pandemic, our caring teams have worked tirelessly to ensure our residents remain safe and happy, whilst finding new ways for them to stay connected with their loved ones.

Lesley, the daughter of a resident at Shawcross Care Home in Wigan said, "The staff are all fantastic and treat Mum with the respect she deserves. Some of them even know Mum better than me, which is great."



Resident's wife Angela, commended the team at St Catherines saying, My husband has been in St Catherine's for about 18 months. I am really happy with his care and the staff are great. I have no hesitation in recommending the home to anyone."

From vibrant Harvest Festival celebrations to arts, crafts and exercise classes, our creative teams have helped keep spirits up and ensure residents are never without something to do.

During this time, our homes have explored the use of technology to help residents feel more connected to their families. As well as the usual phone and video calls, we have set up dedicated private Facebook groups for families to share photos and messages.



Residents' daughter, Wendy said of Preston Glades, "Video calls were arranged by one of the carers and during these calls the level of care provided was obvious. Mum was calm and settled and I was reassured that we had made the right choice for her."

Our caring teams are always ready to welcome new residents into our homes. We care for individuals with a variety of care needs including: Nursing, Dementia Nursing and Respite Care.



Visit: www.fshc.co.uk or call our friendly team today

Our care homes in Lancashire:

Preston Glades in Preston **01772 878169**

St Catherines in Bolton **01204 827969**

Euxton Park in Chorley **01257 581949**

Springfield in Blackburn **01254 868109**

Shawcross in Wigan **01942 447309**



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