



Barnet

Care and Support Directory 2015

Your local guide to support services in the London Borough of Barnet





First impressions are lasting impressions. At Catherine Lodge we have spared no expense in ensuring that we provide all the comfort of a first class hotel, whilst incorporating the highest care you would expect in a home of this quality



Luxurious Single Rooms with en suite facilities

24 hour qualified care

Occupational therapy & entertainments

Passenger lift/four lounges

Visitors welcome at all times

2 minutes from Woodside Park tube, buses & shops

Short stay trial residents welcome

Chiropodist, hairdresser, optician & dentist visit

For further information or a visit to Catherine Lodge call:

020 8446 4292

www.catherinelodge.co.uk

EMAIL: CATHERINELODGE@BTCONNECT.COM

36-42 WOODSIDE PARK ROAD, NORTH FINCHLEY, LONDON N12 8RP

Fax: 020 8446 9456



Featured on Radio 4 as an example of good care in the private sector



Your Choice Barnet

Helping people with disabilities
to live their life, their way

● What we do

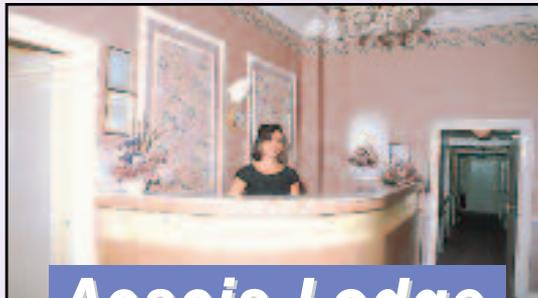
We are here to provide a lifeline for adults with learning disabilities and their families.

Your Choice Barnet offers specialist care and support to adults with a wide range of learning and physical disabilities, ranging from visual and hearing impairments to autistic spectrum conditions and profound and multiple learning disabilities. We help people to live their lives as they choose, giving them the support they need to become as independent as possible.

● Find out more

For general enquiries and to find out more about what we offer, please call 020 8359 3456 or visit our website www.yourchoicebarnet.org

Part of The Barnet Group



Acacia Lodge



Acacia Lodge is a residential care home accommodating up to 32 residents and registered with the Barnet Authority. The premises are situated in a residential road off the High Road in North Finchley away from the main traffic but within easy reach of shops and transport. The premises are centrally heated throughout. There are off-street parking facilities on the forecourt. We offer first class care with friendly and experienced staff in a safe and comfortable environment. Supervised by an Owner, RGN, with 25 years experience.

Accommodation:

Single and double rooms available, most of which have recently been beautifully refurbished and have en suite facilities. Television and private telephone available in many rooms.

Lifts:

Modern spacious lift to upper floor with ample space for wheelchairs.

Communal Rooms:

There are 3 lounges which give residents ample choice of company and activities.

Personal Items:

Can be accommodated subject to space.

Grounds:

The 2 ground floor lounges each have access to a terrace and to a secluded rear garden enjoyed by our residents in the summer.

Other Facilities:

- ❖ 24 hour call system
- ❖ Community service, physio, dentist, chiropodist, hairdresser available
- ❖ Daily activities, regular entertainment, outings
- ❖ High quality cuisine, special diets
- ❖ Mobile library, newspapers, magazines on request
- ❖ Attention to individual needs & preferences
- ❖ Visitors welcome throughout the day
- ❖ Long-term - trial period - respite available

For further information and an informal discussion or to arrange a visit please telephone the Manager daytime on 020 8445 1244 or 020 8446 2820
Fax: 020 8343 7459

or Mrs. Bethuel evenings/weekends on

020 8455 1335.

37-39 Torrington Park, North
Finchley, London, N12 9TB

Email: acacia.lodge@hotmail.com

Home Care

More cost effective, more personal



Care in your home

Our dedicated care team will provide you and your family with advice and professional care and support at all times

- Planning your choice of care
- Live-in care for individuals and couples
- Hourly to 24 hour care
- 'Emergency' quick response
- Dementia and Alzheimer's care
- Sitting service to relieve family carers
- Holiday breaks and respite care
- Hospital discharge and reablement
- Complex care
- Domestic help

020 8441 6868

www.intouchhomecare.co.uk

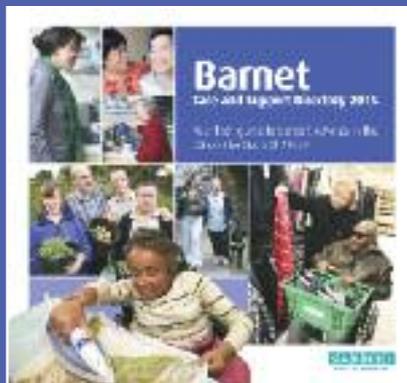


*"Your carers are truly professional, caring for my mother in every sense of the word, making her feel special."
TP Herts*



Call us now on:
020 8441 6868

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We gratefully acknowledge the support of the firms whose advertisements appear on these pages. As a reciprocal gesture we have pleasure in drawing the attention of our readers to their announcements. It is necessary however for it to be made clear that, whilst every care has been taken in compiling this publication and the statements it contains, neither the Publisher or Barnet Council can accept responsibility for any inaccuracies, or for the products or services advertised. The information provided by Barnet Council is correct as of going to print in December 2014.

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Clovelly House



Private Residential Home

We are proud to have achieved our Gold Standards Award for end of life care

CLOVELLY HOUSE is situated in extensive gardens within walking distance of North Finchley shopping area and Friary Park. Privacy, independence and dignity are assured at Clovelly House and nothing is spared to create an atmosphere that is happy and secure. We aim to provide the highest quality care.

- * 24 hour attendance by highly trained staff
- * Regular visits from General Practitioner
- * Physiotherapy, chiropody and a visiting dentist
- * Occupational and speech therapy when requested
- * Beautifully decorated rooms
- * Nurse call system
- * Lifts to all floors
- * Home prepared and varied cuisine
- * Visiting entertainments and regular outings
- * Hairdressing facilities
- * Visiting Ministers of all denominations
- * Personal Laundry
- * Newspapers and Magazines on request
- * Conveniently located telephones and television
- * Sky TV



For further information please contact: **FRANCES THORN** Telephone: **020 8445 6775** Fax: **020 8445 7651**
CLOVELLY HOUSE, 81-89 TORRINGTON PARK, NORTH FINCHLEY, LONDON, N12 9PN.
 Email: clovellyhouse@tiscali.co.uk Website: www.clovellyhouse.com



Elmhurst

Residential Home

PRIVATE RESIDENTIAL HOME FOR THE RETIRED AND FRAIL ELDERLY

"We're proud to call it our home, You'll be proud to call it yours"



Our home was established in 1961. Still owned and managed by the same caring family. Elmhurst is located in a delightful residential area just 5 minutes from the shops and 1 minute from the tube.

Our Aim is to meet each residents needs and allow them to preserve the pattern of life previously enjoyed in their own homes. We promote dignity, privacy and independence and we specialise in the care of dementia sufferers. Each room has an individual charm and character, providing the best in modern comfort, with an emergency call system. First floor rooms are easily accessible by a four person lift, equipped to handle wheelchairs.

- Delightful grounds and patio overlooking garden
- Wheelchair access to all areas of house and garden
- Single and shared rooms, some with en-suite facilities, television and phone points
- Spacious lounge and patio area
- 24 Hours attendance by qualified and experienced staff
- Regular visits from General Practitioner
- Visiting Hairdresser, Chiropodist, Optician, Dentist and Mobile Library, Occupational and keep fit therapist in regular attendance
- Visiting entertainments and outing's
- Special diets for religious and health reasons can be accommodated
- Excellent variety of home cooking
- Visiting clergy of all denominations
- Personal Laundry
- Parker and Medic Baths
- Visitors welcome at all times.

For further information please contact: Proprietor Mrs Bernadette Tisdall, RGN; Care Manager: Ms Elaine Tisdall, RGN, RM
 Telephone: 020 8445 6501 (2 lines), 81/83 Holden Road, North Finchley, London N12 7DP. Email: elmhursthome@sky.com
 Registered with The Care Quality Commission



Welcome to the 2015 edition of the Barnet Care and Support Directory

This Directory gives an overview of the support available to adults with social care needs and their families from both Barnet Council and a wide range of voluntary and other organisations, which provide information, advice and services in the borough.

Working in partnership, we are committed to providing responsive and flexible services, which put residents and carers at the heart of a joined-up health and social care system. This will be developed further when the Care Act comes into force in April 2015.

The Care Act marks the biggest change to adult social care in over 60 years. It brings together best practice and places new duties on councils, with a focus on promoting wellbeing and helping people delay or prevent their need for social care services. It puts people at the heart of the system in order to respond more effectively to their needs and what they want to achieve in their lives.

The Act will introduce big changes to the way social care services are delivered including new national minimum eligibility guidelines for local authority social care services, a lifetime cap on an individual's contributions to their social care support and new rights for family carers.

We have highlighted the issues which will be subject to change in the various sections of the Directory. To find out more information about the Care Act, please visit www.barnet.gov.uk/care-act on the Barnet Council website.

We hope you find this Directory useful to help you make informed choices. You can also find more detailed information and advice to suit your particular circumstances from your social worker (if you have one), our Social Care Direct helpline or from the adult social care pages on the Barnet Council website at www.barnet.gov.uk/adult-social-care

Finally, I would like to use this space to remind you of our commitment to ensure the safety of vulnerable adults in the community and to encourage residents to contact Social Care Direct on 020 8359 5000 if they have a concern about their own or someone else's safety.



Dawn Wakeling
Adults and Communities Director
Barnet Council



This directory is also available to view online at the Barnet Council website: www.barnet.gov.uk or on the publisher's website: www.londoncaresdirectories.co.uk. Should you have any comments on this directory, please contact: Peter Devall on 020 8364 8428 or email: info@londoncaresdirectories.co.uk.

Putting the Community First

BARNET
LONDON BOROUGH

We are making it easier for you to find a social care service or activity in your area



Search

Review

Discuss

Visit www.barnet.gov.uk/socialcareconnect
Helping you make the right choices

Eastside House Residential Care Home

22-24 Eastside Road, London NW11 0BA
Tel: 020 8455 4624 • Fax: 020 8458 0739
www.eastside-house.com



- * Situated in a quiet residential area, but close to local amenities, transport and major roads.
- * Wheelchair access to all areas of house and garden.
- * Landscaped gardens with seating areas.
- * Single rooms, all fully centrally heated with television, telephone and internet access
- * Spacious lounge with comfortable seating, and quiet lounge adjacent.
- * Regular visits from Doctors, Physiotherapists, Chiropractors, Hairdressers, Clergymen, Opticians, Dentists and Reflexologist.
- * Special diets are catered for.
- * All laundering included.
- * Trained and experienced staff 24 hours a day.
- * Fully automatic passenger lift.
- * Bathrooms with Apollo Bath.
- * Call system in all rooms.
- * Visitors are welcome to the home at all times.
- * Daily & weekly newspapers are free, as are local telephone calls.
- * Registered with The Care Quality Commission.

Section 1: Support in the community

When people need care or support with their social care needs their first port of call is often their family and friends.

Additional information and support are, however, also available from a wide range of voluntary, public and private providers in Barnet.

Listed here are details of some of the main organisations that offer advice, guidance and support for adults living or working in Barnet.

Please note: The list is not exhaustive - you can find out more about these and other organisations in Barnet offering support, activities and services on our online directory www.barnet.gov.uk/socialcareconnect



Support for disabled people

Barnet Centre for Independent Living

The Barnet Centre for Independent Living (BCIL) provides a peer-led, multi-service one stop shop for disabled people living or working in Barnet. It aims to promote independence, social inclusion and equality of opportunity by providing a range of services including:

- health and social care information, advice and advocacy
- benefits advice and assistance with claims
- help with putting together a Support Plan
- mental health mentoring and peer support groups
- volunteering opportunities.

Barnet Centre for Independent Living

Tel: 020 8359 2444

Email: info@barnetcil.org.uk

Web: www.barnetcil.org.uk

Support for older people

Neighbourhood services

A group of voluntary sector organisations led by Age UK Barnet have come together to provide services and activities for older people, based on what older people say they would like to see in their local areas.

The Neighbourhood Services provide opportunities for older people to get information, advice or practical support. They also give people the chance to take part in a wide range of special interest and social activities, such as lunch clubs, cooking classes, fitness and exercise classes and computer training.

These services are still being developed across the borough, and what is available will vary by location and according to wishes of local residents. There may be a charge for some services.

Age UK Barnet also provides a free Later Life Planning service to help Barnet residents to plan for later life, including ways to keep healthy and well.

They will help you to think about your wishes for the future and things you might need to consider as you grow older. They can provide you with information about services which are available to help you to stay independent for as long as possible.

Age UK Barnet

Tel: 020 8203 5040

Email: info@ageukbarnet.org.uk

Web: www.ageuk.org.uk/barnet

Support for carers

People who care for or support other people may find that this role has an impact on their daily life, health and wellbeing. Services are available to sustain and support carers in their caring role.

The Barnet Carers Hub is a group of carers support organisations led by the **Barnet Carers Centre**, which is funded by the council to provide support to informal and family carers.

They can give information and advice to carers about issues such as:

- planning for an emergency
- breaks from caring
- any training they may need
- getting support from other carers
- support with their emotional wellbeing.

They also carry out assessments of carers' needs. A carer's assessment includes talking with the carer about the support they provide and the impact it is having on their life, what they feel could make a difference to them and how they can plan for the future.



For more information on support for carers, see Section 3: Getting support from Barnet Council.

Barnet Carers Centre

Tel: 020 8343 9698

Email: admin@barnetcarers.org

Web: www.barnetcarers.org

Support for people with dementia

Alzheimer's Society Barnet

Alzheimer's Society provides a range of support to people with dementia and their carers. This includes support groups, dementia cafes in locations across the borough, telephone befriending, day care, singing for the brain and a Sunday social club.

Tel: 020 8937 7171

Email: barnet@alzheimers.org.uk

Web: www.alzheimers.org.uk

North London Home Care

North London Home Care is a brand new home care agency specialising in providing tailor-made care and support packages for the elderly and all other client groups.

We know the importance of getting the right home care for solutions for our clients. Some people require just a little help with everyday tasks, such as shopping or cleaning, while others have more complex needs taking advantage of the full range of support services we provide.

We pride ourselves on ensuring that our clients lead the most fulfilled lives, with their dignity, self respect, independence and privacy at the top of our agenda. We also place a high priority on social inclusion with support offered to enable access to social, leisure, educational and employment opportunities.

- care services available from half hour to 24 hours a day, 7 days a week
- day care and night sitting • home from hospital
- care provided from light housework to blitz cleaning
- trained and professional staff, fully checked
- respite care at home • live-in care service

Please call now for more details, and a friendly chat.



Tel: 020 8364 8428
North London Home Care
162 Leicester Road
Barnet EN5 5DS

Email: info@northlondonhomecare.co.uk
www.northlondonhomecare.co.uk

ST THERESA'S REST HOME

Caring for the Elderly

Established 1953

St Theresa's is a residential care home for older people and those with Dementia where special attention is given to the comfort, happiness and individual requirements of all our residents. Great emphasis is placed on creating a pleasant and homely atmosphere.

Situated in a lovely tree lined road in Bush Hill Park, Enfield, close to Enfield Town centre and within 250 yards of local shops, rail station and church.

- Trained staff who provide 24 hour person centered care
- Spacious lounge and dining area
- Beautiful conservatory overlooking the extensive and tranquil garden
- Home cooked food and special diets catered for
- Activities, classes, outings and entertainment arranged
- Emergency nurse call system in all rooms
- Electrically operated Windsor II bath



6-8 Queen Anne's Gardens,
Bush Hill Park, Enfield, EN1 2JN

020 8360 6272
Email: elderlycare@gmail.com
www.homelycare.com



Support for people with mental health problems

The **Eclipse** service promotes mental health and wellbeing across Barnet, and aims to support people who have mental health problems to live a healthy and fulfilling life.

It is run by the Richmond Fellowship Barnet, in partnership with Mind in Barnet, Barnet Centre for Independent Living and people who have or had mental health problems.

Eclipse provides a range of opportunities for people to gain skills which help to improve and manage their health and wellbeing, participate actively in the community and get ready for volunteering or paid employment.

These opportunities include:

- one to one support to help you identify and reach your recovery goals
- peer support groups tailored to people's social and leisure interests
- one to one mentoring.

Eclipse services are free, open to all and delivered in various locations across the borough.

Eclipse

Tel: 020 8359 4999

Email: info@eclipsebarnet.org.uk

Web: www.eclipsebarnet.org.uk

Free counselling services

Mind in Barnet provides short and long-term counselling services to Barnet residents aged over 18.

Tel: 020 8343 5700

Email: admin@mindinbarnet.org.uk

Web: www.mindinbarnet.org.uk

Barnet Bereavement Service provides support if you are having difficulty dealing with the loss of a loved one.

Tel: 020 8441 3572

Email: barnetbereavement@tiscali.co.uk

Web: www.barnet.gov.uk/socialcareconnect

Barnet Multilingual Wellbeing Service is a partnership of voluntary sector providers of mental health services to black, minority ethnic and refugee communities in Barnet. It provides mother tongue support, advocacy and counselling.

Tel: 020 8732 6655

Email: info@multilingualwellbeing.org.uk

Web: www.multilingualwellbeing.org.uk

Support for people with learning disabilities

Bright Futures

Bright Futures, run by Barnet Mencap, provides leisure and learning opportunities, advice and information and employment opportunities for people with learning disabilities and people with autism or Aspergers.

Barnet Mencap

Tel: 020 8349 3842

Email: projectsupport@barnetmencap.org.uk

Web: www.barnetmencap.org.uk

Other advice and support services

Barnet Citizens Advice Bureau

Barnet Citizens Advice Bureau (Barnet CAB) provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities in areas

such as benefits, employment and housing.

It also provides residents with advice about health and social care services available Barnet and how to access them.

Tel: 0844 826 9336 (if calling from a landline)
or 0300 456 8365

Web: www.barnetcab.org.uk

Barnet Stroke Support Service

The Stroke Support service run by the Stroke Association provides information, advice, social activities and practical support, including help with recovering communication skills, for people who have had a stroke and their families.

Tel: 0303 3033 100

Email: shailja.kumar@stroke.org.uk

Web: www.stroke.org.uk/support/barnet-stroke-support-service



Jewish Deaf Association

The Jewish Deaf Association provides services for people from all religions and backgrounds who are deaf or hard of hearing. Services include help with equipment, counselling, social groups and a chat room with internet access.

Tel: 020 8446 0502 (voice)
Textphone: 020 8446 4037
Email: mail@jewishdeaf.org.uk
Web: www.jewishdeaf.org.uk



Middlesex Association for the Blind

The Association provides a wide range of services, including a telephone helpline, a home visiting service to help with reading, writing, financial paperwork, shopping and other everyday tasks, transcription services and computer training.

Tel: 020 8423 5141
Email: info@aftb.org.uk
Web: www.aftb.org.uk

Libraries

Barnet's public libraries provide community spaces where people can meet, join reading groups or other social activities and access computers.

They also provide a free home delivery service to residents, who are unable to visit their local library due to age or disability.

You can find out about all the libraries services at www.barnet.gov.uk/libraries

Getting around

Many groups offer transport or help you access transport but if you have problems getting around there are several schemes that can help you such as:

- Transport for London Freedom Pass
- London Taxicard scheme
- Blue Badge Parking Permits
- North London Dial-a-ride

For more information about travel options, visit the council's website at www.barnet.gov.uk/transport-options, speak to Barnet Centre for Independent Living or contact the Assisted Travel Team at Barnet Council, tel 020 8359 4131.

Section 2: Support in your own home

If you need help to maintain your home, or help with everyday activities such as washing or dressing, there are lots of options available to support you to stay safely in your own home.

You can find the main contact details for organisations covered in this section on page 16 and in the 'Care in your own home' section (page 40).

Equipment and adaptations

You may need help with activities such as:

- getting into and out of bed or the bath
- using the stairs
- using the toilet
- walking around steadily
- general recovery from an operation.

Helpful pieces of equipment could include walking aids, grab rails or a raised toilet seat. You can find out about national and local suppliers that provide this kind of equipment from the Disabled Living Foundation **Living Made Easy** service.

The council can provide a range of simple aids and equipment to make day-to-day living safer and easier. To find out if you qualify, you should contact Social Care Direct to ask for an occupational therapist or social worker to visit you to assess your needs.

If you are assessed as being eligible for support from the council they can write out a 'prescription for community equipment' for aids and equipment to the value of £100, which you can redeem at local accredited retailers free of charge.

The council can also provide more complex pieces of

equipment such as hoists or ramps to your front door through its contracted provider. They will deliver, collect, clean, service and maintain the equipment.

Telecare and Assist services

Telecare equipment provides reassurance and 24-hour emergency help to vulnerable people to enable them to live independently in their own homes. There is a wide range of equipment available, including fall detectors, flood detectors, bed exit sensors and movement sensor voice alerts.

The equipment is linked to the 24-hour **Assist** response service via your telephone line. If a sensor on the equipment is activated, a message is sent to the Assist Response Centre where trained operators take the appropriate action to make sure that you are safe.

To find out if you might be able to get telecare equipment from the council and to arrange an assessment of your needs, contact Social Care Direct.

Repairs and maintenance

Barnet Care and Repair Agency

This agency supports vulnerable older and disabled people who are owner occupiers or private sector tenants to complete works of adaptations or repairs to their homes.

Staff can visit you at home to carry out home safety and security checks. They can also advise on the scope of any adaptations or repairs, find reputable traders and help with applying for grants or other funding to pay for the work.

Handyperson Service

Age UK Barnet's Handyperson Service provides practical help to older people in their homes by carrying out small adjustments that can help prevent falls and

accidents and keep your home safe. The service is also available to people coming home from hospital. There is no charge for labour but any materials used are charged at cost.

The type of work covered by the scheme includes:

- replacing light bulbs
- fitting security equipment such as door chains, locks and spyholes
- installing smoke detectors
- taking down and putting up curtains
- changing tap washers
- installing key safes.

The scheme does not include jobs that require a qualified tradesman such as electrical, plumbing or central heating or work that requires two people. It also doesn't include gardening or decorating, but Age UK Barnet will refer you to an appropriate provider when possible.

Personal support

There are many options available to meet your needs if you need help with personal care such as washing, dressing, meals and getting out and about.

Advisors from **Barnet Centre for Independent Living (BCIL)** can help people to plan the kinds of support that will work best for them and help them to find it.

If you are unable to carry out most or all of your personal care tasks on your own, you may qualify for support from Barnet Council.

You will have an assessment to work out your eligible support needs and then a financial assessment to work out if you need to contribute any of your own money towards the cost of your support. See Section 3: Getting support from Barnet Council for more information.

Personal Assistants

Increasingly, people who have social care support needs are choosing to employ a personal assistant (PA) to support them in their daily living.

Employing a PA can give you control and flexibility as you can determine when the person comes to you and what they do for you, such as personal care, cooking, cleaning or help with shopping.

This option means you are able to build a relationship with one person who understands your support needs and preferences.

There are several personal assistant agencies in the borough, which can help you to find a suitable PA.

Barnet Council and BCIL have also produced a series of factsheets to support people who are thinking about employing a personal assistant, including tips on how to find and interview a personal assistant safely. You can find them on the council's website under 'Direct Payments', or contact BCIL.

Home care

You can buy home care independently from a home care agency or with funding from the council if you are eligible (see Section 3: Getting support from Barnet Council).

Traditional home care services include help with:

- getting up and going to bed
- washing
- dressing
- preparation of meals
- the administration of medication.

Many home care and nursing agencies can supply nursing staff to help if you need medical support. Home care can also be used as a temporary support following



an operation or illness, or to provide short-term support to family carers who may need a break or extra help to care for a relative.

Increasingly, home care agencies are tailoring their services to individuals to ensure that, wherever possible, the support they receive helps them to regain independence. Many agencies will offer this type of 'enablement' service to support people to learn or re-learn essential skills such as washing and dressing themselves or cooking a meal.

Before the home care service starts, the agency will help you to describe the care you need and liaise with family, medical advisers and the council, where appropriate. They then draw up a tailor-made care plan that incorporates your personal preferences, to describe how often careworkers will call and the duties they will carry out.

Home care workers can visit for as little or as long and as often as is needed, for example, from half an hour a

day to a long-term live in package, where the worker stays in the home of the person they care for.

See page 42 for a list of home care agencies in Barnet.

Getting a hot meal

Many supermarkets offer home delivery services so that you can still have food at home even if you are not able to get out yourself. They also provide a range of pre-prepared meals, which you can heat up when you want them.

There are also many independent organisations such as Wiltshire Farm Foods and Oakhouse Foods, which can provide homemade frozen meals to your door on a weekly basis.

If you have no means of getting a hot meal and you are unable to prepare or reheat your own meals, you could qualify for meals from Barnet Council's Home Meals service. There is a standard charge for the meals, and

they can be delivered every day of the year, or just on the days when you need them. For more information, contact Social Care Direct.

The **Casserole Club** helps people share extra portions of home cooked food with others in their area who are not always able to cook for themselves. You can join to receive occasional hot meals cooked and delivered by a neighbour.

Staying independent at home

Outreach Barnet helps people maintain their accommodation by offering a range of housing-related support to promote independence. They also support

people to access other services, such as:

- practical and/ or emotional support in dealing with everyday matters
- help with accessing employment, training or education
- help with accessing and maximising welfare benefits
- advice with budgeting and dealing with utility bills
- advice in accessing alternative housing
- resettlement advice when moving to a new home, including getting furniture
- help to improve confidence and self-esteem.

Key contacts

Barnet Care and Repair Agency

Tel: 020 8359 7462

Email: care&repair@barnet.gov.uk

Barnet Centre for Independent Living

Tel: 020 8359 6450

Email: info@barnetcil.org.uk

Web: www.barnetcil.org.uk

Casserole Club

Tel: 020 3289 4170

Email: hello@casseroleclub.com

Web: www.casseroleclub.com

Handyperson Service

Age UK Barnet

Tel: 020 8150 0963

Web: www.ageukbarnet.org.uk

Living Made Easy

Tel: 0845 130 9177

Web: www.livingmadeeasy.org.uk

Oakhouse Foods

Tel: 0845 643 2009

Web: www.oakhousefoods.co.uk

Outreach Barnet

Tel: 020 3115 1185

Email: referrals@outreachbarnet.org.uk

Social Care Connect

Barnet Council's online social care directory

www.barnet.gov.uk/socialcareconnect

Social Care Direct

Tel: 020 8359 5000

Textphone: 020 8359 6011

Email: socialcaredirect@barnet.gov.uk

Wiltshire Farm Foods

Tel: 0800 773 773

Web: www.wiltshirefarmfoods.com

Section 3: Getting support from Barnet Council

Barnet Council works with families and communities to support people with social care needs to be as active, healthy and independent as possible. We aim, first and foremost, to assist people who, due to their financial circumstances or severity of disability, most need council-funded support. We also help direct other people to access the wide range of support available in the community.

You can find a list of key contacts covered in this section on page 22.

Do you qualify for support?

Please note: We currently use the eligibility criteria listed below. The Care Act, which comes into force in April 2015, will introduce new national minimum guidelines to determine if someone qualifies for adult social care services from their local authority. For more information, visit www.barnet.gov.uk/care-act

You can ask us to make a social care needs assessment to determine whether or not you qualify. The assessment will tell us how much support you need or whether other agencies can help to get the right support for you.

We will ask you key questions about your life and start to identify the support you may need. From this, we can work out if you can get help from the council, and how much money might be needed for your support.

We use eligibility criteria set nationally by the Government, which cover four levels of increasing need:

- **Low**
Your circumstances identify minimal risk in your daily life. For example, you are able to carry out your personal care routine but with some difficulty or you have some difficulty in accessing activities in the community but this does not affect your life.
- **Moderate**
Your circumstances identify moderate risk in your daily life. For example, you have some difficulties with your personal care but this does not put you at risk.
- **Substantial**
Your circumstances mean that there is a risk of breakdown of the present situation. For example, you need support to carry out most of your personal care.
- **Critical**
Your circumstances mean that you are at immediate risk in your daily life. For example, you are unable to carry out any of your personal care routines and you are at significant risk of harm or neglect.

Please note: We are only able to support people with substantial or critical levels of need.

You will be given more information about the assessment once you have contacted us, or you can see details at www.barnet.gov.uk/social-care-needs-assessment.

If you are funding your own care and would like some advice about your support and funding options, you can contact My Care My Home.

This organisation, which works in association with the council, can introduce you to an accredited financial advisor who specialises in care fees. They will discuss with you the options available to support the funding of your chosen care service. This could include discussing:

- how to get the best return from your assets
- whether you want to release some or all of the value in your home



- how you may best invest the proceeds of sale if you decide to sell your home
- how you can insure against the rising costs of providing care to meet your changing needs.

Financial advisors charge for their advice. They recover these charges either by agreeing with you an hourly or fixed fee rate before they start work.

Council support for carers

Please note: The Care Act, which comes into force in April 2015, will introduce new rights for family carers to have their own needs assessed. For more information, visit www.barnet.gov.uk/care-act

Many people who have social care needs have an informal network of support to enable them to continue living as independently as possible. If a friend or family member regularly cares for you, then they are legally entitled to a carer's assessment.

A carer's assessment covers:

- the help and support the carer is giving and its impact on their life
- what the carer feels could make a difference to them
- carers emergency planning.

If you qualify for support from the council, then we may be able to support your carer by providing things like equipment, help in the home or a break from caring.

All carers can also contact Barnet Carers Centre to have an assessment of their needs and to find out about the range of support available to them in the borough.

Emergency planning

In Barnet we have the Barnet Carers Emergency Support Service and encourage family carers to make a plan, which sets out what should happen in an emergency situation where they are unable to provide care as usual.

They receive an emergency alert card, with a unique ID number. The card contains the number for the Assist call centre, which is open 24 hours a day 7 days a week. Staff at the centre will use the details on the card to activate the emergency plan and contact the people named as able to provide support.

If you qualify for support from the council

Help to regain your independence

If you qualify for support from us we will provide you with some short-term support focused on:

- maximising your skills to help you to live without assistance, such as being able to get up and get dressed without help or
- resolving problems that were caused by a crisis, such as the extra support you might need when leaving hospital or after suffering a mental health crisis.

This could include services such as **equipment** or **adaptations** to help you to get around in your home (see Section 2: Support in your own home).

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020 8364 8428



This Directory is also available to view on-line at:

www.londoncaresdirectories.co.uk

You can also view our range of other London Care Directories in
the same way.

Group and individual Directory rates and discounts, along with
details of special positions are available on request.

We publish care directories in the following boroughs:



**Barnet, Barking and Dagenham,
Croydon, Ealing, Enfield,
Haringey, Hillingdon, Hounslow,
Redbridge and Sutton**

 **LondonCare**
Directories.co.uk

Finding Care in London

Say NO to abuse
Don't keep it to yourself



If you are being abused – or you
know someone who is being abused
or is at risk of abuse, contact:
Barnet Council's Social Care Direct

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk
In an emergency always call 999

BARNET
LONDON BOROUGH



You may be given a **home care enablement package**, where care workers support you for up to six weeks to regain skills of everyday living that you may have lost as a result of illness, disability, accident or on discharge from hospital. This free service focuses on helping you to do things for yourself, achieving some short-term goals and building your confidence.

Other enablement options include **The Network**, which provides a support programme for people who have experienced mental health problems.

A social care professional will make an assessment of your needs and then give you information on all the options open to you.

Longer-term support from the council

If you qualify for further support because the initial six-week package does not resolve all your social care needs, we will plan longer-term support with you.

We will estimate the amount of money that is needed for you to get the social care support that you need. This is called an Estimated Personal Budget.

Planning your support

Once you have been given an Estimated Personal Budget, you will need to create a Support Plan. This lists the things you want to improve in your life and the support you will need to achieve them. The aim is to ensure you have control over your own support and make your own choices.

You may want to complete your support plan yourself or ask for help from a member of your family or a friend, or from Barnet Centre for Independent Living (BCIL).

Your support plan will need to be agreed by Barnet Council to ensure it is meeting your needs and will keep you safe and well. Once this has been agreed, you will



then be told what your final agreed Personal Budget will be to purchase your support such as help in your home or access to daycare services.

Receiving your Personal Budget

You can receive your **Personal Budget** as a Direct Payment into a designated bank account. This gives you direct control over the money which you can then use to arrange the support you need. Alternatively, if you need support to manage your Direct Payments, we can arrange for a payroll company or a trusted friend or relative to manage them on your behalf. We will require you or a nominated person to sign a **Direct Payments Agreement** covering your and our legal obligations around the payment.

You might also qualify for other types of support, such as employment support or help to adapt your home to meet your needs.

TLC are an owner and operator of care homes operating in and around the southeast of the UK.

Cooperscroft, Carlton Court and Candle Court are the three TLC care homes local to you. We aim to provide the best nursing and specialised care at all times.



Cooperscroft Care Home



Situated on the edge of Potters Bar, this brand new state of the art home combines a warm and friendly atmosphere with high quality care. The home provides a safe, secure and highly comfortable haven for all of our residents.

All bedrooms are en-suite and have external views, many of which look out onto beautiful surrounding countryside.

Carlton Court Care Home



Carlton Court Care Home is ideally located close to Barnet Hospital and the town centre and provides care and nursing for residents over the age of 55.

All bedrooms have en-suite facilities, and are spacious and elegantly furnished. The landscaped garden provides a calm and tranquil environment where residents and relatives can relax.

Candle Court Care Home



Ideally situated near to the A41 in north London, which provides good access to central London and the fast arterial routes out of London.

The home benefits from a quiet location in a residential area. Along with all TLC care homes, Candle Court offers high quality care and nursing, plus specialised care for residents affected by memory loss.

Cooperscroft Care Home
Coopers Lane Rd Potters Bar
Hertfordshire EN6 4AE

T:01707 644 179

www.cooperscroftcarehome.co.uk

Carlton Court Care Home
112 Bells Hill Barnet
Hertfordshire EN5 2SQ

T:020 8447 4790

www.carltoncourtcarehome.co.uk

Candle Court Care Home
Bentley Drive 175-185 Cricklewood
Lane London NW2 2TD

T:020 8731 7991

www.candlecourtcarehome.co.uk

Making a contribution

You may be required to make a contribution to your **Personal Budget** to pay towards the services you need.

How much you contribute will depend on your income and savings. We will ask you to complete a Financial Declaration form to work out what your contribution should be. You may be entitled to benefits and, if so, we will help you to claim them.

If you don't qualify for support from the council

There is a lot of support available in Barnet to help you to stay independent (see Section 1: Support in the community).

This could be informal support with transport or someone coming to visit you on a regular basis. There is also a wide range of more formal support such as home care that you can arrange and pay for privately (see Section 2: Support in your own home).

If you would like to talk to someone about your circumstances and get some help to get the right support in place, you can contact Barnet Centre for Independent Living.

Financial planning

If you pay for your own services, whether or not the council helped you to arrange them, we would advise you to get independent financial advice to help you plan to meet the ongoing costs. See information about My Care My Home on page 26.

Key contacts

Assist

Tel: 020 8359 4841

Email: assist@barnethomes.org.uk

Barnet Carers Centre

Tel: 020 8343 9698

Email: admin@barnetcarers.org

Web: www.barnetcarers.org

Barnet Centre for Independent Living

Tel: 020 8359 2444

Email: info@barnetcil.org.uk

Web: www.barnetcil.org.uk

Barnet Learning Disabilities Service

Tel: 020 8359 6161

Web: www.barnet.gov.uk/learning-disabilities

My Care My Home

Tel: 0800 731 8470

Web: www.mycaremyhome.co.uk

The Network

Tel: 020 8359 3230

Email: the.network@barnet.gov.uk

www.barnet.gov.uk/the-network

Primary Care Mental Health Team

Barnet Enfield and Haringey Mental Health Trust

Tel: 020 8951 2194

Web: www.beh-mht.nhs.uk

Section 4: Where you live

If you no longer feel able to maintain your current living arrangement, you may want to consider other housing options, which offer increased levels of support.

There is a wide range of accommodation available in Barnet, some run by the council and others by a variety of organisations including housing associations, charities and private companies. These are listed below in order of the level of help you may need to support your independence.

The criteria for housing schemes for older people

You may be eligible for the following housing options if you:

- are aged 60+ or
- are disabled with assessed care needs
- have a lifestyle suited to living in a community with older people
- live in Barnet. If you are not a Barnet resident but have a local connection, such as relatives living in the borough, your application could still be considered.

Sheltered Housing

Sheltered housing properties are self-contained flats or bungalows that have been specifically designed to enable older people to live independently. They offer a safe and friendly environment, generally with a communal lounge, laundry and garden, and have an emergency alarm call system fitted in all the flats. Most sheltered housing schemes have a scheme manager who may live onsite or visit on a regular basis.

Sheltered Plus

These are housing schemes for older people who meet the criteria above and have been assessed as being in

substantial or critical need of care and requiring night time support. For information on the eligibility criteria, please see page 17.

They have support staff on site at night who can offer emergency assistance for people qualifying for a Sheltered Plus service with things such as taking medicines and personal care.

There are three Sheltered Plus housing schemes in Barnet:

- Deborah Lodge in Edgware, in partnership with Metropolitan Housing
- Gadsbury Close in Barnet, in partnership with Barnet Homes
- Speedwell House in North Finchley, in partnership with Origin Housing.

Extra Care Housing

These schemes provide more support than Sheltered Housing or Sheltered Plus schemes but would not be suitable for someone with very high care needs.

They provide support for people who meet the housing criteria and are assessed as being in substantial or critical need of care and as needing at least seven hours of personal care per week and overnight services.

There are two Extra Care housing schemes commissioned by the council in Barnet:

- Wood Court in Burnt Oak, in partnership with Metropolitan Housing
- Goodwin Court in East Barnet, in partnership with Sanctuary Care.

Supported living for younger adults

Supported living is often helpful to people who might otherwise find it difficult to live independently, such as people aged 18+ who have learning disabilities or autism.

There are several services like this in Barnet, some of which are shared houses and some are blocks of self-contained flats. Depending on the level of need of the residents some schemes have visiting support workers and others have support staff who live onsite.

You can see a list of organisations providing supported living on page 38 of this directory.

Costs of these housing options

If you meet the relevant eligibility criteria to move into any of these types of housing, you will need to pay the rent and service charges. In some cases, you may qualify for housing benefits to cover these costs.

Depending on your financial circumstances, you may be eligible for funding or part-funding from the council to pay for personal care support, such as help with washing and dressing or cooking meals.

We would carry out a financial assessment with you to work out what contribution you would need to make towards the costs for your personal care support.



Key contacts

Barnet Council Housing Options Team

Provides guidance and information on housing.

Tel: 020 8359 4797

Email: homesekers@barnethomes.org

Social Care Direct

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

FOREST CARE VILLAGE

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24 hour nursing for elderly persons ages 65+ and specialist nursing for younger persons aged 18 to 65 requiring neurological and spinal injury care. Experts in dementia, respite and postoperative recuperative care.



- Male & female 65+
- Younger person 18-65 specialist nursing
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- Brain injury
- Stroke
- Spinal
- Trauma
- Multiple sclerosis
- Motor neurone
- Epilepsy
- Parkinson's disease
- Challenging behaviour
- End of life/continuing care
- Posture, bowel & bladder management
- PEG & pain management
- Respite care
- Postoperative care
- Emergency admissions

Forest Care Village, Elstree & Borehamwood, is not just one of the largest independent care home facilities in the UK, but also one of the most progressive.

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Our primary objective is to improve the quality of life of our clients and their families. We seek to promote independence, choice and dignity of the individual enabling them to live a full and happy life.

Visit us to see just why our clients and their families are so happy to be cared for by us.

FOREST CARE VILLAGE

10-20 Cardinal Avenue, Borehamwood, Hertfordshire, WD6 1EP

Call **08444 725 154** or email thevillage@foresthc.com

www.foresthc.com

Calls charged at a maximum of 4p per minute from UK landlines. Mobile charges vary.

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HEALTHCARE
A family of homes

Section 5: Arranging a move to a care home

There may be a time when you find you can no longer manage to look after yourself at home.

Many people are able to get support from friends or relatives, and there is a range of care and support available to help you remain in your own home (see Section 2: Support in your own home) or you may want to consider housing alternatives (see Section 4: Where you live).

If you decide to move into a care home you need to find the right one for you.

You can find a list of key contacts covered in this section on page 32 and a list of care homes starting on page 51.

Please note: The Care Act, which comes into force from April 2015, will introduce changes to eligibility criteria and payments for care home fees. For more information, visit www.barnet.gov.uk/care-act

Making your own arrangements

If you are in a financial position to do so, you can make your own arrangements to move a care home.

It is important to remember, however, that if you later find that you can no longer afford the fees, the council can only assist you if:

- you qualify for support from Barnet Council. We would assess your needs.
- the care home where you are a resident is registered with the Care Quality Commission and prepared to enter into a contract with the council.

If you are funding your own care and would like some advice about your support and funding options you can contact **My Care My Home**.

My Care My Home offers an advice service to help people find a suitable home care provider, or care in sheltered or Extra Care schemes and care homes. It also offers people advice about the cost of care and funding options, making adaptations to their existing home and, if necessary, assistance in letting or selling their home to help fund care costs.

Assessing your needs through the council

You are entitled to ask the council to make an assessment of your needs regardless of any savings you may have or whether you think you can afford to pay for your care. Contact Social Care Direct if you would like to talk about having an assessment of your needs.

A social care professional will then discuss with you what risks there are to your continuing to live independently, for example, how safely and well you can manage daily activities like getting up and dressed. He or she will then be able to work out with you what you need and whether you qualify for help from the council (see Section 3: Getting support from Barnet Council).

If moving to a care home best meets your needs, the council can help with arrangements. This applies even when you have enough money to pay for your own care. For example, if you cannot make the necessary arrangements for yourself and you have no one else to do this for you, we can arrange your care and you would pay us back the costs of your care.

If someone lacks the mental capacity to decide about moving into a care home and they have no family or friends to decide on their behalf the council will appoint an Independent Mental Capacity Advocate (IMCA). The advocate will speak on the person's behalf and

represent their best interests when any decisions need to be made, in line with the Mental Capacity Act 2005. If you have appointed a Lasting Power of Attorney in relation to health and welfare decisions, this person must also be consulted.

Choosing a care home

If possible, you should visit the care homes you are considering to make sure they meet your current and possible future needs. You should not be asked to make an appointment and you can visit unannounced. You might like to have a checklist with you of points that are important to you in case you forget to ask something.

Talking to staff, residents and managers can help you get an idea of what living there might be like. You can also ask to see any area of the home; not just the areas that the manager wants to show you, and you should feel able to visit more than once.

We have produced a factsheet with a list of useful questions that you might want to ask when visiting a care home. You can download a copy from our website at www.barnet.gov.uk/care-homes.

You may also find it useful to refer to the charity Independent Age's Choosing a care home booklet. You can download this guide, as well as many other useful guides and factsheets for elderly people, from the Independent Age website.

By law, care homes must be registered by the **Care Quality Commission (CQC)**. This is an independent body that regulates health and social care in England. They have a set of essential standards of quality and safety that all care providers must meet, and monitor care providers to check that they comply with these standards.

You can find out what checks CQC have carried out on a particular home by looking on the CQC website.

Types of care home

Residential care homes

These homes offer full board and personal care to people who need high levels of support with daily activities and occasional help at night.

Some care homes are run as businesses and normally set no restrictions on admission apart from a person's suitability for care. Other care homes are run by voluntary organisations, which might set conditions for accepting residents, for example, people of a particular religion or people who have served in the armed forces.

Nursing homes

These homes are for people who need 24-hour care, including people who are terminally ill. Nursing homes employ qualified nursing staff who are available day and night.

Dual registered homes

Some homes are registered as both a residential care home and a nursing home. Residents do not then have to transfer to another home if they go on to need nursing care.

Specialist homes

These homes specialise in caring for people with dementia or mental health problems, people with learning disabilities or multiple disabilities or those from a particular cultural or religious background.

Respite care

Some homes offer respite care, which lets you have a temporary stay there while the person (family or friend) who usually looks after you has a rest or a short holiday. The rules for calculating charges for respite care differ from the rules for permanent care charges.



For information about charging for respite care, please contact the **Financial Assessment Team** at Barnet Council.

Hospice care

If you have a life-limiting illness you may want to consider getting support from a hospice. The North London Hospice provides support for people in their own homes. Their inpatient unit can provide 24-hour care to help with pain or other symptom issues, rehabilitation, respite and end of life care.

Who pays for your care?

This will depend on a number of factors including the severity of your illness or disability and your financial situation. The health and social care staff who assess your needs will advise you, but here is a general guide:

- **NHS continuing care** - in some circumstances, where you are assessed as requiring a very high level of nursing care with constant supervision. The NHS will organise and pay for your continuing care in a hospital, a hospice or a nursing home.

- **Care for war pensioners** - available to those who qualify for help from Veterans UK with funding under the War Pensions Scheme
- **Section 117 aftercare** - available following a compulsory stay in a hospital for mental health treatment.
- **Funded or part-funded by the council** - the council arranges a care home for you and part-funds your stay. You will be financially assessed to work out what contribution you can make towards the cost of your care.
- **Self-funding with practical support from the council** - the council arranges a care home for you but you pay the costs of your care to the council or the care home directly.
- **Entirely self-funding (and self-arranging)** - you arrange your own care and pay all of your own costs.

Financial assessment

If you qualify for financial assistance from Barnet Council there are clear rules about how much you have to pay and how much the council will contribute. The way we calculate charges for care homes is set by Government to ensure that everyone in England has their charges for permanent residential care assessed in the same way.

If you need continuous nursing care, this is assessed by NHS Barnet. They will fund a fixed sum towards your care based on a separate nursing care assessment. The council will help coordinate this NHS assessment.

Barnet Council aims to promote people's independence and will only recommend a placement in a care home where there are no other support options available to enable someone to remain in their own home.

If you are assessed as needing care home accommodation Barnet Council will generally only contribute to the care home fees if you have less than £23,250 in capital and savings (2014/15 rates).

We will ask you to complete a Financial Declaration form, including details of your income and capital or savings, to help us work out how much you must pay and how much the council should contribute.

If you do not receive a form, please contact the Financial Assessment Team at Barnet Council who will send one to you. You can also contact this team if you would like to arrange a visit to help you complete the form. They will also help you to claim any additional benefits that you may be entitled to.

Your charges will start from the first date of your placement, so it is important that you complete the Financial Declaration form as soon as possible to prevent receiving a large initial invoice. You will need to provide bank and building society statements to confirm your savings and income, and payslips to confirm any occupational or private pensions.

The Financial Assessment Team will send you a letter confirming how much you will have to pay towards the cost of your care with a breakdown of the charges you will have to pay.

The council reassesses the amount you have to pay every year in April. Please tell us if there is a change in your income or capital during the year so we can reassess your contribution.

How much will you have to pay?

The amount you pay will depend on:

- your capital (including for example your savings, and the value of any share you have in your home)
- your income (including certain benefits that you receive).

How are payments calculated?

If you have more than £23,250 (2014/15 rates) in capital, you must pay your care home charges in full.

If your capital is between £14,250 and £23,250, you will be charged based on the income you receive (minus some elements which you are allowed to keep).

In addition, you will have to pay a 'tariff income' (a small weekly sum to reflect the amount of capital above £14,250 which you have). We will assume you have a tariff income of £1 per week for every £250 of savings over £14,250, and you will have to pay this tariff income towards the cost of your care. So, for example, if you have £15,250 in savings we assume an income of £4 per week which will be taken into account when working out your charge.

If your capital is £14,250 or less, you will be charged based on the income you receive (minus some elements which you are allowed to keep), but you will not be charged a tariff income.

Income you can keep

If you have £23,250 or less in capital, you will always be able to keep some element of your income for personal use. For example, this will include:

- a 'personal expenses allowance', designed to give you money to spend as you choose, for example on personal items, or on small gifts for relatives. It will almost always be £24.40 per week but in special circumstances Barnet Council may allow you more
- certain amounts from some of the benefits you receive
- certain amounts from some pensions you receive.

It is important that you provide as much detail as possible to the council about the source of all the money which you receive and keep us updated about

any changes to your different kinds of income, so that we can calculate exactly how much you are entitled to keep; otherwise you may lose out.

What if you own savings or capital jointly?

If you are a joint beneficial owner of assets, for example, a joint savings account or you jointly own your home (whether or not you are registered as the legal owner), we will only take your share into account when calculating your capital level.

Sometimes we may ask for details of the finances of your friends and relatives in order to find out more about your financial circumstances. For example, if you say that your home is jointly-owned but it is registered in your name, you may have to provide evidence of the proportion of a relative's claimed share in the ownership of the home.



Will your home (or your share in it) always be taken into account when assessing contributions?

There are a range of situations where the value of your own home will not be taken into account when assessing how much you must contribute to the costs of your care.

If your stay in a residential home is a temporary one, then the value of your home is ignored as long as you:

- intend to return home, and your home is still available to you
- are taking reasonable steps to sell your home to allow you to move into a more suitable place on your return.

If your stay is permanent, the value of your home is disregarded for the first 12 weeks. After that time, the value of your home is taken into account unless it is still occupied by:

- your partner or spouse (including a civil partner)
- a child under 16 years of age who is dependent on you
- a relative or family member who is over 60 years old
- a relative or family member who is disabled - this could be a son or daughter with a physical or learning disability
- your estranged or divorced former partner or spouse (including a former civil partner) if they are a lone parent of a child under 16 years of age.

Barnet Council also has discretion to disregard the value of your house and review the decision later if a person other than those listed above lives in your property. We may decide to exercise this discretion if when you lived at home you had, for example:

- a carer and they gave up their home in order to live with you and care for you
- an elderly companion and they gave up their home in order to live with you.

Deferred payments

What can I do if my home counts as capital but I do not have enough income or other capital to pay the care home fees?

We advise that you should either put your home on the market for sale or rent it out but you must make sure you get enough money to cover the full cost of your placement.

In some circumstances you may be able to enter into a **Deferred Payments Agreement** with the council. Contact the Financial Assessment Team for more information about deferred payments.

What happens if I give away my money, assets or other capital?

If you have given away money, assets or property in order to avoid paying care home charges, those sums may continue to be treated as your income or capital when assessing how much you can and must pay. The council may take action against the recipient(s) of the assets you have given away or ask them to pay some of your costs.

When your capital is falling

Paying or contributing to your care home charges is likely to reduce the amount of capital (including savings) that you have. If your capital is falling, you should always keep Barnet Council informed when it is about to reach £23,250 (2014/15 rates), and regularly thereafter, so that we can take this into account when re-assessing the amount you have to pay for your care home charges.

Choosing a care home if the council is helping to pay the fees

To offer you choice, Barnet Council and NHS Barnet have standard contracts with a range of independent and voluntary sector care homes. These include homes which meet particular cultural or religious needs.

We also contribute towards the costs of care in homes in other parts of the country if you want to be near to relatives living there.

You do not, however, have to move to one of these homes, for example, if you wish to move to a home in a different part of the country to be near to relatives. If the council is contributing towards the cost of your care home fees, you can usually keep to the care home of your choice, provided that the care home where you are or will be a resident is:

- registered with the Care Quality Commission
- suitable for your assessed needs and is prepared to enter into a contract with the council
- does not charge more than Barnet Council would usually expect to pay for residential accommodation, which is suitable to your assessed needs.

If the care home charges more than Barnet Council would usually expect to pay we will only contribute to the cost of your care at that particular home if:

- there is no other available home which is suitable for your assessed needs, or
- a third-party sponsor (such as a relative or voluntary organisation) reaches an agreement with the council to contribute towards the cost of the care home as well.

We will ask for financial information from the person applying to enter into the agreement with the council.

If you fail to keep up with top-up payments, we may ask you to move to a suitable alternative home available at a cost the council would usually expect to pay.

Reviewing your place in a care home

If the council helped to place you in a care home, your social care professional will keep in touch for the first four weeks to ensure you are being cared for in a satisfactory way.

We will carry out a review of your situation after four weeks to check with you, your family and the care home staff that the home is suitable for you.

If you are happy with the home, your placement becomes permanent. We will then review your placement once a year unless you or your family or the home feel that your needs have changed. In this case an earlier review can be arranged.



Key contacts

Barnet Council Financial Assessment Team

Tel: 020 8359 2238

Email: financial.assessments@barnet.gov.uk

Care Quality Commission (CQC)

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Independent Age

Offers free advice and information on care, benefits and social support for older adults.

Tel: 0800 319 6789

Email: charity@independentage.org

Web: www.independentage.org

My Care My Home

Provides information on choosing and paying for residential care.

Tel: 0800 731 8470

Web: www.mycaremyhome.co.uk

North London Hospice

Tel: 020 8343 8841

Web: www.northlondonhospice.org

Relatives and Residents Association

Provides support to residents, potential residents and families of people in residential and nursing homes.

Tel: 020 7359 8136

Email: info@relres.org

Web: www.relres.org

Veterans UK

Provides pensions and welfare guidance for people who have served in the UK Armed Forces.

Tel: 0808 1914 2 18

Web: www.veterans-uk.info

Knights Court Nursing Home is a purpose built care home with nursing and dementia care, designed with four separate units, each enjoying self contained living accommodation. With a calm and tranquil atmosphere, the home is ideal for those looking for somewhere safe and comfortable to live. It is registered with the Care Quality Commission and is within easy reach of local facilities and easily accessible by road, bus or train.



Nursing Care for frail older people & those with dementia

Experienced registered nurses and staff available 24 hours, delivering the highest standard of nursing care.

Accommodation

Spacious, well furnished lounge areas and dining rooms and single occupancy en-suite bedrooms throughout. The home also boasts beautiful landscaped gardens.

Individual Care

Individual care plans enable staff to continually monitor each resident's progress and general health.

Activities

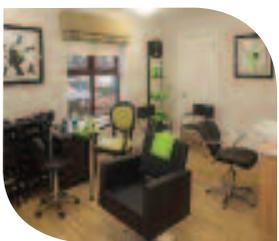
Our activities organiser ensures there is a varied programme for social and leisure pursuits, including sensory based activities.

Meals

Appetising, home-style food with seasonal ingredients. At Knights Court we endeavour to meet all cultural and personal preferences.

- Visitors are welcome at any time, to our "home from home"
- A hairdressing salon, managed by a professional hairdresser is available weekly
- Disabled access throughout the home
- Chiropodist, optician, dentist, GP, physiotherapist, religious ministers visits all catered for

Please feel free to visit or telephone at any time for viewing and advice.



KNIGHTS COURT NURSING HOME

107 High Street, Edgware, Middx HA8 7DB

T: 0208 381 3030 E: knightscourt@lifestylecare.co.uk

www.lifestylecare.co.uk

Thinking about your care options

19 care homes in and around London, please see our website



Section 6: Feedback about services

We welcome your feedback - good or bad - about your experience of care as this helps us to keep improving services. The following information explains how to make comments, compliments or complaints to the various organisations which provide social or healthcare.

Feedback to a service provider

If you want to make a comment, compliment or complaint about a service you receive from a support or care provider, including a care home, you should tell the service provider directly using their complaints procedure.

If you have made a complaint to a service provider and are unhappy with their investigation or the outcome you can contact the council. We will then consider handling the complaint on your behalf.

Feedback about services funded by the council

If you want to make a complaint about social care services you receive, which are funded by the council, you should:

- speak to your social worker or the manager of the service you are complaining about
- complete an online complaint form
- contact the Adults and Communities Complaints and Representations Manager.

We aim to acknowledge all complaints within two working days of receipt. The complaint will then be investigated by the relevant service manager who will write to you with their findings.

If you are dissatisfied with this you can write to the Complaints and Representations Manager. They will consider the reasons why you remain dissatisfied and

decide whether to escalate the complaint to the Head of Service or advise you to contact the **Local Government Ombudsman's Office (LGO)**.

The LGO provides a free, independent and impartial complaints service for people who use social care services, whether they fund and arrange their own care or they receive funding from their local council.

You can find more information at www.barnet.gov.uk/complaints-and-compliments

If you need help

Barnet Centre for Independent Living (BCIL) is run by and for disabled people and has trained advocates who can help you to make complaints and follow them through, support you in speaking up for yourself and attend meetings with you.

BCIL also works in partnership with other independent voluntary organisations in the borough to make sure that you get the right advocacy support for your needs.

Feedback about health services

If you are not happy with the care or treatment you have received from the NHS you have the right to complain, have your complaint investigated and be given a full and prompt reply.

Doctors, dentists, pharmacies and opticians

If you have a comment, complaint or compliment about a doctor (GP), dentist, pharmacy or optician, please contact the practice directly in the first instance. If you are unable to resolve your complaint with the practice, contact NHS England.

Community services

If you have a concern or complaint about a community service such as a health centre, physiotherapy or podiatry service, then contact Patient Advice and Liaison Service (PALS) at Central London Community Healthcare.

Hospitals

If your complaint is about a hospital, you should get in touch with the Patient Advice and Liaison Service (PALS) office at that hospital.

If you need help to make your complaint

The NHS Complaints Advocacy Service, run by VoiceAbility, is a free and independent service that can help you make a complaint about any NHS service.

You can find a wide range of information, including self-help information in Easy Read and large print, on the VoiceAbility website. They also provide advocates who can work with you to ensure you understand your options and help you to achieve the outcome you are seeking.

Other ways to share your experiences of care

Healthwatch Barnet

Healthwatch Barnet is part of the nationwide Healthwatch England network. It helps residents get the best out of their local health and social care services by listening actively to their views and liaising with health and council services to make sure these views are heard and acted upon. It also provides information and advice on local health and social care services.

Care Quality Commission

The Care Quality Commission (CQC) checks that hospitals, care homes, GPs, dentists and homecare services meet national care standards. It inspects these services and publishes the results to help people to make decisions about their care, and invites the public to share their experiences of social care services via their website.

Key contacts

Barnet Centre for Independent Living

Tel: 020 8359 2444
Email: info@barnetcil.org.uk
Web: www.barnetcil.org.uk

Care Quality Commission

Tel: 03000 616161
Web: www.cqc.org.uk

Complaints and Representations Manager

London Borough of Barnet
North London Business Park, London N11 1LP
Tel: 020 8359 4299
Email: adultscustomerexperience@barnet.gov.uk
Web: www.barnet.gov.uk/complaints-and-compliments

Healthwatch Barnet

Tel: 0300 456 8365
Email: info@healthwatchbarnet.co.uk
Web: www.healthwatchbarnet.co.uk

Local Government Ombudsman

Tel: 0300 061 0614
Email: advice@lgo.org.uk
Web: www.lgo.org.uk

NHS Complaints Advocacy Service

Tel: 0300 330 5454
Email: nhscomplaints@voiceability.org
Web: www.nhscomplaintsadvocacy.org

NHS England

Tel: 0300 311 22 33
Email: england.contactus@nhs.net
Web: www.england.nhs.uk/contact-us/complaint

Patient Advice and Liaison Service (PALS)

Tel: 0800 368 0412
Email: clchpals@nhs.net
Web: www.nhs.uk

Section 7: Useful contacts

Contacting Barnet Council

Social Care Direct

Our front door for adult social care services

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

Web: www.barnet.gov.uk/adult-social-care

www.barnet.gov.uk/socialcareconnect

Online directory of local and national organisations, which can provide information, advice and support

First Contact

For general enquiries about council services

Tel: 020 8359 2000

Email: first.contact@barnet.gov.uk

Web: www.barnet.gov.uk

Health contacts

Barnet Clinical Commissioning Group (CCG)

Commissions healthcare services to meet the needs of Barnet residents

Tel: 020 3688 2299

Web: www.barnetccg.nhs.uk

Barnet, Enfield and Haringey Mental Health Trust

Provides mental health and community health services for people of all ages

Tel: 020 8442 6000

Web: www.beh-mht.nhs.uk

Central London Community Healthcare

Provides local and community-based healthcare services including district nurses, health visitors, home-based rehabilitation, NHS walk-in centres, diabetes services and educational nutrition and dietetics sessions

Tel: 020 7798 1300

Web: www.clch.nhs.uk

● PRACTICAL CATERING



We offer a vast range of frozen & hot ready-made meals that cater to all and any dietary and cultural needs. Delivered free, straight to your door-step.

- * Traditional meals.
- * Kosher & Halal meals.
- * Afro-Caribbean and Ethnic meals.
- * Special diet meals.
- * Easy chew meals.
- * Vegetarian & Non-spicy meals.
- * Individual desserts range.



☎ 020 8492 3931 / 084 5652 2294

@ www.mealsforyou.co.uk

✉ info@mealsforyou.co.uk

Finchley House,
707 High Road,
North Finchley,
London N12 0BT.

Healthwatch Barnet

Listens and responds to the views of patients and carers in Barnet

Tel: 0300 456 8365

Email: info@healthwatchbarnet.co.uk

Web: www.healthwatchbarnet.co.uk

NHS 111 Service

Call 111 when you need medical help fast but it's not a 999 emergency. Available free of charge 24 hours a day 365 days a year

NHS Choices

Provides information on conditions, treatments, local services and healthy living

Web: www.nhs.uk

Local hospitals

Barnet Hospital

Wellhouse Lane, Barnet, Herts EN5 3DJ

Tel: 0845 111 4000

Web: www.bcf.nhs.uk

Edgware Community Hospital

Burnt Oak Broadway, Edgware, Middlesex HA8 0AD

Tel: 020 8952 2381

Finchley Memorial Hospital

Granville Road, Finchley, London N12 0JE

Tel: 020 8349 7444

Family Representation

Dementia Partners

Hamilton House, 25 High Street, Rickmansworth, Hertfordshire WD3 1ET

Tel: 01923 444875 (Care Needs Assessment Line)

Website: www.dementiapartners.com

Email: reeta@dementiapartners.com

Dementia Partners is a comprehensive "one stop shop" designed to assist people with Dementia within Greater London. We offer a bespoke service designed to take the stress away from families and save time, money and, most importantly, ensure the patient is receiving the right services available to them. We will help you to progress the complex NHS, Social Services and Nursing Home processes including identifying all the different options available and the funding package from start to end of various processes.

Local service providers

Age UK Barnet

Provides information, advice and support for people aged 55+

Tel: 020 8203 5040

Web: www.ageukbarnet.org.uk



Barnet Carers Centre

Provides advice and support for family carers

Tel: 020 8343 9698

Email: admin@barnetcarers.org

Web: www.barnetcarers.org



Barnet Centre for Independent Living

Provides peer-led advice, support and advocacy for people with any form of disability

Tel: 020 8359 2444

Email: info@barnetcil.org.uk

Web: www.barnetcil.org.uk



Barnet Citizens Advice Bureau

Provides free independent confidential and impartial advice to everyone on their rights and responsibilities

Tel: 0300 456 8365

Web: www.barnetcab.org.uk



Bright Futures

Provides support and opportunities for people with autism or a learning disability

Tel: 020 8349 3842

Web: www.barnetmencap.org.uk



Eclipse

Provides information, advice and supports people with their mental wellbeing

Tel: 020 8359 4999

Email: info@eclipsebarnet.org.uk

Web: www.eclipsebarnet.org.uk



Supported living providers

Please see page 23 for more information about Supported Living in Barnet.

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

Company Name	Website	Tel	Client group
C Angel Support Living Ltd	www.angelsupportliving.co.uk	020 8533 2372	learning disabilities
Arundel Care Services Ltd	www.arundelcareservices.co.uk	0190 3504604	learning disabilities
C Barnet Mencap	www.barnetmencap.org.uk	020 8349 3842	learning disabilities
Brookdale	www.brookdalecare.co.uk	01707 332244	learning disabilities
Care Management Group	www.cmg.co.uk	01372 364000	learning disabilities
C Care Worldwide London Ltd	www.bondcare.co.uk	020 8202 2277	learning disabilities
C Creative Support Ltd	www.creativesupport.org.uk	020 7272 2865	learning disabilities
C Dillon Care	www.dilloncare.co.uk	07956 875 110	learning disabilities
C Dimensions	www.dimensions-uk.org	020 8368 5177	learning disabilities
Freeways	www.freewaystrust.co.uk	01275 372109	learning disabilities
Gentle Hands Care Ltd	www.gentlehandscareagency.co.uk	07909 090431	learning disabilities
C Hillgreen Care & Support	www.hillgreen.co.uk	020 7226 8989	learning disabilities
C Hft	www.hft.org.uk	020 8447 0541	learning disabilities
C Kisharon	www.kisharon.org.uk	020 8457 2525	learning disabilities
C Langdon Community Ltd	www.langdon.info	020 8952 3429	learning disabilities
C Liral Veget Training and Recruitment Ltd	www.liralveget.co.uk	020 7231 1658	learning disabilities
C Norwood Schools Ltd	www.norwood.org.uk	020 8809 8809	learning disabilities
C One Step at a Time	www.onestepatitime.org.uk	01491 414455	learning disabilities
Royal Mencap Society	www.mencap.org.uk	020 8905 3386	learning disabilities

Company Name	Website	Tel	Client group
C Suncare Recovery Ltd	www.suncarerecovery.co.uk	020 8346 4236	learning disabilities
C Walsingham	www.walsingham.com	020 8343 5600	learning disabilities
C Your Choice Barnet Ltd	www.yourchoicebarnet.org	020 8359 3456	learning disabilities
C Green Oak Living Solutions Ltd	www.golscare.co.uk	01438 729845	learning disabilities & complex needs
C Voyage Limited	www.voyagecare.com	01543 484500	learning disabilities & complex needs
Arbours Association	www.arboursassociation.org	020 8340 7646	Mental Health
C Lifeways Community Care	www.lifeways.co.uk	020 8877 1338	Mental Health
C Maison Moti Ltd	www.maisonmoti.co.uk	020 8366 6464	Mental Health
ML Homes	www.elmparklodge.com	020 8349 2388	Mental Health
One Housing Group	www.onehousinggroup.co.uk	020 8821 5100	Mental Health
Platinum Healthcare	www.platinumhealthcare.co.uk	020 8369 6800	Mental Health
C Richmond Fellowship	www.richmondfellowship.org.uk	020 7697 3300	Mental Health
C Shine Partnership Ltd	www.shinepartnerships.co.uk	020 8350 9770	Mental Health
The Regard Partnership	www.regard.co.uk	020 8255 4433	Mental Health
C Brunswick Supported Living Services Ltd	www.brunswicksupportedliving.co.uk	020 8361 9720	Mental Health/ learning disabilities
Metropolitan Support Trust	www.metropolitan.org.uk	020 8952 3357	Mental Health/ learning disabilities
C Next Step Support Ltd	www.nextstepsupport.co.uk	020 8360 1240	Mental Health/ learning disabilities
Origin Housing	www.originhousing.org.uk	020 7209 9222	Mental Health/ learning disabilities
C Outlook Care	www.outlookcare.org.uk	01277 633163	Mental Health/ learning disabilities
C SGSL Ltd	www.nextstepsupport.co.uk	020 8363 6484	Mental Health/ learning disabilities
Phoenix Community Care Ltd	www.phoenixcommunity.org	020 8887 6888	Vulnerable Adults

Care in your own home

Domiciliary care – the key to living independently at home

If you need help with everyday living but don't wish to move to residential care, then homecare may be the solution.

Domiciliary Care

Homecare is a vital service which enables people to live independently in their own home, close to friends and family. The emphasis is on personal choice with a wide variety of services available, from help with getting up and going to bed, to washing, dressing, meals, and taking medication. Other services like shopping, domestic services, help with gardening, household

management, companionship and accompanying clients on outings may also be offered – anything that helps people maintain their independence and keep a good quality of life.

Complex medical needs are not a bar to remaining at home – many homecare and nursing agencies can supply nursing staff to help when medical support is required.

Homecare can also be used as a temporary support following an operation or illness, or to provide short-term support to family carers who may need a break or extra help to care for a relative.

Training

Homecare workers are specially trained to work in people's own homes.



Unicare (London)

Universal Care You Can Trust

We are delighted to offer a flexible and professional service tailored to your care requirements, while respecting our service users privacy, dignity, independence and choice.

Quality of service delivery and preservation of quality of life are paramount in our care provision and is offered to all persons regardless of age, sex, religious or cultural backgrounds. Packages of care are individually tailored to individual needs and can range from 1 hour per week to 24 hours a day, 365 days a year.

- Care available from 1 hour per week to 24 hours a day
- Personal & Domestic care provided (including light housework & blitz cleaning)
- Home from Hospital Care & Rehabilitation
- Escorted shopping & leisure trips.
- Pension/Laundry collection
- Bathing Service
- Extra care following a period of illness
- Respite breaks for families and carers (including Pet & Gardening care when required)
- Palliative Care

All staff will have an enhanced Criminal Records Bureau check, references checked, be trained and experienced. Registered with The Care Quality Commission.

for more information please contact us on 020 8959 9195; 020 8888 5111; 07971813296
Unicare London, 13 Salcombe Gardens, Mill Hill, London NW7 2NU fax: 020 8959 9189
Website: www.unicarelondon.com Email: mail@unicarelondon.com and ebodadzie@hotmail.com



MEMBER

INVESTOR IN PEOPLE

CARE VISITS AT HOME

Good Old Fashioned Service



Call our professional team 020 3011 0996

Service

Our approach to home care is based on 'good old fashioned service', or put simply, providing our customers with a service that we would want our own family to receive.

What we offer

We offer everything from personal care to shopping, cleaning or social visits. Our visits are flexible to suit you and last anywhere from short visits to 24 hours.

Alternative

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care 'just happens'.



www.bluebirdcare.co.uk/barnet

Call 020 3011 0996

barnet@bluebirdcare.co.uk

All care workers receive basic training when they join a homecare agency and many study for a vocational qualification in health and social care. Some undertake required specialist training to care for users with particular needs, such as a learning disability or dementia.

Assessing your needs

Before the homecare service starts, the agency will help the service user to describe the care they need and liaise with family, medical advisers and the local Council, where appropriate. The service draws up a tailor-made care plan that incorporates the service user's choices and describes what support will be provided and how often.

Homecare workers can visit for as little or as long and as often as is needed, from half an hour a day to a long-term 'live-in package'.

Paying for homecare

Homecare can be bought independently from a homecare agency or with funding from the local Council known as a direct payment or personal budget. Alternatively, the Council may provide homecare itself by using its own staff or commissioning an agency to provide care.

Regulation

Homecare organisations in England providing regulated activities like personal care have to register with the Care Quality Commission, as do nurses' agencies.

Care in your own home: care agencies

Below is a list of care agencies located in and around Barnet borough and registered with the Care Quality Commission.

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL.

A K Care Limited

29 Middlesex House, 29-45 High Street,
Edgware, Middx HA8 7UU
Tel: 020 8952 8000
Contact: Kofi Affum
Web: www.akcareagency.co.uk
See our advert on page 48

C Allied Healthcare Group

Bellside House, 4 Elthorne Road,
London N19 4AG
Tel: 020 7561 6053
Web: www.alliedhealthcare.com

ANA Nursing

29-45 Middlesex House, High Street,
Edgware HA8 7LH
Tel: 020 8905 7701
Contact: Claude Suppiah
Web: www.ana-nursing.co.uk

Bluebird Care Barnet

Groupama House, 17 Station Road,
New Barnet, Herts EN5 1NW
Tel 020 3011 0996
Contact: Larry Berkowitz
Email: barnet@bluebirdcare.co.uk
Web: www.bluebirdcare.co.uk/barnet
See our adverts on pages 41 and 43

LIVE-IN CARE

We care passionately



Very affordable 24 hour service



What we offer

We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

Excellent rates

We offer incredible Live-in rates from only £707 per week.

Contact us

Visit us online at
www.bluebirdcare.com
Call our professional team on
020 3011 0996

www.bluebirdcare.co.uk/barnet

Care a la Carte

28 Brampton Grove, Kingston House,
Hendon, London NW4 4AQ
Tel: 020 8202 1334

C Carewatch (Barnet)

Apex House, Grand Arcade, Tally Ho Corner,
High Road, North Finchley, London N12 0EH
Tel: 020 8492 9494
Contact: Jatin Gondhia
Web: www.carewatch.co.uk/office/barnet
See our advert below

C Dynamic People Homecare

Units 1 & 3, 30032 Friern Park,
London N12 9DA
Tel: 020 8446 9091
Contact: Charlyn Duru
Web: www.dynamicpeople.co.uk

C The Extra Mile Care Company Limited

Wedge House, White Hart Lane,
London, N17 8HJ
Tel: 0844 967 9797
Contact: Daniel Burner - MD
Web: www.extramilecare.com

C Gentle Hands

Wisdom House, 6 Westbrook Square,
Barnet, Herts EN4 9AX
Tel: 020 8441 6079
Contact: Ms Roselind Anyanwu
Web: www.gentlehandscareagency.co.uk

C Hartwig Care Limited

5 Ella Mews, London NW3 2NH
Tel: 020 7916 7270
Contact: Nadja Hartwig
Web: www.hartwigcare.co.uk
See our advert on page 47



Professional Homecare at Affordable Prices Throughout the London Boroughs of Barnet & Enfield

- Pop-in calls** – regular visits to your home
- Domestic help** – housework, shopping, etc
- Personal care** – dressing or bathing

Overnight sleep-ins and live-ins
Family Assistance

Professional Care in Your Own Home 24 Hours, 7 Days A Week
Care just when you need it - Half Hour to 24 Hour Calls

020 8492 9494

www.carewatch.co.uk/office/barnet
info@carewatch-barnet.co.uk
Apex House, Grand Arcade, Tally Ho Corner,
High Road, North Finchley, London N12 0EH



Social Care Consortium



Research House Business Centre
Fraser Road
Perivale
Greenford
UB6 7AQ

SCC is a new and exceptional Home Care provider in Barnet. Our services are flexible and guarantee 100% satisfaction or your money back*. We only employ highly skilled and experienced staff. We have a qualified Occupational Therapist and a Social Worker in our team to ensure the very best care. We specialise in complex care needs including bed bound clients.

Our services include:

- **Help with personal care shower/ bath**
- **Help with medication**
- **Appointments**
- **24 hour care**

*subject to terms and conditions

We are also recruiting Home Care Staff for the Barnet area-excellent package. Contact us:

Tel: 020 8537 3493 Mobile: 07534 146906
Email: info@socialcareconsortium.co.uk
Website: www.socialcareconsortium.co.uk



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- * Respite service.
- * Live-in/Sleep-over service.
- * Waking nights.
- * Domestic services.
- * Cooking, preparing, serving meals.
- * Companionship, outings, shopping.

020 8492 3930

24 hour: 08456522294

www.practicalcarelondon.com

info@practicalcarelondon.com

Practical Care, Finchley House, 707 High Road,
North Finchley, London N12 0BT.

For all your care needs.

Personalised care at home

Our compassionate and reliable CAREgivers will provide care to suit your needs.

- ★ Personal Care
- ★ Home Help
- ★ Companionship
- ★ Bathing & dressing
- ★ Dementia Care
- ★ Caregivers matched to your preferences
- ★ From a few hours to 24 hours a day



020-8446-7044

barnet@homeinstead.co.uk



1st Floor, Raydean House
15-17 Western Parade
Great North Road, Barnet EN5 1AH
www.homeinstead.co.uk/barnet

HCPA

22-24 Eastside Road, London NW11 0BA
Tel: 020 8905 5599
Contact: Jason Virasinghe
Web: www.hcpaltd.com
See our advert on page 49

Homecare Partnership

2 Etrona Buildings, 172 - 174 Granville Road,
London NW2 2LD
Tel: 020 8731 7622
Contact: Miranda Wixon
Web: www.homecarepartnership.co.uk

Home Instead Senior Care

1st Floor, Raydean House, 15-17 Western Parade,
Great North Road, Barnet, Herts EN5 1AH
Tel: 020 8446 7044
Contact: Dale Bevington
Web: www.homeinstead.co.uk/barnet
See our advert on this page

Get more out of life with Hft

Hft can help you find a home, meet friends and try new things. Our flexible approach means we can offer support from as little as 2 hours a week to 24 hours a day. We can help with:

Personal budgets - Helping you to find the support options which are right for you.

Supported living - Supporting you to live at home, on your own or with friends.

Community activities - Supporting you to lead an active life within your local community.

Family and friends - Supporting you to make new friends and keep in touch with family.



Contact us to find out more!

Tel: 020 8447 0541

Email: london@hft.org.uk

Unit 1, 25 Tapster Street, High Barnet, EN5 5TH

www.hft.org.uk

Registered charity no: 313069 Patron: HRH The Princess Royal



**Creatively
supporting people
with learning
disabilities**



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Delivering Nursing and Personalised Care and Support
in your own home 24 hours a day, 7 days a week



Introducing Kare Plus

The Home care service you can trust.

Kare Plus has over 20 years' experience in delivering care and support to individuals in their own homes. We ensure that each service user maintains their independence but also receives the best support where needed.

Why choose Kare Plus?

Kare Plus offers a range of services to suit your individual needs with care givers matched to your preferences.

- Nursing Care
- Personal Care
- Meal Support
- Medication
- Shopping
- Light Domestic Work
- Outings/holidays
- Companionship
- Personal Assistants
- Live in/ Sleep over
- Respite Care
- Brain Injury
- Spinal Injury
- Mental Health
- Learning Disability
- Physical Disability
- End of Life

We offer care and support services to individuals with:

- Dementia and Alzheimer's
- Elderly and Frail

**Choose from 1 hour to
24 hours per day.**

For further information please call our Home Care Team on:

020 8446 4770 / 07415 533660 or email kpbarney@kareplus.co.uk

Kare Plus Barnet, 2nd Floor Whetstone House, 1-3 Oakleigh Road North, London N20 9HE



...because we care

www.kareplus.co.uk



We helped John get back in the garden again...



John was having trouble keeping up with his chores, so was unable to spend time in the garden he loved so much. This changed when he got help from Hartwig Care.

Hartwig Care is a London-based homecare agency providing support to a broad range of clients since 1999.

- Our services include:
- Household Duties
 - Personal Care
 - Waking Night & Sleep-in Care
 - Live-in Care
 - Respite
 - Specialist Care

Find out more about us: 5 Ella Mews, London, NW3 2NH
Tel: 020 7916 7270 Email: info@hartwigcare.co.uk

www.hartwigcare.co.uk

C Housing & Care 21

7th Floor, Hyde House,
The Hyde, London NW9 6LH
Tel: 0303 123 1801
Contact: Debbie Fitzgerald
Web: www.housingandcare21.co.uk

inTouch Home Care Home Care Support Services

117 High Street, Barnet, Herts EN5 5UZ
Tel: 020 8441 6868
Contact: Tracy Cornell –
Registered Home Care Manager
Email: enquirieshc2@personnelbank.co.uk
Web: www.intouchhomecare.co.uk
See our advert on page 2

Kaidy Employment Agency

Devonshire House, 582 Honeygot Lane,
Stanmore, HA7 1JS
Tel: 020 8906 2001
Contact: Ms Nicky Subaru
Web: www.kaidy.co.uk

Kare Plus Barnet

2nd Floor, Whetstone House,
1-3 Oakleigh Road North, London N20 9HE
Tel: 020 8446 4770
Contact: Bridget Mills
Web: www.kareplus.co.uk
See our advert on page 47

A.K Care Agency

Providers of experienced Personal and Care Assistants

Our distinctive service is to care for:

Private Clients

People receiving Direct Payments (DP)

People receiving Independent Living Fund (ILF)

People on Personal Budgets and self-directed support

Our staff are thoroughly referenced and CRB checked • 24 hours service.

Contact us at:

29 Middlesex House, 29-45 High Street, Edgware Middx HA8 7UU

Telephone: 0208 952 8000 Mob: 07830 23 9990

Email: ak@akcare.fsnet.co.uk Web: www.akcareagency.co.uk



C Mihomecare

First Floor, Escot House,
Arcadia Avenue, London N3 2JE
Tel: 020 8371 7250
Contact: Mariana Phatey
Web: www.mihomecare.com

Practical Care

Finchley House,
707 High Road, North Finchley, London N12 0BT
Tel: 020 8492 3930/1/2
Contact: Teresa Ann Paphiti or John Chidiac
Web: www.practicalcarelondon.com
See our advert on page 45

Sanctuary Home Care

Goodwin Court, 52 Church Hill Road,
East Barnet, Herts EN4 8FH
Tel: 020 8447 5300
Contact: Liliana Ilascu
Web: www.sanctuary-group.co.uk

Unicare (London)

13 Salcombe Gardens, Mill Hill,
London NW7 2NU
Tel: 020 8959 9195 or 020 8888 5111
Contact: John Dadzie
Email: mail@unicarelondon.com
Web: www.unicarelondon.com
See our advert on page 40

C Westminster Homecare Limited

Symal House, 423 Edgware Road,
London NW9 0HU
Tel: 020 8200 2030
Contact: Tina Hurn
Web: www.whc.uk.com



Home Care Personal Assistance (HCPA) provide one-to-one personalised homecare in Barnet for those that you love as an ideal alternative to a care home.

Our professional, highly trained and experienced team are at your disposal to ensure provision of the highest care standards from small jobs right up to live-in care.

- Bathing, showering, dressing.
- Toileting, incontinence management.
- Assistance with mobility.
- Assistance preparing meals.
- Assistance with eating, drinking and medication management.
- Assistance with paying bills.
- Assistance with shopping.
- Assistance with appointments.
- General house cleaning and laundry.
- Companionship.
- Live in care.

Please contact us for any other requests.

Tel: 020 8905 5599 Email: info@hcpaltd.com
22-24 Eastside Road, London NW11 0BA

www.hcpaltd.com



Ventry Residential Care

Call us on:
020 8886 7317



Ventry Residential Care provide Residential Care, specialist Dementia Care and Mental Health Care for the elderly across North London in comfortable home from home settings.

Our homes are located on leafy residential streets near to the popular amenities offered by their local high streets. All homes are registered with the Care Quality Commission to offer person centred long term, short term and day care placements. We will provide you with a welcoming comfortable way of life in safe, modern surroundings.

Your local Ventry Care Home is:

Athenaeum Residential Care Home

34-36 Athenaeum Road, Whetstone, London N20 9AH

T: 020 8445 8251

E: info@ventry-care.com

Web: www.ventry-care.com

For further information on Athenaeum Residential Care Home and our other homes in Palmers Green, Muswell Hill, Higham's Park and Northwood, please see our website.

25+
YEARS of CARE

Established 1985

Trusted by hundreds of people to provide quality care for over 25 years

**What makes
Baxendale
Care Home
one of the best
kept secrets in
North London?**



Baxendale Care Home is probably the best kept secret in North London. Our residents enjoy a quiet corner of Whetstone, with beautiful greenery and a tranquil lake right outside our door. If you're looking for somewhere where resident care, activity and friendship go together beautifully, telephone Jacqui on 020 8445 1127 and come and discover our secret for yourself.

**Baxendale Care Home, Baxendale, Whetstone, London N20 0EH
Tel: 020 8445 1127 • info@baxendalecare.org.uk • www.baxendalecare.org.uk**



registered charity number: 211211

Residential care homes for older people

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Acacia Lodge 37/39 Torrington Park, North Finchley, London N12 9TB Tel: 020 8445 1244 • Fax: 020 8343 7459 • Email: acacia.lodge@hotmail.com Owner: Torrington Homes, Mrs J Bethuel, Mr M Pringsheim Person in Charge: The Manager (also registered for mentally frail people) • <i>See our advert on page 1</i></p>	32	✓	✓	✓	✓	✓	✓	
<p>C Apthorp Care Centre Nurserymans Road, Off Brunswick Park Road, London N11 1EQ Tel: 020 8211 4000 • Fax: 020 8211 4109 • Web: www.fremantletrust.org Owner: The Fremantle Trust • Manager: Jacqui Shuttleworth (also registered for dementia care) • <i>See our advert on page 60</i></p>	108	✓		✓	✓		✓	✓
<p>C Ashfield Residential Care Home 23-25 Castle Road, North Finchley, London N12 9EE Tel: 020 8445 4100 • Email: circa.care@btconnect.com Owner: Circa Care Ltd. • Manager: Sabina Stanek (also registered for dementia care) • <i>See our advert on page 52</i></p>	15	✓	✓	✓	✓		✓	
<p>C Athenaeum Residential Care Home 34-36 Athenaeum Road, Whetstone N20 9AH Tel: 020 8445 8251 • Web: www.ventry-care.com Owner: Ventry Residential Care • Person in Charge: Miss S Rai Registered for older persons and older persons with dementia <i>See advert on page 50</i></p>	21	✓	✓	✓	✓		✓	✓
<p>C Baxendale Baxendale, Whetstone, London N20 0EH Tel: 020 8445 1127 • Fax: 020 8343 8324 • Web: www.baxendalecare.org.uk Owner: The Trustees of the Woodside Home • Manager: Miss Jacqui Gordon (also registered for dementia care) • <i>See our advert on page 50</i></p>	55	✓		✓	✓		✓	
<p>C Catherine Lodge 36/42 Woodside Park Road, North Finchley, London N12 8RP Tel: 020 8446 4292 • Fax: 020 8446 9456 Email: catherinelodge@btconnect.com • Web: www.catherinelodge.com Owner: Ms N Stimpson • Manager: Ms N Stimpson (also registered for mentally frail people) • <i>See our advert on the inside front cover</i></p>	39	✓	✓	✓	✓	✓	✓	

ASHFIELD RESIDENTIAL CARE HOME

Ashfield Residential Care Home consists of two large Edwardian houses that have been joined, professionally extended, and refurbished to provide a safe and modern living environment for 15 older persons. It is located on a leafy street, situated next to the select and popular amenities of North Finchley, and it can be easily reached by both road and public transport. Elegant and comfortable accommodation is provided throughout the Home's communal rooms and bedrooms. This allows all of our residents to maintain their privacy in their own room should they so wish, or to participate in group activities in the day rooms.

Our facilities include:-

- *qualified and experienced Management team and care staff providing 24 hour care*
- *regular in-house activities, entertainment and social evenings as well as trips out*
- *passenger lift*
- *en-suite facilities throughout*
- *large dining and day room*
- *delightful and spacious landscaped gardens*
- *chiroprapist, optician, hairdresser, dentist and aroma therapist.*
- *religious ministers of all denominations welcome to take services at the home*
- *all meals are prepared by our own experienced and qualified kitchen staff - excellent home cooked cuisine is provided with a choice of menu*
- *visitors always welcome*

Our commitment is to, at all times, do what we can to make every individuals stay at Ashfield as comfortable and pleasant as possible. We actively encourage residents to contribute to the development of the Home through participation in residents meeting and private consultations.



For further information, a copy of our brochure, or to arrange a visit to our home please call us today.

23-25 Castle Road
North Finchley
London N12 9EE

Tel: 020 8445 4100

Fax: 020 8445 6222

E-mail: circa.care@btconnect.com

THE *Dr. French*

MEMORIAL HOME

13 Nether St, Finchley, London N12 7NN

The Dr. French Memorial Home was opened in 1947 by the widow of Dr. French in memory of their son Robert Douglas who died in the first world war. It is a non-profit making charity, run by a voluntary committee together with a full permanent paid staff.

Our home is situated in the centre of North Finchley some 150 yards from Tally Ho shops and bus terminals and is 3/4 mile from both Woodside Park and West Finchley stations.

The main aim of the Home is to maintain the quality of life for the elderly and provide a loving atmosphere for them to enjoy.

Telephone: 020 8445 4353
for more information.



Website: www.drfrenchcarehome.co.uk

Email: enquiries@drfrenchcarehome.co.uk

Manager: Florence Somers

5 Star Hygiene rating

Residential care homes for older people

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Clara Nehab House 13-19 Leaside Crescent, Golders Green, London NW11 0DA Tel: 020 8455 2286 • Owner: The Leo Baeck Housing Association Ltd Manager: Grace Ramalho • Client Group: Jewish people</p>	25	✓		✓	✓	✓	✓	✓
<p>C Clore Manor London NW4 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Maria Dzedziurska Client Group: Older Jewish People • Dementia care provided <i>See our advert on page 58</i></p>	70	✓		✓	✓			
<p>C Clovelly House 81-89 Torrington Park, Finchley, London N12 9PN Tel: 020 8445 6775 • Fax: 020 8445 7651 • Web: www.clovellyhouse.com Owner: Clovelly House Residential Home Ltd • Manager: Mrs C F Thorn (also registered for mentally frail people) • <i>See our advert on page 4</i></p>	48	✓	✓	✓	✓		✓	
<p>C Dell Field Court 1 Etchingam Park Road, Finchley, London N3 2DY Tel: 020 8371 8900 • Fax: 020 8371 8950 • Web: www.fremantletrust.org Owner: The Fremantle Trust • Manager: Anita Armitage <i>See our advert on page 60</i></p>	40	✓		✓	✓			
<p>C Dr French Memorial Home 13 Nether Street, Finchley, London N12 7NN Tel: 020 8445 4353 • Fax: 020 8492 7464 • Web: www.drfrenchcarehome.co.uk Owner: Dr French Memorial Home • Manager: Ms F Somers (also registered for mentally frail people) • <i>See our advert on page 52</i></p>	27	✓		✓	✓		✓	
<p>C Eastside House Residential Care Home 22-24 Eastside Road, Golders Green, London NW11 0BA Tel: 020 8455 4624 • Fax: 020 8458 0739 • Email: roz@eastside-house.com Web: www.eastside-house.com • Owner: Mrs R Virasinghe Manager: Mrs Preeti Virasinghe • (also registered for mentally frail people EMI) <i>See our advert on page 6</i></p>	16	✓			✓		✓	

Residential care for elderly people in Barnet

Helpful, friendly residential care and the company of new friends in a safe environment

Canteloves House offers modern, bright and airy accommodation for local elderly people and also those with dementia. Set in landscaped gardens which attract local wildlife, Canteloves House is on a quiet road near Barnet High Street, with easy parking.



"This home is full of happiness"

Elderly residents at Canteloves House enjoy an excellent level of care and quality of daily life.

Good food and entertainment are offered, and residents are made very welcome when joining in quizzes, art classes, singing and accompanied day trips out.



Call NOW while space is available – 020 8364 8003 quoting ref. BCD07

**Rob Ashton
27 Canteloves House,
Spring Close, Barnet, EN5 2UR**

**www.eleanorpalmertrust.org.uk
or email:
info@eleanorpalmertrust.org.uk**



Friary Lodge

Family Run Private Residential Care Home

Friary Lodge is a spacious, charming and handsome Edwardian house set adjacent to the tranquility of Friary Park in one of North London's most sought after residential areas.

Our philosophy is to create and maintain a homely and friendly atmosphere, yet preserving privacy, dignity and encouraging independence at all times.

Registered by the Care Quality Commission to accommodate 15 residents our home offers 3 double and 9 single bedrooms – all tastefully decorated and many with en-suite facilities.

- 24 hour care with call system in all rooms
- Visitors welcome at any time, ample space for car parking
- Excellent transport links with close proximity to shops and local entertainments
- Residents are encouraged to bring personal belongings and furniture
- Hairdresser, chiropodist, clergy and weekly GP visits
- Varied recreational programme
- High standard of home cooking with special diets catered for
- Our lounge and conservatory overlooks a peaceful rear garden, with a large terrace and summer house

As it is only possible to give a brief outline of the quality of service and homely care at Friary Lodge, please call Mrs Fidelma Walsh (Owner/Manager and nurse with 25 years experience) for more information or to arrange a visit.

177 Friern Barnet Lane, Whetstone, London N20 0NN. Tel: 020 8445 4756 Email: friarylodge@btconnect.com



Residential care homes for older people

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Eleanor Palmer Trust Home 27 Cantelowes House, Spring Close, Off Bells Hill, Barnet, Herts EN5 2UR Tel: 020 8364 8003 • Web: www.eleanorpalmertrust.org.uk Owner: Eleanor Palmer Trust • Manager: Rob Ashton (also registered for dementia care) • <i>See our advert on page 54</i></p>	32	✓	✓	✓	✓		✓	
<p>C Ella & Ridley Jacobs House London NW4 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Margaret Ofori-Koree Client Group: Older Jewish People • Dementia care provided <i>See our advert on page 58</i></p>	46	✓			✓			
<p>C Elmhurst Residential Home 81-83 Holden Road, Finchley, London N12 7DP Tel: 020 8445 6501 • Fax: 020 8446 5319 • Web: www.elmhursthome.co.uk Owner: Mrs B Tisdall • Manager: Ms E Tisdall (also registered for mentally frail people) • <i>See our advert on page 4</i></p>	30	✓	✓	✓	✓		✓	
<p>C Friary Lodge 177 Friern Barnet Lane, Whetstone, London N20 0NN Tel: 020 8445 4756 • Email: friarylodge@btconnect.com Owner: Mrs F Walsh and Mr K Walsh • Manager: Mrs F Walsh <i>See our advert on page 54</i></p>	15	✓	✓	✓		✓	✓	✓
<p>Grace House 110 Nether Street, Finchley, London N12 8EU Tel: 020 8445 5628 • Web: www.christiancaretrust.org Owner: Christian Care Trust • Manager: Mrs Ann Veronica Gilbert</p>	10	✓	✓	✓	✓		✓	✓
<p>C The Grange 33-34 Woodside Grange Road, North Finchley, London N12 8SP Tel: 020 8446 5378 • Fax: 020 8446 4827 • Email: the.grange@rocketmail.com Owner: Skeath Family Partnership • Manager: Mr D Skeath (also registered for mentally frail people) • <i>See our advert on the inside back cover</i></p>	28	✓	✓	✓	✓			

Kingsdowne Residential Home

Kingsdowne is an exclusive and luxury retirement home within the green conservation area of Hadley Green, Barnet. Our aim is to meet residents expectations and achieve the greatest quality of life that they deserve and help maintain their independence. Kingsdowne boasts top-class facilities, a team of highly qualified caring Staff, has been rated 'All Standards met' which is the highest rating from the Care Quality Commission and is a pet friendly home.



37 Dury Road, Barnet, Herts EN5 5PU
Tel: Office: 020-8449 0675 Residential: 020-8441 9072
Email: jan.higham@kingsdowne.co.uk Web: www.kingsdowne.co.uk
Registered with the Care Quality Commission

To advertise on our website or in any of our range of London Care Directories, please call **Peter Devall** on **020 8364 8428**



This Directory is also available to view on-line at: www.londoncaredirectories.co.uk

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request.

We publish care directories in the following boroughs:

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The Limes RESIDENTIAL CARE HOME

*For Elderly people
with dementia*

A luxurious, high standard home in a quiet cul-de-sac overlooking the field yet only minutes from the shops. Visiting at all times.

THE LIMES features:

- *luxurious en suite rooms* • *Beautifully landscaped garden with pond*
- *Relaxing Sun Lounge* • *Passenger lift* • *Nice driveway*
- *Various aids for disabled people* • *Excellent cuisine.*



For further information please contact **THE LIMES**

11-15 Fenstanton Avenue, North Finchley N12 9HA

Tel: 020 8446 6609

Fax: 020 8446 3474

Residential care homes for older people

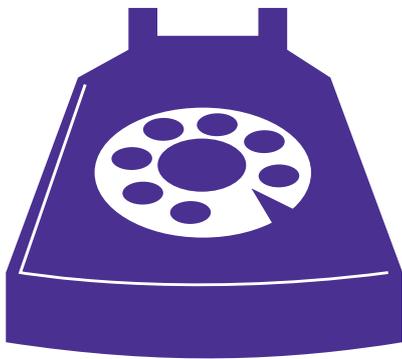
LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Green Trees 21 Crescent East, Hadley Wood, Hertfordshire EN4 0EY Tel: 020 8449 6381 • Web: www.greentreescarehome.co.uk Owner: Mr B & Ms L J Haydon & Mr S Kidsley • Manager: Ms L J Haydon <i>See our advert on page 58</i></p>	16	✓	✓	✓	✓	✓	✓	
<p>C Henry Nihill House 94 Priory Field Drive, Off Hale Lane, Edgware, Middx HA8 9PU Tel: 020 8905 4200 • Fax: 020 8958 4713 • Email: henrynihill@sjog.org.uk Owner: The Mother Abbess, The Convent of St Mary at the Cross Manager: Mrs Sue Sinfield</p>	30	✓		✓	✓		✓	
<p>C Hilton Lodge 29-31 Hilton Avenue, North Finchley, London N12 9HB Tel/Fax: 020 8445 7291 • Web: www.hiltonlodge.co.uk Owner: Mr Ravindra Appadoo • Manager: Mr Ravindra Appadoo (also registered for mentally frail people)</p>	13	✓	✓	✓	✓		✓	✓
<p>C Kingsdowne Residential Home 37 Dury Road, Hadley Green, Barnet, Herts EN5 5PU Tel: 020 8449 0675 • Fax: 020 8440 8220 • Web: www.kingsdowne.co.uk Owner: The Kingsdowne Society • Manager: Mrs J Higham <i>See our advert on page 56</i></p>	18	✓			✓		✓	
<p>C The Limes Residential Care Home 11-15 Fenstanton Avenue, Finchley, London N12 9HA Tel: 020 8446 6609 • Fax: 020 8446 3474 • Owner: Mr M Gunpath Manager: Shameem Yatally • (also registered for dementia care) <i>See our advert on page 56</i></p>	26	✓	✓	✓	✓	✓	✓	
<p>C Meadowside 60 Meadowside, Holden Road, North Finchley N12 7DY Tel: 020 8492 6500 • Fax: 020 8446 7916 • Web: www.fremantletrust.org Owner: The Fremantle Trust • Manager: Ms Lynnette Evans <i>See our advert on page 60</i></p>	68	✓		✓	✓			✓
<p>C Nazareth Care Charitable Trust 162 East End Road, London N2 0RU Tel: 020 8883 1104 • Fax: 020 8444 3691 • Web: www.sistersofnazareth.com Owner: Sisters of Nazareth • Manager: Christine Small</p>	84	✓		✓	✓		✓	

**IF YOU DON'T
KNOW WHICH WAY
TO TURN REMEMBER
OUR HELPLINE**

020 8922 2222

**helpline@jcare.org
jewishcare.org**



JEWISH CARE

Charity Reg No. 802559

Green Trees
Care Home



A small family owned & run care home specialising in the care of the very frail elderly and those suffering memory loss

- Fees include Hairdressing, Chiropody, Toiletries & more.
- Qualified/Experienced Staff.
- Spa Bath.
- All Dietary needs catered for.



Tel: 020 8449 6381

Green Trees Care Home.

21 Crescent East,

Hadley Wood, Barnet,

Herts.EN4 0EY

www.greentreescarehome.co.uk

THE FINCHLEY CHARITIES

Established 1488

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RESIDENTS OF BARNET**

Applications for grants
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www.thefinchleycharities.org



Tel: 020 8346 9464 Fax: 020 8346 9466

email: info@thefinchleycharities.org

41a Wilmot Close, East Finchley, N2 8HP

Residential care homes for older people

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Nightingale Hammerson Hammerson House, 50A The Bishops Avenue, East Finchley, London N2 0BE Tel: 020 8458 4523 • Fax: 020 8458 2537 Web: www.nightingalehammerson.org • Owner: Nightingale Hammerson Person in charge: The Manager • Client Group: Jewish people</p>	54	✓	✓	✓	✓		✓	
<p>10 Orchard Avenue Whetstone, London N20 0JA Tel: 020 8445 2014 Owner: Mrs M Watkins • Manager: Mrs M Watkins</p>	4	✓	✓				✓	✓
<p>C Otto Schiff London NW11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Martin Foley Client Group: Older Jewish People • Dementia care provided See our advert on page 58</p>	54	✓		✓	✓		✓	
<p>C Paulmay Dementia Care Home 17 Dukes Avenue, Finchley, London N3 2DE Tel: 020 8346 3642 • Fax: 020 8349 3424 • Owner: Mr and Mrs Gurry Manager: Mrs Gurry MSc, M.A., B.A. (Hons), PG Dip, SEN, D/N. Cert</p>	8	✓	✓	✓		✓		
<p>C Rose Acres 80-84 Chandos Avenue, Whetstone, London N20 9DZ Tel: 020 8445 5554 • Fax: 020 8445 5589 • Owner: Advinia Health Care Ltd Manager: Mr Thomas Gmater • (also registered for mentally frail people)</p>	34	✓		✓	✓	✓	✓	
<p>C Rosetrees London N11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Angela Duran Client Group: Older Jewish People Dementia care provided • See our advert on page 58</p>	55	✓		✓	✓			



THE FREMANTLE TRUST

Passionate about Care

Did you know...

That exceptional care and support for older people is available locally at:

Meadowside, Barnet, N12 **Dell Field Court**, Finchley, N3

Apthorp Care Centre, New Southgate, N11

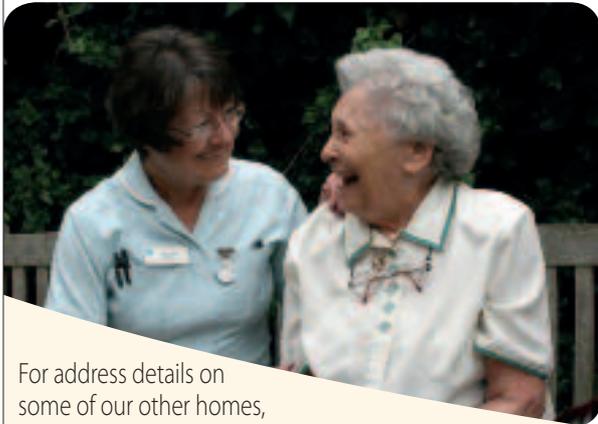
Purpose built and run by caring, kind and professional staff

Private places now available

Call **01296 737371** for further details, or to arrange a visit.

www.fremantletrust.org

passionate about care



For address details on some of our other homes, please refer to the Index of this publication.



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FT407



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Residential care homes for older people

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<p>Roseview Care Homes 91-93 Cat Hill, East Barnet, Hertfordshire, EN4 8HP Tel: 020 3231 1051 • Fax: 020 3231 1052 Web: www.roseviewcarehomes.co.uk Owner: Mrs Agatha Annin-Adjei • Manager: Mavis Setsofia (also registered for mentally frail people)</p>	10	✓		✓	✓		✓	
<p>C Rubens House London N3 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Paul Roche Client Group: Older Jewish People Dementia care provided • <i>See our advert on page 58</i></p>	50	✓		✓	✓			
<p>St Margarets 84 West Heath Road, Hampstead, London NW3 7UN Tel: 020 8731 7737 • Owner: Camden Council • Manager: Linda Cocks Dementia care provided</p>	44	✓		✓	✓			
<p>C Seaforth Lodge Carlton Road, London N11 3EX • Tel: 020 8361 2634 Email: seaforth.lodge@tiscali.co.uk • Owner: Mr H Dhunnoo Person in charge: The Manager</p>	21	✓	✓	✓	✓	✓	✓	
<p>C Sunridge Court 76 The Ridgeway, Golders Green, London NW11 8PT Tel: 020 8458 3389 • Fax: 020 8455 0902 • Web: www.sunridgecourt.co.uk Owner: Sunridge Housing Association • Manager: Julie Nelson Client Group: Non Orthodox Jewish Elders</p>	47	✓		✓	✓	✓	✓	✓
<p>C Sydmar Lodge 201 Hale Lane, Edgware, Middx HA8 9QH Tel: 020 8959 8044 • Fax: 020 8931 8003 • Web: www.embracegroup.co.uk Owner: Embrace Group • Manager: Aggie Yap • (Jewish elders only)</p>	52	✓	✓	✓	✓		✓	



Will you Be a Friend and help us end loneliness?

Did you know that over five million older people suffer the devastating effects of loneliness and this number is on the rise?

The good news is, we know that simply having everyday interactions with others can help people feel less alone. That's why we need you to Be a Friend and help change the future of loneliness.

Being a Friend is easy; it is simply getting to know the people that live around you and looking out for each other where you can. From having a chat at the bus stop or over the garden fence, there are so many simple ways you can make a difference to someone's day, whatever their age.

Hundreds of people like you have already made their promise to Be a Friend – join them now and make your promise at www.beafriendtoday.org.uk



*"It's the small things that make a big difference.
My neighbours come and draw my curtains... they're very kind."*

Beatrice, 89



Be a Friend is a campaign by
Friends of the Elderly,
registered charity 226064

www.fote.org.uk
Tel: 020 7730 8263

Residential care homes for people with learning disabilities

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
Autus Court 129 Friern Barnet Road, London N11 3DY Tel: 020 3561 7863 • Web: www.precious-homes.com Owner: Precious Homes Limited • Manager: Andrea Barrett	6	✓		✓			✓	
C 82 & 84 Booth Road Colindale, London NW9 5JY Tel: 0300 303 9002 (Head Office) • Web: www.dimensions-uk.org Owner: Dimensions • Manager: Trevor Hopkins	8	✓			✓			
C Colin Garden Lodge 67 Colin Gardens, Colindale, London NW9 6EP Tel: 020 8205 2969 • Owner: Dana Care Ltd • Manager: Martin Khrio	3	✓						
C 5 & 6 Duchess Close Friern Barnet, London N11 3PZ Tel: 0300 303 9002 (Head Office) • Web: www.dimensions-uk.org Owner: Dimensions • Manager: Kris Knyber	6	✓						
C 55 Edgeworth Crescent Hendon, London NW4 4HA Tel: 020 8203 4707 • Web: www.norwood.org.uk Owner: Norwood • Manager: Jeanette Manlegro	6	✓		✓				
C Fairford Court 272a Colney Hatch Lane, London N11 3DD Tel: 020 8368 1579 • Web: www.brookdalecare.co.uk Owner: Brookdale Health Care Ltd • Manager: Daniel Bloom	15	✓		✓	✓			
C Kemble House 272 Colney Hatch Lane, Friern Barnet, London N11 3DD Tel: 020 8211 3411 • Web: www.brookdalecare.co.uk Owner: Brookdale Health Care Ltd • Manager: Edward Hyde	15	✓		✓				

Residential care homes for people with learning disabilities

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C The Lavenders 145A Friern Park, Finchley, London N12 9LR Tel: 020 8445 9978 • Web: www.caretech-uk.com Owner: Care Tech Community Services Ltd • Person in charge: Moji Ogundeyi</p>	7	✓						
<p>C 18 Marriott Road Barnet, Herts EN5 4NJ Tel: 020 8449 9493 • Web: www.hoffmannfoundation.org.uk Owner: Hoffmann Foundation for Autism • Manager: Delroy Gordon</p>	6	✓						✓
<p>C Oakhouse Residential Care Services 69 Station Road, Finchley, London N3 2SH • Tel/Fax: 020 8346 0666 Owner: Mrs B Thomas • Manager: Mrs B Thomas</p>	2	✓						
<p>C The Oaks 42 Russell Lane, Whetstone N20 0AE Tel: 020 8361 6500 • Web: www.caretech-uk.com Owner: Care Tech Community Services Ltd • Manager: Jackie Kit White</p>	6	✓		✓				
<p>Olive House 142 Mays Lane, Barnet, Hertfordshire EN5 2LS Tel: 020 3234 4078 • Owner: Ms Mulenga Chanda Manager: Ms Mulenga Chanda</p>	1	✓						
<p>C 88 Park Road New Barnet EN4 9QF Tel: 020 8440 2192 • Web: www.caretech-uk.com Owner: Care Tech Community Services Ltd • Manager: Anthea Tauya</p>	5	✓		✓				

Residential care homes for people with learning disabilities

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
Sara Lodge 24 Talbot Crescent, London NW4 4PE Tel: 020 7193 7462 • Web: www.saracare.sc Owner: Sara Care Home Ltd • Manager: Saira Don	6	✓		✓			✓	
C Sherrick House 30 Church End, Hendon, London NW4 4JX Tel: 020 8203 4860 • Web: www.barnetmencap.org.uk Owner: Barnet Mencap • Manager: Ms Billie-Jean Lockhart	4	✓					✓	✓
C 159 Station Road Hendon, London NW4 4NH Tel: 020 8203 6074 • Web: www.norwood.org.uk Owner: Norwood • Manager: Teresa Neal	5	✓						
C 159A Station Road Hendon, London NW4 4NH Tel: 020 8203 5029 • Web: www.norwood.org.uk Owner: Norwood • Manager: Arlene Pentel	8	✓			✓			
C Thurlestone Avenue 22-24 Thurlestone Avenue, London N12 0LP Tel: 020 3418 8183 • Web: www.accedogroup.org.uk Owner: Accedo Care Ltd • Manager: Christopher Knight	8	✓		✓			✓	
C Two Rivers 100 Long Lane, Finchley, London, N3 2HX Tel: 020 8346 4236 • Web: www.sunocarerecovery.co.uk Owner: Gyan Dass • Manager: Gyan Dass	7	✓		✓			✓	✓

Residential care homes for people with learning disabilities

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
C Valley Way Respite Service Dollis Valley Way, Barnet EN5 2UL Tel: 020 8441 6515 • Web: www.yourchoicebarnet.org Manager: Leanne Graham	6	✓		✓	✓		✓	
C Walsingham Homes 49 Essex Park Finchley, London N3 1ND Tel: 020 8346 3860/020 8343 5600 (Walsingham head office) Owner: Walsingham • Manager: Anita Grant <i>See our advert below</i>	6	✓						
C Willow Care Homes Ltd 116 Ashurst Road, London N12 9AB Tel: 020 8492 0363 • Web: www.willowcarehomes.com Owner: Willow Care Homes Ltd • Manager: Mr P Clancy	6	✓		✓				

Want support that gives you choice and independence?

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- in your own home
- to take part in your community
- to do the things you want!

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www.walsingham.com



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Finding Care in London

Residential care homes for people with physical disabilities

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
C Brookside Ash Close, Edgware, Middx HA8 8YD Tel: 020 8959 2792 • Fax: 020 8201 0679 • Web: www.livability.org.uk Owner: Livability • Manager: Diane Cannas	23	✓		✓	✓			
C The Lavenders 145A Friern Park, Finchley, London N12 9LR Tel: 020 8445 9978 • Web: www.caretech-uk.com Owner: Care Tech Community Services Ltd • Person in charge: Moji Ogundeyi	7	✓						
C Rela Goldhill Lodge London NW11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Susan Nahum Client Group: Younger, physically disabled Jewish adults See our advert on page 58	21	✓		✓	✓			
<h2>Residential care homes for people with multiple disabilities</h2>								
C 12 Hyde Close Flats A-D, 12 Hyde Close, High Barnet, Herts EN5 5TJ Tel: 020 8449 0964 • Owner: Sense • Manager: Ade Adegbuyi	16	✓			✓			✓
C 4 Matlock Close Barnet, Herts EN5 2RS Tel: 0300 303 9002 (Head Office) • Web: www.dimensions-uk.org Owner: Dimensions • Manager: Jan Aylott	8	✓						
C Rela Goldhill Lodge London NW11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Susan Nahum Client Group: Younger, physically disabled Jewish adults See our advert on page 58	21	✓		✓	✓			
C 27 Sampson Avenue Barnet, Herts EN5 2RN Tel: 0300 303 9002 (Head Office) • Web: www.dimensions-uk.org Owner: Dimensions • Manager: Jan Aylott	6	✓			✓			

Residential care homes for people with mental health problems

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Baytree Lodge 270-272 Ballards Lane, London N12 0ET Tel/Fax: 020 8445 8114 • Web: www.baytree.org.uk Email: siyoum.beyene@baytree.org.uk • Owner: Baytree Community Care Manager: Mr Siyoum Beyene • <i>See our advert on page 69</i></p>	12	✓		✓			✓	
<p>C Elm Park Lodge 2-4 Elm Park Road, Finchley N3 1EB Tel: 020 8349 2388 • Web: www.elmparklodge.co.uk Owner: Mr K C Lim • Manager: Mr K C Lim</p>	27	✓	✓	✓			✓	✓
<p>C Elmstead House 171 Park Road, Hendon NW4 3TH Tel: 020 8202 6177 • Fax: 020 8202 4157 Email: manager.elmsteadhouse@careuk.com Owner: Care UK • Manager: L McHugh</p>	20	✓		✓	✓		✓	
<p>Elysian House Charcot Road, off Colindale Avenue, London NW9 5DH Tel: 020 8205 1236 • Web: www.rethink.org Owner: Rethink • Manager: Amber Sharpe</p>	12	✓		✓	✓			
<p>C Foxlands House 1 Cranesbill Close, Annesley Avenue, London NW9 5RQ Tel: 020 8205 4048 • Web: www.richmondfellowship.org.uk Owner: The Richmond Fellowship for Community Mental Health Manager: Juliana Manjoro</p>	6	✓		✓				
<p>C Friern Residential Care Home 26-30 Stanford Road, Friern Barnet, London N11 3HX Tel: 020 8368 6033 • Email: frierncarehome@hotmail.com Owner: Mr M Gunpath • Manager: Mary Brennan <i>See our advert on page 69</i></p>	18	✓		✓			✓	



for people recovering from
mental ill-health

Supporting you – every step of the way

The road to recovery from mental ill health is long and hard and passes through many different stages.

At Baytree Care we have worked hard for many years on perfecting our unique support structure which includes care and support provision to meet each individuals needs whatever stage you are at in the recovery process.

Baytree Lodge on Ballards Lane in Finchley in Barnet borough is a registered residential care setting for 12 people and we have now established Supported Living settings in the Barnet and Enfield areas staffed by experienced professionals qualified in their field including psychologists. This service is registered with the Care Quality Commission.

• **RESIDENTIAL CARE** • **SUPPORTED HOUSING** • **TRAINING FLATS** • **FLOATING SUPPORT**

For further details, a brochure, presentation or to arrange a visit to any of our services please call:

020 8882 4321 cm@baytree.org.uk
www.baytree.org.uk



All of our care homes in North and East London, Norfolk and Devon are registered with the Care Quality Commission.



Friern

Residential Care Home

Now under
NEW
Management

Situated in a pleasant leafy suburban street but close to the shops and all transport links, our home specialises in the care of those recovering from mental ill health, following periods spent in psychiatric care.

Through caring and sympathetic support by trained and experienced staff, we strive to assist residents to maximise their potential on the road to recovery.

- Highly trained staff
- Visitors welcome
- Good home cooking
- Registered with the Care Quality Commission
- Conservatory and large gardens
- Self contained flats and comfortable warmly decorated rooms



For more information, to arrange a visit or just a friendly chat, why not call today and ask for our Manager **Mary Brennan**

Tel: 020 8368 6033

26-30 STANFORD ROAD, FRIERN BARNET, LONDON N11 3HX

Residential care homes for people with mental health problems

LISTINGS BELOW PRE-FIXED WITH 'C' ARE PROVIDERS CONTRACTED BY BARNET COUNCIL

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
Glasson House 93 Belmont Avenue, Barnet, Herts EN4 9JS Tel: 020 8449 7808 • Owner: Mr and Mrs M Bourke Manager: Patricia Shanahan	6	✓		✓				
C Glenholme Mental Health Care Ltd 30-32 Woodside Park Road, North Finchley, London N12 8RP Tel: 020 8446 3401 • Fax: 020 8446 9476 Owner: Glenholme Mental Health Care Ltd • Manager: Mr G Macalister	18	✓		✓				
C Jack Gardner House London NW11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) • Web: www.jewishcare.org Owner: Jewish Care • Manager: Norma Christie Client Group: Jewish people with long term mental health needs <i>See our advert on page 58</i>	15	✓		✓	✓			
C Lyndhurst Care Home 28-30 Woodhouse Road, Finchley, London N12 0RG • Tel: 020 8445 2833 Fax: 020 8446 1407 • Email: lyndhurst.london@caretech-uk.com Owner: Care Tech Community Services Ltd • Manager: Diana Slavova	21	✓		✓				
C Meridan House 1 Stonecrop Close, Colindale Ave, Colindale, London NW9 5RG Tel: 020 8205 4048 • Fax: 020 8205 2986 Owner: The Richmond Fellowship • Manager: Juliana Manjoro	9	✓		✓	✓			
C Oakleigh House Tel: 020 8446 1919 Owner: Woodfield Homes • Manager: Sia Juanah	5	✓		✓			✓	

Residential care homes for people with mental health problems

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Rainbow Homes (London) Ltd 23 Hoop Lane, Golders Green, London NW11 8JN • Tel/Fax: 020 8458 8288 Web: www.rainbowhomeslondonltd.com Owner: Rainbow Homes Ltd • Manager: Mr Siyoum Beyene</p>	6	✓		✓			✓	
<p>C The Roland Residential Care Home 163 Hampden Way, Southgate, London N14 7NB Tel: 020 8368 1323 • Web: www.rolandhomes.co.uk Owner: Mr & Mrs Ranetunge • Manager: Sharmila Mudugamuwa</p>	7	✓						
<p>C St Cristophers House 6 Mays Lane, Barnet, Herts EN5 2EE Tel: 020 8364 8085 • Email: mayslane@btinternet.com Owner: Platinum Health Resources Ltd • Manager: Jane Ingram</p>	6	✓						
<p>C Trinity House 105 -107 Station Road, Hendon, London NW4 4NT Tel: 020 8202 0114 • Owner: Quality Housing & Social Care Limited Manager: Martin Ogiogwa</p>	9	✓		✓			✓	
<p>C Tudor Lodge 164 Green Lane, Edgware, Middx HA8 8EJ Tel: 020 8958 9932 • Email: tudorlodge.uk@gmail.com Owner: Tudor Lodge Residential Home Ltd • Manager: Ms Bhurton</p>	5	✓		✓				
<p>C Woodfield House 63 Cool Oak Lane, West Hendon, London NW9 7NB Tel: 020 8205 0257 • Owners: Mr and Mrs Tutu • Manager: Augustine Tutu</p>	5	✓		✓			✓	



Fernbank Nursing Home

'YOUR HOME FROM HOME'

Close to West Finchley and Finchley Central Underground Stations (Northern Line)

Fernbank is furnished to the highest and most modern standards ensuring the comfort and well being of our residents.

Fernbank offers an elegantly decorated lounge and a large verdant conservatory overlooking landscaped gardens. Uniquely, our lounge is also equipped with a dedicated visitors kitchenette for family members wishing to participate in their loved one's enjoyment of meals.

All residents of Fernbank are individually assessed by our Social Care Coordinator and a tailored programme of therapeutic activities is developed with each client enhancing their enjoyment and social independence.

- visitors always welcome
- catering for special and ethnic diets
- regular visits by GP's, Physiotherapists, Chiropodists, Hairdressers, Dentist and Opticians
- friendly, qualified and caring staff – 24 hours
- bespoke therapeutic activities
- day care for the elderly is available

For further information please contact Marion Mead (Administrator) or the Matron

Fernbank Nursing Home

Finchley Way
London N3 1AB

Tel: 020 8349 3426

Fax: 020 8349 4748

Email: fernbank@ecghomes.co.uk

www.fernbanknursinghome.co.uk



Nursing homes

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Appletree Court Care Home 158 Burnt Oak Broadway, Burnt Oak, Middx HA8 0AX Tel: 020 8381 3843 • Web: www.appletreecourtcarehome.co.uk Client Group: Elderly Frail and Dementia 65+ • Owner: Appletree Court Care Manager: Patricia Waldron • <i>See our advert below</i></p>	77	✓		✓	✓		✓	
<p>C The Arkley Nursing Home 140 Barnet Road, Arkley, Barnet EN5 3LJ Tel: 020 8449 5454 • Fax: 020 8364 8087 • Web: www.bupa.com Client Group: Elderly, Medical, Convalescent, Post Operative, Physical Disability and Young Physically Disabled Owner: Bupa Care Homes • Person in Charge: John Edward</p>	56	✓		✓	✓		✓	

- 24 hour trained nurse on duty
- Beautiful purpose built home
- Pretty gardens
- Elegant rooms with en-suite facilities
- Fresh home cooked food
- Full range of activities and outings
- Permanent and bookable short stays
- Convalescence suite for post hospital stay
- CQC Fully Compliant




Appletree Court
care home

sharing minds and hearts

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residential, nursing and dementia care

Caring for an elderly relative? Need a break?

Our experienced team of staff happily provide first class permanent and respite care to elderly people. Our team is also trained to care for people with nursing needs.

A luxury respite suite can be booked in advance so you can plan yourself a break.

For further information, pop in for a cup of tea and a chat.

Let us show you we care.

Nursing homes

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Ashton Lodge Care Home 95 The Hyde, Edgware Road, Colindale, London NW9 6LE Tel: 020 8732 7260 • Web: www.lukkahomes.com Client Group: Residential, Nursing, Elderly, Dementia and Physically Disabled • Owner: Macneil Limited • Person in Charge: Sheela Nirmal</p>	92	✓		✓	✓		✓	
<p>C Candle Court Bentley Drive, Off Cricklewood Lane, London NW2 2TD Tel: 020 8731 7991 • Fax: 020 8731 7992 • Web: www.candlecourt.co.uk Client Group: Mental Illness and Dementia Care, Elderly People Owner: TLC Group • Person in Charge: The Manager <i>See our advert on page 21</i></p>	93	✓	✓	✓	✓		✓	
<p>C Carlton Court Care Home 112 Bells Hill, Barnet, Herts EN5 2SQ Tel: 020 8447 4790 • Web: www.carltoncourtcarehome.co.uk Client Group: Elderly Frail and Dementia, Physical Disability Owner: TLC Group • Manager: Christina Hartleys • <i>See our advert on page 21</i></p>	81	✓	✓	✓	✓		✓	
<p>C Cedar House 208 Barnet Road, Arkley, Herts EN5 3LF Tel: 020 8440 4545 • Fax: 020 8440 3273 • Web: www.caretech-uk.com Client Group: Home for People with Learning Disabilities Owner: Care Tech Community Services Ltd • Person in Charge: Latifah Mohamed</p>	12	✓		✓			✓	
<p>C Cedars Care Centre 12-18 Richmond Road, New Barnet EN5 1SB Tel: 08444 725 176 • Fax: 020 8364 8583 • Web: www.foresthc.com Client Group: EMI and Dementia Care, Medical, Post Operative, Convalescent and Palliative Care • Owners: Forest Healthcare Manager: Fran Walsh <i>See our advert on page 25</i></p>	41	✓	✓	✓	✓		✓	✓
<p>Elmstead House 171 Park Road, Hendon NW4 3TH Tel: 020 8202 6177 • Fax: 020 8202 4157 Email: manager.elmsteadhouse@careuk.com Client Group: EMI Dementia Care only Owner: Care UK • Person in Charge: L McHugh</p>	30	✓		✓				

Nursing homes

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C Fernbank Nursing Home

Finchley Way, London N3 1AB

Tel: 020 8349 3426 • Fax: 020 8349 4748

Client Group: Elderly, Medical, Convalescent, Dementia

Owner: Mr and Mrs Bhanji • Manager: Sylvia Mthabela

See our advert on page 72

NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
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34

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C Hadley Lawns Residential and Nursing Home

Kitts End Road, Hadley Highstone, Barnet EN5 4QE • Tel: 020 8449 0324

Web: www.bupa.com • Client Group: Elderly Frail • Owner: Bupa Care Homes

Manager: Samantha Tyas

42

✓

✓

✓

✓

Kenwood Care Home

Nursing Care for Dementia, Physical Disabilities and General Care Needs

Kenwood Care Home is a welcoming, safe and friendly community. We understand that moving can be an emotional time so we will do everything we can to make your move as smooth as possible. Our approach to care is of the highest standard, our central goal is to continuously improve the quality of life for each individual resident.

Come and visit us, look around the home and enjoy a cup of tea or coffee.

New Century Care



- ✦ Permanent and Respite Care Available
- ✦ Single rooms with en-suite facilities
- ✦ Visitors always welcome
- ✦ Nurse call system in all rooms
- ✦ Visiting Chiropodist, Hairdresser & Entertainers
- ✦ In-House Activities Co-Ordinator

Tel: 0208 445 5112

3D-32 Alexandra Grove,
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www.newcenturycare.co.uk



Nursing homes

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Heathgrove Lodge 837 Finchley Road, London NW11 8NA Tel: 020 8458 3545 • Fax: 020 8209 1650 • Web: www.bupa.com Client Group: Elderly, Dementia, Convalescent, Medical, Post Operative Owner: Bupa Care Homes • Manager: Tanja Milevska</p>	33	✓	✓	✓	✓		✓	
<p>C Henry Nihill House 94 Priory Field Drive, off Hale Lane, Edgware, Middx HA8 9PU Tel: 020 8905 4200 • Fax: 020 8958 4713 • Email: henrynihill@sjog.org.uk Client Group: Elderly, Physical Disability Owner: The Convent of St Mary at the Cross Person in Charge: Mrs Sue Sinfield</p>	30	✓		✓	✓		✓	
<p>C Kenwood Care Home (Nursing) 30-32 Alexandra Grove, London N12 8HG Tel: 020 8445 5112 • Fax: 020 8343 7992 • Web: www.newcenturycare.co.uk Client Group: Elderly/Adult, Convalescent and Medical Convalescent, Dementia Owner: New Century Care Ltd • Person in Charge: Ms Susan Maruri See our advert on page 75</p>	32	✓	✓	✓	✓		✓	
<p>C Lady Sarah Cohen House London N11 Tel: 020 8922 2222 (Jewish Care Direct Helpline) Web: www.jewishcare.org • Client Group: Older Jewish people Owner: Jewish Care • Manager: Alison Prior • See our advert on page 58</p>	120	✓		✓	✓			
<p>C Lancam Nursing Care Ltd 55-57 Netherlands Road, New Barnet, Herts EN5 1BP • Tel: 020 8440 7904 Web: www.lancamnursing.co.uk • Client Group: Physical Disability Owner: Dr Wimalaratne • Person in charge: Chandrika Wimalaratne</p>	16	✓		✓	✓	✓	✓	
<p>C Lansdowne Care Home Claremont Road, Cricklewood NW2 1TU • Tel: 020 8830 8444 Web: www.fshc.co.uk • Client Group: EMI Dementia Care and Elderly Owner: Four Seasons Health Care Ltd • Person in charge: The Manager See our advert on page 77</p>	92	✓		✓	✓		✓	

Nursing homes

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	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p>C Magnolia Court 181 Granville Road, Golders Green, London NW2 2LH Tel: 020 8731 9881 • Fax: 020 8381 4182 • Web: www.barchester.com Client Group: Elderly Frail, Medical Convalescent, Dementia care Owner: Barchester Health Care Ltd • Person in charge: The Manager</p>	52	✓		✓	✓		✓	
<p>C Nightingale Hammerson Hammerson House, 50A The Bishops Avenue, East Finchley, London N2 0BE Tel: 020 8458 4523 • Fax: 020 8458 2537 Web: www.nightingalehammerson.org • Owner: Nightingale Hammerson Person in charge: The Manager • Client Group: Jewish people</p>	54	✓	✓	✓	✓		✓	

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Nursing homes

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C Sage Nursing Home

208 Golders Green Road, Golders Green, London NW11 9AL

Tel: 020 8201 8111 • Fax: 020 8201 8204

Client Group: Elderly and EMI Dementia Care

Owner: Service to the Aged • Person in charge: The Matron Manager

See our advert below

C Sonesta Nursing Home Ltd

795-797 Finchley Road, London NW11 8DP • Tel: 020 8458 3459

Fax: 020 8905 5235 • Web: www.sonestacare.com

Client Group: Elderly, Medical, Convalescent

Owner: Sonesta Nursing Home Ltd

Person in Charge: Mrs Chowdry • *See our advert below*

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32	✓	✓	✓	✓		✓	



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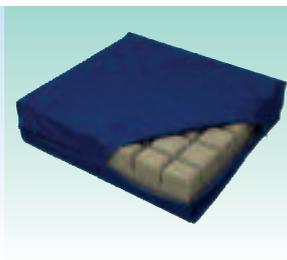
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The Conifers Nursing Home

473-475 Green Lanes, Palmers Green, London N13 4BS
Tel: 020 8882 3249 Email: conifersnursing@btconnect.com
Fax: 020 8447 8021

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