A guide to independent living in Sheffield

January 2017

Sheffield City Council

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How will this Guide help you

Welcome to your Guide to Independent Living.

This guide will help you to access information and support in Sheffield to keep you, and anyone you know or care for, stay **independent, safe and well**. It will also help you understand what's available in your local community and what you can do for yourself.

I'm Jack, and this is my colleague Naseem, and we're a couple of your local Community Support Workers (CSWs). We are based in GP surgeries and help people with any non-medical concerns that affect their well-being — and we're here to welcome you to this Guide to Independent Living.

It's a really handy booklet we use all the time. The guide's packed full of information and it's so easy to use. It's not just for professionals like us, it's your guide too!

Why do you need this guide? Well, this guide is for everyone who wants to remain independent, safe and well. You may feel that you need a bit of support because:

- you're getting older
- you're recovering from an illness or operation
- you have mental health issues
- you have a physical, sensory or cognitive disability
- you have a long-term health condition
- you have a learning disability
- you're caring for a relative or friend.

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There's a lot of excellent services in the city, but so many choices can make it difficult to decide which services are right for you. This guide will help you to think about the options available and help you make the choices that are right for you.

So have a look through all the help that's available at your fingertips. You'll find out about how to keep active, local activities, transport, equipment and adaptations, meal deliveries, home support, and much much more.

Keep your guide by the phone or somewhere handy, or even better start filling in your action plan on page 8 to help you stay independent, safe and well!

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

We've also included some helpful tips from people who've used services, to help you work out what's right for you.

If you want more information, visit the Sheffield Directory website – **www.sheffielddirectory.org.uk**. And for help using the internet see our handy tip on the next page!

Tip:
To get the most out of this guide we suggest that you:

- identify five services that you're interested in or that you feel will support you.
- use the action plan on page 8 to help you decide who to contact first.
- get in touch with your local Community Support Worker who can help you find the support you need — see our contact details on page 12.
- share your plans and talk to your family or friends before deciding what to do next, and who may be able to support you.

How do you decide which services are right for you?

There are lots of services which can help you in this guide. For an even wider range of support and to see what is available in your community visit the new Sheffield Directory website: **www.sheffielddirectory.org.uk**

Tip: Hundreds of people pop into their local library every day to use one of the free computers.

If you want to learn how to use a computer — to find information, keep in touch with family and friends or maybe to do an online shop, you'll find a list of basic computer courses on the Sheffield Directory: **www.sheffielddirectory.org.uk/training**.

How to find out what others think

Reviews and feedback from others can help you decide which services would be best for you. The Sheffield Directory has reviews of services, and you can find out what other people are saying about local services from **www.careopinion.org.uk**, or from Sheffield Healthwatch, your independent consumer watchdog for health and social care: **www.healthwatchsheffield.co.uk**

ADSWAD LTD

SUPPORT SERVICES

A day service with a difference

Adswad a limited by guarantee, organisation and is registered with CQC to provide support for all vulnerable adults to live their lives as they choose within their own homes.

We have a staff team that will deliver services in accordance with Person Centre Plans, Support Practise Guidelines, Support Strategies and Risk Assessments.

The aims of the company, is to enable individuals (with support) to take more control over their lives, develop more skills and increase their independence.

My name is Stephen Lockwood and I am the founder of ADSWAD LTD. I started the company up as I have all the qualifications that meet the requirements of the CQC governing body, and the business regulations.

In my life time I have achieved personal goals which include sailing , out door pursuits and survival techniques, with qualifications in youth and community work and many more.

I work with people of the community with a integrated method, which has always promoted peoples rights and choices.

Using this as my platform for delivering services to the people we support, it has resulted with clients living their lives as they choose too.

Some activities we can support with are

- Bowling
- Physical Classes
- Swimming
- Supporting to take Medication
- Leisure Shopping
- Socailising
- Heathly Choices
- Personal Care
- Befriending

tel: **0114 2467607** m: **07590 830616**
e-mail: **stevejen@talktalk.net**

How to find information on standards and inspections

Many of the services in this guide are part of the Council's Recognised Provider List. This means the service:

- has met Council standards.
- will be checked on a regular basis.
- will aim to give you a quality service.

Services available from providers on this list can be found on the Sheffield Directory website: **www.sheffielddirectory.org.uk/rpl**

All home care agencies and care homes in Sheffield must meet minimum standards of good service as regulated by the Care Quality Commission (CQC).

www.cqc.org.uk

On the CQC website you'll find ratings for all these companies, and you can read their inspection reports. We strongly advise you read the most recent CQC reports, since standards can change for a variety of reasons.

Legal Statement

The inclusion of any organisation on the Recognised Provider List is not intended to be and shall not constitute a recommendation by Sheffield City Council. No representation, express or implied, is or will be made and no liability or responsibility is or will be accepted by Sheffield City Council in respect of any organisation included on the Recognised Provider List and in respect of, or in any way arising out of the provision of, or failure to provide services by any organisation. It is important that you satisfy yourself that any organisation on the Recognised Provider List is suitable for your own requirements.

My action plan. Taking the next step

We want this guide to help you find services which help you to be independent, sa
do this. Please use the action plan to note down the services you want to contact

Services I want contact	Page no. of guide	Checked website	Checked customer feedback and inspection reports	Discusse with frier and fami
For example: Cleaning service		✔	✔	✔
		☐	☐	☐
		☐	☐	☐
		☐	☐	☐
		☐	☐	☐
		☐	☐	☐
		☐	☐	☐

afe and well. Most people identify at least five activities and services to help them — and then follow the steps to get the support that's right for you.

ed nds ly	Contact name and telephone number	Notes
	Julie 234 5678	Ask them if they will also help me to hang up the washing and change the beds

Keeping healthy and well

If you're looking to improve your health, or want to start getting out and about to enjoy a more active lifestyle, there is something in Sheffield for you. All these local activities and services can be found on:

www.sheffielddirectory.org.uk/health and
www.sheffielddirectory.org.uk/activities

Where can I get health advice and support?

If you have specific health concerns visit your local pharmacy for health advice and expertise. You should also highlight any concerns to your doctor.

For extensive health advice or to find your local pharmacy, GP and Dentist visit the NHS Choices website: **www.nhs.uk**

Or call 111 for urgent medical advice

How can I get support to lead a healthier life?

To help you have a healthy lifestyle, try to:

- have a good nights' sleep.
- eat a balanced diet, with lots of fruit and vegetables.
- drink plenty of water.
- do regular gentle exercise — this will keep you both physically and mentally healthy. Find out more at **www.movemoresheffield.com**

Sheffield Community Health Trainers offer one-to-one support to help you lead a healthier lifestyle and provide support with long-term conditions. As well as advice and information about local services, the trainers can help you by accompanying you to your first appointment.

The Health Trainers work in the areas of Sheffield which have the greatest health need and their help is free and confidential. To find out more contact:

healthtrainers@sheffield.gcsx.gov.uk **(0114) 293 0682**

How can I make sure I have a healthy diet?

We all need a balanced diet to keep us in good physical and mental health.

This includes:

- plenty of fruit and vegetables

- plenty of starchy foods, such as bread, rice, potatoes and pasta
- some meat, fish, eggs, beans and other non-dairy sources of protein
- some milk and dairy foods
- just a small amount of food and drinks that are high in fat and/or sugar

For self-help tools and information visit the NHS website:
www.nhs.uk/livewell/healthy-eating
and for support with weight management visit
www.whyweightsheffield.co.uk

How can I stop smoking?

It's never too late to stop smoking. 80% of people in Sheffield don't smoke, and there is plenty of support to help you quit, including regular appointments, alternative nicotine sources and one-to-one support.

Evidence shows that smoking into later life can increase your risk of reduced mobility, lung disease, bronchitis, emphysema, cancer, strokes and cardiovascular disease. Stopping smoking is not easy — but help is available from the **Sheffield NHS Stop Smoking Service**. They have trained stop smoking advisers who can give you free advice and support to help you quit.

Thousands of people have quit smoking for good with their support. Contact them now and join 20,000 Yorkshire quitters!

www.yorkshiresmokefree.nhs.uk **0800 612 0011**

Find out more about alcohol and how it affects you

As the body ages, it becomes more sensitive to the effects of alcohol. Safe guidelines are approximately 14 units of alcohol a week for men and women. NHS Choices has practical tips on how to reduce your alcohol intake, including, what a unit of alcohol is and a drinks tracker.

www.nhs.uk/livewell/alcohol

For advice on healthier drinking for the over 50's
www.drinkwiseagewell.org.uk **0800 032 3723**

Eye tests

To find out if you can get a free NHS home eye test visit **www.specsavers.co.uk/home-eye-tests/eligibility** or call **0800 198 1132**. Alternatively you can ask your optician if they provide a home visiting service.

Dental treatment

If you struggle to get out of your home, ask your own dentist if they do home visits. If they don't ask them if they will refer you to the Special Care Dentistry service. Find out more at
www.sth.nhs.uk/services/a-z-of-community-services

Falls

There are ways you can reduce your risk of having a fall, including making simple changes to your home and doing exercises to improve your strength and balance. Find out more at **www.nhs.uk/Conditions/Falls/Pages/Prevention.aspx**, you can also talk to your GP who may be able to arrange some equipment to help you or refer you to a falls prevention service.

How can I get fit and active?

Regular exercise will keep you feeling fit and healthy. Look in the Activities section of this guide to find out what you can do. Also, check out if you can get a discount on services— see page 22.

Tip

Why not visit your local sports centre, park or community centre? and see what activities you could enjoy. There's a lot going on in your local community! Or find out what's on offer locally by visiting the Sheffield Directory:
www.sheffielddirectory.org.uk/activities

Where can I go for advice and support?

Community Support Workers are based throughout the city, working from your local GP surgery and out within your community.

Here are some examples of the sort of things we've helped people with in the past:

- Finding local social activities.
- Understanding transport and travel options.
- Help to check your benefit entitlement.
- Advice to support carers.
- Help to plan for times of bad weather.
- Support to help you get temporary help if someone is unwell.
- Helping you arrange support in and around your home.

If you'd like to find out who your local Community Support Worker (CSW) is please call our Duty Line on (0114) 205 7120 (Monday to Friday, 8:45am to 5:15pm) or ask for your CSW's details in your local GP practice. We're committed to responding to you the same day, to arrange a visit from one of our Community Support Workers.

You can also email us: **CSWReferrals@sheffield.gcsx.gov.uk**

"Kim has been brilliant, we didn't even know that anything like this existed …she has supported me to fill in the forms for my blue badge card and within 2 weeks it arrived."
John (about his local CSW)

Alongside the CSWs, these organisations are ready and happy to talk with you:

For adults 50+ years

Age UK Sheffield

www.ageuk.org.uk/sheffield

enquiries@ageuksheffield.org.uk

(0114) 250 2850

For carers

Carers Centre

www.sheffieldcarers.org.uk

support@sheffieldcarers.org.uk

(0114) 272 8362

For learning disabilities

Sheffield Mencap & Gateway

www.sheffieldmencap.org.uk

mencapoffice@sheffieldmencap.org.uk

(0114) 276 7757

For mental health

Sheffield MIND

www.sheffieldmind.co.uk

info@sheffieldmind.co.uk

(0114) 258 4489

For any disability or long term health condition

Disability Sheffield

www.disabilitysheffield.org.uk

info@disabilitysheffield.org.uk

(0114) 253 6750

For people on the Autistic Spectrum

Sheffield Autistic Society

www.sheffieldautisticsociety.org.uk

graham.sasoc@gmail.com

Or via the Sheffield Autistic Society helpline:

07914 410761 or 01246 238768

There are many other organisations which provide information, advice and support.

Citizens Advice Sheffield

Citizens Advice Sheffield provides free, independent, impartial and confidential advice. You can ask for help with welfare benefits and tax credits, debt, housing, employment, immigration or any other issue.

They provide advice through their website and Advice Line, as well as at drop-in services and by appointment. They provide advice in many languages, including British Sign Language. They also provide advice at numerous neighbourhood offices, as well as specialist advice such as for people with mental health problems and people diagnosed with cancer.

Advice Line: 03444 113 111 www.citizensadvicesheffield.org.uk

Healthwatch Sheffield

Healthwatch Sheffield is your local consumer watchdog for health and social care. They are independent from statutory authorities and the NHS, and exist to make sure everyone in Sheffield can have a say in how services are designed and run.

You can talk to them about your experience of using health services (such as GPs, dentists, opticians, pharmacies and hospitals) and social care services (such as residential care and care at home). They want to hear about what is working well, as well as what needs to be improved. Your feedback is used to help influence and make recommendations on how to improve local services.

www.healthwatchsheffield.co.uk

info@healthwatchsheffield.co.uk

(0114) 253 6688 or **0741 524 9657** (text)

Healthwatch Sheffield, The Circle, 33 Rockingham Lane, Sheffield S1 4FW.

Sheffield Libraries

Sheffield libraries are located across the city, providing free books, computers, and events for all ages and interests. Libraries provide Books on Prescription - a wide range of self-help books on common conditions such as anxiety, depression, chronic pain, bulimia, panic, phobias, compulsive behaviour and sleep problems.

Libraries deliver a range of activities including Sporting Memories groups (weekly reminiscence groups for sports fans aged 50+).

www.sheffield.gov.uk

Age UK Sheffield

Age UK Sheffield helps more than 12,000 people every year. They help people gain or regain their independence, be in control of their own lives, and live life to the full. They offer support to over 50s including:

- Friends of Age UK Sheffield membership scheme, which gives members opportunities to become more active, meet new people and make full use of computer technology.

- leisure activities such as the swimming and fitness Club.
- the Well-being Centre, with social groups and groups for those with memory loss.

www.ageuk.org.uk/sheffield
enquiries@ageuksheffield.org.uk
(0114) 250 2850

Disability Sheffield

Disability Sheffield is a user led organisation offering a free confidential information and advocacy service, free factsheets, a disability news bulletin, a Personal Assistants register for anyone wanting employ a PA and for PAs looking for work, an employment support resource, autism training, Sheffield Voices (a learning disability group) and Sheffield Cycling 4 All. Disability Sheffield's partnership work includes Accessible Sheffield, the Access Card, the Carer Card,the Disability Hub and Hate Crime. Also facilitates focus groups so that disabled people in the city can give their views and influence decision making. Find out more:

www.disablitysheffield.org.uk
info@disabilitysheffield.org.uk
(0114) 253 6750

Tip

We've given you an action plan on page 8 that you can use to make a list of activities you'd like to do to help keep you independent, safe and well.

Or why not contact your local Community Support Worker for friendly one-to-one support in making the most of your local community. For details please call the Duty Line on **(0114) 205 7120** (Monday to Friday, 8:45am to 5:15pm).

Notes

Where can I get help with my mental health and wellbeing?

Mental health issues affect one in four people in the UK. If you're concerned about your own mental well-being, why don't you try some of the following;

- Keeping physically healthy can help you stay mentally fit
- Participating in social activities and hobbies will boost your self-confidence and mental well-being
- Learning something new can help your mental well-being

Find out more about the 5 ways to wellbeing – connect, be active, take notice, keep learning and give
www.sheffield.gov.uk/fiveways

If you still have concerns about your own mental well-being, or that of someone you know, then contact your doctor (GP) to discuss. They can give you help and information, and can also refer you to relevant services if required. There are many other sources of support and activities in Sheffield, just visit the Sheffield Directory website for information:
www.sheffielddirectory.org.uk

Tip
People often tell us that they're 'feeling out of sorts' or 'feeling low' — that's the time when support from a mental health service can really help you. Contact any of the organisations below for support.

Sheffield African Caribbean Mental Health Association (SACMHA)

The association has over 25 years' experience providing a culturally sensitive support service to adults with Black Minority Ethnic (BME) backgrounds, including those with mental health issues.
www.sacmha.org.uk **(0114) 272 6393**

Sheffield Mind

Sheffield Mind offers a range of tailored services and support for your mental health. They help you to overcome difficulties and be more emotionally resilient so you're able to cope positively in the future. Services include counselling,

psychotherapy, anger management, employment support for carers, workshops on living a healthy lifestyle, support workers and information service.

www.sheffieldmind.co.uk
info@sheffieldmind.co.uk
(0114) 258 4489

Sheffield Mental Health Guide

An online directory of mental health services, that has a wide range of information including sections on self-help, mental health conditions, what help is available and what you can expect from services.

www.sheffieldmentalhealth.org.uk
info@sheffieldmind.co.uk

Somali Mental Health (Maan)

If you are of Somalian heritage, this association runs tailored male and female support groups.

www.sheffieldcarers.org.uk/about-maan
(0114) 275 8556

Sheffield IAPT

Sheffield IAPT (Improving Access to Psychological Therapies) is part of Sheffield Health and Social Care NHS Foundation Trust. They provide a range of services including an online resource and weekly courses to help you control stress, improve your wellbeing, help manage pain and live with long term conditions. 12000 people are seen and helped by IAPT each year.

iaptsheffield.shsc.nhs.uk
iapt.info@shsc.nhs.uk
(0114) 226 4380

Where can I get bereavement support?

You can contact Sheffield Cruse on **(0114) 249 3328**, or email them at **sheffield@cruse.org.uk**

There are other organisations in Sheffield which can give you support, you can find a full list at **www.sheffielddirectory.org.uk/bereavement**

If you need bereavement support because you have lost a pet, contact Blue Cross a national animal charity **www.bluecross.org.uk/pet-bereavement-support** or call **08000 966606**

Where can I get learning disability support?

There are lots of organisations that provide tailored learning disability support in Sheffield.

Sheffield Mencap & Gateway

Sheffield Mencap & Gateway helps people with a learning disability to make the most of their lives — to get more independence, to find friendship or a partner, to develop job skills or take part in fulfilling activities.

www.sheffieldmencap.org.uk
mencapoffice@sheffieldmencap.org.uk
(0114) 276 7757

"I've made loads of new friends who I can talk to and the Staff and Volunteers on the groups all look after me… The groups have also made me think about being able to do more things for myself and to share the things I know about. My life (and me Mams) are tons better now than they have ever been. I'm a very happy person."
Edna aged 61, Sheffield Mencap & Gateway customer

Sharing Caring Project — support for carers

The Sharing Caring Project supports carers of adults with a learning disability and/or autism in Sheffield. Find out more on page 44.

National Mencap

The national Mencap charity offers specific advocacy and support services for adults with a learning disability.

www.mencap.org.uk
0808 808 1111 (local rate)

Supported employment

Looking for work is not always easy, particularly if you have been out of work for a while and have a disability or health condition. Disability Sheffield has an online employment support resource where you can search for organisations and services that provide a range of information, advice, skills and support you might need to help you to work

www.disabilitysheffield.org.uk/employment-support

Keeping safe

In your home

Keeping warm

Keeping warm and cosy plays a big part in keeping well. Many people believe that being cold is just uncomfortable — but it's far more serious than that. Sitting or sleeping in a cold room is not good for you as it increases the risk of heart attacks, stroke, breathing problems and bad chests.

For information and tips on how to keep warm visit **www.nhs.uk/Livewell/winterhealth**

For independent, free, expert advice on saving energy in your home, contact the Energy Saving Advice Service on **0300 123 1234** or visit their website **www.energysavingtrust.org.uk**

Check your smoke alarm

Smoke alarms are self-contained devices that can detect smoke and fire, and give you a warning (alarm). South Yorkshire Fire and Rescue offer a free home safety check service, including fitting smoke alarms.

You can contact the Fire Service to arrange a visit on **0114 253 2314** or email **cfsadmin@syfire.gov.uk**.

If a fire is discovered, do not investigate, get everyone out and stay out. Do not stop or go back. Call **999** and ask for the fire service.

In your community

Crime and anti-social behaviour

Crime and anti-social behaviour affects peoples' everyday lives and can devastate a neighbourhood.

Find out how to report anti-social behaviour. Visit **https://www.gov.uk/report-crime-anti-social-behaviour** or call **101** or **999** if a crime is in progress.

101 non urgent crime and issues

South Yorkshire Police has introduced a simple number to make it easier for you to contact them about non-urgent crime and issues.

Call **101** to report less urgent crime or disorder and for general police enquiries. In an emergency — when life is in danger or there is a crime in progress, you should ALWAYS call **999**.

Getting out and about

Being able to get out and about, to stay healthy and connected, is something that people tell us they want.

Tip:
"People don't realise how cheap it can be to travel by train. I book my journey 12 weeks in advance for the cheapest fare, and use my disabled rail card to get 1/3 off for me and my PA. I use the train company's JourneyCare service to pre-arrange the help I need." **Geoff, South East Sheffield**

"Double check you can take your mobility scooter on public transport." **Doris, Chapeltown**

For more information see the travel South Yorkshire website
www.travelsouthyorkshire.com/transportaccessibility
Or call the **Traveline** **01709 515151**.

How can I travel around Sheffield more easily?

There are a range of transport and mobility services to help you get around Sheffield more easily. A full list of community transport providers can be found on the Sheffield Directory, including local shopper buses, swim buses and transport to lunch clubs.
www.sheffielddirectory.org.uk/transport

How to apply for discounted travel around Sheffield

Travel passes to use on bus and rail services are available for older people, people with a mental health condition, and disabled people.

For more information and to apply for a pass, contact Travel South Yorkshire:
www.travelsouthyorkshire.com/ticketfinder **(01709) 51 51 51**

Disabled Parking

The Blue Badge scheme is for people with severe mobility problems.
It allows Blue Badge holders to park close to where they need to go.
Get more information from:
www.sheffield.gov.uk or call **(0114) 273 4567**, then press 5
Find disabled parking in Sheffield at **www.sheffield.gov.uk**

Community Transport

Sheffield Community Transport (SCT) provides lots of services to help people get around the city, including:

- **Shopper Bus Services** - providing links between local communities and opportunities for shopping and personal business in Sheffield.
- **Community Car Scheme** - volunteers use their own cars to help people who are less able to get around and struggle to use public transport.
- **City Ride Door-to-Door Service** - for people who are less able to use public transport.
- **Mobility for Leisure Service** - providing transport to destinations outside Sheffield so you can go on holiday or visit relatives.
- **Group travel vehicles** - for use by local community groups at low rates. These can be used for a wide range of activities, for short and long-distance trips.

SCT also provides a Travel buddy service. To find out more contact:
www.sheffieldct.co.uk **reception@sheffieldct.co.uk**
(0114) 276 6148

Keeping mobile – equipment to help you get out and about

A range of equipment to help keep you mobile and active including wheelchairs, scooters and walking sticks are available to borrow and buy from various local services in Sheffield.

For more information visit the Sheffield Directory (**www.sheffielddirectory.org.uk/productshowroom**) or the Home Safety Equipment and Adaptations section on page 27.

How can I get involved in local activities?

Your independence and well-being can be boosted by getting to know others in your community, sharing interests and similar experiences. Sheffield offers a huge variety of social and leisure activities to people of all ages. Whether you just want to know what's on in your area or need support to access activities, help is available at **www.sheffielddirectory.org.uk/activities** and from the services below.

Discounts on sport and leisure activities

The LifeCARD Scheme offers significant savings on sport and leisure activities at SIV venues across the city. The card costs £3 for a year, giving you a discount of 30% off activities, including swimming, badminton, squash and golf.

For information about the LifeCARD and Plus One card (for people with a disability who need a Personal Assistant to accompany them) visit:
www.sheffield.gov.uk

The Sheffield Saver Card gives you a 20% discount at Places for People venues (Graves Tennis and Leisure Centre, Thorncliffe Health and Leisure Centre and Wisewood Sports Centre). The card costs £5 for a year. Find out more at **www.placesforpeopleleisure.org**

Tips

Discounted travel is available if you are a pensioner, have a mental health condition or are disabled.

Do you enjoy reading but have problems accessing your local library? Then why not let the home library service come to you. The service is free of charge

(0114) 273 4277, **mobileservices.library@sheffield.gov.uk**
www.sheffield.gov.uk

Support to access and get involved in local activities

Older Sheffield

Older Sheffield is an online directory of around 1,200 local voluntary, community and faith services that are available for the over 50s in Sheffield. The site also features adverts from selected commercial organisations providing services for people aged 50+ years. You'll find anything from support groups to line dancing and from advice centres to DIY support.

www.oldersheffield.org.uk **(0114) 250 2850**
Older Sheffield Signpost Agency, Age UK Sheffield,
44 Castle Square, Sheffield, S1 2GF

Age Better in Sheffield

Local voluntary and community organisations and volunteers deliver a programme of activities and services to help people aged 50+ who don't have as much social contact with other people as they would like, and who want to engage with others to increase this. This is a Big Lottery funded programme led by South Yorkshire Housing Association. Get involved through:
www.agebettersheff.co.uk **care@syha.co.uk** **(0114) 2900 250**

Sheffield University of the Third Age provides fun and interesting courses tel **230 8866** **sheffieldu3a.org.uk**

"Since my wife passed away, I have been looking for some clubs to join, where I can meet some new people. I contacted Age UK Sheffield and they found a lunch club just across the road. I have been along twice already. I go from about 10.00 am to 3.00 pm and they give us a meal and we have a laugh. The people are very sociable." **Mr D**

Activities for people with a learning and/or physical disability

Within Reach provide activities and resources to help disabled people in Sheffield take part in sport. Visit their website for details of clubs and leisure facilities for disabled people in Sheffield:

www.withinreach.org.uk **(0114) 273 4266**

Activities for people with a learning disability

The Council's Learning Disabilities Service provides an extensive range of social, leisure and general interest activities – some in partnership with other groups and organisations. The service will help you achieve your goals and access local community groups. The Council have facilities designed specifically for people with profound and multiple learning disabilities, autistic spectrum disorder, behaviour that challenges and dementia.

There are also a variety of work-based activities for people with a learning disability that include voluntary and paid work, and advice so that you understand how employment may affect the benefits you get.

To find out more contact:

LDBusinessTeam@sheffield.gov.uk

(0114) 226 2900

Learning Disabilities - Provider Services,
33 Love Street, Sheffield S3 8NW

Activities for Carers

There are carers support groups and cafés held across the city.
To find your local group or café visit the Carers in Sheffield website:
http://sheffieldcarers.org.uk/services or call **272 8363**.

Activities for people living with Dementia

There are dementia support groups and cafés across the city.
To find your local group or café visit the Sheffield Directory website
www.sheffielddirectory.org.uk/dementia or call the Alzheimer's Society on **276 8414**.

Tips

Lunch clubs or activity groups can be great ways to make new friends with similar interests or experiences to you. Visit **www.sheffield.gov.uk/lunchclubs** for a list of lunch clubs. You can also contact the city's Lunch Club Co-ordinator on **253 6674**, or ask your Community Support Worker for more information (see page 13 for contact details).

You can find Disabled Go's Access Guides to Sheffield on the Disability Sheffield website **www.disabilitysheffield.org.uk/accessible-sheffield**.

If you are over 50, feeling isolated and need help to get out of the house (including help from someone to leave the house, building confidence to use a mobility scooter, or support with access to public transport) contact Age Better in Sheffield Access Ambassadors **care@syha.co.uk** or ring **(0114) 2900 250**.

Volunteering

Volunteering can be both fun and rewarding. Giving something back to the community by spending time and sharing knowledge can enhance the lives of others and provide a way of meeting new people and socialising more. There are lots of different volunteering opportunities in Sheffield for people of all ages and abilities. For more information about volunteering opportunities:

Search and apply online or drop in and chat to a volunteer adviser (Monday-Wednesday, 10 am to 4 pm)

The Circle, 33 Rockingham Lane, S1 4FW
www.sheffieldvolunteercentre.org.uk
(0114) 253 6648

Support in your home

Most of us want to live independently in our own homes for as long as possible, but from time to time we may need some support and assistance.

What kind of support is available?

There's a wide range of help available, including help with:

- accessing your community and getting involved in activities.
- mobility and moving around your home.
- home care such as preparing meals, laundry, some cleaning tasks.
- personal care such as dressing, washing, bathing and care at night.

Equipment, and adaptations to assist with daily living

There's a wide range of equipment and home adaptations available to support you to do the things you want to do more easily and more safely. You can buy or borrow equipment from shops, catalogues or online, use a care alarm and home adaptations services. Your doctor may also be able to arrange some equipment.

Tips

Making small changes to your home, like adding hand rails, can make it much easier for you to move around.

"*We bought a handy grabber, it makes picking things up so easy and you can get them in different lengths so you don't have to bend.*"
Doris, Chapeltown

Find handy grabbers on the equipment store on the Sheffield Directory **www.sheffielddirectory.org.uk**.

"Look out for second hand equipment in charity shops to save you money — or have you thought of looking on ebay?"

You can get equipment VAT free if you're disabled or have a long-term condition. Find out more at **www.gov.uk**

Have you considered a City Wide Care Alarm? It's an electronic care alarm that gives you instant access to help in your own home. See contact details on page 29.

Some equipment may help me remain independent in my home. What do I need to do?

There are a number of local specialist shops in Sheffield where you can buy or hire equipment. They can give you advice and let you try out items to see what suits you best.

Clark & Partners www.clarkshop.co.uk
wellingtonst@clarkandpartners.co.uk
(0114) 273 8787 (please contact to see if there is a shop local to you)
37 Wellington Street, Sheffield, S1 4HF

Eden Mobility www.eden-mobility.co.uk 0800 652 8444
Halifax Road, Sheffield, S6 1LH

Parkgate Mobility www.parkgatemobility.co.uk/mobility-shops/sheffield
(0114) 243 8122 262 Handsworth Road, Sheffield, S13 9BS

Sheffield Mobility www.sheffieldmobility.co.uk
email@sheffieldmobility.co.uk (0114) 274 7777
929-931 Chesterfield Road, Woodseats, Sheffield, S8 0SS

Wicker Mobility Shop www.wickermobilityshop.co.uk
mobility@wicker.co.uk (0114) 272 3729 61-67 Wicker, Sheffield, S3 8HT

Home shopping for equipment online or via mail order is also available from:

Equipment and Living Aids Showroom on Sheffield Directory
www.sheffielddirectory.org.uk/productshowroom

British Red Cross Independent Living Online Shop
https://giftshop.redcross.org.uk/category/independent-living-products
0344 893 0090

Disabled Living Foundation www.livingmadeeasy.org.uk 0300 999 0004

Living Aids Direct www.livingaidsdirect.com 0800 999 6659

Nottingham Rehab Supplies www.nrshealthcare.co.uk 0345 121 8111

Patterson Medical www.pattersonmedical.co.uk 0344 412 4330

Tip

We find people can really change their lives by buying a small piece of equipment that helps with their everyday tasks. The Sheffield Directory has an online equipment store where you can browse and buy handrails, bath seats, kitchen aids and much much more.

How can I loan or hire equipment?

Sometimes you only need equipment for a short time. The providers below will loan equipment, and some of the shops listed above may also hire out equipment.

British Red Cross

You can borrow wheelchairs and commodes for up to four weeks from the British Red Cross. There is no charge for the service, however you will be invited to make a donation.

(01709) 870190 (9am-2pm)

Unit 24, Jessops Riverside, 800 Brightside Lane, Sheffield S9 2RX (limited opening hours), Unit 9a Brookfield Way, Manvers Industrial Estate, Wath Upon Dearne, S63 5DL

Shopmobility Sheffield

Wheelchairs can also be loaned for free from Shopmobility, for a day or for a longer time. They also have a wide range of three and four wheeled electronic mobility scooters available for loan for a small fee, starting at £3.00.

www.shopmobility-sheffield.weebly.com

Eldon Street (off West Street) outlet: **(0114) 281 2278**

Crystal Peaks outlet: **(0114) 248 3802**

How can I get advice about what equipment could help me?

Making daily life easier can be as easy as a visit to your community nurse or doctor. They can offer help, advice and equipment to keep you independent, including:

- mobility aids to help you get around, such as walking frames or crutches, or a referral for a wheelchair assessment.
- incontinence equipment to help you go to the toilet with ease, such as incontinence pads or a commode.
- specialist equipment for someone who needs nursing care at home, such as a specialist bed or hoist.

For practical advice and tips on help with daily living such as how to get in and out of a bath safely, getting in and out of bed, how to manage your medicines and prevent falls, visit the Disabled Living Foundation website **http://asksara.dlf.org.uk**. The website also has a self-assessment tool to help you find the right advice and equipment for your needs.

Equipment and Adaptations Service

In addition, the Council's Equipment and Adaptations service can help you if you're experiencing difficulties in remaining at home. They provide

assessments and may be able to help you if:

- you need help to be able to do essential tasks at home.
- you're struggling to manage but you, or a carer, are at serious risk of injury, and there's no other way of getting things done.

It may take up to three months to assess you at home, and you may need a financial assessment to determine how much you'll have to contribute towards the cost of your grant eligible adaptations.

For more information visit **www.sheffield.gov.uk**
Or call the Access Team on **(0114) 273 4567**, then press 5.

If your home cannot be adapted you could consider asking for an assessment for rehousing on medical priority from the Health and Housing Team, for more details see page 42.

Emergency care alarms

Get help when you need it at the press of a button

Emergency care alarms can offer round the clock support every day of the year to people who need them. They can also provide extra peace of mind for carers who know their loved ones can get help when they can't be there.

"I cannot thank you enough for the peace of mind you give me knowing you are there. The staff are kind, considerate and humorous. Thank You!"

Sheffield City Council's Citywide Wide Care Alarms Service is available to anyone in Sheffield over the age of 18 and can help people remain safe, secure and independent in their own home. An alarm button is worn in and around the home and this, together with a base unit which you can hear and speak through thanks to its powerful microphone and loudspeaker, can give you access to help from a call monitoring centre.

For instance if you have a fall and need help, all you have to do is press

the alarm button and it automatically connects you to the call-monitoring centre. Trained staff have access to your information and will quickly provide the most appropriate help, whether that is your friend, relative, doctor, the Council's own specially trained and equipped mobile support workers, or the emergency services.

Cost of the service

Currently the full service, including installation, maintenance, repairs and response from mobile support workers, if needed, is just £4.93 (excluding VAT) per week, or £5.50 (excluding VAT) per week to provide a service via mobile phone technology.

Other specific alarms and sensors

A range of automated alarms are also available from City Wide Care Alarms, to help manage specific risks in the home, such as those associated with falling or memory loss. These alarms could provide the extra help needed to make sure you, or someone you know, can stay at home for longer.

A reminder service is also available that plays pre-recorded messages via the base unit. Alarms include:

- Smoke Detector
- Fall Detector
- Bed Sensor
- Chair Sensor
- Carbon Monoxide Detector
- Gas Detector
- Extreme Temperature Sensor
- Heat Detector
- Flood Detector
- Property Exit Sensor
- Epilepsy Sensor
- Medication Dispenser

If you feel that you would benefit from an emergency care alarm or sensor, what's next?

To find out more contact: **www.sheffield.gov.uk**
citywidecarealarms@sheffield.gov.uk **(0114) 242 0351**

Help with home maintenance

The Stayput Handyperson service can help you with little jobs to make your home safer. They work with people aged 60 and over and disabled people. They can do the small jobs, like fit hand rails on stairs or grab rails, for about half the usual cost. They can also do odd jobs like fitting door bells and changing light bulbs.

Stayput Handyperson Service

sheffieldstayput@yorkshirehousing.co.uk **(0114) 256 4270**
If you're a home-owner or a tenant and have general repairs, Stayput may be able to help. There is a charge for any work done, but they offer free help with advice, surveys, finding builders and maybe with grants.

There are websites which can help you find a trusted trader such as Which? - **www.which.co.uk** and the government backed TrustMark website **www.trustmark.org.uk** You can also visit the Gardeners Guild website to find a qualified self-employed gardener. Find out more **www.thegardenersguild.co.uk/**

Alternatively ask neighbours and friends if they can recommend a handyperson or gardening service.

Meal delivery

Regular and nutritious meals are vital to remaining healthy and well. If you need support to prepare or cook your food, you can arrange to have your meals delivered right to your front door.

Tip

People often tell us that they get better quality food and save money by doing their weekly shop online. The meals can be cheaper, there's less temptation to impulse buy — and everything is delivered to your door!

Frozen meals

Frozen meals can be delivered to your home once a fortnight for you to store in your freezer and use when you need them. These companies provide this service:

Oakhouse Foods **www.oakhousefoods.co.uk** **(01246) 551870**

Royal Voluntary Service
www.royalvoluntaryservice.org.uk **(01977) 696840**

Wiltshire Farm Foods
www.wiltshirefarmfoods.com **0800 773 773**

All the major supermarkets offer online shopping and will deliver food, including ready-prepared meals, to your home. Oakhouse Foods also offer a grocery delivery service, find at more at **www.oakhousefoods.co.uk/groceries.html** or ring the telephone number above.

Hot meals

You can also have hot meals delivered to your door every day. There is a choice of four main meals and three desserts, including a vegetarian option. A cold tea meal can also be delivered at the same time. Hot meals can be provided by:

Park Care Meals **www.parkcaremeals.co.uk** **(01709) 378 100**

Befriending

People can become socially isolated for a variety of reasons, such as getting older, no longer being the hub of the family, retirement, divorce, the death of a spouse or friend, or through disability or illness.

If you are feeling lonely, a befriending service can provide you with personalised companionship and one-to-one support.

Befriending can be provided by home care services, and there are voluntary and community services available. Find some befriending services for older people below:

Sheffield Churches Council for Community Care (SCCCC)
Friendly Visiting Service. This scheme is a registered charity which aims to enhance the quality of life for older people aged over 65 years through volunteers who offer regular or occasional friendly visiting. Referrals to the scheme can be made by calling **(0114) 250 5292**

Silver Line
Silver Line is a 24 hour, free, confidential helpline for older people. Specially trained staff :

- offer friendship, information and advice.
- link callers to other organisations, groups and services.
- offer regular befriending calls.
- match callers with volunteers for telephone or letter friendship.
- protect and support those who are suffering abuse and neglect.

www.thesilverline.org.uk **(0800) 4708090**

Age UK Sheffield – Friends of Age UK Sheffield for details see page 15.

Age Better in Sheffield for details see page 23.

You can find more befriending groups and services on the Sheffield Directory
www.sheffielddirectory.org.uk/befriending

Home Library Service

If you enjoy reading but have problems accessing your local library – then why not let the library come to you. The Home Library Service offers a selection of books, talking books, DVDs, music CDs and jigsaws, all delivered **free** to your home.
(0114) 273 4277 **mobileservices.library@sheffield.gov.uk**
www.sheffield.gov.uk

Pet Support

The Cinnamon Trust has volunteers to help if you're struggling to care for your pet (taking pets for walks, to the vet or short-term fostering)
www.cinnamon.org.uk

The PDSA and RSPCA can help with vet costs and the RSPCA can help pet owners who are no longer able to care for their pets. Visit **www.pdsa.org.uk** or **www.rspca.org.uk/local/sheffield-branch** for more details. Borrow My Doggy matches dog owners with trusted borrowers who help with walking and short-term fostering. Find out more at **www.borrowmydoggy.com**

How can I get short term help at home?

You can get short-term support to help you regain your independence at home from the Short Term Intervention Team (STIT). You may need this help because of an illness, after a fall, or because you're leaving hospital.

The team will give you:

- Information and advice about organisations near to you that can help you regain independence in your own home
- The strength and ability to continue to live in your own home, specifically with personal care (washing and getting changed), preparing meals and medication
- The confidence to live independently by providing the opportunity to talk through what you are struggling with and either learn new ways to do things or use equipment to support you
- The ability to maintain contact with family and friends

The service may be available to you for a period of up to six weeks (although often people are helped to regain their independence in a much shorter time and don't need any long term support).

A friendly member of the team will talk you through what will happen and our commitment to you whilst you are in the service. There is no cost for help up to a maximum of 6 weeks, although there may be a cost for any equipment you buy or monitoring services installed in your home.

You will be charged for any support provided after 6 weeks.

If you do still have care and support needs we will carry out an assessment of your needs. If your assessment shows you have eligible long term care and support needs, we will help you plan the support you need. You'll find more details about paying for services on page 47.

I think this support may help me, what do I need to do?

To check if you're eligible for this short term help contact:
adultaccess@sheffield.gcsx.gov.uk **(0114) 273 4567**, then press 5
Staff will talk to you about how you can stay independent safe and well.

Home Support

Where can I get support to continue to live in my own home?

There are many organisations across Sheffield eager to help you, your family, friends, neighbours and carers to live safely and independently today. Some organisations will provide a range of services such as cleaning, washing, ironing and personal care. However, not all of them will provide personal care.

Tips

"Before you choose a homecare provider ask them what they can and can't do. You need to know if they can do what you want. Ask them what they will do to prepare you a meal or if they can do washing or ironing."

"If a homecare agency can't do what you want, maybe a cleaner is what you need. You can find them in the Yellow Pages, or better still ask your friends if they can recommend one."

"Check if your carer will take you shopping, rather than doing your shopping for you. Going shopping can be a trip out — and you can choose your veg and other items." **Trudi, Crosspool**

I think home support can help me to be more independent, what's next?

Many local voluntary organisations will also be able to help you at home, and we suggest you contact them first. A full list of voluntary organisations can also be found on the Sheffield Directory.

Home support organisations that provide services in Sheffield can be found on **www.sheffielddirectory.org.uk/homesupport**, and some are listed on the next page.

To help you choose a provider we strongly advise you read the most recent inspection reports of the Care Quality Commission (CQC) since standards can change for various reasons **www.cqc.org.uk**.

Home support providers in Sheffield

We have provided details of all CQC registered Home Support providers and their contact telephone numbers. Each entry has a key showing who they provide their services to. This will allow you to see at a glance which services are for you. All the providers below are for adults.

Key: **OP**=Older people, **LD**=Learning Disabilities, **MH**=Mental Health, **PD**=Physical Disability, **SI**=Sensory impairment, **D**=Dementia, **A**=Autism, **CN**=Complex needs, **YA**=Young adults (18-25)

Organisation & Tel. number	Condition catered for								
	OP	LD	MH	PD	SI	D	CN	A	YA
Abbeycare and Nursing at home (0114) 284 4868	•	•	•	•	•		•	•	•
Adswad Ltd (0114) 246 7607	•	•	•					•	
Affinity Trust (0114) 276 4980		•							
Age UK - Sheffield Choice (0114) 250 2850	•								
Alzheimer's Society (under 65) (0114) 250 3922						•			
Anointed 2 Care Ltd (0114) 292 2164	•	•	•	•	•	•	•	•	•
Ark Complex Care Ltd 0345 521 3377							•		
Ark Home Healthcare Ltd (0114) 321 0733	•	•	•	•	•	•	•	•	•
Autism Plus Limited (0114) 384 0284			•					•	
Bluebird Care (0114) 265 6670	•	•	•	•	•	•	•	•	•
Bridge Pole Ltd (0114) 453 7829		•			•		•	•	•
Care2Care (0114) 213 3171	•	•	•	•	•	•			
Carewatch Sheffield (0114) 268 0333	•	•	•	•	•	•	•	•	•
Caring Personal Assistants (0114) 248 1623	•	•	•	•	•	•	•	•	•
Citizenship First (0114) 279 8001		•	•	•	•		•	•	•
Comfort Call Ltd (0114) 273 7305	•	•	•	•		•			
Communication Independence 07582 683406 or 07903 110466					•				

Read the Care Quality Commission ratings for these services at: **www.cqc.org.uk**

Organisation & Tel. number	Condition catered for								
	OP	LD	MH	PD	SI	D	CN	A	YA
Custom Home Care Ltd (0114) 275 9703	•	•	•	•	•	•	•	•	•
Dimensions UK Ltd 0300 303 9003		•							
Direct Health (0114) 256 6480	•					•			•
Eternity Healthcare Ltd (0114) 349 1147	•	•	•	•	•	•	•	•	•
Ever Healthcare Ltd (0114) 292 2124	•	•	•	•	•	•			•
Excell Home Care Ltd (0114) 247 1428	•	•	•	•	•	•	•	•	•
Fairthorn (0114) 236 8646	•	•	•	•	•	•	•	•	
Friends Together (0114) 2314465	•	•	•	•	•	•	•	•	•
GMS Carers (0114) 253 1309		•							
HFT Sheffield and Derbyshire (0114) 250 0718		•							
Holistic Social Care Ltd (0114) 327 0320	•	•	•	•	•	•	•	•	•
Home Alternative Ltd (0114) 266 6180	•		•			•			
Home Instead Senior Care (0114) 246 9666 or (0114) 250 7709	•	•	•	•	•	•	•	•	•
Housing & Care 21 0303 123 1281	•								
Inspire UK Care (0114) 232 3333	•	•	•	•	•	•	•		
Intercare Services (0114) 213 4945	•	•	•	•	•	•	•		•
Interserve Healthcare (0114) 244 9116	•	•	•	•	•	•	•	•	•
Juventa 4 Care Ltd (0114) 478 0924	•	•		•	•	•	•		•
Kingfield Supported Living (0114) 258 7557		•	•	•	•	•	•	•	•
Lynx Care (0114) 243 1624	•	•	•	•	•	•	•	•	•
Mary Ruth Care Services (0114) 261 0851	•			•		•			
Mears Group (0114) 279 8228	•		•	•		•	•		
New Horizons Trust Home Care Services (0114) 290 3627	•								
Newfield View Supported Living (0114) 281 0818		•	•					•	

Read the Care Quality Commission ratings for these services at: **www.cqc.org.uk**

Organisation & Tel. number	Condition catered for								
	OP	LD	MH	PD	SI	D	CN	A	YA
One to One Community Care (0114) 266 6042	•					•			
Principle Support Limited (0114) 213 1750		•	•	•	•		•	•	•
Progressive Care 0800 043 4334	•	•	•	•	•	•	•	•	•
Proud to Care 07854 965088	•	•		•	•	•	•		
PT Care UK Ltd 07429 635754	•	•	•	•	•	•	•	•	•
S10 Homecare (0114) 230 6619	•	•	•	•	•	•			
Samfos Health (0114) 245 5450	•	•	•	•	•	•	•	•	•
Sanctuary Home Care (0114) 243 2028	•	•		•	•	•	•		•
Sarah Care Limited (0114) 248 5658	•	•	•	•	•	•	•	•	•
Serenta Homecare (0114) 258 1093	•	•	•	•	•	•	•		•
Seven Steps Support Ltd 07802 833568		•						•	•
Sheffield Care at Home Service (0114) 235 1400	•	•		•	•	•	•	•	•
Spectrum Social Care Ltd (0114) 249 9988	•	•							•
Thames Homecare Services Ltd (0114) 321 6488	•	•	•	•	•	•	•	•	•
The Good Days Project (0114) 232 5182		•	•	•	•		•	•	•
Twelve Trees Homecare Limited (0114) 258 3802	•	•	•	•	•	•	•	•	•
United Response (0114) 255 8857	•	•	•	•	•	•			•
Westminster Home Care (0114) 266 9996	•	•	•	•	•	•			

Read the Care Quality Commission ratings for these services at: **www.cqc.org.uk**

Key: **OP**=Older people, **LD**=Learning Disabilities, **MH**=Mental Health, **PD**=Physical Disability, **SI**=Sensory impairment, **D**=Dementia, **A**=Autism, **CN**=Complex needs, **YA**=Young adults (18-25)

Money matters

This section of the guide provides information on where you can access free information and advice to:

- help you manage your day to day spending.
- support with planning for your future.
- find out what benefits you're entitled to, and how to access them.
- help deal with debt.

Tips

➤ Take advantage of free and independent money advice from the Money Advice Service, Citizens Advice Sheffield and other providers, see service details below.

➤ You may be entitled to a number of benefits that will help financially, you can find out the details at **www.gov.uk** or contact your local Citizens Advice.

There are lots of organisations in Sheffield which may be able to help, as well as some national organisations.

Citizens Advice Sheffield

Citizens Advice Sheffield provides free, independent and confidential advice on financial and legal issues such as benefits, tax credits, money and debt.

www.citizensadvicesheffield.org.uk **03444 113 111**

Age UK Sheffield

Age UK offers support on money matters for older people including free benefit checks, legal appointments and tax help.

www.ageuk.org.uk/sheffield **(0114) 250 2850**

The Money Advice Service

The Money Advice Service provides free, impartial and independent financial information. They can help with issues such as:

- how to save money day to day (for example through better budgeting or doing a Financial Healthcheck).
- paying for the cost of care and planning for later life care needs.
- seeing an Independent Financial Adviser (for example if you are entering into a legal agreement or choosing options for long-term care).

Contact them at:
www.moneyadviceservice.org.uk
0800 138 7777- to talk to an adviser over the telephone
(Typetalk: **18001 0300 500 5000**)

Paying For Care
This website is designed to help you make informed choices about arranging and funding long-term care.
www.payingforcare.org

Society of Later Life Advisers (SOLLA)
SOLLA can help you to access accredited financial advisers in your area and general information about paying for care services.
www.societyoflaterlifeadvisers.co.uk
admin@societyoflaterlifeadvisers.co.uk
0333 2020 454

Sheffield City Council 'Managing your Finances' factsheet is one of a range of factsheets about care and support in Sheffield.
Visit **www.sheffield.gov.uk** for more information.

Information on tax and benefits
To find information on tax and benefits and a benefits calculator visit the government's website **www.gov.uk**
Some people, such as people with a disability whose home has been adapted to meet their needs, may qualify for a reduction in council tax. To check if you are eligible contact:
www.sheffield.gov.uk **(0114) 2736777**

Loans, savings and current accounts
Sheffield Money offers loans, savings and current accounts
www.sheffieldmoney.co.uk

Sheffield Credit Union offers loans, savings and budgeting accounts to help people manage their finances **www.sheffieldcreditunion.com** or call **(0114) 276 0787**

Affordable energy
For independent, free, expert advice on saving energy in your home, contact the Energy Saving Advice Service on **0300 123 1234** or visit their website **www.energysavingtrust.org.uk**

Sheffield Directory also includes information to help you with your 'money matters'. Visit **www.sheffielddirectory.org.uk/money** for more information.

Housing support and care options

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

This section provides some advice on how to access support and information to best meet your housing requirements.

Tip

➤ Stay Put at Yorkshire Housing can help with general repairs and getting things fixed at home. See page 30.

How can I get support with housing issues?

You can get housing related support to enable you to maintain your independence at home, either if you are a tenant or own your own home. There are a range of services which aim to help promote independence and social interaction, supporting you to stay in your own home.

Housing related support can include help to:

- set up and maintain your home or tenancy.
- make sure your home is safe and secure.
- manage finances and benefit claims.
- develop independent living skills and confidence.
- access health and other services.
- identify and access community groups and activities.

Full details on the Housing Support offer can be found on the Sheffield Directory (**www.sheffielddirectory.org.uk/housing**).

If you're aged over 55, the following **Housing support services** are available to help you:

North and West Sheffield: South Yorkshire Housing Association (SYHA) Support 55
www.syha.co.uk **support55@syha.co.uk** **(0114) 290 8359**

South East Sheffield: Age UK Sheffield
www.ageuksheffield.org.uk **enquiries@ageuksheffield.org.uk**
(0114) 250 2850

South West Sheffield: Shelter
www.shelter.org.uk **sheffield_hub@shelter.org.uk** **0344 515 1515**

"I was crying out for help and didn't know which way to turn. The help and support given by the Support Workers has been absolutely fantastic. I would have been lost without them." **Mrs J, Age UK Housing Support client**

Can Sheltered Housing help me stay independent?

Sheltered housing is specially designed for people 60+ years who wish to live independently, but who may not be able to stay in their own home. Sheltered schemes vary but can provide:

- self-contained flats, studio apartments or bungalows.
- communal facilities such as a lounge for social activities, gardens, kitchen, laundry and security and safety features.
- warden or scheme manager support service.
- caretaking service for the communal areas.
- 24 hour emergency response through an alarm service.

You can find information on sheltered accommodation in Sheffield and the rest of the UK, from the Elderly Accommodation Council: **www.EAC.org.uk**

For information about Sheffield City Council's sheltered housing, contact their Council Housing Service on **(0114) 293 0000**.

Could Extra Care Housing be right for me?

If you're aged 55+ years Extra Care Housing can help you stay independent for longer.

Extra Care Schemes provide additional support to sheltered housing, but still help you to live independently with the reassurance that support is there if you need it. They are self-contained flats and bungalows with onsite dedicated care staff who, when required, can provide the care and support you may need to improve your health and well-being.

The schemes vary in size, location and facilities, and provide a range of housing options with homes to rent, buy or part buy.

Sheffield offers five exclusive schemes:

1. Guildford Grange at Norfolk Park **(0114) 273 7888**
2. The Meadows in Shirecliffe **(0114) 243 5749**
3. Brunswick Gardens in Woodhouse **(0114) 294 0000**
4. White Willows in Jordanthorpe **(0114) 237 7960**
5. Roman Ridge in Wincobank **(0114) 280 0540**

Could I get medical priority housing?

The Health and Housing Team provides a comprehensive assessment service to vulnerable customers who apply for medical priority housing.

For anyone who has a specific urgent housing need relating to a health condition or disability the team may help if:

- You have severe mobility problems and cannot reach basic amenities in your home
- You need to live closer to your carer for essential support with daily living
- You have long-term health or mental health problems and your housing situation is exacerbating your mental health issues and having a detrimental effect on your ability to live independently

The Health and Housing team can also advise you on:

- Your Housing Options : including remaining in your home.
- Your Housing Options : if you have to leave your home
- Adaptations to support you to remain in your home
- Completing an assessment of your housing need and assist you to move **urgently** through medical priority for rehousing.

You can apply for medical priority housing by completing an application form which you can obtain from the Health and Housing needs team **(0114) 273 5522** or **www.sheffield.gov.uk**

Sheffield Property Shop – Downsizing and mutual exchanges

For information about how to access social housing (Council and Housing Association properties) visit the Sheffield Property Shop website **www.sheffieldpropertyshop.org.uk**. Here you can find out about mutual exchanges if you would like to swap properties for example to move closer to family or your carer, and how to get priority to downsize if your house is too big for you. You can also call North Sheffield - **(0114) 293 0000**, South Sheffield - **(0114) 205 3333** or visit the property shop Howden House/First Point, 1 Union St, Sheffield, S1 2SH.

Housing advice

Shelter

Provides face to face help with a range of housing topics including: eviction or repossession, repairs, landlord disputes, managing debt and rent arrears.
0344 515 1990, 6th Floor, Furnival House, Furnival Gate, S1 4QP.

Caring for others

A Carer is anyone who provides unpaid support to a partner, family member, friend or neighbour who may be ill or disabled and could not manage without this help.

Being a carer can be rewarding but it is also very hard work. Caring is a stressful role and it's important to think about your mental and physical health as well as that of the person you care for.

There are an estimated 56,000 carers in Sheffield. Many of them experience ill health due to their caring role and it's important to build strong community relationships and support networks to prevent suffering alone or in silence.

This section of the guide provides information about how you, as a carer, can access advice, support, and short breaks.

Tips

- Take short breaks from your caring role so that you have a well-deserved rest. Find out more about short breaks at **www.sheffielddirectory.org.uk/shortbreaks** or contact the Carers Centre if you want to explore options for having a break or for information about respite care.

I am a carer – where can I find support?

There are a number of organisations and services in Sheffield who could support you in your caring role. The full range can be found on:

www.sheffielddirectory.org.uk/carers

Sheffield Carers Centre

The Carers Centre offers information and advice to support you in your caring role, and you'll be able to meet other carers like yourself.

The Carers Centre offers a range of activities and support including a confidential telephone helpline, a weekly drop in (Wednesday mornings) a monthly Carers Café, local and specialist support, telephone befriending, legal and benefits advice, a quarterly information newsletter and information and training sessions for carers.

The Centre offers an "In Safe Hands" card, which can help give you peace of mind that the person you care for will continue to be looked after if you are unable to do so due to an emergency. The Centre has an Information and Support Worker who speaks Punjabi and Urdu.

www.sheffieldcarers.org.uk
support@sheffieldcarers.org.uk
(0114) 272 8362
Sheffield Carers Centre,
Concept House, Young Street,
Sheffield S1 4UP

"I'm very grateful for all the support you are giving us… dare I say that it has turned my life around, knowing I now have backup…I value your input enormously"
feedback from a carer about the Carers Centre.

Other carer support groups:

Sheffield MIND

Sheffield MIND work in partnership with Sheffield Carers Centre to help carers live a healthier life by offering a wide variety of physical/emotional well-being courses and short sessions including the Carers' Toolbox, Anger Management and more.

www.sheffieldmind.co.uk **(0114) 258 4489**

Sharing Caring Project

This Mencap project supports carers of adults with learning disabilities and/or autism in Sheffield. It runs carer support groups across Sheffield, regular information sessions and can offer some individual support, advice and guidance to families.

scpoffice@sheffieldmencap.org.uk **(0114) 275 8879**
Sheffield Mencap & Gateway, Norfolk Lodge,
Park Grange Road, Sheffield, S2 3QF

Sheffield Young Carers Project

Information, advice and support for children and young people 8-25 years old who have caring responsibilities for a family member. The project helps young carers access a range of social, educational and employment opportunities.

www.sheffieldyoungcarers.org.uk

information@sheffieldyoungcarers.org.uk

(0114) 258 4595

Sheaf Bank Business Park, Unit R7b Riverside, Block, 20 Prospect Road, Sheffield, S2 3EN

You can find a full list of carer support groups on the Sheffield Directory

www.sheffielddirectory.org.uk/carers

National support

Support is also available nationally from Carer's UK (a national membership charity for carers) and the NHS.

Carers UK **www.carersuk.org** **0808 808 7777**

NHS Carers Direct **www.nhs.uk/carersdirect** **0300 123 1053**

Carers Assessment

If you still need support so you can continue your role as a carer you may be eligible for support from Sheffield City Council. The Council will offer you advice and guidance to help you with your caring responsibilities and help you look after your own well-being.

Carers assessments are available even if the person you care for does not get any help from the Council. For a carers assessment, contact:

adultaccess@sheffield.gcsx.gov.uk

(0114) 273 4567, then press 5.

Paying for services

This guide provides information about a number of services which you can access free of charge. However, you may well be asked to contribute to the cost of some services. To access some services you will need the Council to assess your care and support and financial circumstances to understand what you can afford to pay.

This section provides information to help you understand if you are eligible for financial assistance.

Am I eligible for financial help?

Some key principles apply to everyone regardless of age, gender, ethnicity or circumstance:

- You will never have to pay more money than your financial assessment shows you can afford.
- If you have £23,250 in capital (including savings) you will have to pay the full cost of your care.

To work out how much you have to pay for your care, first your capital and then your income is taken into account.

Your capital is — the value of any cash, savings, stocks and shares you have, but does not include the value of your home.

(Please note the value of your home may be included if you enter residential care. For more information about this visit **www.sheffield.gov.uk**)

Your income is — any money you regularly receive from a pension, charity or other organisation.

Step 1 – Work out your capital

- What is the total value of the cash and savings you currently have?
- What is the total value of anything you own that could be sold (excluding personal possessions).

Step 2 – Work out which group you are in and what this means

Capital over £23,250

If you have capital over £23,250 you will have to pay the full cost of your care.

I fit into this category, what should I do next?

Using this guide, identify the organisations that will provide the right support for

you and contact them directly for rapid access to support.

Capital between £14,250 and £23,250

If you have capital over £14,250 but under £23,250 the amount you pay will be assessed on your income and capital.

I fit into this category, what should I do next?

Using this guide, identify and contact the services that will provide the right support for you AND contact Sheffield City Council to assess your care and support and financial circumstances in more detail.

Capital under £14,250

If you have capital worth less than £14,250, it will not be included when working out how much you need to contribute to your care and support, but your income will still be considered.

I fit into this category, what should I do next?

Using this guide, identify and contact the services that will provide the right support for you AND contact Sheffield City Council to assess your care and support and financial circumstances in more detail.

If you have capital under £23,250 contact the Council to assess your care and support and financial circumstances in more detail on:

adultaccess@sheffield.gcsx.gov.uk.

(0114) 273 4567 then press 5

Step 3 – Work out your income (if applicable)

The Council will help you to assess your income.

- Who do you receive money from regularly? (could be from a pension, charity or other organisation)
- What benefits do you receive? (some benefits such as Working Tax Credit are not included)
- Do you have capital between £14,250 and £23,250? If so interest on these assets will be counted as income.
- Over one year, how much money do you receive in total from the places you have listed? This is your income.

For more information about what is and is not included in the income calculation see the 'Paying towards your care and support at home' factsheet at: **www.sheffield.gov.uk**.

Seeking financial advice

Choosing how to pay for your long-term care is a big decision. You should speak to a Financial Adviser (who is regulated by the Financial Conduct Authority) to discuss which option is best for you. A Financial Adviser will be able to discuss how you can help make your money last and let you know about financial products specifically designed to help with paying care costs.

You will have to pay to see a Financial Adviser - so check their fees before you see them. The Money Advice Service (a free, independent service) can explain about the different types of Financial Adviser and help you to find a choice of Regulated Financial Advisers. Contact details can be found below.

If you are entering into a legal agreement with the Council or someone else (such as for a deferred payment agreement) you should also consider taking legal advice (for example from your solicitor or from Sheffield Law Society – visit their website at **www.sheffieldlawsociety.co.uk** or call them on **0114 272 3655**).

You can get free and impartial information on money matters from a range of local and national organisations - see list below. This should not be instead of talking to a Financial Adviser, but can be very useful in addition to it.

For information including a full list of qualified and accredited financial advisers:

Money Advice Service - www.moneyadviceservice.org.uk

0800 138 7777 (telephone appointment)
Typetalk: **18001 0300 500 5000**

For information about the cost of paying for care:

Paying for Care – www.payingforcare.org

For information on financial issues and where to go for help:

Age UK – www.ageuk.org.uk/sheffield **(0114) 250 2850**

Society of Later Life Advisors (SOLLA) –
www.societyoflaterlifeadvisers.co.uk **03332 020454**

Sheffield City Council produces a key 'Managing your Finances' factsheet that gives you information about where you can get help to manage your finances - **www.sheffield.gov.uk**.

Process for Council support

Sheffield City Council may be able to directly provide support to help you stay independent, safe and well.

Access to these services is dependent on national eligibility criteria and you will be financially assessed to identify how much you will need to contribute towards the service cost – this process can take up to three months.

Tip

People tell us they'd rather be supported locally, that's why we've given you a list of community organisations on page 14 for you to contact.

Am I eligible for Council support?

Adults aged 18+ years who might need help from adult social care and support services include those:

- who would benefit from short term support after an operation, illness or fall.
- with a physical, sensory or cognitive impairment.
- with a long term health condition.
- with a learning disability.
- with a mental health issue.
- who care for people in any of the above groups.

Notes

If you are in one of these groups the Council can assess your care and support and financial circumstances and determine if you are eligible for Council provided services.

How do I contact the Council for help?

If you have read this guide and the Sheffield Directory and still feel that you need the Council's help, then you can contact the Adult Access Team:

adultaccess@sheffield.gcsx.gov.uk.

(0114) 273 4567 then press 5

You can also speak to the staff in our First Point reception at Howden House in the city centre. First Point is open 8.30 am to 5.30 pm Monday to Friday.

Staff will talk to you about how you can be best supported to remain active and independent, safe and well. They will ask you about what you're able to do, and what you may need some help with.

The team will give you information and advice about organisations that may be able to help you, and identify if you only need some short term support to help regain your independence.

Tip

We find people can easily sort things for themselves. There's a list of organisations on page 27 that you can ring to borrow, rent or buy equipment to quickly regain your independence.

What is the process for assessing my care and support circumstances?

If the Access team identifies you need some support to help keep you independent, safe and well, they may refer you for a visit from a social care worker. The social care worker will visit you at home to discuss what you can do, and where you may need support.

This was formally called a care and support needs assessment, but in reality it's a conversation about how we can best help you remain active, independent and where some additional help is needed. The whole assessment process can take up to three months.

When the Access Team work with you on your assessment they will check that you are able to take part fully in each step. If you have substantial difficulty in being involved (such as difficulty understanding or retaining information), and you have no family or friends who can help, they will arrange for an independent person (called an advocate) to help you so you can be fully involved. If you are eligible for this support you do not have to pay for the support of an Independent Advocate.

What information will you ask me for?

Your social care worker will ask about the help you already get from family or friends and where you need a bit more help. They will also collect basic information about you, like your contact details and your date of birth, and some information we need to ask you to meet statutory equality duties, like your religion and ethnicity.

Your social care worker will record your information on a form called the Assessment Questionnaire. You can see a copy of this form on our website: **www.sheffield.gov.uk**.

What guidelines do you use to assess whether I am eligible for support?

We will then decide if you are eligible to receive care and support from us. We use national rules (called the Eligibility Regulations) to decide if you have any eligible care and support needs. Care and support to meet those needs makes sure you are independent, safe and well. You can find more details on the eligibility rules from our website **www.sheffield.gov.uk**.

Please note that if you don't want to have an assessment you will not be eligible to access services provided by the Council. There are many other services included in this guide that can offer you support directly without an assessment. However, you will have to pay the full charge (where applicable) for these services.

What happens after my care and support circumstances have been assessed?

We will work with you to identify how we can prevent or reduce your eligible needs.

We want to help you be as independent as possible, so we first look at how you can help yourself, and support you get from family, friends and your community.

If you have eligible support needs that cannot be met through family, friends and the community, then the Council will provide appropriate support.

The activities and services you need to meet your needs are recorded on a form called a Care and Support Plan. You can see a copy of this form on our website: **www.sheffield.gov.uk**.

How much will I have to contribute to my care and support?

We will also carry out a financial assessment to work out how much you can afford to pay towards the cost of your care and support.

The general rule is that you either pay the total cost of your care and support, or you contribute what your financial assessment shows you can afford.

Please see the Paying for Services section on page 46.

Reviewing your support

Your Care and Support Plan is reviewed regularly to make sure your support is helping you to be independent, safe and well. Our aim is to help you meet your outcomes as effectively as possible, through a combination of voluntary and community sector support, together with targeted Council provision when needed.

If you feel you need less support than is currently provided, please let us know as this means we will be able to help others in Sheffield. There's more information about reviews on our website.
www.sheffield.gov.uk.

Tell us what you think

If you are not happy with decisions made about your eligibility or care ask your social care worker about using our 'Look Again' process, where your assessment is checked again.

If this doesn't resolve the situation ask your social care worker about how you can make a complaint.

If you have a suggestion, comment or complaint about any Council service you can tell us what you think:

www.sheffield.gov.uk **(0114) 273 4567**

Customer Services, Sheffield City Council,
Town Hall, Pinstone Street, Sheffield S1 2HH

Worried about abuse?

Helping you to protect adults and report concerns about harm or suspected abuse.

Sadly a number of adults are at risk of harm or abuse or experience harm or abuse. This section of the guide provides information and advice about how you can share your concerns about harm/abuse.

Harm/abuse can be:

- Physical – hitting, burning, restraining.
- Sexual – forcing adults to be involved in sexual activity they either don't want to do OR cannot consent to (such as dementia, learning disability).
- Financial – such as taking or spending money without permission.
- Self-Neglect/Neglect – such as not allowing or providing access to appropriate care.
- Psychological/emotional – such as bullying, threatening to leave the adult alone or threats to put them in a home, denying access to friends.
- Discriminatory – any behaviour or action that is based on the person being different such as excluding someone from an activity because they have a hearing impairment.
- Organisational – such as poor quality care, not providing necessary medication/treatment.
- Domestic violence – any behaviour between two or more adults that result in controlling, coercive or threatening behaviour or violence.
- Modern slavery – such as forcing or tricking an adult into slavery, providing sexual service or working unpaid as a cleaner.

Harm or abuse can take place at home, in a care home, in a hospital, in a day centre, at work, school or college or outside in the community. The harm may be caused by a partner, carer, relative, friend, care worker, stranger or someone else with care and support needs, and it may be deliberate or unintentional. Whatever the circumstances, it is important that you report your concerns. In Sheffield over 3000 concerns are reported a year.

Protecting adults – who to contact

If you think you are at risk of being harmed or abused or you are worried about another adult being hurt/abused it is very important to:

- Speak out! Don't ignore it! Report it! If you or someone else is in immediate danger call **999**. If there is no immediate danger but you think the police need to be involved call **101**.
- If there is no immediate danger you can tell someone you trust today (maybe a family member, friend, neighbour or GP).
- Report your concerns to the Adult Access Team on:
  (0114) 273 4567, then press 5,
  or visit: First Point at Howden House,
  Union Street, Sheffield S1 2HH.

You can find more information on our website:
www.sheffield.gov.uk.

Sheffield Domestic Abuse Services

If you or someone you know is suffering from domestic abuse, the Sheffield Domestic Abuse Services can help. Contact the Helpline on **0808 808 2241** which is free to landlines and most mobile networks.

Other sources of help

Action for Elder Abuse **0808 808 8141**

South Yorkshire Police **101**

Crimestoppers – You can give information anonymously online at **www.crimestoppers-uk.org** or call **0800 555 111**.

We value your opinion

- Give us your thoughts on this Guide and help us to keep improving

Sheffield City Council would really welcome your feedback on this Guide. You can email us at information@sheffield.gov.uk and tell us:

- if you found the guide easy to use
- what you found useful in the guide
- if there was anything missing from the guide
- if there was anything you didn't like about the guide
- if you got the support you needed after using the guide
- any improvements we can make to the guide

Or you can give us a call – on **(0114) 273 4119** and we'd be happy to take your feedback over the phone.

This guide can be supplied in alternative formats, please contact **(0114) 273 4908** or email **information@sheffield.gov.uk**

Notes

Useful Contacts

All numbers are Sheffield (0114) unless stated.

Essential services

Emergency services (police, ambulance and fire) 999

101 - a 24 hour number to contact the Police about community safety issues including anti-social behaviour, dangerous driving, drunken and rowdy behaviour and non-emergency crimes.

Crimestoppers - give information about any crime and you don't have to give your name or details 0800 555 111

Yorkshire Water 0345 124 2424

National Gas Emergency Service 0800 111 999

Electricity: Northern Power Grid 0800 375675

Sheffield City Council..... 273 4567

Health services

NHS 111 - a 24 hour service to get medical help when it's not a 999 emergency and if you are unsure whether to visit A&E. Calls are free from landlines and mobiles.

Weston Park Hospital..... 226 5000

Children's Hospital..... 271 7000

Jessops Wing..... 271 1900

Northern General Hospital 243 4343

Royal Hallamshire Hospital 271 1900

Dental emergency: contact your dentist or 111

Benefits

JobCentre Plus..... 0845 604 3719

Disability benefits..... 0345 605 6055 (people born before 8/4/48)

Disability benefits..... 0345 712 3456 (people born after 8/4/48)

Helplines

Sheffield Cruse Bereavement 249 3328

Sheffield MIND..... 258 4489

Age UK Sheffield 250 2850

Disability Sheffield..... 253 6750

Sheffield Mencap..... 276 7757

Sheffield Carers Centre 272 8362

Childline 0800 1111

Victim Support 0300 303 1971

Domestic Violence Helpline
..... 0808 808 2241

Samaritans ..... (freephone) 116 123

Rape Crisis..... 0808 802 0013

Shelter..... 0344 515 1990

National Debtline 0800 808 4000

Travel and Transport

National Rail Enquiries
..... 03457 484950

Travelline (bus/tram/train)
..... 0871 2002233

Sheffield Community Transport
..... 276 6148

My GP:.....

My Dentist:.....

My Optician:.....

My Chemist:.....

My.....

My.....

My.....

My.....

My.....

My.....

- Long serving, qualified staff
- Experienced management team
- Nonprofit making organisation
- Excellent CQC rating
- 25 spacious en suite bedrooms
- 4 lounges and dining room
- Delicious home cooked menu
- Entertainment and activities
- Leafy Victorian suburb
- Christian caring values

For information, a brochure or to arrange a visit, please contact Theresa or Lucy on:

0114 255 0257

or email: enquiries@overdaleresidential.org.uk

Overdale Residential Care Home, 29-31 Kenwood Park Road, Sheffield S7 1NE

www.overdaleresidential.org.uk

Notes

healthwatch Sheffield

We are your local consumer watchdog on health and social care services. We make sure local people are listened to so that services can be improved.

For information, advice or to tell us your views:

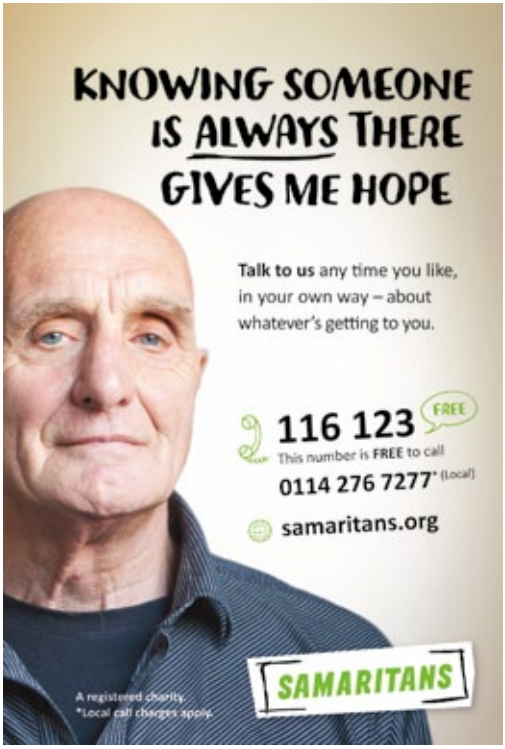
0114 253 6688
info@healthwatchsheffield.co.uk
0741 524 9657
www.healthwatchsheffield.co.uk

bridge pole ltd.

Bridge Pole offer a package of care and support tailored to young adults with learning disabilities through its person centred Support worker service.

Our provision enables you to achieve your goals no matter how big or small, enables you to have the control over what you would like to achieve and we offer the skills to help you accomplish that whilst keeping you safe. We provide one to one support in the community and short breaks.

Check our Facebook page
https://www.facebook.com/BridgePole
Unit L, Staniforth works, Main Street, Sheffield, S12 4LB
T: 0114 4537829
W: www.bridgepole.co.uk E: hello@bridgepole.co.uk



Abbeyfield Grange Ltd

Residential Home, Supported Living, Community Support for people with Mental Health Problems.

Abbeyfield Grange Residential Home Ltd is a private, 27-bed, residential home, established 1988, registered with CQC and Sheffield City Council, that provides long-term living accommodation in an all male environment. The home offers long-term support with no time limitations, as well as three phase recovery model to support service users to return to their own homes. We offer key worker continuity of care throughout the model. Abbeyfield Grange Ltd has an holistic approach to support they provide, with person centred planning being key to ensuring that all service users needs are met. The home also encourages service users to take part in weekly community-based activities, adult education programmes and attend day centres. There is a cost for this service, please contact for up-to-date details of prices. Referrals can come from any health care professional, but to obtain funding clients require a full needs assessment from a social worker.

Supported Living is a private 3 bedroom semi detached house in the Sheffield 5 area, providing independent living for 3 males and is funded through housing benefit. All tenants are supported by our Community Support Workers and are funded by a SDS budget.

Community Support we provide a befriending service to both male and female clients on an hourly rate of £16.00 per hour. The service can be tailored to the needs of the individual, from meeting to have a coffee, to shopping and visits to the cinema. Supporting people with cooking, housekeeping, attending appointments. Supporting and encouraging personal development, helping clients access education programmes, work, hobbies and healthy living skills.

For more information please visit our website at **www.abbeyfieldgrange.co.uk** or contact us on **0114 275 9482** or **07899 871164** or email us at **info@abbeyfieldgrange.co.uk**

INVESTORS IN PEOPLE

Abbeyfield Grange

OCTAGON
DESIGN & MARKETING LTD

To advertise in this publication please call the sales team on 01302 714528

Hawks Nest Cottage, Great North Road, Bawtry, Doncaster, South Yorkshire DN10 6AB
01302 714528 | **www.octagon.org.uk** | info@octagon.org.uk

Woodhouse Pharmacy

Open late nights and weekends

Woodhouse Health Centre,
5-7 Skelton Lane, Sheffield S13 7LY

Telephone 0114 288 0004
Fax 0114 269 1004

OPENING HOURS

Monday-Saturday 7am – 10pm
Sunday 8am – 6pm

Here to provide an excellent service day and night.

Services include: Dispensing NHS and private prescriptions, sale of medicines and advice, stop smoking advice, free medicines check, new medicine service, electronic prescription service, flu vaccinations, repeat prescription collection and delivery, minor ailments advice, blood pressure testing, and holiday healthcare advice.

Abbeyfield (Christ Church) Society Ltd. Sheffield

We offer Supported Housing in a safe environment for older people who no longer want the responsibility and worry of maintaining their own home

- **Now available:** a private, single room
- on-site House Manager
- home-prepared meals
- 24 hour support available when you need it
- a calendar of social activities
- fully inclusive fees

For more information, please call
The House Manager on 0114 230 1786
Alternatively, e-mail:
Abbeyfield-ChristChurch@abbeyfield.com

Registered in England and Wales, Company No. 574816, Charity No. 200719, HCA No. H1046

PeakCare

CareQuality Commission Good

INVESTORS IN PEOPLE

Grove Park, Ashover

Luxurious self-catering 1, 2 & 3 bedroom rental apartments designed to offer you security, independence and peace of mind.

For a brochure or guided tour, call 01246 592092.
Or visit: www.peakcare.co.uk

"Such a lovely community! I wouldn't live anywhere else."

Home.

There's no place like it.

Home Instead SENIOR CARE
to us, it's personal.

"I am delighted with your service. Your ladies are always punctual, reliable and caring. They bring with them a breath of fresh air" **Mrs L**

Home Instead Senior Care Sheffield provides award-winning care and support to individuals in the local community, helping them to live both independently and comfortable at home.

Our trusted services include:

- Companionship
- Home Help
- Respite Care
- Medication Reminders
- Personal Care
- Disability Care
- Local Transport
- Up to 24 Hour Care
- Award Winning Alzheimer's & Dementia Support
- Shopping Errands, Outings & Appointments

LaingBuisson
The healthcare experts

Home Instead SENIOR CARE no.1
to us, it's personal.
QUALITY HOME CARE PROVIDER FOR OLDER PEOPLE

Our latest CQC report shows that we are 'Outstanding in Well-Led'

Call 0114 246 9666 for your FREE Care Consultation

Shirley House, Psalter Lane, S11 8YL Nether Lane, Ecclesfield, S35 9ZX

Serenta HomeCare

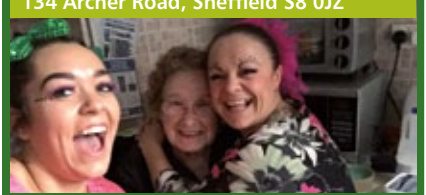
...putting the care back into caring

Are you in need of a little help and support within your own home?
The older we get the more help we need to enable us to live a more independent life

For many people, the question of carer services at home does not arise until, there is a need!
Most of us think that the choice is either living without help in our familiar surroundings or going into a nursing home. Serenta HomeCare stops all that. We offer a realistic alternative to allow people to stay at home, with familiar friends, relatives and possessions around them. With no upheaval, no stress and no trouble we are proud to provide

- **Personal Care**
- **Meal Preparation**
- **Medication**
- **Domestic**
- **Sitting Service**
- **Social and Leisure activities**
- **CQC Approved**

Serenta HomeCare Ltd.
134 Archer Road, Sheffield S8 0JZ



Information from the Care Quality Commission
Serenta HomeCare Ltd is regulated by CQC to provide care at **Serenta HomeCare Ltd**
Our last check showed
This service was meeting all CQC national Standards ✔
See full report (or tell us your experience)
CareQuality Commission — Checking national standards in hospitals, care homes & care services.

Serenta HomeCare are always recruiting, if interested please contact on the details below

To find out more call 0114 258 10 93 or email info@serentahomecare.co.uk

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