

# Haringey Care Directory

2012/13

Your local guide to Care Homes, Agencies and  
Services in the London Borough of Haringey

[www.haringey.gov.uk](http://www.haringey.gov.uk)



**Haringey** Council

# Clovelly House



Private Residential Home  
CQC rated 3 star - Excellent ★★ ★

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

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

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



For further information please contact: **FRANCES THORN** Telephone: **020 8445 6775** Fax: **020 8445 7651**  
**CLOVELLY HOUSE, 83-89 TORRINGTON PARK, NORTH FINCHLEY, LONDON, N12 9PN.**

Email: [clovellyhouse@tiscali.co.uk](mailto:clovellyhouse@tiscali.co.uk) Website: [www.clovellyhouse.com](http://www.clovellyhouse.com)

# Woodlands

**Registered for older people and people with dementia**

*Our aim is to meet the physical, emotional, intellectual, psychological and cultural needs of our residents through individual care - to enable them to live a life as normal as possible. At the same time we acknowledge and safeguard their rights to privacy, dignity, individuality and independence.*

Woodlands is situated in one of London's most popular and delightful residential areas close to Broomfield Park and the local shopping centre. A home with large and airy rooms which are individually decorated with the emphasis on homeliness.

**Our facilities include:**

- 3 sitting rooms, dining room and quiet room
- Fully furnished single and double rooms all with vanity units
- Call system, smoke detectors and fire alarm
- Qualified, experienced, caring and friendly staff
- Visiting physiotherapist, chiropodist, hairdresser, dentist, optician and district nurse
- Own or local GP
- Excursions, in-house entertainment & leisure activities
- High standard of cuisine with a choice of menu - special diets catered for
- Passenger Lift
- Large pleasant garden
- Visitors are welcome
- Relaxed and homely atmosphere

33-35 Fox Lane, Palmers Green, London N13 4AB Tel: **020 8886 8725**

Website: [www.wch.co](http://www.wch.co) Email: [info@wch.co](mailto:info@wch.co)





Owned and managed by  
**HAPEE CARE LTD**



# Woodberry Grove

RESIDENTIAL AND DEMENTIA CARE HOME

*Woodberry Grove Residential Care Home is an established building of great character and is situated in a pleasant tree-lined road, two minutes walk from local shops and close to Enfield Town Centre. Now under new management, our home is furnished to a very high standard, providing residents with a real home in which they are lovingly cared for. The home stands in its own grounds surrounded by trees and shrubs and has a pleasant garden in which to relax.*



- ★ DEMENTIA CARE
- ★ EXPERIENCED FRIENDLY CARING STAFF ALL TRAINED IN THE CARE OF THE ELDERLY WITH DEMENTIA
- ★ LONG & SHORT STAY 24 HOUR CARE
- ★ ALARM CALL SYSTEM IN ALL ROOMS
- ★ ENTRY ACCESS CONTROL SYSTEM NEWLY INSTALLED
- ★ VARIED & WELL BALANCED MENU
- ★ TV & PHONE IN ROOM IF DESIRED
- ★ STAIR LIFT & PASSENGER LIFT TO ALL FLOORS
- ★ IN-HOUSE LAUNDRY
- ★ ENTERTAINMENT, INCLUDING BINGO, SINGALONG, GENTLE EXERCISE TO MUSIC & MUCH MORE
- ★ OUTINGS TO THEATRE, BBQ, LOCAL GARDENS, PUB LUNCHESES, TRIPS TO THE COAST
- ★ HIGH CLASS SERVICE
- ★ SINGLE & SHARED ROOMS (INCLUDING EN-SUITE)
- ★ SPECIALLY ADAPTED BATH
- ★ VISITING DOCTOR, CHIROPODIST, DENTIST, HAIRDRESSER, LIBRARY ETC
- ★ VISITING REFLEXOLOGIST
- ★ NEWLY INSTALLED EXTERNAL PREMISES CCTV
- ★ SELF FUNDED AND LOCAL AUTHORITY FUNDED CLIENTS WELCOME
- ★ VISITORS ALWAYS WELCOME

*For further information, a copy of our brochure or to arrange a visit please contact our manager*

**91 WELLINGTON ROAD, BUSH HILL PARK, ENFIELD EN1 2PW**

**Tel: 020 8360 2214**



# Residential care at its very best.

Spring Lane is one of the finest and best-appointed care homes for older people in North London. Our people are hand-picked and then trained to our own exacting requirements. Many have specialised nursing backgrounds, some have been caring for older people for years, and all have been chosen for their empathy and understanding of the difficulties that face older people.

## One of the best-appointed care homes in London

- Spacious, fully fitted bedrooms with en-suite bathroom and toilet, double glazing and individually controlled central heating.
- 24 hour personal care plus a full programme of entertainment and activities organised by dedicated staff.
- A first class varied menu to suit all tastes.
- Extensive air-conditioned lounges, secluded garden and terraces.
- Excellent location close to local shops and public transport.
- Rated excellent by the Care Quality Commission (CQC).



**“The staff are very caring, patient and supportive. Kindness is all part of the natural structure of life here. I’m very happy and it has given me real peace of mind.”**

**Spring Lane**   
*Because life is for living*

Part of the Springdene Group with care homes in Enfield, Hampstead, Muswell Hill and Whetstone.

**40+**  
YEARS of CARE  
ESTABLISHED 1970

For more information, or to arrange a visit, just phone  
**020 8815 2000**  
or visit  
**[www.springdene.co.uk](http://www.springdene.co.uk)**

Spring Lane, 170 Fortis Green, Muswell Hill, N10 3PA

# Haringey Care Directory 2012-13

## Contents

<b>Introduction</b>	<b>5</b>	<b>Complaints</b>	<b>15</b>
<b>Personal budgets for social care</b>	<b>6</b>	<b>The Care Quality Commission</b>	<b>16</b>
<b>What care options are there?</b>	<b>8</b>	<b>Useful addresses</b>	<b>17</b>
• care homes		<b>Index of homes</b>	<b>19</b>
• care homes with nursing care		<b>DIRECTORY</b>	
• help at home		• care homes for older people	<b>20</b>
• sheltered housing		• care homes for people with learning disabilities	<b>23</b>
• extra care supported housing		• care homes for people with mental ill health	<b>27</b>
• day centres		• care homes with nursing	<b>32</b>
• adult placement scheme		• care agencies	<b>33</b>
<b>How to decide what's right for you</b>	<b>11</b>	• community support services	<b>36</b>
• care homes		• adult care service	<b>36</b>
• sheltered housing and extra care supported housing		• lunch clubs and drop-in centres	<b>36</b>
• help at home		• day care providers	<b>37</b>
• day care and luncheon clubs		<b>Checklist - questions to ask when choosing a home</b>	<b>39</b>
• Neighbourhoods Connect		<b>How to contact the council</b>	<b>40</b>
<b>Charges for community care services</b>	<b>13</b>		

Statement of intent: Going Horizontal Publications Limited gratefully acknowledges the support of the firms whose advertisements appear throughout this publication. As an additional gesture we have pleasure in drawing the attention of our readers to their announcements.

It is necessary however for it to be made clear that, whilst every care has been taken in compiling this publication and the statements it contains, neither Haringey Council nor the publisher can accept responsibility for inaccuracies, or for the products or services advertised if, the advertiser has not updated information held by either party.

If you would like to amend an entry, please write to Adults Commissioning Team, 1st Floor, 40 Cumberland Road, Wood Green, London N22 7SG. Or Email: [Adults.Commissioning@haringey.gov.uk](mailto:Adults.Commissioning@haringey.gov.uk)

Remember to mention that the information you are sending is to update details to be included in the Haringey 2013/14 Care Directory. You may also be asked to complete a 'Change of Details' form or **contact the Care Quality Commission (CQC) to update information** held by Haringey Council's Adult and Community Services – Adults Commissioning Team.

Published by: Going Horizontal Publications Limited, 162 Leicester Road, Barnet, Herts EN5 5DS. Tel/Fax: 020 8364 8428.  
Website: [www.goinghorizontal.co.uk](http://www.goinghorizontal.co.uk) Email: [info@goinghorizontal.co.uk](mailto:info@goinghorizontal.co.uk) © Going Horizontal 2012

# AVON LODGE & FAIRVIEW



*We would be delighted to have the opportunity to tell you more about Avon Lodge and Fairview and invite you to see our homes and improvements we have made.*

Avon Lodge and Fairview are modern and refurbished homes located on the same site. Avon Lodge specialises in the care of older people including those with dementia and is currently registered for 36 residents. Respite care is also available.

Fairview specialises in the care of those with learning difficulties between 18 and 65 years of age and is registered for 10 residents. Our care packages include respite care, short term care and long term care. We are also proud to create local educational and work experience opportunities for our residents.

Facilities for both homes include spacious lounges, recently completed interior décor, alarm call systems in all rooms and a large car park. Our homes are designed with suitable adaptations to afford easy access throughout including our delightful gardens and grounds. Avon Lodge has a lift for easy access to the upper floor.

We are conveniently located near to the M25 thus benefitting from close proximity to all other transport links and shopping facilities. The homes are situated in a quiet suburban cul-de-sac, thus offering our residents and their families the best of both worlds.

- *Staffed by highly trained care professionals*
- *Visitors encouraged at all times*
- *In-house entertainments and days trips/outings*
- *Special diets catered for*
- *Religious needs respected and met*
- *Visiting health professionals and religious ministers of all denominations*
- *Registered with the Care Quality Commission*

*For further information, to arrange a visit or simply for an informal chat, please call and ask for the respective Manager.*

**Tel: 01992 711729** Fax: 01992 711695  
33 Bridgend Road, Enfield, Middlesex EN1 4PD

# Haringey Care Directory 2012/13



Above: Bruce Castle  
Below: Alexandra Palace

This directory provides information about care services in Haringey. It includes information about the types of services available in the borough and will help you to find a service that best meets your needs. You will find details on:

- care homes
- help in your own home (personal assistants and domiciliary care)
- sheltered housing
- extra care schemes
- short-term care in a residential or nursing home (respite care)
- day care centres

We are delighted to announce that this directory is also available to view on Haringey Council's website. The address is: [www.haringey.gov.uk](http://www.haringey.gov.uk), then type 'Haringey Care Directory' into the search engine. It can also be viewed at the publishers website: [www.goinghorizontal.co.uk](http://www.goinghorizontal.co.uk) and then by clicking on 'downloading' when you arrive at the home page. The council aims to maintain high standards of care and to ensure service providers are sensitive to the various needs of Haringey's cultural communities.

## Haringey Council Adult and Community Services Integrated Access Team

Telephone: 020 8489 1400

Email: [IAT@haringey.gov.uk](mailto:IAT@haringey.gov.uk)

Website: [www.haringey.gov.uk/haricare](http://www.haringey.gov.uk/haricare) - the new Adults Social Care website

By SMS: Text IAT to 80818 (charged at standard rate depending on provider and subscriber's package)

**Disclaimer:** Every effort is made that all the information within the Haringey Care Directory 2012/13 is correct at the time of printing. The information contained within this Directory is not necessarily the views, opinions or statements of Haringey Council or otherwise endorsed by Haringey Council and interested parties wishing to engage Care Homes, Agencies or Services should seek to ensure that the relevant listing or advertiser is accredited to the Care Quality Commission (CQC) before any engagement is made.

# Personal budgets for social care

If you are eligible for social care, personal budgets are a new way for you to get the help you need. Introduced by the government, personal budgets give you the choice to decide what kind of support you need to improve your quality of life and live as independently as possible.

## What a personal budget means for you:

- getting the right kind of support, when you need it, and
- getting the help you need quickly and in a way that fits into your lifestyle.

Once you have chosen the support you need, you pay for it using money from your personal budget, which is allocated to you by the council.

## How it's different to traditional ways of receiving services

Previously, if you were eligible to receive social care services from the council, your social worker would have arranged your support (called a 'care package'). This may have included a visit to a day centre, transport to the centre, home care and meals-on-wheels.

By offering you a personal budget, you now have much more choice and control over how you live your life. You may, for example, want to attend college, go swimming or go to the cinema instead of going to a day centre. You can still choose the traditional methods of support, but the important thing is that now with a personal budget the choice is yours, as long as it is used to support your social care needs.

## How it works

We will carry out an assessment of your needs to decide whether or not you are eligible to receive social care services. We currently use the government's 'Fair Access to Care Services' guidelines to help us work out your eligibility.

If your needs are assessed as either 'critical' or 'substantial', we will offer you a personal budget. The assessment will help us to determine how much your budget will be, based on your assessed needs.

Your social worker will tell you how much your personal budget is going to be, based on the information you have given us in your assessment. Haringey Council, like most other councils, operates a charging policy (see page 13). This is used to work out the amount (if any) you have to contribute towards the support you receive. This will all depend on your income and savings.

The next step is to write your care support plan. You can:

- ask your social worker, a friend, relative, a support broker or someone else to help you to produce it.

Your support plan will give details of:

- what's important to you
- what you want to change or achieve in your life (your outcomes)
- how you will be supported
- how you will use your personal budget
- how your support will be managed
- how you will stay in control of your life
- any contingency plans you have in place, in case something unexpected happens.



## Who are NTEC

NTEC is an experienced provider of Domiciliary Care and Supported Housing in the following client groups: • **Learning Disability** • **Physical Disability** • **Challenging Behaviour**  
• **Mental Health** • **Older People** • **Young People**

## Personalised Support

We provide support and assistance with all daily living tasks, as well as management of direct payments and personal budgets.

## Supported Accommodation

We provide supported accommodation for adults, which is done in a person centred and homely environment with the aim of developing each individual and maximizing their potential.

We help our service users to develop independent living skills such as: housekeeping tasks, shopping, washing/ laundry, etc as well as how best to manage personal space and time.

## Staff

We supply professional and qualified staff across the London region, please contact us for further details.

**Call Keshia on:** Tel: 0208 216 1000

**Email:** [Keshia@ntecagency.co.uk](mailto:Keshia@ntecagency.co.uk)

**[www.ntecagency.co.uk](http://www.ntecagency.co.uk)**

NTEC is registered with the Care Quality Commission



Housing Support and Care



# *There's no place like home!*

**At HAIL Care we understand the importance of living in your own home, regardless of disability, illness or getting older. We can provide you with the flexible help and support you need so you can carry on living where you most want to be.**

HAIL Care offers personalised care, that puts you back in control of your independence:

- You tell us how, when and what you would like to be supported with.
- We will match you with trained workers with the skills and interests that are important to you.
- You can meet and interview workers before they support you to make sure that you are happy.



**If you would like the peace of mind of having other people around, HAIL Living offers a range of Supported Living and Residential Accommodation. Please contact us on 020 8275 6550 to find out more.**

Tottenham Town Hall, Town Hall Approach Road, Tottenham, London N15 4RY  
Tel: 020 8275 6550 Fax: 020 8275 6559 Email: [admin@hailtd.org](mailto:admin@hailtd.org) Website: [www.hailtd.org](http://www.hailtd.org)

HAIL (Haringey Association for Independent Living Ltd.) is registered as a Friendly Society under the Industrial and Provident Societies Act 1965. Registered No. 25410R

Your social worker will then ask a social care team manager to approve it.

### **What you can spend the money on**

Many people will still spend their budget on traditional methods of social care, like attending a day centre or receiving support at home to help them get up, get washed and dressed. Lots of people have personal assistants to help them to do the things they want to do, such as going to the gym, walking the dog or visiting the shops.

### **What you can't spend the money on**

Your budget must not be used in any way which will harm your health, safety or wellbeing, or purposely used for an illegal act. It also can't be used to buy goods or services which would normally be provided by another statutory organisation, such as health or housing without full agreement from Haringey Council.

Personal budgets must be agreed by the council and only used to support you with your care needs. Personal budgets cannot be used to pay for residential or nursing care.

### **How you will receive your personal budget**

You can ask your social worker or support broker to arrange services on your behalf using the money allocated to you from your personal budget. This means that we will manage the budget for you.

If this does not suit you, you can have the cash to arrange your own services (this will then be known as a 'direct payment') which will be paid into a nominated bank account.

Alternatively, you can ask your social worker to

arrange some of your services and have a direct payment to arrange some of your own services. For example, you may enjoy going to a day centre but want to employ a personal assistant to help you to get up later in the morning, or go to bed later at night.

## **What care options are there?**

Illness or disability may be making it difficult for you, or someone you look after, to cope at home. As a result, you may be thinking of getting domestic or personal help or arranging residential or nursing home care. For people who need help at home, Haringey Council offers a range of community care services such as personal assistants, home care, installing hand rails, bath seats and other specialist equipment to make it easier for you to live at home. If you have just come out of hospital, you may be able to get help while you adjust to being back at home. Whatever your circumstances, you will want to know what your care options are and how to make the right choice. This directory will help you look at your options.

You may be faced with difficult decisions and your best course of action is to get as much information about the different services on offer as possible, especially if you are thinking about a move into a care home.

### **Care homes**

These offer residents care that is similar to what a relative or friend would be able to do, such as help with washing, dressing, laundry and meals.



**Our community outreach service provides adults with mental health needs with a personalised support package to meet individual needs and work with personal budgets or direct payments.**

The service is rated at 3 stars from CQC, which means the people engaged in this service experience excellent quality services.

We will help you with accessing local community resources, support with practical tasks, and encourage social inclusion and self-determination as well as developing confidence to engage in rewarding activities.

Our aim is to help you attain personal goals, at your pace.

**Please contact: 0208 367 3756 for more information.**

**Our supported living services provide adults with learning disabilities with a home of their own and support to sustain it.**

We promote independent living skills, and will help you to attain your personal goals, and realise your potential.

We will support you with a wide range of activities including accessing social activities, applying for benefit entitlements and managing your finances to pay household bills and rent. We will also support you to maintain your physical and mental health, and manage your medication independently.

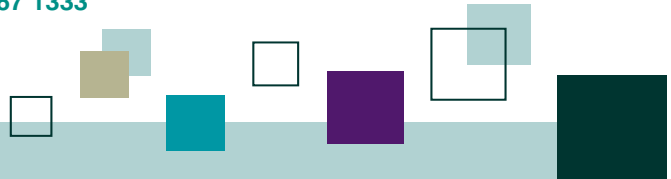
**Please contact: 0208 367 1333 for more information.**

**The Resource Centre offers outreach support, both in the community and in the Centre to adults with learning disabilities who require significant levels of support.**

We offer individually tailored support to give you the learning and leisure opportunities you want, to help you reach your potential.

The service, which is fully accessible to people in wheelchairs, provides a flexible and imaginatively designed space including a snoozelen room.

**Please contact: 0208 805 3388 for more information.**



**Unified Care Limited** is a leading provider of bespoke, community based care for adults with mental illness, autism or learning disabilities and who are in need of moderate to high levels of care and support.

Our residential services at 30 & 37 Coleraine Road in Wood Green are 4 bedroomed mid-terraced houses ideally located on a very quiet road, but just a stones throw away from all transport and community facilities. The properties are furnished to a very high standard with serene gardens to create a sense of calm.

**WE EVEN INVITE OUR CLIENTS ON HOLIDAY AT LEAST ONCE A YEAR AS PART OF THIS UNIQUE CARING PACKAGE. PREVIOUS DESTINATIONS HAVE INCLUDED MALAYSIA, THAILAND, THE PHILIPPINES AND BORNEO!**

*Continually improving lives through a holistic approach to care*

- Cosy family environment
- Achieved a 3 star excellent award from CQC. Currently fully compliant under the new rating system
- Dedicated team of highly trained staff which includes Haringey's 'carer of the year'
- Fresh food cooked on the premises daily taking into account cultural and health requirements
- Huge array of fun, exciting activities such as horse riding, dance lessons, club nights, karaoke, meals out and many more!

To find out more please call Syed today on: **020 8888 4348**

30 & 37 Coleraine Road London N8 0QJ

The homes aim to make the residents welcome and comfortable at all times. You can enjoy socialising with other residents and go on any trips or outings that interest you. Homes have a visiting doctor, dentist and optician. You can still continue to see your current healthcare team if they are happy with this arrangement.

Visitors are welcome to see you and they can usually take part in the home's activities if this is arranged in advance. In most homes visitors can join you for a home-cooked meal too. A care home can make arrangements for all your health needs from prescriptions to hospital visits. Personal care services provided at the homes mean you can ask for help with dressing and washing when you need it.

### **Care homes with nursing care**

In addition to the social and general care services available in a care home, a care home with nursing can provide more specialist medical care. Nursing staff are available 24 hours a day.

### **Help at home (personal assistants and domiciliary care)**

Haringey Council works with a range of agencies to provide services to people who prefer to stay in their own home rather than move into a residential or nursing home. These services, known as domiciliary care services, include help with day-to-day living such as washing and dressing, shopping, cleaning and laundry.

*The council can offer care to:*

- younger physically disabled people
- frail older people

- people with mental health problems
- people requiring short term assistance after a stay in hospital

There is also a meals on wheels service which delivers meals to people in their own homes. In addition there are a number of day centres and luncheon clubs that you may be interested in attending.

### **Sheltered housing**

Sheltered housing is specially designed accommodation that offers support for people who wish to remain independent but who also want a feeling of community and the benefits of additional security. The accommodation is self-contained with some shared communal facilities and has a scheme manager on site. Round-the-clock emergency assistance is provided on site or by mobile staff.

A different level of service is offered by Community Good Neighbour schemes, where more independent tenants are overseen by a community scheme officer. The mobile community scheme officer is responsible for several small schemes and maintains daily contact with tenants via community alarm scheme equipment.

The officer also visits those tenants most at risk each day to ensure their well-being.

Further information about sheltered housing and Community Good Neighbour schemes is available from your local Customer Service Centre or from Haringey Council's Supported Housing Service on 020 8489 2320 / 2356.

## **Extra care supported housing**

Extra care supported housing offers a state of the art living environment for older people with long term conditions and young adults with disabilities.

Extra care supported housing schemes offer flats that have been designed to meet the needs of people with disabilities, including people who use wheelchairs. The schemes offer assistive technology, which means that if a person has a fall or an accident in their flat, support and care staff are immediately notified through sensors installed in the persons home. The schemes offer access to 24/7 support and care services, which are available 352 days a year and which are based in the schemes. Extra care schemes offer facilities that are used to offer a programme of social and leisure activities with access to support and care workers. These facilities are also often used to provide on-site treatment and consultations with GPs and other health and social services staff. Extra care offers an alternative to people living in their own homes who have significant care needs but who no longer want to live alone or move to residential care. Please see below details of two extra care supported housing schemes in Haringey borough:

### **Roden Court,**

115 Hornsey Lane, London N6 5EF.

For information please contact:

Colin Langdon, Head of Services,

Tel: 020 7428 5554 Or visit One Housing

Groups website: [www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)

### **Trees**

2-4 Broadlands Road, Highgate, London N6 4AN.

Tel: 020 8347 3690 (Support Office)

Website: [www.hillhomes.co.uk](http://www.hillhomes.co.uk)

## **Day care centres**

Haringey has a number of day care centres. These offer a friendly place for socialising and give carers a small break from looking after a friend or relative. Some of the activities on offer at the centre include outings, art classes, hairdressing and health services like chiropody and aromatherapy. Your care manager can arrange an assessment for you and organise your place at one of the centres (see page 37 for a list of centres in Haringey).

## **Adult placement scheme**

This scheme offers people who cannot live on their own a chance to live in a family home in the community.

# **How to decide what's right for you**

This section highlights some of the issues you will need to consider if you have to arrange care. Details about how to apply for services are available from the Integrated Access Team. If you are arranging care for yourself you may find it helpful to have a friend or relative with you when you discuss your future care needs with the council. There are several organisations which can provide an experienced person to come along when you discuss your care needs with the council.

## **Care homes**

When you've found a home you're interested in you should arrange to visit it, ideally with a relative or friend. As you're thinking about

making it your new home you should have a thorough look around and get a good understanding of what it's like to live there. It is probably a good idea to take a list of questions you'd like to ask so that you cover all the points you need information about. If you're unable to visit the home yourself because you're ill, ask someone else to go there to see what it's like and to ask questions on your behalf.

All homes have a trial period so you should not sell or give up the tenancy of your existing home until you're sure you've found the right residential or nursing home. Your first impressions of the home are extremely important, so ask yourself questions such as:

- do the people living there look happy and well cared for?
- are there any visiting restrictions on friends and family and can they stay overnight?
- does the home have a garden you can use?
- what are the shared areas like?
- what meals are provided? Can you eat meals in your room?
- are there non-smoking areas?

*You also need to think about what it would be like to live somewhere new:*

- is the home easy for visitors to find?
- are shops and local facilities within easy walking distance? If not, what is public transport like in the area?
- does the home have its own transport and what is it used for?
- if you have a wheel chair can you get around the home easily and safely?
- what services are available should you need

help with cleaning, laundry, washing and dressing?

- what level of medical care can the home offer you if you become ill?
- is there a complaints procedure and what do you do if you're not happy with something after you've moved in?
- will you have your own bedroom? If you have to share, are there screens available to create privacy?
- are there any facilities to enable you to have time alone?

*Finally you will need to ask about the fees and conditions of the home:*

- what will you have to pay for and will you get any help paying fees?
- if you have to go into hospital for some time what will happen to your room?

To help you find out all you need to know about a home, page 39 of this directory has a checklist of questions you may wish to ask.

## **Sheltered housing and extra care supported housing**

Many issues in the section above are also relevant if you're planning to move into sheltered housing. You may also find some of the questions in the checklist useful too.

## **Help at home (personal assistants and domiciliary care)**

Organisations offering domiciliary care often produce a leaflet about their services which should answer most general queries. You should contact them to clarify any other

questions you may have. (please see page 33 for more information about domiciliary care).

### **Day care centres and luncheon clubs**

Information on day care and luncheon clubs is available from the centres themselves, Customer Service Centres and voluntary groups (see pages 36, 37 & 40 for addresses and contact details).

### **Neighbourhoods Connect**

Our aim is to ensure that communities in Haringey are better able to look after people who are or may become vulnerable. This means the council working closely with its partners, and with residents, to ensure that older people in particular are able to maintain their independence and live with dignity.

It means helping people in need of support to get it. Maybe they are lonely or at an increased risk, because of their age or frailty, of falling at home. Or maybe they aren't accessing the resources they need: whether that's the benefits or grants they're entitled to, or local leisure facilities.

Perhaps they just want somebody to talk to. While the council continues to provide social care (and other) services in the traditional way, more often what is lacking is the sort of straightforward and timely help that can make this unnecessary.

If you think you could benefit from some support, or are worried about a neighbour, contact the Integrated Access Team on: 020 8489 1400.

## **Charges for community care services**

Your contribution towards the cost of services in the community, including Personal Budgets, is worked out using the Council's Fairer contributions policy based on guidance from the Department of Health.

If you have a low income, for example, basic Pension Credit or Income Support, you will not normally have to pay. Up to six weeks of reablement is free of charge.

If you receive Attendance Allowance or Disability Living Allowance you may have to pay up to £49 per week. If you have a private pension or other income you may have to pay more than this.

We disregard 65% of Attendance Allowance or Disability Living Allowance to take into account extra expenditure related to age and disability. If you think your expenditure is above this level, you can claim for extra expenses.

Anyone with savings above £23,250 will pay the full cost of their care package.

### **A short stay in a residential, nursing home or supported housing**

A short stay is often called respite care. Your contribution towards the cost of this service is worked out using the Council's Fairer Contributions Policy. If you receive other services in the community you will only pay one contribution.

## Living in a residential or nursing home

Your contribution towards the cost of living in a residential or nursing home is worked out using the Charging for Residential Accommodation Guide from the Department of Health.

The amount you pay will take into account your pensions and welfare benefits. If you receive basic Pension Credit or Income Support you will normally pay the following minimum amount per week.

Your Age	18-24	25-59	60+
Weekly Contribution	£59.70	£73.75	£114.75

If you have a private pension or other income you may have to pay more than this. You are entitled to give half of your private pension to your partner unless you both live in the same residential or nursing home.

You will keep a personal allowance of £22.60 to spend as you wish. If you are over 65 you may be entitled to an increased allowance.

Anyone with savings over £23,250 will pay the full cost of their residential or nursing home placement.

The value of your property will be taken into account but can be disregarded in certain circumstances, for example, if your partner continues to live there. Where the value is taken into account it will be disregarded for the first 12 weeks but you will pay a contribution based on your income and savings.

If you do not wish to sell your property straight away the Deferred Payment Scheme allows you to defer payment of part of the cost of your care until you sell your property or move out of residential care. You can decide to rent or lease

your property and add the income you receive to the amount you contribute from your pensions and other income.

If you have transferred your property or capital assets before moving into a residential or nursing home in order to reduce your accommodation charge, we may decide to treat you as still possessing that asset.

We are only able to pay up to a certain limit towards the cost for your residential or nursing home each week. If you choose a home which charges more than this limit someone else must pay the extra. This is known as a 'third party top-up' and must come from a third party, for example, family members, charities or friends. A third party top-up is normally paid directly to the home in addition to any contribution from income and assets.

## How do you work out my contribution?

We will need to complete a financial assessment of your income and assets. If you receive services in the community we will normally visit you at home to complete the assessment.

Using the information you provide we will calculate your contribution and send you a statement. Your statement will tell you how much you have to pay each week and how this was worked out.

As part of the assessment we will check to make sure you are getting all the welfare benefits you may be entitled to.

## What should I do if I think my contribution is wrong?

If you think your contribution is wrong you can ask for a review of our decision and a senior officer will look at your case. If the senior officer



agrees the decision was wrong we will amend the charge and write to you. We will also write to you if we think the original decision is right.

If you are still not satisfied you can appeal against this decision and we will arrange for a panel to hear your case.

If you think you have not been treated fairly you can contact the Local Government Ombudsman on 0845 602 1983.

### What if I need more information?

If you have any questions about contributions for community care services, please contact us at the following address:

Finance Assessment Team  
40 Cumberland Road  
Wood Green, London N22 7SG  
Telephone: 020 8489 0000

Email:  
finance.assessment.team@haringey.gov.uk  
Please note, this information is not a full statement of the rules used to work out your contribution. Actual contributions are subject to financial assessment and may vary depending on your circumstances.

### Complaints, suggestions and compliments

Every organisation which provides care services to Haringey Council has a complaints procedure and details of this are available on request. The council also has its own complaints procedure and information about this is detailed in a leaflet called: I want to complain, make a suggestion or compliment a council service? This leaflet is available from all Customer Service Centres and the Integrated Access Team.



To advertise in any of our range of care directories, please call **Peter Devall** on **020 8364 8428**

*We publish care directories in the following boroughs:*

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

This Directory is also available to view on-line at: [www.goinghorizontal.co.uk](http://www.goinghorizontal.co.uk) and by following the links to 'Directories' and then 'Downloading'. Otherwise simply type the name of the Directory you are seeking in to your search engine.

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

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



**GoingHorizontal**  
PUBLICATIONS

## An introduction to

# The Care Quality Commission

### What we do

The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England. We register and inspect all services, whether they are provided by the NHS, councils, private companies or voluntary organisations. We also seek to protect the interests of people whose rights are restricted under the Mental Health Act.

We make sure that essential standards of quality and safety are met everywhere that care is provided, whether it is in hospitals, residential care homes or in people's own homes. We promote the rights and interests of people who use services and we have a wide range of enforcement powers to take action on their behalf if services are unacceptably poor.

Before 1 April 2009, all this work was carried out by three former regulators – the Commission for Social Care Inspection, the Healthcare Commission and the Mental Health Act Commission.

CQC was set up by the Health and Social Care Act 2008 as part of a new regulatory system. Since 1 April 2010, NHS trusts have been required by law to be registered with the commission and to show they are meeting the essential standards. From 1 October 2010, all adult social care and independent (private) healthcare service providers also had to be registered with CQC under the new legislation and must meet the standards.

### Involving people in CQC's work

CQC is committed to involving people in its work as the regulatory body for health and adult social care in England.

From April 2013, a new independent consumer champion for health and social care is to be established, called HealthWatch. It will be a statutory arm of the Care Quality Commission, and local HealthWatch groups will replace the existing LINKs (Local Involvement Networks). HealthWatch will ensure that feedback from people who use services, and their relatives and carers, are taken into account when local care services are being assessed and developed. HealthWatch will also provide advocacy and support to people and help them to make choices about services. CQC is working with the Department of Health to set up the structures and systems needed for the launch of HealthWatch.

### Contacting CQC

A great deal of information, including inspection reports for care homes, hospitals and other care services, can be found on the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk)

Our national customer service team can be contacted on tel: 03000 616161 or by email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

The address to write to is:

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.

# Useful addresses

## **BENEFITS ENQUIRY LINE**

Advice line for people with disabilities, carers and their representatives

Tel: 0800 882 200

Website: [www.direct.gov.uk/disabled-money](http://www.direct.gov.uk/disabled-money)

## **CITIZENS ADVICE BUREAUX**

### **Tottenham Bureau**

551b Tottenham High Road, London N17 6SB

Opening hours: Tuesday, Wednesday and Thursday 9.30am – 4.00pm

Tel: 0844 826 9715

Website: [www.haringeycabx.org.uk](http://www.haringeycabx.org.uk)

And [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### **Turnpike Lane Bureau**

14a Willoughby Road, London N8 0JJ

Opening hours: Monday, Wednesday and Thursday 9.30am – 4.00pm

Tel: 0844 826 9715

Website: [www.haringeycabx.org.uk](http://www.haringeycabx.org.uk)

And [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **COUNCIL OFFICES**

For full details on how to contact Haringey Council Customer Services Please see page 40

## **Finance Assessment Team**

40 Cumberland Road, Wood Green, London N22 7SG

Tel: 020 8489 0000

Email:

[finance.assessment.team@haringey.gov.uk](mailto:finance.assessment.team@haringey.gov.uk)

Website: [www.haringey.gov.uk/social\\_services-money\\_matters.htm](http://www.haringey.gov.uk/social_services-money_matters.htm)

One in four people are affected by mental health - In Haringey, that's over 54,000. We are here to help...

Mind in Haringey



For better mental health

The leading organisation supporting everyone affected by mental health in Haringey for over 40 years.

phone 020 8340 2474  
email [admin@mih.org.uk](mailto:admin@mih.org.uk)  
[mindinharingey.org.uk](http://mindinharingey.org.uk)



## Care Quality Commission

Citygate, Gallowgate,  
Newcastle Upon Tyne NE1 4PA

Tel: 03000 616161

Email: [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

For more information about CQC

Please see page 16

## HEALTH AUTHORITY

### NHS North Central London

Stephenson House, 75 Hampstead Road  
London NW1 2PL

Tel: 020 3317 2564

Website: [www.haringey.nhs.uk](http://www.haringey.nhs.uk)

## VOLUNTARY ORGANISATIONS

For a list of voluntary organisations in Haringey,  
please contact:

Haringey Association of Voluntary and  
Community Organisations (HAVCO)

Lee Valley Technopark, Ashley Road,  
London, N17 9LN

Tel: 020 8880 4046

Email: [info@havcoharingey.org.uk](mailto:info@havcoharingey.org.uk)

Website: [www.havcoharingey.org.uk](http://www.havcoharingey.org.uk)

# Clovelly House

Private Residential Home

CQC rated 3 star - Excellent ★★★★★

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

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

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



For further information please contact: **FRANCES THORN** Telephone: **020 8445 6775** Fax: **020 8445 7651**

**CLOVELLY HOUSE, 83-89 TORRINGTON PARK, NORTH FINCHLEY, LONDON, N12 9PN.**

Email: [clovellyhouse@tiscali.co.uk](mailto:clovellyhouse@tiscali.co.uk) Website: [www.clovellyhouse.com](http://www.clovellyhouse.com)

# Index of homes

Acash Lodge 1	23	Hillgreen Care	24
Adrian House	27	Hoffman Foundation for Autism	25
Alexandra Park Home	20	Jennifer Residential Care Home	25, 30
Ashley House	27	83 Kitchener Road	25
Ashness House	27	Lansdowne Care Home	30
Ashness Two	28	Laural House	30
The Avenue Care Home	28	10 Linden Road	25
Belmont House	28	Mary Feilding Guild	22
Broadwater Lodge	20	The Meadow	22
Brownlow House	20	Melrose House	30
181 Carlingford Road	23	80 Meridian Walk	25
Cascade II	29	Mi Casa	25
Cassini House	23	Morris House	22
Centre for Better Health	29	Newstead Nursing Home	32
Chelsea House	23	Noble Lodge	30
30 & 37 Coleraine Rd	23	Number Residential Care Home	30
Cranwood	20	Osbourne Grove	32
Denron Lodge	29	Peregrine House	22
DRS Care Home	23	Pine House	25
DRS (Annexe) Care Home	29	Priscilla Wakefield House	32
Earlham House	29	Prudential Care Homes	31
Elsden House	29	The Red House	22
Emmanuel House	29	Roseview Home	31
Emmanuel House 2	29	St Ann's Care Home	31
2 Endymion Road	23	St Lucy Lodge	31
Ernest Dene	20	Sherringham Lodge	26
The Fer View	20	Spring Lane Care Home	22
9 Greenfield Road	32	Stirling Park	22
Green Lanes Projects	24	18 Vartry Road	26
Hail Homes	24	Venetia Residential Care Home	31
Hanom House	30	White Moon Lodge	26
Hawthorn House	30	Wimborne House	31

## Care homes for older people

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p><b>Alexandra Park Home</b>                      2 Methuen Park, Muswell Hill, London N10 2JS • Tel/Fax: 020 8883 5212                      Owner: Mr David Weston • Person in Charge: Mr David Weston (Manager)                      Client Group: Older people, older people with mental ill health or physical disabilities</p>	15	✓	✓					
<p><b>Broadwater Lodge</b>                      Higham Road, Tottenham, London N17 6NN • Tel: 020 8808 6070                      Owner: Haringey Council • Person in Charge: Miss Sylvia Anne Beaumont                      Client Group: Older people and the elderly mentally infirm</p>	45	✓			✓		✓	
<p><b>Brownlow House</b>                      4 Princes Avenue, London N10 3LR • Tel: 020 8883 6264                      Website: www.ventry-care.com                      Owner: Ventry Residential Care • Person in Charge: Miss Devianni Dinand                      Client Group: Older people, older people with dementia, older persons mental ill health • <i>See our advert on page 21</i></p>	24	✓	✓	✓	✓		✓	✓
<p><b>Cranwood Care Home</b>                      100 Woodside Avenue, Muswell Hill, London N10 3JA • Tel: 020 8883 0563                      Email: janet.mcguigan@haringey.gov.uk                      Owner: Haringey Council • Person in Charge: Janet McGuigan                      Client Group: Older people and dementia</p>	33	✓			✓		✓	
<p><b>Ernest Dene</b>                      8-12 Donovan Avenue, Muswell Hill, London N10 2JX • Tel: 020 8883 4901                      Website: www.ventry-care.com                      Owner: Ventry Residential Care • Person in Charge: Christopher Tranquille                      Client Group: Older people, older people with dementia, older persons mental ill health • <i>See our advert on page 21</i></p>	33	✓	✓	✓	✓		✓	✓
<p><b>The Fer View</b>                      163 Bounds Green Road, London N11 2ED • Tel: 020 8881 4602                      Fax: 020 8881 6264 • Email: shashi2ferview@yahoo.com                      Owner: Mrs Shashikala Kuruvitage                      Person in Charge: Mrs Shashikala Kuruvitage                      Client Group: Older people, older people with mental health ill health and learning disabilities</p>	6	✓	✓			✓	✓	



To advertise in any of our range of care directories, please call **Peter Devall** on  
**020 8364 8428**

We publish care directories in the following boroughs:

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

This Directory is also available to view on-line at: [www.goinghorizontal.co.uk](http://www.goinghorizontal.co.uk) and by following the links to 'Directories' and then 'Downloading'. Otherwise simply type the name of the Directory you are seeking in to your search engine.

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

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



**GoingHorizontal**  
PUBLICATIONS



Ventry Residential Care

Call us on:  
**020 8886 7317**

Ventry Residential Care is a small and experienced care provider, offering comfortable home from home care in elegant North London locations.

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

For general information please call us on 020 8886 7317 or to arrange a visit to any of our homes, please call the care home's manager at the home you are interested in, using the numbers below and they will be happy to help you:

**Abbeylea**

51-53 Fox Lane  
Palmers Green  
London N13 4AJ  
T: 020 8882 5311

**Aronmore**

64-66 Hallowell Road  
Northwood  
London HA6 1DS  
T: 01923 825 940

**Athenaeum**

34-36 Athenaeum Road  
Whetstone  
London N20 9AH  
T: 020 8445 8251

**Brownlow House**

4 Princes Avenue  
Muswell Hill  
London N10 3LR  
T: 020 8883 6264

**Ernest Dene**

8-12 Donovan Avenue  
Muswell Hill  
London N10 2JX  
T: 020 8883 4901

**St Francis**

65-67 Falmouth Avenue  
Highams Park  
London E4 9QR  
T: 020 8527 3072

E: [info@ventry-care.com](mailto:info@ventry-care.com) W: [www.ventry-care.com](http://www.ventry-care.com)

Ventry Residential Care a trading name of Brownlow Enterprises Limited

Care Comfort Compassion



## Care homes for older people

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p><b>Mary Feilding Guild</b>                      103-107 North Hill, Highgate, London N6 4DP • Tel: 020 8340 3915                      Website: <a href="http://www.maryfieldingguild.co.uk">www.maryfieldingguild.co.uk</a> • Owner: Mary Feilding Guild                      Person in Charge: Mary McGloin • Client Group: Older people</p>	47	✓	✓	✓	✓	✓	✓	
<p><b>The Meadow</b>                      Meadow Drive, Muswell Hill, London N10 1PL • Tel: 020 8883 2842                      Website: <a href="http://www.mha.org.uk">www.mha.org.uk</a>                      Owner: Methodist Homes for the Aged • Person in Charge: Donald MacLeod                      Client Group: Older people (24 residential places and 16 for dementia)</p>	40	✓		✓	✓			
<p><b>Morris House</b>                      23 Coolhurst Road, London N8 8EP • Tel: 020 8340 9660                      Owner: Abbeyfield UK • Person in Charge: Ms Pauline Gower                      Client Group: Older people, older people with mental health ill health or physical disabilities</p>	25	✓		✓	✓	✓	✓	
<p><b>Peregrine House (Viridian Housing)</b>                      350 Hermitage Road, Tottenham, London N15 5RE • Tel: 020 8809 5484                      Website: <a href="http://www.viridianhousing.org.uk">www.viridianhousing.org.uk</a>                      Owner: Viridian Housing • Person in Charge: Ms Yvonne Smythe                      Client Group: Older people, older people with mental ill health or physical disabilities, non-elderly people with physical disabilities (aged 40+)</p>	35	✓		✓	✓		✓	
<p><b>The Red House Residential Home</b>                      423 West Green Road, Tottenham, London N15 3PJ • Tel: 020 8889 0097                      Email: <a href="mailto:joy.ohiri@haringey.gov.uk">joy.ohiri@haringey.gov.uk</a>                      Owner: Haringey Council • Person in Charge: Mrs Joy Ohiri                      Client Group: Older people and older people with dementia</p>	35	✓			✓		✓	
<p><b>Spring Lane Care Home</b>                      170 Fortis Green, Muswell Hill, London N10 3PA • Tel: 020 8815 2000                      Website: <a href="http://www.springdene.co.uk">www.springdene.co.uk</a> • Owner: Springdene Nursing &amp; Care Homes Ltd                      Person in Charge: Mark Clements                      Client group: Older people, older people with dementia • <i>See our advert on page 2</i></p>	62	✓		✓	✓		✓	✓
<p><b>Stirling Park Residential Care Home</b>                      87 Stirling Road, Wood Green, London N22 5BN • Tel: 020 8889 0319                      Email: <a href="mailto:stirlingparkresidentialhome@hotmail.co.uk">stirlingparkresidentialhome@hotmail.co.uk</a>                      Owner: Mrs Pauline Hogan • Person in Charge: Mrs Pauline Hogan                      Category: Older people, older people with mental ill health and dementia</p>	6	✓				✓	✓	



# Homes for people with learning disabilities

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Acash Lodge I</b> 96 Mattison Road, Haringey, London N4 1BE • Tel: 020 8347 6030 Website: <a href="http://www.apollo-care.co.uk">www.apollo-care.co.uk</a> Owner: Apollo Care & Supported Housing Ltd Person in Charge: Ms Anna Stuart	6	✓		✓			✓	
<b>181 Carlingford Road (Choice Support)</b> Tottenham, London N15 3ET • Tel: 020 8888 8916 Website: <a href="http://www.choicesupport.org.uk">www.choicesupport.org.uk</a> Owner: Choice Support • Person in Charge: Olympia Kapoula	4	✓						
<b>Cassini House</b> 13 Duckett Road, London N4 1BJ • Tel: 020 8340 1633 Website: <a href="http://www.precious-homes.co.uk">www.precious-homes.co.uk</a> Owner: Precious Homes Limited • Person in Charge: Mrs Glen Randall	6	✓		✓			✓	
<b>Chelsea House</b> 4 Winchelsea Road, London N17 6XH • Tel: 020 8885 1898 Email: <a href="mailto:gorgyn@aol.com">gorgyn@aol.com</a> Owner: Mr Wilhelm Dale Lewis • Person in Charge: Goran Savic	3	✓						
<b>30 &amp; 37 Coleraine Road</b> London N8 0QJ • Tel: 020 8888 4348 Website: <a href="http://www.unifiedcare.co.uk">www.unifiedcare.co.uk</a> Owner: Unified Care Limited • Person in Charge: Syed Ahmed Client group: Learning disabilities and mental ill health <i>See our advert on page 9</i>	8	✓						
<b>DRS Care Home Ltd</b> 41 Pembury Road, Tottenham, London N17 6SS • Tel: 020 8885 4954 Website: <a href="http://www.drscareltd.com">www.drscareltd.com</a> Owner: Mrs Ranie Safderali Datoo • Person in Charge: Mr George Obonyo Client Group: Learning disabilities and mental ill health	4	✓		✓				
<b>2 Endymion Road (Choice Support)</b> London N4 1EE • Tel: 020 8341 3888 • Website: <a href="http://www.choicesupport.org.uk">www.choicesupport.org.uk</a> Owner: Choice Support • Person in Charge: Rehma Kizito	6	✓						

## Homes for people with learning disabilities

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Green Lanes Projects</b> 40 Myddleton Road, Wood Green, London N22 8NR • Tel: 020 8829 0996 Owner: Mr Pangisani Mabhena • Person in Charge: Sorin Ciociu	6	✓		✓			✓	
<b>Hail – Bedford Road</b> 7 Bedford Road, Tottenham, London N15 4HA • Tel: 020 8800 2864 Website: www.hailltd.org • Owner: Haringey Association for Independent Living Person in Charge: Alison Pearson • <i>See our advert on page 7</i>	6	✓						
<b>Hail – Burghley Road</b> 77 Burghley Road, Wood Green, London N8 0QG • Tel: 020 8889 5587 Website: www.hailltd.org • Owner: Haringey Association for Independent Living Person in Charge: Georgina Watson Client Group: Learning disabilities, physical disabilities and dementia <i>See our advert on page 7</i>	4	✓		✓		✓		✓
<b>Hail – Granville Road</b> 75-77 Granville Road Wood Green London N22 5LP • Tel: 020 8888 4189 Website: www.hailltd.org • Owner: Haringey Association for Independent Living Person in Charge: Anthony Gaynor • <i>See our advert on page 7</i>	6	✓						
<b>Hail – Great North Road</b> 68 Great North Road, East Finchley, London N2 0NL • Tel: 020 8340 6035 Website: www.hailltd.org Owner: Haringey Association for Independent Living Person in Charge: Alison Pearson Client Group: Learning disabilities age 18+ • <i>See our advert on page 7</i>	5	✓		✓		✓		
<b>Hillgreen Care</b> 13 Ruskin Road, Tottenham, London N17 8ND Tel: 020 8880 9494 Email: info@hillgreen.co.uk Owner: Hillgreen Care Ltd • Person in Charge: Ross Dady	6	✓		✓				
<b>Hillgreen Care</b> 53 Myddleton Road, London N22 8LZ Tel: 020 8365 7272 • Email: info@ghillgreen.co.uk Owner: Hillgreen Care Limited • Person in Charge: John Olotu	5	✓		✓				

# Homes for people with learning disabilities

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Hoffmann Foundation for Autism</b> 4 Park Avenue, Wood Green, London N22 7EX • Tel: 020 8888 5055 Website: <a href="http://www.hoffmannfoundation.org.uk">www.hoffmannfoundation.org.uk</a> Owner: Hoffmann Foundation for Autism Person in Charge: Ms Sharon Diana Martin Client Group: Autism, mental ill health and learning disabilities	6	✓						
<b>Jennifer Residential Care Home</b> 17 Pemberton Road, London, N4 1AX Tel: 020 8967 7001 • Website: <a href="http://www.thejenniferhome.co.uk">www.thejenniferhome.co.uk</a> Owner: Mrs R Dhyll • Person in Charge: Mrs R Dhyll Client Group: Learning disabilities and mental ill health	6	✓		✓			✓	
<b>83 Kitchener Road</b> London N17 6DU • Tel: 020 8808 6931 Owner: Mr Edward William Marcus • Person in Charge: Kamrul Hassan Client Group: Learning disabilities and mental ill health	3	✓		✓				
<b>10 Linden Road</b> Tottenham, London N15 3QB • Tel: 020 8888 0565 Email: <a href="mailto:2eorgia.preston@haringey.gov.uk">2eorgia.preston@haringey.gov.uk</a> Owner: Haringey Council • Person in Charge: Georgia Preston	6	✓						
<b>80 Meridian Walk</b> Tottenham, London N17 8EH • Tel: 020 8365 0023 Website: <a href="http://www.heritagecare.co.uk">www.heritagecare.co.uk</a> Owner: Heritage Care • Person in Charge: Mr Zaydon Alayasa Client Group: Learning and physical disabilities	6	✓		✓	✓			
<b>Mi Casa</b> 15 Duckett Road, London N4 1BJ • Tel: 020 8340 2447 Website: <a href="http://www.precious-homes.co.uk">www.precious-homes.co.uk</a> Owner: Precious Homes Ltd • Person in Charge: Glen Randall	5	✓		✓			✓	
<b>Pine House</b> 14 Shelbourne Road, Haringey, London N17 9YH • Tel: 020 8801 2700 Website: <a href="http://www.conniferscare.co.uk">www.conniferscare.co.uk</a> Owner: Connifers Care • Person in Charge: Sanjanah Soobdhan	3	✓		✓				

## Homes for people with learning disabilities

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p><b>Sherringham Lodge</b>                      70 Sherringham Avenue, London N17 9RP • Tel: 020 8376 0860                      Email: seela_khadun@hotmail.co.uk                      Owner: Mrs Seela Khadun • Person in Charge: Mrs Seela Khadun                      Client Group: Learning disabilities, autism</p>	4	✓		✓			✓	
<p><b>18 Vartry Road (Choice Support)</b>                      London N15 6PT • Tel: 020 8802 8700                      Website: www.choicesupport.org.uk                      Owner: Choice Support • Person in charge: Rehma Kizito</p>	4	✓		✓			✓	
<p><b>White Moon Lodge</b>                      156 Philip Lane, London N15 4JN • Tel: 020 8376 4246                      Owner: Mr Sona Beezadhur • Person in Charge: Mr Sona Beezadhur</p>	3	✓						

# Homes for people with mental ill health

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Adrian House</b> 44 Eldon Road, London N22 5DX • Tel: 020 8881 2175 Owner: Mr Kwame Adusei • Person in Charge: Rodney Ellington	5	✓		✓				
<b>Ashley House</b> 57 Broadwater Road, London N17 6EP • Tel: 020 8352 1027 Owner: Mr John Dadzie • Manager: Mrs Angela Dadzie	3	✓						
<b>Ashness House Care Home</b> 286 Philip Lane, Haringey, London N15 4AB • Tel: 020 8801 0853 Website: www.ashnesscare.org.uk • Owner: Mr Nicholas Dominique Purchase Person in Charge: Mr Nicholas Dominique Purchase	5	✓		✓				



**Baytree**  
*Community Care (London) Limited*  
*for people recovering from Mental Ill-Health*

**Supporting you – every step of the way**

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

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

**We have now established Supported Living settings in the Barnet and Enfield areas staffed by experienced professionals qualified in their field including psychologists. This service is registered with the Care Quality Commission.**

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

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

**020 8882 4321**

web: [www.baytree.org.uk](http://www.baytree.org.uk) email: [cm@baytree.org.uk](mailto:cm@baytree.org.uk)




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

# Homes for people with mental ill health

## Ashness Two

41 Cranleigh Road, Haringey, London N15 3AB • Tel: 020 8809 9958  
 Website: [www.ashnesscare.org.uk](http://www.ashnesscare.org.uk)  
 Owner: Ashness Care Limited • Person in Charge: Mr Amos Boyede

## The Avenue Care Home

83 The Avenue, London N17 6TB • Tel: 020 8493 1428  
 Owner: Gertrude Lawson • Person in Charge: Gertrude Lawson  
 (women only)

## Belmont House Care Home

41 Belmont Road, South Tottenham, London N15 3LS • Tel: 020 8888 0874  
 Email: [belmontcarehome@yahoo.com](mailto:belmontcarehome@yahoo.com) • Owner/Manager: Mrs Pratima Rambojun

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

4

✓

✓

4

✓

✓

✓

9

✓

✓



To advertise in any of our range of care directories, please call **Peter Devall** on **020 8364 8428**

*We publish care directories in the following boroughs:*

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

This Directory is also available to view on-line at: [www.goinghorizontal.co.uk](http://www.goinghorizontal.co.uk) and by following the links to 'Directories' and then 'Downloading'. Otherwise simply type the name of the Directory you are seeking in to your search engine.

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

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



**GoingHorizontal**  
PUBLICATIONS

# Homes for people with mental ill health

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Cascade II</b> 37 Gladesmore Road, Haringey, London N15 6TA • Tel: 020 8800 0760 Owner: Vicky Hall • Person in Charge: Esther Smart Website: www.cascadecare.co.uk	5	✓		✓				
<b>Centre For Better Health</b> 44 & 60 Chesterfield Gardens, London N4 1LP • Tel: 020 8809 4933 Website: www.centreforbetterhealth.org.uk Owner: Centre for Better Health • Person in Charge: Lorraine Henry Client Group: Mental ill health and learning disabilities	7	✓						
<b>Denron Lodge</b> 120 Dowsett Road, Tottenham, London N17 9DH • Tel: 020 8216 9875 Email: wimbourneh@aol.com Owner: Wimbourne House Limited • Person in Charge: Edem Fiawoo	6	✓		✓				
<b>DRS (Annexe) Care Home</b> 2-4 New Villas, Baronet Road, Tottenham, London N17 0LT • Tel: 020 8885 0758 Owner: Mrs Ranie Safderali Dato • Person in Charge: Paul Norrington Client Group: Mental ill health and learning disabilities	16	✓		✓				
<b>Earlham House</b> 7 Earlham Grove, London N22 5HJ • Tel: 020 8881 3064 Owner: Mrs Bridie Clayton • Person in Charge: Mrs Bridie Clayton	7	✓		✓				
<b>Elsden House</b> 49-51 Elsden Road, London N17 6RY • Tel: 020 8801 4264 Website: www.wimbournegroup.org.uk Owner: Mr Kwame Adusei • Person in Charge: Mr Kamany Onokoko	6	✓		✓				
<b>Emmanuel House</b> 9 Chalgrove Road, London N17 0NP • Tel: 020 8801 9923 Website: www.ashleyhousecarehomes.co.uk Owner: Mr John Dadzie • Person in Charge: Festus Kipkebut	3	✓						
<b>Emmanuel House 2</b> 7 Chalgrove Road, London N17 0NP • Tel: 020 8801 9923 Website: www.ashleyhousecarehomes.co.uk Owner: Mr John Dadzie • Person in Charge: Angela Dadzie	3	✓						

## Homes for people with mental ill health

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<p><b>Hanom House</b>                      85 Broadwater Road, London N17 6EP • Tel: 020 8493 9947                      Website: <a href="http://www.wimbournegroup.org.uk">www.wimbournegroup.org.uk</a>                      Owner: Mr Kwame Adusei • Person in Charge: Rodney Ellington</p>	4	✓		✓				
<p><b>Hawthorn House</b>                      15 Linley Road, London N17 6RP • Tel: 020 8801 7192                      Website: <a href="http://www.conniferscare.co.uk">www.conniferscare.co.uk</a>                      Owner: Connifers Care • Person in Charge: Mr L. Nombreuse</p>	3	✓						
<p><b>Jennifer Residential Care Home</b>                      17 Pemberton Road, London, N4 1AX • Tel: 020 8967 7001                      Website: <a href="http://www.thejenniferhome.co.uk">www.thejenniferhome.co.uk</a> • Owner: Mrs R Dhyll                      Person in Charge: Mrs R Dhyll                      Client Group: Mental ill health and learning disabilities</p>	6	✓		✓			✓	
<p><b>Lansdowne Care Home</b>                      39 Lansdowne Road, London N17 0LS • Tel: 020 8801 7544                      Website: <a href="http://www.drscareltd.com">www.drscareltd.com</a> • Owner: Mrs Ranie Dato                      Person in Charge: Brennan Peat • Client Group: Mental ill health, mental ill health with forensic history and learning disabilities</p>	6	✓		✓				
<p><b>Laural House</b>                      15 Fairbourne Road, London N17 6TP • Tel: 020 8801 0242                      Email: <a href="mailto:akwacarehomes@aol.com">akwacarehomes@aol.com</a>                      Owner: Akwa Care Homes Limited • Person in Charge: Mr Alexio Kadira</p>	4	✓		✓				
<p><b>Melrose House</b>                      41a Muswell Avenue, Muswell Hill, London N10 2EH • Tel: 020 8444 8483                      Owner: Mr Richard John Ford • Person in Charge: Mr Richard John Ford</p>	6	✓	✓					
<p><b>Noble Lodge</b>                      143 Bounds Green Road, London N11 2ED • Tel: 020 8245 7560                      Email: <a href="mailto:ellenmckinnon@yahoo.co.uk">ellenmckinnon@yahoo.co.uk</a>                      Owner: Mr Shaukatally Hossenally • Person in Charge: Ms Ellen McKinnon</p>	6	✓					✓	
<p><b>Number Residential Care Home</b>                      45-47 Pembury Road, London N17 6SS • Tel: 020 8801 4860                      Website: <a href="http://www.drscareltd.com">www.drscareltd.com</a> • Owner: Mrs Ranie Safderali Dato                      Person in Charge: Mrs Ranie Safderali Dato                      Client Group: Mental ill health and learning disabilities</p>	10	✓		✓				



# Homes for people with mental ill health

	NO OF REGISTERED PLACES	SINGLE ROOMS	DOUBLE ROOMS	EN-SUITE FACILITIES	PASSENGER LIFT	STAIR LIFT	RESPIRE CARE	DAY CARE
<b>Prudential Care Home Ltd</b> 23 Ivatt Way, London N17 6PF • Tel: 020 8245 2859 Owner: Prudential Care Home Limited • Person in Charge: Karl Dicks - Manager	5	✓		✓			✓	
<b>Prudential Care Home Ltd</b> 146 Carlingford Road, London N15 3EU • Tel: 020 8351 7017 Email: prudentialbox4@live.co.uk Owner: Prudential Care Home Limited • Person in Charge: Faisal Satti	6	✓		✓				
<b>Prudential Care Home Ltd</b> 300 Philip Lane, London N15 4AB • Tel: 020 8292 3050 Email: prundentialbox6@live.co.uk Owner: Prudential Care Home Limited • Person in Charge: The Manager	7	✓		✓				
<b>Roseview Home</b> 26 Bounds Green Road, London N11 2QH • Tel: 020 8881 7267 Website: www.roseviewcarehomes.co.uk Owner: Mrs Agatha Annin-Adjei • Person in Charge: Nana Kwaa	6	✓					✓	
<b>St Ann`s Care Home Ltd</b> 370 St. Ann`s Road, South Tottenham, London N15 3ST • Tel: 020 8800 9405 Email: belmontcarehome@yahoo.com Owner: Mrs Pratima Rambojun • Person in Charge: Mrs Pratima Rambojun	3	✓		✓			✓	
<b>St Lucy Lodge</b> 294 Philip Lane, Tottenham, London N15 4AB • Tel: 020 8808 6669 Website: www.stlucycareservices.co.uk Owner: Vera Cudjoe • Person in Charge: Marlon Alipa	5	✓					✓	
<b>Venetia Residential Care Home</b> 18 Venetia Road & 32 Lothair Road, London N4 1EJ • Tel: 020 8292 1602 Fax: 020 8341 3078 • Email: litsa_pieri@hotmail.co.uk Owners: Mr Andrew Pieri and Mr Peter Papalazarou Person in Charge: Miss Litsa Pieri	11	✓		✓				
<b>Wimbourne House</b> 16 Wimbourne Road, London N17 6HL • Tel: 020 8493 0316 Owner: Mr Kwame Adusei • Person in Charge: Chris Thandrayen	4	✓		✓				

# Care homes with nursing

**9 Greenfield Road** Tottenham, London N15 5EP • Tel: 020 8800 5815  
 Email: borthgreen@hotmail.co.uk  
 Owner: Mr John Ajumobe • Person in Charge: John Ajumobe

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

3 ✓

## Newstead Nursing Home

Denewood Road, Highgate, London N6 4AL • Tel: 020 8348 4611  
 Owner: Gold Care Homes Ltd • Person In Charge: Sharron Richardson

36 ✓ ✓ ✓ ✓ ✓

## Osbourne Grove Nursing Home

16-20 Upper Tollington Park, Finsbury Park, London N4 3EL  
 Tel: 020 7272 0118  
 Owner: Haringey Council • Person in Charge: Mabel Osemwegie

32 ✓ ✓ ✓ ✓

## Priscilla Wakefield House

Rangemoor Road, Tottenham, London N15 4PL • Tel: 020 8808 7196  
 Website: [www.pwhnursinghome.co.uk](http://www.pwhnursinghome.co.uk)  
 Owner: Magicare Ltd • Manager: Barry Healey • *See our advert below*

112 ✓ ✓ ✓ ✓



- Residential care for older adults
- Dementia care nursing to older adults aged 65 and over
- Care for those with early onset dementia for adults aged 18-65
- Nursing care for those with physical disabilities aged 18-65

Respect Integrity  
 Responsiveness  
 Dignity Compassion  
 Pride

*Priscilla Wakefield House is a stunningly designed and landscaped, purpose built nursing home in North London that sets a new standard in quality of accommodation and care.*

### Our facilities include:

- ✓ All rooms are en-suite with access to Freeview
- ✓ Selection of lounge and dining areas
- ✓ Landscaped courtyards and large balconies
- ✓ Hair and beauty salon
- ✓ Activities programme
- ✓ Wellbeing Treatments available
- ✓ Freeview TV in communal lounges
- ✓ Access to Broadband for residents
- ✓ Lifts to all floors are positioned centrally for easy access



For further information, a brochure or to arrange a visit to any of our services, please contact Barry Healey or Caroline Murphy on

**020 8808 7196**

Web: [www.pwhnursinghome.co.uk](http://www.pwhnursinghome.co.uk)  
 Email: [info@pwhnursinghome.co.uk](mailto:info@pwhnursinghome.co.uk)  
 Priscilla Wakefield House, Rangemoor Road,  
 London, N15 4PL

# Care agencies

Below is the list of accredited providers located in Haringey borough. This list will continue to be updated. For an up-to-date list of providers, please visit [www.haringey.gov.uk/haricare](http://www.haringey.gov.uk/haricare)

## **Blue Ribbon (North London)**

22-24 Eastside Road, London NW11 0BA

Tel: 020 8905 5599

Fax: 020 8458 0739

Contact: Jason Virasinghe - MD

Website: [www.blueribboncare.org.uk](http://www.blueribboncare.org.uk)

Email: [Jason@blueribboncare.org.uk](mailto:Jason@blueribboncare.org.uk)

## **Chinese Association of Tower Hamlets**

680 Commercial Road, London E14 7HA

Tel: 020 7515 5598

Fax: 020 7538 9764

Contact: Alan Chau – Registered Manager

Website: [www.thchinese.org.uk](http://www.thchinese.org.uk)

Email: [londonchinese@hotmail.com](mailto:londonchinese@hotmail.com)

## **Circle of Care Service Limited**

11 Bourn Avenue, London N15 4HP

Tel: 020 8350 4991

Fax: 020 8350 7667

Contact: Patience Togobo

Website: [www.circlecare.co.uk](http://www.circlecare.co.uk)

Email: [info@circlecare.co.uk](mailto:info@circlecare.co.uk)

## **Core Outreach and Care Services UK Limited**

481a Green Lanes, London N13 4BS

Tel: 020 8882 7002

Fax: 020 8886 6988

Contact: Vinny Anya – Managing Director

Website: [www.coreoutreach.co.uk](http://www.coreoutreach.co.uk)

Email: [v.anya@coreoutreach.co.uk](mailto:v.anya@coreoutreach.co.uk)

## **Diligent Care Services**

62 Kimberley Road, London N17 9BJ

Tel: 020 8808 0805

Fax: 020 8808 0805

Contact: Belinda Siggers - Manager

Website: [www.diligentcareservices.co.uk](http://www.diligentcareservices.co.uk)

Email: [b.siggers@diligentcareservices.co.uk](mailto:b.siggers@diligentcareservices.co.uk)

## **The Extra Mile Care Company Limited**

Ground Floor, 641 Green Lanes, London N8 0RE

Tel: 020 8347 5040

Fax: 020 8341 6897

Contact: Daniel Burner - MD

Website: [www.extramilecare.com](http://www.extramilecare.com)

Email: [dan.burner@extramilecare.com](mailto:dan.burner@extramilecare.com)

## **Focus Care Link Limited**

121 St Pancras Way, London NW1 0RD

Tel: 020 7419 7419

Fax: 020 7419 7121

Contact: Sherrie Noibi

Website: [www.focuscarelink.co.uk](http://www.focuscarelink.co.uk)

Email: [sherrie@focuscarelink.co.uk](mailto:sherrie@focuscarelink.co.uk)

## **Health Personnel Limited**

8 Maya Place, 91 -105 Durnsford Road

London N11 2EZ

Tel: 0844 249 2900

Fax: 0560 3111 339

Contact: Paul Onyemenem

Website: [www.healthpersonnel.co.uk](http://www.healthpersonnel.co.uk)

Email: [info@healthpersonnel.co.uk](mailto:info@healthpersonnel.co.uk)

### Home Instead Senior Care

5th floor, Reco House, 928 High Road  
London N12 9RW  
Tel: 020 8446 7044  
Fax: 020 8445 4885  
Contact: Dale Bevington - MD  
Website: [www.homeinstead.co.uk/barnet](http://www.homeinstead.co.uk/barnet)  
Email: [dale.b@homeinstead.co.uk](mailto:dale.b@homeinstead.co.uk)

### Hornstar Healthcare

309 Crown House, London NW10 7PN  
Tel: 020 3002 0603  
Fax: 020 3002 0604  
Contact: Shukrina - Manager  
Website: [www.hornstarhealthcare.co.uk](http://www.hornstarhealthcare.co.uk)  
Email: [info@hornstarhealthcare.co.uk](mailto:info@hornstarhealthcare.co.uk)

### London Care plc

6 Archway Business Centre  
19-23 Wedmore Street, London N19 4RU  
Tel: 020 8795 6521  
Fax: 020 8900 0277  
Contact: Karen Smith – Contracts Manager  
Website: [www.londoncare.co.uk](http://www.londoncare.co.uk)  
Email: [contracts@londoncare.co.uk](mailto:contracts@londoncare.co.uk)

### Renaissance Personnel Limited

Lower Ground Floor  
5-7 Highgate Road, London NW5 1JY  
Tel: 0844 848 1411  
Fax: 0844 848 1412  
Contact: Dennis Mawadzi - MD  
Website: [www.renaissancepersonnel.co.uk](http://www.renaissancepersonnel.co.uk)  
Email: [dennis@renaissancepersonnel.co.uk](mailto:dennis@renaissancepersonnel.co.uk)

### Sevacare (UK) Limited

Unit 9, Pendeford Place, Pendeford Business  
Park, Wobaston Road, Wolverhampton WV9 5HD  
Tel: 01902 625 070  
Fax: 01902 625 078  
Contact: Andrew Farmer  
Website: [www.sevacare.org.uk](http://www.sevacare.org.uk)  
Email: [bidteam@sevacare.org.uk](mailto:bidteam@sevacare.org.uk)  
Please see our advert on page 35

### SORAG Care Agency

24-32 Murdock Street, London SE15 1LW  
Tel: 020 7639 6192  
Fax: 020 7639 6781  
Contact: Mohamud Ahmed  
Website: [www.somalicareagency.org.uk](http://www.somalicareagency.org.uk)  
Email: [services@somalicareagency.org.uk](mailto:services@somalicareagency.org.uk)

### St Alex Limited

Block B, 284a Chase Road, London N14 6HF  
Tel: 020 8882 7778  
Fax: 020 8882 7322  
Contact: Declan Carroll  
Website: [www.stalex.co.uk](http://www.stalex.co.uk)  
Email: [declan.carroll@stalex.co.uk](mailto:declan.carroll@stalex.co.uk)



**Charitas  
Recruitment**

#### Care at Home:

Charitas Care provides care and support to enable you to live independently while remaining safe and well in your own home.

#### Getting the right fit...

We provide extensive services for older people, people with learning and physical disabilities, mental health needs and assistance provided with tasks including but not limited to:

- Bathing, showering, getting up and going to bed, dressing and undressing
- Meals, medication, housework and toileting
- Shopping, companionship, escort service and community access

#### Care Packages for Professionals:

With extensive experience of working with local authorities and PCTs, Charitas Care provides flexible and responsive staffing solutions across London and Herts, delivered through our local offices.

Contact us: **0845 287 2371**

Or Email Popi Galani at: [popi@charitascare.com](mailto:popi@charitascare.com)

Or visit our website: [www.charitasrecruitment.com](http://www.charitasrecruitment.com)

5th Floor, Endeavour House, Station Road, New Barnet, Herts EN5 1HU  
City office: 1st floor, 4 Paul Street, London EC2A 4JH.

# Is there someone you love who needs care at home?



Contact us now to discuss your requirements and to find out more information about our services:

T: 0208 826 3270

E: [info@sevacare.org.uk](mailto:info@sevacare.org.uk)

I: [www.sevacare.org.uk](http://www.sevacare.org.uk)



Sevacare is a leading national provider of homecare to older people and people with disabilities. We are urgently seeking motivated individuals to work within any of our London services including Haringey, Hounslow, Lewisham and Westminster.

## We require:

- Care Workers
- Support Workers
- Team Leaders
- Care Managers
- Administration Staff

If you feel you can deliver a high quality service that promotes independence to our service users please contact us for an informal discussion and application pack:

**Call 0800 042 9999**

**sevacare**  
THE CARING PROFESSIONALS



## Community support services

### **DIMENSIONS (UK)**

Britannia House First Floor, 960 High Road  
North Finchley, London N12 9RY

Tel: 020 8343 8897

Website: [www.dimensions-uk.org](http://www.dimensions-uk.org)

Person in Charge: Steve Scown

Client Group: Learning disabilities, autism and  
challenging behaviour

### **H.A.I.L**

**(Haringey Association for Independent  
Living)**

Tottenham Town Hall,

Town Hall Approach Road, London N15 4RY

Tel: 020 8275 6550

Website: [www.hailltd.org](http://www.hailltd.org)

Person in Charge: Kevin Dowd

Client Group: Learning disabilities

See our advert on Page 7

## Adult care services

**(ALL CLIENT GROUPS)**

### **Haringey Adult Placement Scheme**

40 Cumberland Road, Wood Green  
London N22 7SG

Tel: 020 8489 1693

Person in Charge: Kieran Cullen

## Lunch clubs and drop in centres

### **Age UK Haringey**

20E Waltheof Gardens, London N17 7DN

Tel: 020 8885 1505

Person in Charge: Janis Needs

Client Group: Older people

Website: [www.ageukharingey.org.uk](http://www.ageukharingey.org.uk)

### **Haringey Irish Centre Day Care and Lunch Club**

Pretoria Road, London N17 8DX

Tel: 020 8885 3490

Person in Charge: Tony Brennan

Client Group: Older people

Website: [www.haringey-irish.com](http://www.haringey-irish.com)

### **I Can Care**

Woodside House, Woodside Park,  
294 High Road

Wood Green, London N22 8YX

Tel: 020 8888 8999

Person in Charge: Raj Doshi

Client Group: Asian elders

# Day care providers

## **The African Caribbean Leadership Company Ltd**

9 Clarendon Road, Hornsey, London N8 0DJ  
Tel: 020 8881 5881  
Email: [aclc@btconnect.com](mailto:aclc@btconnect.com)  
Person in Charge: Trevor Nembhard  
Client Group: African-Caribbean elders

## **Central Day Services (Haringey Day Opportunities)**

2 Birbeck Road, Hornsey, London N8 7PF  
Tel: 020 8489 8760  
Fax: 020 8489 8761  
Person in Charge: Angela Burford or Ian Khan  
Client Group: Learning disabilities

## **Clarendon Centre**

Clarendon Road, Hornsey, London N8 0DJ  
Tel: 020 8489 4860  
Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)  
Client Group: Adults - Mental Health

## **The Council of Asian People**

8 Caxton Road, Wood Green, London N22 6TB  
Tel: 020 8889 6938  
Fax: 020 8889 8981  
Person in Charge: Santhosh Chandran  
Client Group: Asian people

## **Cypriot Elderly & Disabled Group**

Cypriot Community Centre,  
Earlham Grove, Wood Green, London N22 5HJ  
Tel: 020 8881 2329  
Email: [cypedg@yahoo.com](mailto:cypedg@yahoo.com)

Person in Charge: John Constantinou  
Client Group: Cypriot elders (Greek and Turkish Cypriot) and younger Cypriot people with physical disabilities

## **Ermine Road Day Centre (Haringey Day Opportunities)**

2 Ermine Road, Tottenham, London N15 6DB  
Tel: 020 8802 5642  
And: 020 8800 8155  
Person in Charge: Pauline Simpson  
Client Group: Learning disabilities

*The following day care services are also located at Ermine Road Day Centre and can be contacted via the same phone numbers:*

## **Railbank Service**

Person in Charge: Ian Kahn  
Client Group: Learning disabilities

## **Southside and Middlecourt Service**

Person in Charge: Michael Gosling  
Client Group: Learning disabilities

## **Westcott Service**

Person in Charge: Alex Papamichael  
Client Group: Learning disabilities

**Gordon Road Service  
(Haringey Day Opportunities)**

3 Edwards Drive, London N11 2HD  
 Tel: 020 8881 7055  
 Email: [margaret.o'connell@haringey.gov.uk](mailto:margaret.o'connell@haringey.gov.uk)  
 Person in Charge: Margaret O'Connell  
 Client Group: Learning disabilities and visual impairment

**Grace Organisation**

Whitehall & Tenterden Community Centre  
 Whitehall Street, Tottenham, London N17 8BP  
 Tel/Fax: 020 8808 0718  
 Person in Charge: Daphne Marche  
 Client Group: Elders

**The Grange Day Centre (Haringey Council)**

32/34a White Hart Lane, Tottenham  
 London N17 8DP  
 Tel: 020 8489 4818  
 Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)  
 Person in Charge: Sonia Gardner  
 Client Group: Older people with dementia

**Haringey Autism**

Spectrum Club  
 At Bounds Green Scout Park  
 Email: [juliyang2@aol.com](mailto:juliyang2@aol.com)  
 2 hour sessions on 20 Thursdays every year  
 Service users attend with their own support worker if required

**Haringey Chinese Centre**

211 Langham Road, London N15 3LH  
 Tel: 020 8881 8649  
 Website: [www.haringeychineseceentre.org.uk](http://www.haringeychineseceentre.org.uk)  
 Person in Charge: Raymond Yip  
 Client Group: Chinese elders

**The Haven Day Centre (Haringey Council)**

20a Waltheof Gardens, Tottenham  
 London N17 7DX  
 Tel: 020 8885 5199  
 Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)  
 Person in Charge: Tanya Kenny-Parker  
 Client Group: Older people, older people with physical disabilities and/or sensory impairment

**The Haynes Day Centre (Haringey Council)**

141 Park Road, Hornsey, London N8 8JD  
 Tel: 020 3074 2710  
 Website: [www.haringey.gov.uk](http://www.haringey.gov.uk)  
 Person in Charge: Sonia Gardner  
 Client Group: Older people with Dementia

**Winkfield Resource Centre  
(Haringey Council)**

33 Winkfield Road, Wood Green  
 London N22 5RP  
 Tel: 020 8489 8200  
 Fax: 020 8489 8230  
 Person in Charge: Alba Pearce  
 Client Group: Physical disabilities and HIV/Aids



# Checklist

Home name:

Date:

Comments:

## First impressions of the home

Is the home clean, welcoming and well decorated? Yes  No

Are the staff caring and attentive to residents? Yes  No

Are the staff and residents friendly? Yes  No

## Location and facilities

Is the home close to shops and other local facilities? Yes  No

Is there overnight accommodation for visitors? Yes  No

Can visitors have a meal with you? Yes  No

Does the home have its own transport? Yes  No

Is there a garden that you can sit in? Yes  No

Is the home easy to get around if you use a wheelchair? Yes  No

Does the home have a lift? Yes  No

## Daily living

Can you make a snack or drink at anytime? Yes  No

Is there a choice of menus? Yes  No

Can special diets be catered for? Yes  No

Can you choose what time to have your meal? Yes  No

Can you choose what time to get up and go to bed? Yes  No

Are there any activities such as outings and art classes? Yes  No

Is there a complaints procedure? Yes  No

What happens if you're unwell during your stay at the home?

---

---

---

---

## Bedrooms and Bathrooms

Does the home have all single rooms? Yes  No

If you're married, is the room suitable for the two of you? Yes  No

Do any rooms have en-suite facilities? Yes  No

Can you bring your own furniture? Yes  No

Is there a call bell system in your room? Yes  No

Can you adjust the heating in your room? Yes  No

Does your room have a telephone? Yes  No

Can you have a television in your room? Yes  No

Can you ask staff to help you with washing and dressing? Yes  No

Are toilets, showers and baths nearby and have any adaptations been made to them? Yes  No

What are conditions like if you're sharing?

Excellent  Very Good  Good  Fair  Poor

## Fees, contracts and notice periods

Does the home have a written contract or agreement? Yes  No

How long is the trial period?

How much notice is needed if you want to leave the home?

Are fees paid weekly or monthly?

Are fees paid in advance or arrears?

# How to contact the council

To get the information in this Directory translated into your own language, in Braille, on tape or in large print, please contact a Customer Service Centre.

## Albanian

Për të marrë këtë informacion në gjuhën tuaj, në Braille, në audiokasetë apo me shkrim të zmadhuar, ju lutem kontaktoni një Qendër Shërbimi Klientësh.

## Arabic

تعبط لكش يف وأ طيرش لى ع ، لى ارب فقىرط لى ع ، فصاخ لى كى غلب تامول عمل هذه لى ع لوصحلل نى البزل تامدخ زكرمب لاصتال لى جري ، قري بك

## Bengali

এই তথ্যটি আপনার নিজের ভাষায়, অক্ষের ছাপায়, শ্রোবনের জন্য ফিতায় অথবা ছাপার অক্ষরে পেতে চাইলে; দয়া করে কাস্টমার সার্ভিস সেন্টারে যোগাযোগ করুন।

## French

Pour obtenir ces informations dans votre langue, en braille, en enregistrement audio ou imprimé en gros caractères ; veuillez contacter un Centre de Service Clients.

## Greek

Για να σας δοθούν αυτές οι πληροφορίες στη δική σας γλώσσα, σε γλώσσα Μπράιγ, ηχογραφημένες ή τυπωμένες με μεγάλα γράμματα, παρακαλούμε επικοινωνήστε με ένα από τα Κέντρα Εξυπηρέτησης Πελατών.

## Kurdish

Heke hun vê agahîyê bi zimanê xwe, bi Braille (ji bo kêmasîya dîtinê), li teyp/kasetê yan bi formateke tîpên gir dixwazin; ji kerema xwe li gel Navenda Xizmeta Mîşterî têkilî çêkin.

## Polish

Aby otrzymać kopię w swoim języku, w alfabecie Braille'a, na taśmie audio lub dużym drukiem, należy skontaktować się z Biurem Obsługi Klienta (ang. Customer Service Centre).

## Portuguese

Para conseguir essa informação em sua própria língua, em Braille, em fita ou em um formato de tipos grandes; por favor, entre em contato com um Centro de Serviço de Clientes (Customer Service Centre).

## Somali

Si aad u hesho macluumaadkan oo ku qoran luqaddaada, ama farta loogu talagalay dadka indhaha la, ama ku duuban cajelad ama ku daabacan farta waawayn; fadlan la soo xidhiidh xarunta adeegga macmiisha.

## Turkish

Bu bilgileri kendi dilinizde, Kabartma Yazı, ses kaseti ya da büyük punto baskı olarak edinmek istiyorsanız lütfen Müşteri Hizmetleri Merkezimiz ile bağlantı kurun.

## Contact Customer Services

### How to contact us by telephone

#### Contact our Call Centre on 020 8489 1000

If visiting one of our centres is not convenient then telephone our Call Centre.

Opening times: Monday to Friday, 9.00am to 5.00pm. Closed weekends.

### How to contact us in person

#### Visit one of our Customer Service Centres

#### South Tottenham Customer Service Centre

Apex House,  
820 Seven Sisters Road  
Tottenham N15 5PQ

Tel 020 8489 1000

Opening times:  
Monday - Friday 8.45am - 5.00pm

#### Wood Green Customer Service Centre

Ground Floor,  
48 Station Road  
Wood Green N22 7TY

Tel 020 8489 1000

Opening times:  
Monday - Friday 8.45am - 5.00pm.

#### Broadwater Farm Surgeries

Broadwater Farm Neighbourhood Office

108c Gloucester Road  
Tottenham N17 6GZ

Opening times:  
Tuesdays and Thursdays  
2.00pm - 4.45pm (by appointment only - call: 020 8489 8650 for an appointment)



# *Fernbank Nursing Home*

**'YOUR HOME FROM HOME'**

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

We are delighted to announce that Fernbank is now under new ownership and has been completely refurbished to the highest and most modern standards ensuring the comfort and well being of our residents.

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

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

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

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

## ***Fernbank Nursing Home***

Finchley Way  
London N3 1AB

**Tel: 020 8349 3426**

Fax: 020 8349 4748

Email: [fernbank@ecghomes.co.uk](mailto:fernbank@ecghomes.co.uk)  
[www.fernbanknursinghome.co.uk](http://www.fernbanknursinghome.co.uk)



# Camden Lodge

RESIDENTIAL CARE HOME

## Luxurious Private Home/Care for the Elderly

*'a home away from home'*



Camden Lodge is a purpose-built residential home comprising 24 luxurious single rooms with en-suite facilities. Each room has its charm and character, providing the best in modern comfort, with an emergency call system. We offer a 'Home from Home' atmosphere for those who require that extra bit of personal care in later life.

At Camden Lodge we are dedicated to creating a family atmosphere which promotes dignity, privacy and independence. Our service is personalised to meet each individual's needs, to allow our residents to retain their freedom of choice.

- **Spacious and comfortable conservatory overlooking landscaped gardens and the river beyond.**
- **Visiting entertainments and regular outings.**
- **Regular visits by doctor, chiropodist, dentist, optician and hairdresser.**
- **Dedicated, caring staff on a 24 hourly basis.**
- **TV and telephone points in each room.**
- **Spacious lounges with large TV.**
- **High standard of cuisine – all diets catered for.**
- **Hairdressing facilities.**
- **Visitors always welcome.**



137 PALMERSTON ROAD, PALMERS GREEN, LONDON N22 8QX  
Telephone: **020 8829 9438** Fax: **020 8829 9439**