

Enfield Care Directory 2019

Your local guide to care
homes, homecare
agencies and care and
support services in the
Enfield borough area



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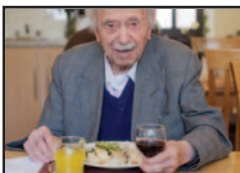
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Welcome to the Enfield care directory 2019

Choosing a care service is a major life decision, and so this Directory is designed to help you and your family make the best choice to meet your needs.

It gives you up to date information on registered residential and nursing homes and local home care agencies along with contacts and information about services for people who are looking for a care service in the Enfield area, either for themselves, or a relative or friend. It aims to give guidance and information on choosing a home or a care agency, and contains detailed information and advice on care provision locally.

For care homes, as well as basic information such as contact details (including website or email addresses), ownership and the number of registered places at each location, the publisher has undertaken a research project to establish specific details on the facilities available. These include such things as, whether the home offers rooms with en-suite facilities, if there is a passenger lift and/or stair lift and if respite care is offered. For homecare agencies we provide a comprehensive list of local providers with detailed contact information.

The Directory also features extensive and informative articles on how to go about choosing and making care provision. All homes and agencies listed in this Directory are registered with and regularly inspected by the Care Quality Commission (CQC). For more information on the CQC and their role please visit their website: www.cqc.org.uk

As publishers of this Directory we have a policy of not recommending any particular home or care agency or accept



responsibility for any errors. The information in this guide is relevant to all people in need of care, whatever the disability or problem that has led them to need support, and we hope you find it helpful.

Should you have any comments on either the content or the design of this Directory please contact:

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This Directory is a guide is for people who have care and support needs, their carer's and people who are planning for their future care needs.

Care and support services, also known as social care services, help people who are in need of practical support due to illness, disability, old age or a low income. Social care services are available to everyone, regardless of their background. However, social care is subject to rules about your needs and ability. Services can also support the families or carers of people who receive social care.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, the council may be able to advise you and provide you with some help. The best way to get help from the council is to ask for a care and support needs assessment. You can do this by contacting the council's adult social services department.

When you get assessed, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, the council will have to meet these needs.

What are the national eligibility criteria for care and support?

The eligibility threshold for adults with care and support needs is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

The council must consider whether the person's needs:

- arise from or are related to a physical or mental impairment or illness

- make them unable to achieve two or more specified outcomes
 - as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult's wellbeing
- An adult's needs are only eligible where they meet all three of these conditions.

Needs assessments and local authority funding

The first step will be to draw up a care and support plan, or in the case of a carer with eligible needs, a support plan. If you have eligible needs, the local authority will check that you normally live in their area. Social care is not free and you may have to contribute towards the cost of meeting your needs. Local authorities will do an assessment to see if you have to contribute and how much that would be.

The local authority should not refuse to meet eligible needs on the grounds of cost, although if there is more than one option, it is allowed to choose what it believes is the most cost effective one.

If your needs do not meet the national eligibility criteria, the local authority still has to give you information and advice on what support might be available in the community to support you.

Alternatively, you may want to consider funding your own care and support to help with the needs identified as a result of the assessment.

If you disagree with your needs assessment or the care and support plan, there are ways that decisions can be challenged or you can make a complaint (see 'Making a complaint').

Care and support plans

A care plan (sometimes called a care and support plan, or support plan if you're a carer) sets out how your care and support needs will be met.

You should be fully involved in the preparation of your care plan, and you and anyone else you request should also get

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a written copy. The care plan must set out:

- the needs identified by the assessment
- whether, and to what extent, the needs meet the eligibility criteria
- the needs that the authority is going to meet, and how it intends to do so
- for a person needing care, for which of the desired outcomes care and support could be relevant
- for a carer, the outcomes the carer wishes to achieve, and their wishes around providing care, work, education and recreation where support could be relevant
- the personal budget
- information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future
- where needs are being met via a direct payment (see 'Direct payments and personal budgets'), the needs to be met via the direct payment and the amount and frequency of the payments

Your care plan should be individual to you, and you should be allowed to have as much involvement in the development of your plan as you wish.

Care and support should help you to:

- live independently
- have as much control over your life as possible
- participate in society on an equal level, with access to employment and a family life
- have the best possible quality of life
- keep as much dignity and respect as possible

It's worth remembering that if there are different options that would meet your assessed needs equally well, the local authority can choose what it believes are the most cost-effective options.

Reviews of your care plan

Your care plan should be reviewed by social services within the first three months, and then at least annually.

The review looks at whether the outcomes identified in the care plan are being met. It should also review these goals to make sure they're still appropriate (and for instance, that your care and support needs haven't changed), and check that any risk assessments are up to date.

If, after the review, it is clear that things have changed that affect the detail within the care plan, then the local authority will conduct a revision of the plan. This may also involve a needs assessment and financial assessment.

If it's decided that you no longer qualify for local authority support, you should receive written reasons for this, with information about other help available, including funding your own care.

Challenging your care plan

If you're not happy with a care plan, the services provided, or the way an assessment was carried out, you will need to use the local authority's complaints process.

It can sometimes be helpful to get support when you're making a complaint. Sources of help can include an advocacy organisation.



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Financial assessment for care and support services

If you have been assessed as needing care services, the council will carry out a financial assessment (a means test) to see if you should pay something towards the cost of your care.

This assessment looks at your income, including tax credits and some benefits after disability-related expenses (if it is including disability benefits). Disability-related expenditure can include items such as laundry, maintenance, respite care, and extra bedding.

If you need to go into a care home, the council must ensure you have enough money to spend on any personal items you might need, such as clothes and toiletries. This is known as a personal expenses allowance (PEA).

The council has the discretion to allow a larger personal expenses allowance – for example, if you have dependent children, or you are a temporary resident and also need to meet the costs of your own property. If you'd experience hardship if the allowance was not increased, you should complain about this to the council.

If you are receiving care in your own home (see 'Care services in your home'), the council must ensure you have enough money left after charges to meet your living costs, such as rent and food. This is known as the minimum income guarantee (MIG). The levels are the equivalent of Income Support plus 25%, and the amounts are set out in regulations.

Capital, deprivation of capital and notional capital

The local authority will also look at your capital, such as savings and property. Currently, local authorities won't contribute to the cost of your care if you have more than £23,250 in savings and property (known as 'capital'). From April 2020, this threshold will rise alongside the introduction of the cap on care costs, so more people will be eligible for help sooner.

If you have more than this capital limit because of the value

of your home, but you have a low income, the council may allow you to defer payment while you arrange to sell your home.

If the local authority thinks someone has deliberately got rid of capital to get financial assistance, it will treat that person as if they still had that capital. This could apply if you:

- spent money on a non-essential or luxury item
- gave money away
- gave away property or a share of property

The local authority will look at the reason why the money has been spent. Repaying a debt, for example, may justify your action, but it will depend on the individual circumstances.

The timing of the expenditure or disposal of capital is also important. If you didn't know you needed care or you were likely to need care in the immediate future, the less likely it is that the local authority will view it as deliberate deprivation of capital.

If the local authority decides there has been deliberate deprivation of capital, you will be treated as if you still had the capital. This is known as notional capital. Notional capital is treated as gradually reducing over time to a point where you qualify for full help.

Top-ups and choice of services

If you are receiving local authority support with the cost of your care and you need to live in a certain place to receive that care, such as a care home, you have the right to choose where you live (choice of accommodation). The council must ensure you have at least one choice that is affordable from the amount identified in your personal budget, and ideally more than one. Some local authorities will have a list of preferred providers that they will usually recommend.

If you do not like the provider suggested, or you or the person you care for has a particular service in mind, you can ask the local authority to arrange it. The local authority has a duty to explain this right of choice to you. This free choice is subject to conditions:

- the preferred accommodation must be available
- the preferred accommodation must be suitable to meet your assessed needs
- it will not cost more than the amount set out in your personal budget
- the provider is willing to enter into a contract

You may choose a care home that is more expensive than the amount set out in your personal budget. If you do, a third party such as a relative or friend must be willing and able to pay the difference in cost for the likely duration of your stay. This is known as a top-up payment.

Where a person agrees to enter into a top-up payment, they will need to sign a written agreement with the local authority. This will set out what the costs are, how often they have to be paid, and what will happen if the person is no longer able to make the payment.

In some limited circumstances you can make this payment. This is if you enter into a deferred payment scheme, or you benefit from the value of your property being disregarded for the first 12 weeks of your care. The restrictions on paying this additional cost yourself will be lifted from April 2020, when the point at which means-tested support for care costs is increased.

The local authority can never require you to pay a top-up payment and must ensure there is at least one choice available within the amount set in your personal budget. Any arrangements to pay a top-up must involve your local authority, and should not be directly between you and your provider.

Direct payments and personal budgets

Direct payments and personal budgets are offered by your local authority to give you more flexibility over how your care and support is arranged and provided. They are given to both people with care and support needs, and also to carers.

A personal budget or direct payment will be created after your assessment by social services. If the council decides

that you need any kind of support, you will receive a personal budget and can choose a direct payment instead of letting them arrange services for you.

If you aren't able to, or don't want to manage your own finances, it's possible for another person to manage the direct payments on your behalf. Direct payments are voluntary, and you need to request or agree to have one.

Why choose a direct payment?

If you need care and support, this had in the past been provided direct from the council. Direct payments were introduced to give people more choice and control over how their care and support was arranged, to help them live more independently.

The direct payment is paid to you by the council so that you can decide how you want to meet your care and support needs. Many people choose to employ their own personal assistant, although there are many other ways direct payments can be used.

The full control over care and support that direct payments enables is an attractive option for many people. However, some people may be unsure whether they want or could manage a direct payment. In these cases, the council can provide you with a mixed package of care.

A mixed package of care may consist of a smaller direct payment, with some care and support arranged by the council or a provider. This allows people to try out direct payments, before deciding whether to move to a 'full' direct payment.

Who can have direct payments?

In most cases, if you or the person you're looking after are assessed and social services decide you need support services, they must offer you the option of receiving direct payments to arrange care and support yourself, instead of having it arranged for you. If you want a direct payment, but do not wish to manage it yourself, a 'nominated person' can

receive the direct payment and manage it on your behalf. If a person lacks capacity to request a direct payment, an 'authorised person' can request a direct payment and manage it on their behalf.

Managing direct payments

The council should set out your obligations and responsibilities in a direct payment agreement that you may be asked to sign. This could include:

- keeping records and accounting for how the money is spent to social services
- taking on the legal role of an employer if you're using the payment to pay for a care worker; talk to the council about local organisations who can help manage the administration and other responsibilities of being an employer

Direct payments can only be spent on things that will meet the assessed needs of the person. If you spend a direct payment on something that doesn't meet your needs, social services can recover the money from you or terminate the direct payment agreement.

Everyone who gets support from social services should have their care and support plan reviewed at least once a year. If someone's needs have changed, they should contact social services to request a review of their care plan. If needs have changed in a way that affects the details within the current plan, the council may conduct another assessment of needs, or a financial assessment.

Social services can charge for care and support. This means that you may need to make a financial contribution towards your personal budget amount. Your local social services must tell you if you'll need to contribute, and how much, and this will be detailed in your personal budget. Their charges must be in accordance with the law. Usually, the council will subtract any charge you need to pay from the personal budget amount, rather than asking you to pay.

You should be able to get help managing direct payments if you need it. Contact the social services department to find

out what assistance they provide. Social services may give help directly or through a local direct payments support service.

Local voluntary organisations may also be able to provide tailored support, and Disability Rights UK has specialist expertise in direct payments (please visit: www.disabilityrightsuk.org).

Care homes

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children.

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia.

There are also residential care homes that provide care and support for people with, for example, severe physical disabilities, learning disabilities, brain injury resulting from an accident, or mental health problems. They can care for adults with more than one condition, and some homes will have



expertise in providing care for adults with alcohol or drug dependency. These care homes may offer permanent residence or provide care for a temporary period.

Some care homes specialise in providing residential care for children with physical disabilities, learning disabilities or emotional problems.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its

cost, location, services, and a host of other potential factors.

One of the best places to start is by searching this Directory to see detailed information about registered homecare and residential care providers in the local area.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website.
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or

supervision can the care home provide?

- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the council has set up the placement after a care needs assessment.

Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must

also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

Care services in your home

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and 'carers' (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

See the 'Homecare' section in this Directory for a list of homecare services and agencies.

If you believe that you might benefit from some help at

home, the first thing to do is to contact the council's social services department to ask for an assessment of your care and support needs.

If you are eligible for homecare services, the council may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren't eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

If you use an independent homecare agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards. Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees. Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and/or the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most

appropriate type of care and support.

You can find out more from the UK Homecare Association. Please visit their website: www.ukhca.co.uk

Hiring a personal assistant

You can hire a 'personal assistant' to act as a homecare worker for you.

Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant.

However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Making a complaint

There may be times when you want to make a complaint about the services you have received. Making a complaint through the right channels could result in a better outcome for you, and may help improve things for other people, too. Please don't be reluctant to come forward if you feel something is wrong.

Complaints about assessments

If you, or someone you're looking after if you're a carer, wants to complain about a decision made by social services, you can use the statutory complaints system. If you want to complain about your local authority, you should do so in writing or verbally to the complaints manager within 12 months.

The council should acknowledge it has received your complaint within three working days. It will inform you of how

long your complaint is likely to take to investigate. The local authority must respond fully within six months, unless a different time period has been discussed and agreed with you.

Each local authority is responsible for arrangements for dealing with complaints, so contact the council for a copy of their complaints procedure.

Taking your complaint further

If you are not satisfied with the response you receive from the council, you are entitled to ask the independent Local Government Ombudsman (LGO) to investigate. The Ombudsman can investigate complaints about local councils. Further information is available on the LGO website: www.lgo.org.uk/adult-social-care

Complaints about care homes or care services

You, or the person you're looking after, may have a complaint about a residential care home. A complaint could be about the quality of care provided or the fees charged. There are a number of ways you can make a complaint.

If the care is funded or arranged by a local authority, that local authority is responsible for it, even if it is provided in an independent care home. You should complain to the local authority and the Local Government Ombudsman (as detailed above) if you are not satisfied with the response you receive.

If you are funding or arranging your own care, you should make a complaint to the care home operator. The law says all care homes must have an appropriate complaints procedure. If you're worried about doing so, you can complain directly to the regulator responsible for all care homes and regulated care services instead.

Care home and care services regulation

At present, the Care Quality Commission (CQC) is responsible for regulating care homes and all regulated care services. It monitors, inspects and regulates services to make

sure they meet fundamental standards of quality and safety. Its role is to ensure the services comply with regulations and quality standards. If you have experienced poor care or know that poor care is being provided somewhere, you can report it to the CQC, anonymously if you wish. You can also tell them when you have received good care. Please see 'Useful contacts' in this Directory for their contact details.

Local authority complaints

If the council is responsible for making a placement, creating a care plan or arranging care for you, or someone you are looking after, it is possible to use their statutory social services complaints system to make a complaint. If the local authority complaints procedure does not resolve the complaint, it may be possible to use other complaints methods, such as the LGO. If you do complain to the CQC or local authority, they should liaise with the care home or care service to ensure that you receive a coordinated response.

Who to complain to if you're paying for your own care

If you're a 'self-funder' – paying for your own care costs – you can take the complaints to the LGO if you're not satisfied with the outcome of the initial direct complaint to the care provider, or the response from the local authority. But remember, the complaint can only be made to the local authority if they had a hand in helping you arrange your care.

Complaints about abuse or neglect

Some of the most serious complaints involve alleged physical or psychological abuse or neglect within the care home. If you believe this may have occurred, contact the council as quickly as possible. Each council has a safeguarding team responsible for responding to allegations, even if the local authority wasn't involved in arranging residential care. The local authority will liaise with the police and the CQC if appropriate.

USEFUL CONTACTS IN ENFIELD

Age UK Enfield

Ponders End Library, College Court,
High Street, Enfield EN3 4EY
Tel: 020 8375 4120
Web: www.ageuk.org.uk/enfield

Alzheimers Society Enfield Local Office

1-5 Brompton Grove, London NW4 4AE
Tel: 020 3725 3001
Email: enfield@alzheimers.org.uk
Web: www.alzheimers.org.uk

Carers Trust

Lea Valley Crossroads Care Service

Community House, 311 Fore Street,
Edmonton, London N9 0PZ
Tel: 020 8373 6210
Email: info@crossroads-leavalley.org.uk
Web: www.crossroads-leavalley.org.uk

Citizens Advice Enfield

Unit 3, 5 Vincent House,
2e Nags Head Road, Enfield EN3 7FN
Tel: 0300 330 1167
Web: citizensadviceenfield.org.uk

Enfield Carers Centre

Britannia House,
137-143 Baker Street, Enfield
Middlesex EN1 3JL
Tel: 020 8366 3677
Web: enfieldcarers.org

Enfield Clinical Commissioning Group

Holbrook House,
116 Cockfosters Road,
Barnet EN4 0DR
Tel: 020 3688 2800
Web: www.enfieldccg.nhs.uk

Enfield Disability Action (EDA)

Community House, 311 Fore Street,
London N9 0PZ
Tel: 020 8373 6228
Email: eda@e-d-a.org.uk
Web: www.e-d-a.org.uk

Enfield Mencap

The New Opportunity Centre,
The Community Hall,
1 Foxglove Close, London N9 8LW
Tel: 020 8887 9980
Web: www.enfieldmencap.org.uk

Enfield Racial Equality Council (EREC)

Community House,
311 Fore Street, Edmonton,
London N9 0PZ
Tel: 020 8373 6271
Email: info@enfieldrec.org.uk
Web: www.enfieldrec.org.uk

Healthwatch Enfield

Community House, 311 Fore Street,
London N9 0PZ
Tel: 020 8373 6283
Email: Info@healthwatchenfield.co.uk
Web: www.healthwatchenfield.co.uk

Mind in Enfield

275 Fore Street, Edmonton,
London N9 0PD
Tel: 020 8887 1480
Email:
reception.desk@mindinenfield.org.uk
Web: www.mindinenfield.org.uk

HOSPITALS

Chase Farm Hospital

The Ridgeway,
Enfield, Middlesex EN2 8JL
Tel: 020 8375 2999
Web: www.royalfree.nhs.uk

North Middlesex University Hospital

Sterling Way, London N18 1QX
Tel: 020 8887 2000
Web: www.northmid.nhs.uk

NATIONAL ORGANISATIONS

Action on Elder Abuse

PO Box 60001, London SW16 9BY

Tel: 020 8835 9280

Email: enquiries@elderabuse.org.uk

Web: www.elderabuse.org.uk

Provides information to a wide range of organisations and individuals concerned with the issue of elder abuse. It also operates the Elder Abuse Helpline which is a confidential information and support service for anyone concerned about the abuse of an older person.

Elder Abuse Helpline: 080 8808 8141 (9am-5pm, Mon-Fri).

Age UK (National Office)

Information line: 0800 055 6112

Web: www.ageuk.org.uk

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Carers UK

20 Great Dover Street, London SE1 4LX

Tel: 020 7378 4999

Free advice line: 0808 808 7777

(Mon and Tue, 10am-4pm)

Email: info@carersuk.org

Web: www.carersuk.org

Carers UK supports unpaid carers and provides information and advice about caring. Carers UK influences policies through our research, based on carers' real-life experiences and campaigns to make life better for carers. We help carers. When caring affects you and your family Carers UK is here for you.

Citizen's Advice Bureaux (CAB)

Citizen's Advice Bureaux offer free, impartial and confidential advice on a range of issues including consumer complaints, welfare rights, employment law and immigration and nationality queries.

Web: www.citizensadvice.org.uk

Elderly Accommodation Counsel (EAC)

3rd Floor, 89 Albert Embankment, London SE1 7TP

Tel: 0800 377 7070

(First Stop Advice Line)

Web: www.eac.org.uk

The Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs.

Independent Age

18 Avonmore Road, London W14 8RR

Advice line: 0800 319 6789

Mon to Fri: 8.30am to 6.30pm, Sat 9am to 1pm,

Sun and bank holidays closed

Email: advice@independentage.org

Web: www.independentage.org

Particular expertise in residential and nursing home care and runs an advice line for older people, their carer's and relatives.

NHS 111 Service

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

NHS Choices

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

Web: www.nhs.uk

Relatives and Residents Association

1 The Ivories, 6-18 Northampton Street, London N1 2HY

Helpline: 020 7359 8136

(Monday to Friday 9:30am to 4:30pm)

Web: www.relres.org

The Relatives and Residents Association Helpline provides information and support to relatives, friends and family of older people living in or about to move into a care home.

We can provide help on how to choose a care home, concerns over care or understanding the complicated rules about paying for care.

United Kingdom Homecare Association

Tel: 020 8661 8188

Web: www.ukhca.co.uk

UKHCA is the professional association of home care providers

HEALTH AND WELLBEING

Arthritis Care

Tel: 0800 5200 520 (Freephone helpline)

Web: www.arthritiscare.org.uk

Disabled Living Foundation

Tel: 0300 999 0004

Helpline for advice and information for disabled and/or older people

Web: www.dlf.org.uk

The Keep Fit Association

For information about fitness classes in your local area

Tel: 01403 266000

Web: www.keepfit.org.uk

TRANSPORT

Blue Badge Scheme

Tel: 0343 100 1000

Dial –a- Ride

Tel: 0343 222 7777

Web: www.tfl.gov.uk/modes/dial-a-ride/

Freedom Bus Pass

Helpline: 0300 330 1433

Email: info@freedompass.org

Web: www.freedompass.org

Shop Mobility

Tel: 01933 229644

Email: shopmobility@bhta.com

Web: www.nfsuk.org

Taxicard

Taxicard is a method of providing subsidised door-to-door transport for people who have serious mobility impairment and difficulty in using public transport.

Web: www.taxicard.org.uk

Transport for London

Web: www.tfl.gov.uk

Introduction to our Directory of Care Homes

The Directory of Care Homes that follows has been drawn up from careful research with the aim of providing with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to. There is also information about the particular 'Specialisms of Care' that each of the homes offers along with information about some of the facilities that they provide on-site. This is shown in the form of a letter coding system. Please refer to the coloured letter coding Key shown here to know what each letter code signifies.

Our list of homes is also split up into different care categories to help you most easily find homes that provide the type of care that you are seeking.

All of the homes listed here are registered with the Care Quality Commission and alongside the name of each home we have included the maximum number of resident's each home is registered to accommodate.



Specialisms:

- OP** Older people
- D** Dementia
- MH** Mental health
- PD** Physical disability
- LDA** Learning disabilities/Autism
- SI** Sensory impairment
- YA** Younger adults
- AD** Alcohol and drug recovery

Facilities:

- En** En-suite rooms available
- P** Passenger lift
- St** Stair lift
- R** Respite care provided

Care homes for older people

Abbeydale Care Home 21

51-53 Fox Lane, Palmers Green, London N13 4AJ

Tel: 020 8882 5311 • Email: abbeydale@ventry-care.com

Owner: Ventry Care Homes • Manager: Mrs Padmawtee Hewage

Web: www.ventry-care.com

Facilities: **EN, P, R** • Specialisms: **OP, D**

See our advert on page 21

Amberley House 30

44-48 Amberley Road, London N13 4BJ

Tel: 020 8886 0611 • Email: amberley.house@tiscali.co.uk

Owner: Waterfall House Limited • Manager: Rita Megchiani

Facilities: **En, P, St, R** • Specialisms: **OP, D, PD, SI**

Anastasia Lodge 29

10-14 Arundel Gardens, Winchmore Hill, London N21 3AE

Tel: 020 8886 1034 • Email: info@anastasialodge.com

Owner: Ourris Residential Homes Ltd • Manager: Norma Dimaiwat

Web: www.anastasialodge.com

Facilities: **En, P, R** • Specialisms: **OP, D, LDA, YA, PD**

See our advert on the inside front cover

Autumn Gardens 86

73 Trent Gardens, Southgate, London N14 4QB

Tel: 020 8344 2600 • Email: info@autumn-gardens.com

Owner: Ourris Properties Limited • Manager: Christina Argyrou

Web: www.autumn-gardens.com

Facilities: **En, P, R** • Specialisms: **OP, D, YA, MH, PD, SI**

See our advert on the inside front cover

Avon Lodge 36

33 Bridgend Road, Enfield, Middlesex EN1 4PD

Tel: 01992 711729 • Email: avonlodge@hotmail.com

Owner: Avon Lodge UK Ltd • Manager: Rakesh Mathur

Facilities: **P, St, R** • Specialisms: **OP, D**



Call us on:
020 8886 7317

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

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

Your local Ventry Care Home is:

Abbeydale Care Home

51-53 Fox Lane, Palmers Green, London N13 4AJ

T: 020 8882 5311

E: info@ventry-care.com

Web: www.ventry-care.com

For further information on Abbeydale and our other care homes in Whetstone, Finchley, Muswell Hill, Highams Park and Northwood, please see our website.



30+
YEARS of CARE
Established 1985

Trusted to provide Care, Comfort & Compassion for over 30 years

Woodlands

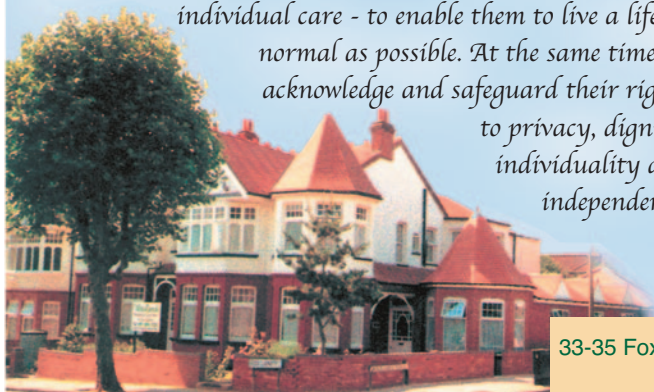
Registered for older people and people with dementia

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/Fax: 020 8886 8725
Website: www.wch.co Email: info@wch.co

Care Homes in the London Borough of Enfield - Care homes for older people

Bullsmoor Lodge 48

35-49 Bullsmoor Lane, Enfield, Middlesex EN3 6TE
Tel: 01992 719092 • Email: bullsmoorlodge@scimitarcare.co.uk
Owner: Scimitar Care Hotels Plc • Manager: Pauline Hardy
Web: www.scimitarcare.co.uk
Facilities: **En, P, R** • Specialisms: **OP, D**
See our advert on the outside back cover

Camden Lodge Residential Care Home 24

137 Palmerston Road, London N22 8QX
Tel: 020 8829 9438 • Email: camdenlodge@hotmail.com
Owner: Mr Raj Gunpath • Manager: Mr Ruben Desscan
Facilities: **En, P, R** • Specialisms: **OP, D**

Cedar House 17

6 Dryden Road, Enfield, Middlesex EN1 2PP
Tel: 020 8360 8970 • Email: admin@cedarcarehome.com
Owner: Cedar House Company Limited • Manager: Mr S Ekanayake
Facilities: **En, P, R** • Specialisms: **OP, D, MH, PD**

Eastbrook House 40

16 Eastbrook Avenue, London N9 8DA
Tel: 020 8805 6632 • Email: eastbrookhouse@gmail.com
Owner: Mr Roland Jenkins Beacham & Mrs Janet Beacham
Manager: Mr Jonathan Beacham
Web: www.eastbrookhouse.co.uk
Facilities: **En, P, R** • Specialisms: **OP**
See our advert on page 23

Eliza House 26

467 Baker Street, Enfield, Middlesex EN1 3QX
Tel: 020 8367 8668 • Email: elizahouse467@gmail.com
Owner: Peaceform Limited • Manager: K Sivasoruban
Facilities: **En, P, R** • Specialisms: **OP, D**

Elmhurst 34

7 Queens Road, Enfield, Middlesex EN1 1NE
Tel: 020 8366 3346 • Email: elms555hurst@gmail.com
Owner: Mr T & Mrs J Chon • Manager: Natalie Dennison
Facilities: **En, P, R** • Specialisms: **OP**

Five Oaks 44

377 Cockfosters Road, Hadley Wood, Hertfordshire EN4 0JT
Tel: 020 8449 7000 • Email: scimitar@fiveoaks.co.uk
Owner: Scimitar Care Hotels Plc • Manager: Angela Dickson
Web: www.scimitarcare.co.uk
Facilities: **En, P, R** • Specialisms: **OP, D**
See our advert on the outside back cover

Green Trees 16

21 Crescent East, Hadley Wood, Hertfordshire EN4 0EY
Tel: 020 8449 6381
Email: enquiries@greentreescarehome.co.uk
Owner: Mr B & Mrs L J Haydon & Mr S Kidsley
Manager: Ms L J Haydon
Web: www.greentreescarehome.co.uk
Facilities: **En, P, R** • Specialisms: **OP, D**
See our advert at left

Green Trees Care Home



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

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



Tel: 020 8449 6381

Green Trees Care Home.
21 Crescent East,
Hadley Wood, Barnet,
Herts EN4 0EY
www.greentreescarehome.co.uk

ST THERESA'S REST HOME

Caring for the Elderly

Established 1953

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

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

- Trained staff who provide 24 hour person centered care
- Newly refurbished. Spacious lounge and dining area
- Beautiful conservatory over-looking the extensive and tranquil garden
- Home cooked food and special diets catered for
- Activities, classes, outings and entertainment arranged
- Rated all "Good" by Care Quality Commission
- **Top 20 Recommended Care Home In London- Award given by: carehome.co.uk**



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

020 8360 6272

Email: elderlycare@gmail.com
www.homelycare.com



Registered with the Care Quality Commission and
a provider to Enfield Council

*A family run home
proud to be serving
the local community*

Situated in a quiet part of Edmonton and set within secluded gardens, Eastbrook House offers a homely atmosphere but with specific attention paid to the needs of our residents. There is a new modern lounge/ diner for residents to enjoy. With secluded landscaped gardens. Private rooms with 24 hour call points and state of the art monitoring systems.

- Family owned and managed for 30 years
- Personalised 24 hour Care with a homely atmosphere
- Offering Dementia care in a secure environment
- Fully trained Care Team with many years of experience
- Disabled access throughout
- Home cooked meals, special diets catered for
- Long term and respite care provided
- Professional visiting services, GP, District Nurse, Optician, Dentist, Chiropodist, Hairdresser etc
- Varied activities for everyday of the week



For a copy of our brochure or to arrange a visit please call Jonathan or Richard Beacham

16 Eastbrook Avenue, Lower Edmonton, London N9 8DA

Tel: 020 8805 6632 Fax: 020 8805 6637 Email: eastbrookhouse@gmail.com

Web: www.eastbrookhouse.co.uk



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

020 8364 8428

Email: info@londoncaresdirectories.co.uk

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

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

Group and individual Directory rates and discounts, along with details of special positions are available on request. We publish care directories in the following boroughs:

Barnet, Croydon, Ealing, Enfield, Haringey, Hillingdon, Hounslow Redbridge and Sutton



 **LondonCare**
Directories.co.uk

Finding Care in London

The Hollies 19

9-11 Fox Lane, London N13 4AB

Tel: 020 8886 3068 • Email: holliescare@gmail.com

Owner: 3A Care (London) Ltd

Manager: Miss Tracy Simcox RGN

Web: www.holliescare.co.uk

Facilities: **En, P, R** • Specialisms: **OP, D**

Honey Lane Care Home 38

Honey Lane, Waltham Abbey, Essex EN9 3BA

Tel: 01992 718 558 • Email: karen.dean@carebase.org.uk

Owner: Tower trend Limited

Manager: Karen Dean

Web: www.honeylanecarehome.co.uk

Facilities: **En, R** • Specialisms: **OP, D**

Please see our advert on page 1

The Lime Trees 20

2 The Limes Avenue, London N11 1RG • Tel: 020 8361 5840

Owner: Mr Aloysius Onyerindu • Manager: Mr Job Enyinda

Facilities: **En, P, R** • Specialisms: **OP, D**

Minchenden Lodge 25

54 Blagdens Lane, Southgate, London N14 6DD

Tel: 020 8886 1222

Email: minchendenlodge@scimitarcare.co.uk

Owner: Scimitar Care Hotels Plc • Manager: Ms Lisa Coombs

Web: www.scimitarcare.co.uk

Facilities: **En, P, R** • Specialisms: **OP, D**

See our advert on the outside back cover

Parkside Residential Home 30

74-76 Village Road, Enfield, Middlesex EN1 2EU

Tel: 020 8360 1519 • Email: parkside7476@yahoo.com

Owner: Mr T & Mrs J Chon • Manager: Mrs Bobel Sowe-Ann

Facilities: **En, P, R** • Specialisms: **OP**

Care Homes in the London Borough of Enfield - Care homes for older people

Parkview House Residential Care Home 45

12 Houndsfield Road, London N9 7RQ • Tel: 020 8805 7031

Email: lorraine.pells@sanctuary-housing.co.uk

Owner: Sanctuary Housing • Manager: Lorraine Pells

Web: www.sanctuary-housing.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [D](#)

Roseview Care Homes 14

17 The Limes Avenue, London N11 1RE

Tel: 020 8368 9195 • Email: mercedes@roseviewcarehomes.co.uk

Owner: Mrs A Annin-Adjei • Manager: Mercedes Adusei, Mrs N Milo

Web: www.roseviewcarehomes.co.uk

Facilities: [P](#), [R](#) • Specialisms: [OP](#), [D](#)

St Catherines House 16

35 Derby Road, Enfield, Middlesex EN3 4AJ

Tel: 020 8804 1136

Owner: ADR Care Homes Ltd • Manager: Valerie Philips

Web: www.adrcare.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [D](#)

St Theresa`s Rest Home 23

6-8 Queen Annes Gardens, Enfield, Middlesex EN1 2JN

Tel: 020 8360 6272 • Email: elderlycare@gmail.com

Owner: Homely Care Ltd • Manager: Mrs L Paul

Web: www.homelycare.com

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [YA](#), [D](#)

See our advert on page 23

Springview 58

10 Crescent Road, Enfield, Middlesex EN2 7BL

Tel: 020 8367 9966 • Email: springview@btconnect.com

Owner: Springdene Nursing and Care Homes Limited

Manager: Mary Adjei • Web: www.springdene.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [D](#)

Please see our advert on page 9

Sunbridge Care Centre 42

108 Hickory Close, London N9 7PZ

Tel: 020 8804 3354 • Email: sunbridge.m@fshc.co.uk

Owner: Four Seasons Health Care • Manager: Jayne Clarke

Web: www.fshc.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [YA](#)

Woodbury Manor 60

Clay Hill, Enfield, Middlesex EN2 9JA

Tel: 020 8366 1889 • Email: woodburymanor@scimitarcare.co.uk

Owner: Scimitar Care Hotels plc • Manager: Joanne Jarvis

Web: www.scimitarcare.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [OP](#), [D](#)

See our advert on the outside back cover

Woodlands 20

33 - 35 Fox Lane, London N13 4AB

Tel: 020 8886 8725 • Email: info@wch.co

Owner: Mr H Ramparsad • Manager: Mr H Ramparsad

Web: www.wch.co

Facilities: [P](#), [R](#) • Specialisms: [OP](#), [D](#)

Please see our advert on page 21

HenranLodge

Care Home for Adults with Mental Health Conditions

CQC overall rating **GOOD**

Henran Lodge is a residential care home that provides a range of care services which are affordable and easily accessible to those suffering mental health conditions.

Serving Enfield, Barnet and Haringey and surrounding areas. Our care plans are reviewed on an individual basis, according to assessed need at least once every month.

All our facilities and services are aimed at providing a safe and secure environment for service users to recover and grow.



For further information or to arrange a visit please contact us now:

4 Warren Crescent, Edmonton, London N9 9JF
Phone: 020 8360 0972 • Mobile: 0746 247 2447
Email: henrancare@gmail.com
Website: www.henrancare.co.uk



Care Homes in the London Borough of Enfield Homes for people with mental health problems

Cedar House 6

1 Hamilton Avenue, Edmonton, London N9 7PP

Tel: 020 8805 5760 • Email: cedar@conniferscare.co.uk

Owner: Connifers Care Limited • Manager: Judita Bartokova

Web: www.conniferscare.co.uk

Facilities: **En** • Specialisms: **OP, YA, D, LDA, MH, PD, AD**

Devon House 11

49 Bramley Road, Oakwood, London N14 4HA

Tel: 020 8447 0642 • Email: clairetwyford@priorygroup.com

Owner: Priory Group • Manager: Claire Twyford

Web: www.priorygroup.com

Facilities: **En, P, R** • Specialisms: **YA, LDA, MH**



*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.

In keeping with our continuum of care, at Baytree Care we offer a full range of recovery units from acute down to independent living with floating support. We have care homes in London, Norfolk and Devon focusing on each individual client's needs through the recovery process.

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

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

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



INVESTOR IN PEOPLE
Silver Award



Care Homes in the London Borough of Enfield - Homes for people with mental health problems

Henran Lodge 4

4 Warren Crescent, Edmonton, London N9 9JF

Tel: 020 8360 0972 • Email: henrancare@gmail.com

Owner: Henran Care Limited • Manager: Chandrashekar Boodhoo

Web: www.henrancare.co.uk

Facilities: **En, St, R** • Specialisms: **MH**

Please see our advert on page 26

The Horizon 8

154 Hedge Lane, Palmers Green, London N13 5BX

Tel: 020 8882 2663

Owner: Mr & Mrs Ghoola • Manager: Parvish Ghoola

Facilities: **En** • Specialisms: **YA, MH**

Linden Lodge 10

38a Linden Way, Southgate, London N14 4LU

Tel: 020 8447 9195 • Email: lynnethompson@priorygroup.com

Owner: Priory Group • Manager: Lynne Thompson

Web: www.priorygroup.com

Facilities: **En** • Specialisms: **OP, YA, MH, PD**

Maison Moti 15

200 Chase Side, Southgate, London N14 4PH

Tel: 020 8440 7535 • Email: kara@maisonmoti.co.uk

Owner: Maison Moti Limited • Manager: Kara Crawford

Web: www.maisonmoti.co.uk

Facilities: **En, R** • Specialisms: **OP, YA, MH**

Queen Ann House 22

38-42 Old Park Road, London N13 4RE

Tel: 020 8920 3340 • Email: headoffice@queenanncare.com

Owner: Mrs K B Kelly • Manager: Ben Jackson

Web: www.queenanncare.com

Facilities: **R** • Specialisms: **MH**

Roland Care Home 7

4 Compton Road, London N21 3NX

Tel: 020 8360 3713 • Email: marnieroland@aol.com

Owner: Mr D Ranetunge • Manager: Sanjaya Suraweera

Facilities: **R** • Specialisms: **YA, MH, AD**

Roland Care Home 7

6 Compton Road, London N21 3NX

Tel: 020 8360 6517 • Email: marnieroland@aol.com

Owner: Mr D Ranetunge • Manager: Sanjaya Suraweera

Facilities: **En, R** • Specialisms: **YA, MH, AD**

Roland Care Home 6

231 North Circular Road, London N13 5JF

Tel: 020 8886 0755 • Email: marnieroland@aol.com

Owner: Mr D Ranetunge • Manager: Ewa Scibior

Facilities: **En, R** • Specialisms: **YA, MH, AD**

Roland Care Home 10

6 Old Park Ridings, Winchmore Hill, London N21 2EU

Tel: 020 8364 2534 • Email: marnieroland@aol.com

Owner: Mr D Ranetunge • Manager: Samuel Agyemang

Facilities: **En, R** • Specialisms: **YA, MH, AD**

Rowan/ Beech House 9

23 Galliard Road & 56 Bury Street, Edmonton, London N9 7NY

Tel: 020 8804 4398 • Email: rowan@conniferscare.co.uk

Owner: Connifers Care Limited • Manager: Tahen Seechurn

Web: www.conniferscare.co.uk

Specialisms: **MH**

Care Homes in the London Borough of Enfield

Shila House 11

49-53 Main Avenue, Enfield, Middlesex EN1 1DS
Tel: 020 8367 8774 • Email: lucy.ujamaa@baytree.org.uk
Owner: Simiks Care Limited • Manager: Lucy Ujamaa
Web: www.baytree.org.uk
Facilities: En • Specialisms: MH

Waterfall House 18

363-365 Bowes Road, London N11 1AA
Tel: 020 8368 0470
Email: waterfallhouse@blueyonder.co.uk
Owner: Mr H Dhunnoo • Manager: Mrs Marina Dhunnoo
Facilities: St • Specialisms: YA, MH

Willow House 6

11 Osborne Road, Enfield, Middlesex EN3 7RN
Tel: 020 8804 5039
Email: willow@conniferscare.co.uk
Owner: Connifers Care Limited • Manager: Sanjeev Soobdhan
Web: www.conniferscare.co.uk
Facilities: En, R • Specialisms: MH

Homes for people with learning difficulties

Arthur Lodge Residential Care Home 11

16 - 18 Arthur Road, London N9 9AE
Tel: 020 8345 5743 • Email: arthurlodge@gmail.com
Owner: Mr D Hurdowar • Manager: Mr S Hurdowar
Facilities: R • Specialisms: OP, YA, LDA, MH, PD
See our advert on page 29

Bourne Hill Care Home 5

26 Bourne Hill, London N13 4LH
Tel: 020 8886 6165 • Email: koush@clo-clo.co.uk
Owner: Clo-Clo Ltd • Manager: Jessy Jolly
Web: www.clo-clo.co.uk
Facilities: En, St, R • Specialisms: OP, YA, D, LDA, PD

Chiswick Care Ltd 6

11-13 Chiswick Road, London N9 7AN
Tel: 020 8803 8002 • Email: info@chiswickcare.com
Owner: Mr & Mrs B Luchmun • Manager: Mrs Reeta Luchmun
Web: www.chiswickcare.com
Facilities: En, R • Specialisms: LDA

Devonshire Road 5

43 Devonshire Road, Palmers Green, London N13 4QU
Tel: 020 8882 4702 • Email: ejjasinitalo-nunes@priorygroup.com
Owner: Priory Group • Manager: Eija Sinitalo
Web: www.prioryadultcare.com
Facilities: En • Specialisms: YA, LDA

Elm House 5

7 Osborne Road, Enfield, Middx EN3 7RN
Tel: 020 3532 3150 • Email: salonee@conniferscare.co.uk
Owner: Connifers Care Limited • Manager: Ms Saroj Cesar
Web: www.conniferscare.co.uk
Facilities: En, R • Specialisms: OP, YA, LDA, MH

Fairview 10

33 Bridgend Road, Enfield, Middlesex EN1 4PD
Tel: 01992 769651 • Email: fairview33@hotmail.com
Owner: Avon Lodge UK Ltd • Manager: Mr N Raya
Facilities: En, R • Specialisms: YA, LDA

Glen Pat Homes 7

10 Elm Park Road, Winchmore Hill, London N21 2HN
Tel: 020 8805 9371 • Email: glenpathomes@outlook.com
Owner: Mr & Mrs Woodstock • Manager: Theodore Akem
Web: www.glenpathomes.co.uk
Facilities: En, R • Specialisms: OP, YA, LDA, MH, PD, SI

Care Homes in the London Borough of Enfield - Homes for people with learning difficulties

Hazel House 8

57 Fox Lane, London N13 4AJ

Tel: 020 8920 3848 • Email: shauna@conniferscare.co.uk

Owner: Connifers Care Ltd • Manager: Shauna Campbell

Web: www.conniferscare.co.uk

Facilities: [En](#) • Specialisms: [LDA](#)

Hazelwood Lodge 10

148 Chase Road, Southgate, London N14 4LG

Tel: 020 8886 9069 • Email: george@hazelwoodlodge.co.uk

Owner: Hazelwood Lodge Limited • Manager: George Asamoah

Facilities: [En](#), [R](#) • Specialisms: [YA](#), [LDA](#)

Keewan Lodge 3

98 Clive Road, Enfield, Middlesex EN1 1RF

Tel: 020 8367 0441 • Email: admin@saivancare.com

Owner: Saivan Care Services Ltd • Manager: D Ramsaha

Web: www.saivancare.co.uk

Facilities: [En](#), [R](#) • Specialisms: [LDA](#)

Kellan Lodge 4

24 Little Park Gardens, Enfield, Middlesex EN2 6PG

Tel: 020 8363 5398 • Email: admin@saivancare.com

Owner: Saivan Care Services Ltd • Manager: D Ramsaha

Web: www.saivancare.co.uk

Facilities: [En](#), [P](#), [R](#) • Specialisms: [LDA](#)

Arthur Lodge

A WELCOMING HOME FOR 11 ADULTS WITH LEARNING DISABILITIES

Services are tailored to suit individuals needs. We aim to promote each residents ability to actively contribute to the community and maintain or develop friendships and other relationships in the community.

PLEASE VISIT AND SEE OUR 'PLAYROOM' - A CONCEPT UNIQUE TO OUR HOME. RESIDENTS CAN RELAX AND ENJOY FACILITIES SUCH AS OUR HOME CINEMA, BASKETBALL, TABLE TENNIS, TABLE FOOTBALL AND POOL. WE ALSO INCORPORATE A MODERN SOUND SYSTEM WITH FULL DISCO LIGHTING EFFECTS. IN THIS WAY WE ENCOURAGE THE DEVELOPMENT OF SOCIAL SKILLS FOR A MORE FULFILLED AND INTEGRATED LIFESTYLE.

We are committed to providing an attentive and compassionate service to everyone. Our aim is to support you and your family throughout the process in finding the right place for your care.

Please call to arrange a visit and we will be delighted to show you the accommodation and facilities available and to meet our dedicated staff. Respite care also available.



The playroom



16 & 18 ARTHUR ROAD, LONDON N9 9AE Tel: **020 8345 5743** Email: arthurlodge@gmail.com

Care Homes in the London Borough of Enfield - Homes for people with learning difficulties

Laurel House 5

25 Heene Road, Enfield, Middlesex EN2 0QQ

Tel: 020 8366 2957 • Email: nlcareservices@yahoo.co.uk

Owner: North London Care Services Ltd • Manager: Ms A Delaney

Facilities: [En](#) • Specialisms: [LDA](#)

Maple House 3

53 Morley Avenue, Edmonton, London N18 2QU

Tel: 020 8803 8150 • Email: ajay@conniferscare.co.uk

Owner: Connifers Care Limited • Manager: Ajay Soobdhan

Web: www.conniferscare.co.uk

Specialisms: [LDA](#)

MCA Care Homes Respite 3

10 Yorkshire Gardens, London, N18 2LD

Tel: 020 8807 0622

Owner: Mr Mish Michael • Manager: Opoku Boakye

Facilities: [En](#), [R](#) • Specialisms: [LDA](#)

Millennium Care 7

89 Fox Lane, London, N13 4AP

Tel: 020 8882 8171 • Email: info@millenniumcareservices.com

Owner: Millennium Care Ltd • Manager: Mr M Rahman

Web: www.millenniumcareservices.com

Facilities: [St](#), [R](#) • Specialisms: [LDA](#)

Millennium Care 10

1 Old Park Road, London N13 4RG

Tel: 020 8447 8897 • Email: info@millenniumcareservices.com

Owner: Millennium Care Ltd • Manager: Mr M Rahman

Web: www.millenniumcareservices.com

Facilities: [R](#) • Specialisms: [LDA](#)

Oak House 3

37 Park Avenue, London, N18 2UP

Tel: 020 8352 5258 • Email: rishi@conniferscare.co.uk

Owner: Connifers Care Limited • Manager: Rishi Baungally

Web: www.conniferscare.co.uk

Facilities: [En](#) • Specialisms: [MH](#)

Person Centred Care Homes 6

1 Bodiam Close, Enfield, Middlesex EN1 3HZ

Tel: 020 8366 7557 • Email: vincent.adu-gyamfi@smpbggroup.co.uk

Owner: Four Seasons 2000 Limited • Manager: Jennifer Johnson

Facilities: [R](#) • Specialisms: [LDA](#)

Ridgeview 4

54 Clarence Road, Enfield, Middlesex EN3 4BW

Tel: 020 8804 3718 • Email: ridgeviewhc@yahoo.com

Owner: Ridgeview Healthcare Ltd

Manager: Ruby Chambas-Annan

Facilities: [En](#), [R](#) • Specialisms: [LDA](#)

Roseneath Avenue 6

15 Roseneath Ave, Winchmore Hill, London N21 3NE

Tel: 020 8292 2715 • Email: adultcare@priorygroup.com

Owner: Parkcare Homes (No.2) Limited

Manager: Michelle Archambie

Web: www.prioryadultcare.com

Facilities: [En](#), [R](#) • Specialisms: [YA](#), [LDA](#)

Saivi House 5

39 Doveridge Gardens, Palmers Green, London N13 5BJ

Tel: 020 8245 7212 • Email: admin@saivancare.com

Owner: Saivan Care Services Limited • Manager: Sanjaye Ramsaha

Facilities: [En](#), [R](#) • Specialisms: [LDA](#)

Care Homes in the London Borough of Enfield

Sandhurst Lodge 5

207 Sandhurst Road, Edmonton, London N9 8BD

Tel: 020 8443 3922 • Email: sandhurst.lodge@hotmail.co.uk

Owner: Roshnee Casseeram Sandhurst Lodge Ltd

Manager: Shaheen Ally-Hosain

Facilities: En, R • Specialisms: YA, LDA, MH

Second Avenue 4

24 Second Avenue, Enfield EN1 1BT

Tel: 020 8882 5222

Owner: Medstar Domiciliary Care Services Ltd

Manager: Sabrina Lewin

Web: www.medstar-uk.com

Facilities: En, R • Specialisms: YA, LDA, MH, SI

Sharon House 5

24 Sharon Road, Enfield, Middlesex EN3 5DQ

Tel: 020 8804 5739 • Email: rcj@gotadsl.co.uk

Owner: Mr Chandra Jootun • Manager: Mr Chandra Jootun

Facilities: R • Specialisms: LDA

Shenley Lodge 7

34 Abbey Road, Enfield EN1 2QN

Tel: 020 8363 1173 • Email: shenley.lodge@btinternet.com

Owner: Mr V Kowlessur • Manager: Mrs Bavani Vasanthakumar

Facilities: En • Specialisms: LDA

1 Sheringham Avenue 5

Oakwood, London N14 4UB

Tel: 020 8360 5075 • Email: 1sheringhamavenue@voyagecare.com

Owner: Voyage Care • Manager: Mrs Champika Gallage

Web: www.voyagecare.com

Facilities: En • Specialisms: YA, LDA

Sidney Avenue Lodge 8

24 Sidney Avenue, London N13 4UY

Tel: 020 8889 1429 • Email: sidneyave@btconnect.com

Owner: Mr T Demetriou • Manager: Mr T Demetriou

Facilities: R • Specialisms: LDA

35-37 Solna Road 11

Winchmore Hill, London N21 2JE

Tel: 020 8360 8900 • Email: 35-37solnaroad@voyagecare.com

Owner: Voyage Care • Manager: Linda Kulubya

Web: www.voyagecare.com

Facilities: En, St • Specialisms: YA, LDA, MH, PD, SI

Station Road 12

8 & 8a Station Road, London N21 3RB

Tel: 020 8360 0738

Email: FirozaNeville-Smith@priorygroup.com

Owner: Priory Group • Manager: Olanike Ilesanmi

Web: www.prioryadultcare.com

Facilities: En, R • Specialisms: YA, LDA

Homes for people with physical disabilities

Arnold House 21

66 The Ridgeway, Enfield, Middlesex EN2 8JA

Tel: 020 8363 1660

Owner: Leonard Cheshire Disability • Manager: Doris Forson

Web: www.lcdisability.org

Facilities: En, R • Specialisms: OP, YA, PD

Care Homes in the London Borough of Enfield

Nursing homes

Albany Park Nursing Home 43

43 St. Stephens Road, Enfield, Middlesex EN3 5UJ

Tel: 020 8804 1144

Email: manager@albanyparknursinghome.com

Owner: Lancam Care Services Limited • Manager: Jade Lewis

Web: www.albanyparknursinghome.com

Facilities: **En, P, R** • Specialisms: **OP, YA, D, SI**

Autumn Gardens 86

73 Trent Gardens, Southgate, London N14 4QB

Tel: 020 8344 2600 • Email: info@autumn-gardens.com

Owner: Ourris Properties Limited • Manager: Christina Argyrou

Web: www.autumn-gardens.com

Facilities: **En, P, R** • Specialisms: **OP, YA, D, MH, PD, SI**

See our advert on the inside front cover

Azalea Court 83

58 Abbey Road, Enfield, Middlesex EN1 2QN

Tel: 020 8370 1750 • Email: reception@azaleacourt.co.uk

Owner: Twinglobe Care Limited • Manager: Julie Burton

Web: www.azaleacourt.co.uk

Facilities: **En, P, R** • Specialisms: **OP, YA, D, PD**

Bridgewood House 70

1 Old Road, Enfield, Middlesex EN3 5XX

Tel: 020 8804 7800

Owner: Independence and Well Being Enfield Ltd

Manager: Mumuni Zoure

Web: www.iwenfield.co.uk

Facilities: **En, P** • Specialisms: **OP, D, LDA, MH, PD, SI**

The Conifers Nursing Home 30

473-475 Green Lanes, Palmers Green, London N13 4BS

Tel: 020 8882 3249 • Email: conifersnursing@btconnect.com

Owners: Denis and Bridget Murray

Manager: Lorna Barry

Facilities: **En, P, R** • Specialisms: **OP, D**

Elizabeth Lodge Nursing Home 79

69 Pennington Drive, London N21 1TG

Tel: 020 8360 2266 • Email: manager.elizabethlodge@careuk.com

Owner: Care UK Community Partnerships Limited

Manager: Michelle Sampang

Web: www.careuk.com

Facilities: **En, P, R** • Specialisms: **OP, D, LDA, MH, PD**

Hugh Myddelton House 48

25 Old Farm Avenue, Southgate, London N14 5QR

Tel: 020 8886 4099 • Email: hughmyddelton@barchester.com

Owner: Barchester Healthcare • Manager: Mr S Antwi-Marful

Web: www.barchester.com

Facilities: **En, P, R** • Specialisms: **OP, YA, D, PD**

Murrayfield Care Home 74

77 Dysons Road, Edmonton, London N18 2DF

Tel: 020 8884 0005 • Email: murrayfield.m@fshc.co.uk

Owner: Four Seasons Health Care Limited

Manager: Mrs Bibi Codabaccus

Web: www.fshc.co.uk

Facilities: **En, P, R** • Specialisms: **OP, YA, D, LDA, MH, PD**

Nairn House Care Home 61

7 Garnault Road, Enfield, Middlesex EN1 4TR

Tel: 020 8108 4031 • Email: carehomes@bupa.com

Owner: BUPA Care Homes Ltd • Manager: Mrs Rosalind Maxwell

Web: www.bupa.co.uk/care-homes

Facilities: **En, P, R** • Specialisms: **OP**

See our advert on page 3

Southgate Beaumont Nursing Home 52

15 Cannon Hill, Old Southgate, London N14 7DJ

Tel: 020 8882 9222

Owner: Barchester Healthcare • Manager: Beatrice Godfrey

Web: www.barchester.com

Facilities: **En, P, R** • Specialisms: **OP**

Care Homes in the London Borough of Enfield - Nursing homes

Stamford Care Home 90

21 Watermill Lane, Edmonton, London N18 1SH

Tel: 020 8108 4285 • Email: carehomes@bupa.com

Owner: Bupa Care Homes • Manager: Mr Kobe Kwateng

Web: www.bupa.co.uk/care-homes

Facilities: **En, P, R** • Specialisms: **YA, D, PD**

See our advert on page 3

Wellington Park Nursing Home 30

76 Wellington Road, Bush Hill Park, Enfield, Middlesex EN1 2PL

Tel: 020 8360 5977 • Email: wellingtonparkcare@gmail.com

Owner: PHUL Ltd • Manager: Mr Henry Onyewuchi

Web: www.wellingtonparkcare.com

Facilities: **En, P, St, R** • Specialisms: **OP, D**



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

020 8364 8428

Email: info@londoncaresdirectories.co.uk

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

www.londoncaresdirectories.co.uk

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

Group and individual Directory rates and discounts, along with details of special positions are available on request. We publish care directories in the following boroughs:

Barnet, Croydon, Ealing, Enfield, Haringey, Hillingdon, Hounslow Redbridge and Sutton



 **LondonCare**
Directories.co.uk

Finding Care in London

Homecare agencies in the London Borough of Enfield

The Directory of Homecare Agencies that follows is a selection of providers serving the Enfield borough area. The list has been drawn up from careful research with the aim of providing you with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to.

All of the Homecare Agencies listed here are registered with the Care Quality Commission.

Bluebird Care (Enfield)

Unit 10, 14 Centre Way, Claverings Business Park, London N9 0AH

Tel: 020 8803 2441 • Email: enfield@bluebirdcare.co.uk

Web: www.bluebirdcare.co.uk

Caremark (Enfield)

1 Chase Side Crescent, Enfield EN2 0JA

Tel: 020 3668 1551 • Email: enfield@caremark.co.uk

Web: www.caremark.co.uk

Cyprian Care Limited

173 Green Lanes, London N13 4UR

Tel: 020 8888 8118 • Email: info@cyprianicare.com

Web: www.cyprianicare.com

Danso Care

1624 Great Cambridge Road, Enfield EN1 4SZ

Tel: 0800 999 2144 • Email: info@dansocare.co.uk

Web: www.dansocare.co.uk

Elmich Care

Unit 6, 32 Knights Chambers, London N9 0TL

Tel: 020 8434 7010 • Email: info@elmichcare.co.uk

Web: www.elmichcare.co.uk

Home Care Preferred

49 Station Road, Winchmore Hill, London N21 3NB

Tel: 020 8364 3670 • Email: info@homecarepreferred.com

Web: www.homecarepreferred.com

See our advert on page 5

Home Instead Enfield

Unit 22, 26-28 Queensway, Enfield EN3 4SA

Tel: 020 3602 4068

Email: info.enfield@homeinstead.co.uk

Web: www.homeinstead.co.uk/enfield

See our advert on page 1

HumanEdge Healthcare Ltd

590 Hertford Road, Ponders End Enfield, London N9 8AH

Tel: 020 8804 4031 • Email: info@humanedge.co.uk

Web: www.humanedge.co.uk

Jays Homecare Limited

Suite 22, The Wenta Business Centre, 1 Electric Avenue, Enfield EN3 7XU

Tel: 020 8364 7797 • Email: info@jayshomecare.co.uk

Web: www.jayshomecare.co.uk

Kangaroo Healthcare

Unit 7, Blu-ray House, 58-62 Alexandra Road, Enfield EN3 7EH

Tel: 020 8352 0337 • Email: info@kangaroohealthcare.co.uk

Web: www.kangaroohealthcare.co.uk

Kare Plus Enfield

Suite 43, The Wenta Business Centre, 1 Electric Avenue, Enfield EN3 7XU

Tel: 020 3551 5757

Web: www.kareplus.co.uk/enfield

North London Home Care

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

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

We pride ourselves on ensuring that our clients lead the most fulfilled lives, with their dignity, self respect, independence and privacy at the top of our agenda.

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

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

We are also seeking experienced carers to join our team. For further information please call or send your CV to: info@northlondonhomecare.co.uk



Tel: 020 8364 8428

North London Home Care
162 Leicester Road, Barnet EN5 5DS
Email: info@northlondonhomecare.co.uk
www.northlondonhomecare.co.uk

Homecare agencies in the London Borough of Enfield

Medstar

200 Green Lanes, Palmers Green, London N13 5UE
Tel: 020 8882 5222 • Email: info@medstar-uk.com
Web: www.medstar-uk.com

Natgab Services Ltd

33 Island Centre Way, Enfield EN3 6GS
Tel: 01992 769483 • Email: info@natgab.co.uk
Web: www.natgabservices.com

Oak Tree Care Services

127 St Mark's Road, Bush Hill Park EN1 1BJ
Tel: 020 8884 5050 • Email: info@ot-cs.com
Web: www.ot-cs.com

Optimal Care Services Limited

Unit 27, Hastingwood Trading Estate, Harbet Road,
London N18 3HT
Tel: 020 3189 2570 • Email: info@optimalcareservices.co.uk
Web: www.optimalcareservices.co.uk

Springcare Support Services

92 Bounces Road, London N9 8JR
Tel: 020 3602 7350 • Email: admin@springcaresupport.co.uk
Web: www.springcaresupport.co.uk

Springwell Care Ltd

58-62 Alexandra Road, Enfield EN3 7EH
Tel: 020 3305 8942
Web: www.springwellcare.co.uk

Surecare Enfield

1st Floor, Refuge House, 9-10 River Front, Enfield EN1 3SZ
Tel: 020 8367 5333 • Email: admin@surecare-enfield.co.uk
Web: www.surecare-enfield.co.uk

Westminster Homecare Limited (Enfield/Waltham Forest)

Refuge House, 9-10 River Front, Enfield EN1 3SZ
Tel: 020 8370 2830 • Email: enfield@whc.uk.com
Web: www.whc.uk.com

SCIMITAR CARE HOTELS PLC

First Class Residential Care for Mum & Dad

Luxurious residential care homes for retired, elderly or convalescent senior citizens.

Scimitar Care Hotels is dedicated to providing a superior lifestyle of comfort, happiness and independence that redefines the perception of residential care for the elderly. Our quality and high standard of service really do make a difference to our residents' lives.

Hargrave House
Stansted - 01279 817272



Woodbury Manor
Enfield - 020 8366 1889



Five Oaks
Hadley Wood - 020 8449 7000



Minchenden Lodge
Southgate - 020 8886 1222



Waterbeach Lodge
Cambridge - 01223 862576



Bullsmoor Lodge
Enfield - 01992 719092



Are you planning a holiday but worry about a dependent elderly relative? Do you want a 'day out' for shopping, visiting friends or simply need a break but are concerned about leaving Mum/Dad without care?

Scimitar Care Hotels provide long and short-term care, and day care, so that carers can take a break.

- ✓ En-Suite Facilities
- ✓ Private Telephone & Television
- ✓ Nurse Call Facilities
- ✓ 24 Hour Care
- ✓ Fully Licensed Bar (where applicable)

- ✓ Passenger Lifts
- ✓ All Meals Freshly Prepared
- ✓ Short or Long Term or Day Care
- ✓ Single Occupancy Rooms
- ✓ Personal Laundry Service

Head Office: The Lodge, Coopers Lane Road, Potters Bar, Hertfordshire, EN6 4AD
Telephone: 01707 665515 - www.ScimitarCare.co.uk - mail@ScimitarCare.co.uk