

A FRIENDLY GUIDE FROM WRIGHT CARE AT HOME

Finding care at home

Simple first steps, local contacts and charities that can help,
for families in Stamford, Bourne and the villages around us.



Wright Care at Home

PROMOTING INDEPENDENT LIVING

Inspected and rated

Outstanding



CareQuality
Commission

Wherever you're starting from

Thinking about care for yourself or someone you love can feel like a lot to take on. Often it starts with a small worry. Mum isn't eating properly. Dad has had a fall. You're finding it harder to manage on your own.

You don't need to have all the answers today. This guide sets out the first steps, who you can talk to locally, how care is paid for and what to ask a care provider.

For ten years, Wright Care at Home has supported families across Stamford, Bourne and the surrounding villages to live well in their own homes. Founded in 2016 by Samantha Davis-Wright and her late father, Simon, we remain independent and family-led, and are rated Outstanding by the Care Quality Commission.

Keep this guide to hand, and whenever you're ready to talk, our team will be pleased to help.

Care at home can mean lots of things

- Help getting up, washed and dressed in the morning
- Support with medication
- Making sure meals and drinks are ready
- A hand with cleaning, laundry and shopping
- Company, a chat over a cuppa and trips out
- Care and comfort at the end of life

Support can be as little as one visit a week or several each day, and it can change as your needs do.

Could a little help make a difference?

There's rarely one big moment. More often it's a lot of small changes that add up. You might have noticed some of these:

- ☐ Meals being skipped, or out-of-date food in the fridge
- ☐ Post piling up or bills left unpaid
- ☐ Washing, dressing or bathing becoming harder
- ☐ Trips, falls or bruises nobody can quite explain
- ☐ Medication forgotten, or taken twice
- ☐ The house looking less cared for than usual
- ☐ Long days spent alone, or seeming low and withdrawn
- ☐ A recent hospital stay, and worries about coping at home
- ☐ You, as a family carer, feeling worn out

Talk it through together

If you're worried about someone, talk *with* them rather than about them. Ask what they'd find helpful and what matters most to them. Most people want to stay in their own home, and the right support can help make that possible.

Your first steps

1

Jot down what's worrying you

Note the tasks that have become difficult, and what a good day looks like. It makes every conversation that follows much easier.

2

Ask for a free needs assessment

Anyone who may need care can ask Lincolnshire County Council for a needs assessment, whatever their savings. Call Adult Care on **01522 782155**.

3

Speak to the GP

Let the surgery know what's changed. They can check for anything health-related and refer on to other services. There's more on page 5.

4

Remember the carer

If you look after someone without being paid, you can ask for a carer's assessment of your own. Carers First runs Lincolnshire's carers service on **01522 782224**.

5

Coming out of hospital?

Before someone comes home, ask the ward what support is being arranged and who to call if things aren't working once they're back.

6

Choose a care provider together

Meet them, ask plenty of questions and trust your instincts. You'll find some good questions to ask on page 7.

Getting the most from your GP

Your GP surgery is often the door to other NHS services. Book a longer appointment if you can, take a list of what's changed, and bring someone along if it helps.

Occupational therapy

An OT looks at how you manage everyday tasks and can suggest equipment or changes at home. Ask the GP, or call Lincolnshire Adult Care on 01522 782155.

Hearing and ENT

Free NHS hearing tests are available without seeing the GP, and some providers visit at home. For ear, nose or throat problems that need a specialist, the GP can refer you to the hospital ENT team.

Memory worries

If memory is changing, the GP can check for other causes and refer to the NHS Memory Assessment and Management Service, which has a clinic in Stamford.

Mental capacity

If you're unsure whether someone can make a particular decision, talk to the GP or the professional involved. Capacity is judged decision by decision, not all at once.

Other things worth asking about

- A medication review, especially if lots of tablets are involved
- Being registered as a carer at the surgery, so they know who you are
- A RESPECT conversation about future care wishes (see page 10)

We're always happy to help

We offer a free, no-obligation meet and greet. If it helps, we can talk through what's worrying you and point you towards the right support. Just give us a call.

Paying for care

Cost is often the biggest worry, so here are the basics for England.

If the council helps arrange your care

After your needs assessment, the council looks at your income and savings to work out what, if anything, you'll pay towards your care.

Under £14,250

Your savings aren't counted, though your income may be.

£14,250 to £23,250

You may pay something towards your care.

Over £23,250

You'll usually pay for your own care.

Good to know: for care in your own home, the value of your house isn't counted.

Paying privately

Many people choose and pay for care themselves. You can still ask the council for a needs assessment first, as it helps you understand what support is needed.

Check your benefits

Attendance Allowance is for people over State Pension age who need help with personal care. It isn't means-tested, so savings don't affect it. Rates for 2026/27:

£76.70

a week, lower rate

£114.60

a week, higher rate

Family carers may be able to claim Carer's Allowance. For free help checking what you're entitled to, call the Age UK Advice Line on **0800 169 65 65**.

Choosing a care provider

Read the inspection report

Every home care provider in England is inspected and rated by the Care Quality Commission (CQC). We advise anyone looking for care to read the latest report at [cqc.org.uk](https://www.cqc.org.uk) (search by name or postcode). It's independent and gives a true reflection of the service. Testimonials and reviews from other families are worth reading too.

Some good questions to ask:

- 1 Will we see the same carers, and how will we be introduced?
- 2 How long are visits, and what happens if a carer is running late?
- 3 How do you match carers with the people they support?
- 4 Who do I call out of hours, or if I have a concern?
- 5 How is the care plan put together, and how often is it reviewed?
- 6 What happens if needs change, or after a hospital stay?
- 7 How do you train and support your carers?
- 8 Are there any extra costs, minimum visit times or notice periods?

Trust your instincts

Notice how you're treated on that first call. Do they listen, and ask what the person enjoys as well as what help they need?

Technology that can help

The right gadget can give everyone more peace of mind, especially for someone who lives alone.

Lifeline pendants

Worn round the neck or wrist. One press connects you to a 24-hour team who can call family or an ambulance.

Falls detectors

Some alarms sense a fall and raise the alert automatically, even if the button isn't pressed.

GPS alarms

Mobile alarms that work when you're out and about, and can show family where you are.

Key safes

A coded box outside the door, so carers and emergency services can get in without breaking down the door.

Medication reminders

Dispensers and alarms that prompt the right tablets at the right time.

Everyday helpers

Door and bed sensors, video doorbells, big-button phones, smart speakers and one-cup kettles.

Before you buy: telephone landlines are switching to digital, so check that any alarm works on the new network or uses a SIM card. Ask about set-up costs and monthly fees.

Where to start

- **Age UK Lincoln & South Lincolnshire** offers lifelines, GPS alarms and key safes: 01522 696000
- **An occupational therapy assessment** can recommend equipment and adaptations
- **South Kesteven District Council** handles Disabled Facilities Grants for bigger changes, like a level-access shower

Lasting Power of Attorney

A Lasting Power of Attorney (LPA) lets you choose someone you trust to make decisions for you if, one day, you can't make them yourself.

Many families assume that next of kin can step in automatically. In England, that isn't the case. Without an LPA, your family may need to apply to the Court of Protection, which takes longer and costs more, at the very time they're trying to support you.

Property and financial affairs

Paying bills, managing bank accounts, collecting pensions and benefits, and selling a home if needed. It can be used while you still have capacity, with your permission.

Health and welfare

Decisions about daily care, where you live, medical treatment and life-sustaining treatment. It can only be used once you're unable to decide for yourself.

Good to know

- You must have mental capacity when you make an LPA, so it's worth doing while you're well
- It costs £92 to register each LPA, with reductions for people on a low income or some benefits
- You can make one yourself online at gov.uk/power-of-attorney, or ask a solicitor to help
- The Office of the Public Guardian can answer questions: **0300 456 0300**

Why it matters for care

With an attorney in place, decisions about care, money and home can be made calmly by someone who knows what you'd want.

Making your wishes known

Nobody likes to think about an emergency, but talking about it early means your wishes can be taken into account if you ever can't speak for yourself.

What is a RESPECT form?

RESPECT stands for Recommended Summary Plan for Emergency Care and Treatment. It's used across Lincolnshire by GPs, hospitals, ambulance crews, hospices and care services. It records what matters most to you and the care you would or wouldn't want in an emergency, including decisions about resuscitation (CPR).

How to start

Ask your GP, or a clinician involved in your care, for a RESPECT conversation. Family can join in if you'd like them to.

Keep it handy

The form stays with you. Keep it somewhere easy to find at home and let family and carers know where it is.

Other ways to plan ahead

- **Write down what matters to you:** routines, food, faith, pets, music and who you'd like around you
- **Make or update a will,** and let someone know where it's kept
- **An advance decision** lets you refuse specific treatments in the future. Talk it through with your GP
- **Review your plans** when health or circumstances change

We'll respect your plans

When we support someone, we ask about their wishes and record them in their care plan, so the whole team knows what matters to them.

Useful local contacts

Lincolnshire County Council Adult Care Needs assessments and concerns about an adult's safety	01522 782155
Carers First Lincolnshire Support and advice for unpaid carers	01522 782224
Age UK Lincoln & South Lincolnshire Local information, advice and activities	01522 696000
Age UK Advice Line Free national advice, including benefits	0800 169 65 65
Bourne Ear Care Ear wax removal, with home visits. bourne.earcare@outlook.com	07596 100471
Connect to Support Lincolnshire Online directory of local services and groups	lincolnshire. connecttosupport.org
Office of the Public Guardian Lasting Power of Attorney questions	0300 456 0300
Care Quality Commission Check any care provider's rating	cqc.org.uk
NHS 111 Urgent medical help when it isn't an emergency	111
NHS 111, option 2 Urgent mental health support, day or night	111
Samaritans Someone to talk to, any time	116 123
Emergency services If someone is seriously ill or in danger	999

Support for health conditions

Free advice and a friendly voice, for the person living with a condition and the people who love them. Our team has raised over £10,000 in recent years for Marie Curie, Macmillan, the British Heart Foundation and local causes.

Dementia Support South Lincs

LOCAL

Home visits, one-to-one support, groups and social events for people living with dementia or memory loss and their families in Bourne, Stamford and the Deepings.

01778 426756

dementiasupportsouthlincs.co.uk

Parkinson's UK

HELPLINE

Free, confidential support and advice for anyone affected by Parkinson's.

0808 800 0303

parkinsons.org.uk

British Heart Foundation

HEART HELPLINE

Speak to a cardiac nurse about heart and circulatory conditions. Weekdays.

0808 802 1234

bhf.org.uk

Macmillan Cancer Support

SUPPORT LINE

Free support for people living with cancer, their family and friends. Open every day.

0808 808 00 00

macmillan.org.uk

End of life and bereavement

Caring for someone near the end of their life, or grieving for someone you've lost, is one of the hardest things any of us do. You don't have to do it alone.

St Barnabas Hospice

LINCOLNSHIRE

Lincolnshire's hospice charity, caring for people with a life-limiting illness and supporting their families, including a Wellbeing Centre in Grantham.

0300 020 0694

stbarnabashospice.co.uk

Marie Curie

SUPPORT LINE

Free information and emotional support for people living with a terminal illness, and their family, friends and carers. Open seven days a week.

0800 090 2309

mariecurie.org.uk

Cruse Bereavement Support

HELPLINE

Trained volunteers who'll listen and help you make sense of how you're feeling after someone dies.

0808 808 1677

cruse.org.uk

Wellbeing, company and veterans

Feeling low or lonely can creep up on anyone. These groups offer a listening ear, a warm welcome and a reason to get out of the house.

MindSpace Stamford

LOCAL

Free wellbeing activities on a donate-if-you-can basis, including Tea & Chat groups, evening cafés with trained listeners and a wellbeing garden. 6 Red Lion Street, Stamford.

07563 385273

mindspacestamford.com

Don't Lose Hope

LOCAL

Counselling for adults, children and young people, plus a community garden and café. 4 North Street, Bourne. Leave a message if nobody answers.

01778 420762

dontlosehope.co.uk

SSAFA, the Armed Forces charity

FORCESLINE

Free, confidential support for serving personnel, veterans and their families, whenever they served.

0800 260 6767

ssafa.org.uk



Wright Care at Home

PROMOTING INDEPENDENT LIVING

Here when you're ready

Wright Care at Home is a multi award-winning, independent home care provider, established for ten years across Stamford, Bourne and the surrounding villages. Family-led and rated Outstanding overall by the CQC, we're one of the area's leading home care providers.

Personal care

Medication support

Meals and drinks

Help around the home

Companionship and outings

Dementia care

End-of-life care

Short and long-term care

Our Enrichment Promise

Alongside your care, we'll help connect you with local services, support and community groups, so you can stay well and independent at home.

Call us for a friendly chat

BOURNE

01778 337277

STAMFORD

01780 489227

No pressure and no obligation. Even if you only have a question, we're happy to help or point you to someone who can.

OUT OF HOURS 07961 519132

info@wrightcareathome.com · www.wrightcareathome.co.uk

Unit 3, Crown Walk, Bourne, Lincolnshire, PE10 9PB

"Your service gives Barbara's family peace of mind that she's being looked after, and I love reading the carers' comments to know she's in good spirits."

Daughter of a Wright Care customer

Inspected and rated

Outstanding ★



Please note: this guide is general information to help you get started. It isn't medical, legal or financial advice, so please speak to a qualified professional about your own situation. Details, figures and phone numbers were correct at the time of printing (September 2026) and may change. Other organisations are listed for information only. Wright Care at Home isn't responsible for their services, advice or content, and listing them isn't an endorsement.



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