



# Service Directory

A guide to services provided by Vivo Care Choices across Cheshire West and Chester for people with learning disabilities, autism spectrum conditions, older people and people with dementia.



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## About Us

Vivo Care Choices provides a range of flexible and responsive support for people with learning disabilities, autism spectrum conditions and older people, including people with dementia. We are wholly owned by Cheshire West and Chester Council and have been operating since 2013.

We currently employ 468 staff, have 657 people who use our services, deliver services from 46 buildings and homes across the Borough, deliver 50,000 hours of care in a typical month, have over 100 volunteers supporting our services and our annual expenditure is £11.2m.

Our philosophy is based on putting service users at the heart of everything we do through personalisation, co-design and co-production, and enhancing life opportunities for service users including developing their independent life skills, work skills, volunteering skills and community and social involvement and engagement. Our staff are caring, experienced, well-trained and professional.

We deliver services from a number of our own buildings, from within the local community and within an individual's home. Although the majority of our services are based within the Borough of Cheshire West we also deliver care and support to individuals outside of the Borough.

For all our services we welcome self-referrals from self-funders and those in receipt of Direct Payments, as well as referrals from Cheshire West and Chester Council, neighbouring local authorities and local health organisations.

Our charges for all the services listed in this Directory can be found at the end of the Directory.



## Services for Adults with Learning Disabilities

### Respite

- Dorin Court, 32-33 Whealstone Lane, Upton, Chester, CH2 1HB
- 18-20 Dover Drive, Ellesmere Port, Cheshire, CH65 9EP

Respite support (evening, weekend and overnight) is available on an emergency, short stay or weekly basis for people with learning disabilities, including individuals with Profound Intellectual and Multiple Disabilities and Autism. Our service caters for a wide range of care needs and our accommodation is well-equipped with specialist equipment and assistive technology in a warm, friendly, modern environment. Low-level needs can be fully accommodated in Dorin Court in Chester (2 and 3 bedded units) and higher-level needs can be met at Dover Drive in Ellesmere Port.

The charges per day and per week will vary depending upon the needs of each person and the level of personalised care that they will require. The charges are based upon the ratio of staff per individual ranging from 1:1 support to 1:8 support as set out in our price list at the end of this Directory. We will also often encourage additional volunteers, staff or managers to join in with the activities to provide additional support, interaction and care.

For more information about **Dover Drive** or to arrange a visit contact **Luke Sheehan** on **07970 496824** or **Luke.Sheehan@vivocarechoices.co.uk**

For more information about **Dorin Court** or to arrange a visit contact **Ellie Pugh** on **01244 377479** or **Ellie.Pugh@vivocarechoices.co.uk**

### Supported Living

Our Supported Living service provides personalised support to people with a learning disability in their own home under supported tenancy agreements. We have a number of properties in Ellesmere Port, Northwich and Winsford which provide a permanent home for individuals with 24/7 care and support.

Our key focus is to enable people to live in their own home and be supported to have the same opportunities for independent living, choice and control of their lives and full citizenship as any other person. Supported living also encourages and support opportunities for engagement and inclusion within the community. The service offers 24 hour support for tenants by a fully trained staff team.

The charges per day and per week will vary depending upon the needs of each person and the level of personalised care that they require. The charges are based upon the ratio of staff per individual ranging from 1:1 support to 1:8 support as set out in the price list at the end of this Directory. We will also often encourage additional volunteers, staff or managers to join in with activities to provide additional support, interaction and care.

For more information about the service in **Northwich and Winsford** contact **Michelle Davies** on **07970 496828** or **Michelle.Davies@vivocarechoices.co.uk**

For more information about the service in **Ellesmere Port** contact **Luke Sheehan** on **07970 496824** or **Luke.Sheehan@vivocarechoices.co.uk**

## Day Care

- The Firdale Centre, Firdale Road, Hartford, Northwich, Cheshire, CW8 4AZ
- Meadow Bank Lodge, 12 Grange Lane, Winsford, Cheshire, CW7 2BP
- The Coronation Centre, Coronation Road, Ellesmere Port, Cheshire, CH65 9AB
- Canal Street Centre, Canal Street, Chester, CH1 4EJ
- Lightfoot Lodge, Lightfoot Street, Hoole, Chester, CH2 3AD
- Neston Day Service, Neston Town Hall, Cheshire, CH64 9TR
- Frodsham Day Service, Castle Park, Frodsham, Cheshire, WA6 6SE
- The Healthy Living Centre, Civic Way, Ellesmere Port, Cheshire, CH65 0AZ
- Water Tower Gardens, Tower Road, Chester, CH1 2HS

We have an excellent and well-deserved reputation for providing high-quality, caring and responsive day services for people with learning disabilities and autism across Cheshire West. We have a wide-range of excellent day care facilities but also extensive access to community facilities and activities through partnership working with a number of local organisations including Brio Leisure Services.

### Our weekly activities are extensive and include:

- Rebound Therapy (with Brio Leisure)
- Adapted Bikes
- Walking Groups
- Day-trips and outings
- Tae Kwon Do
- Karaoke
- Live Music
- Evenings Out and Entertainment
- Art and Crafts sessions
- Music therapy
- Photography
- Yoga
- Baking groups
- Bingo
- Interactive dance
- Hydrotherapy
- Sensory interaction
- Newsletter/blog sessions and publications
- Sketching
- Guitar (and sing-a-long)
- Ten-pin bowling
- Swimming
- Horse riding
- Bread making
- Advocacy support sessions
- Sensory/Talking Books/I-Pads and Gaming sessions
- Heathy Food awareness
- Cinema trips
- Golf
- Choir
- Sign Language
- Snooker and darts
- Badminton
- Computer and IT sessions
- Pamper sessions
- Pub visits and social outings
- BBQs and Fetes
- Zumba
- Community Café
- Library sessions
- Clubbercise
- Football
- Health and beauty sessions
- African Drumming
- Outdoor gardening and environmental activities (at Grosvenor Park, Chester; Stanlow Abbey, Ellesmere Port; Lightfoot Lodge gardens, Chester; Castle Park, Frodsham, Hampstead Well and Flint Meadow Eco sites in Neston)
- Bee-Hive keeping and management at Grosvenor Park, Chester and Castle Park, Frodsham
- ...and much more

Each of these activities can also be booked on a daily or hourly basis to suit the needs of the individual but weekly group bookings are constantly available and often provide the most stimulating environment through the interaction and friendship with other service users.

Facilities available at the day centres include:

- Sensory Rooms
- Art and Craft rooms
- IT and media suite
- Music and entertainment areas
- Outdoor gardening and environmental activities



Our high quality day care services can be provided on a daily basis or booked for a full week and are available from 9am to 3.30pm. Additional hours (for an earlier or later drop-off or pick-up) can be purchased to suit your or your family's needs. This includes "Staying-out Late" services for attending evening activities as a group or individually with your care and support worker(s).

The charges per day and per week will vary depending upon the needs of each person and the level of personalised care that they will require. The charges are based upon the ratio of staff per individual ranging from 1:1 support to 1:8 support as set out in the price list at the end of this Directory. We will also often encourage additional volunteers, staff or managers to join in with the activities to provide additional support, interaction and care.

For more information about our range of services or to visit any of the centres contact **Denise Garner** on **07967 593104** or **Denise.Garner@vivocarechoices.co.uk**

## Vocational Training and Employment Opportunities

- Little Roodee Café, 1 Castle Drive, Chester, CH1 1SL

Our café at the end of the Little Roodee car park in Chester not only sells a range of delicious food and beverages to the public, it provides vocational training and employment opportunities to adults aged 18 and over with a learning disability in food preparation, customer service, good hygiene practice and team working. Service users have the option to undertake accredited as well as non-accredited training, after which they will be supported into employment in the catering industry if they wish.

The café can also cater for small events.

You can find out more about the café by visiting its website at

[www.roodeetrainingacademy.co.uk](http://www.roodeetrainingacademy.co.uk)

If you or anyone you know would be interested in a placement at the café, or you would like the café to cater for one of your events, contact **Denise Garner**, Area Manager, on **07967 593104** or **Denise.Garner@vivocarechoices.co.uk**



## Services for People with Dementia

- **Curzon House, Curzon Street, Saltney, Chester, CH4 8BP**

Our Dementia Centre of Excellence at Curzon House in Saltney, Chester, provides care, support and accommodation for people requiring time to recover from illness, evening and weekend respite for older people and day services for people with dementia all under one roof. We work closely with other organisations in the area including Cheshire West and Chester Council, Public Health, Brightlife and the Alzheimer's Society to provide a wide range of dementia support.

Care and support provided at Curzon House includes:

### Dementia Residential Care (Short Stay and Respite)

To help individuals and their families have additional care and support from time to time, short stay or respite residential care is available from Curzon House ranging for a single night stay or up to 6 week placements. This includes emergency placements in a moment of crisis for the individual or family. This care and support is provided in en-suite, modern, attractive bedrooms supported by 24 hour staff team with the help of modern technology to further support the safe and responsive monitoring of all the needs of our residents.

### Dementia Residential Care (Long Stay Resident)

As a centre of excellence for dementia, Curzon House is ideally placed to provide a permanent home for people with dementia with the wide-range of support, activities and facilities available to support the varied and ever-changing needs of each of our residents. This care and support is

provided in en-suite, modern, attractive bedrooms supported by 24 hour staff team with the help of modern technology to further support the safe and responsive monitoring of all the needs of our residents. Our staff are well-trained, responsive and caring, working in a happy and caring environment. Meals (breakfast, lunch and evening) are included in the charge and are provided by fully-trained cooks within Curzon House.

### End of Life

End of life care services support people with progressive illness, usually in the last 6 to 12 months of their lives. This may include pain management, psychological, social, practical and spiritual support, as well as specialist services. It is important that the elements of good end of life are also integrated into all health and social care settings. People who are approaching the end of their lives may need to express their views and preferences in a personalised care plan. For people with dementia this should happen at an early stage, after a diagnosis is confirmed, in order to allow people to consider and plan for their future care and access end of life care services as anyone else. People living with dementia should be enabled to die with dignity and in a place of their choice.

### Dementia Day Care Services

Specialist staff and Activities Co-ordinators provide high-quality caring and stimulating dementia-friendly day care services and activities at:

- **Curzon House, Curzon Street, Saltney, Chester, CH4 8BP – 7 days a week, 9am-5pm**
- **Coronation Centre, Coronation Road, Ellesmere Port, Cheshire, CH65 9AB – 5 days a week, 9am-5pm**
- **Davenham Centre, Royal Gardens, Davenham, Northwich, Cheshire, CW8 8EH – 5 days a week, 9am-5pm**

This includes a range of community activities and events to meet the needs and wishes of individuals. Meals to suit the needs of each individual can be provided. Extended day care can also be purchased (earlier/later pick-up times) and evening meals provided upon request for an additional charge (Curzon House only).

## Dementia Care in Your Home

Specialist dementia-friendly care in your home can also be provided by our well-trained and caring staff throughout the Chester area.

## Bathing Service

a bathing service by trained staff in fully-accessible, modern bathrooms within Curzon House is available.

For more information about our dementia care services or to arrange a visit to Curzon House contact

**Kerry Fisher** on 01244 977926 or  
**Kerry.Fisher@vivocarechoices.co.uk**

# Services for Older People

## Day Services

- **Abbotts Wood, Northgate Avenue, Chester, CH2 2DX**
- **Coronation Centre, Coronation Road, Ellesmere Port, Cheshire, CH65 9AB**
- **Davenham Centre, Royal Gardens, Davenham, Northwich, Cheshire, CW8 8EH**

For individuals over the age of 65 we provide a range of caring, responsive and stimulating day services in a number of centres across the Borough, 5 days a week (Monday to Friday) between 9am – 5pm. We provide the opportunity for socialisation in a safe and supportive environment and offer a choice of therapeutic and engaging activities. Meals to suit the needs of each individual can be provided.

Our day care service at the Coronation Centre and the Davenham Centre also offers Dementia Day Care.

We also have a hairdressing service at the Davenham Centre and Abbotswood Centre.

**Bathing Service** – a bathing service by trained staff in fully-accessible, modern bathrooms within the Abbots Wood Centre and Davenham Centre is available.

### Our weekly activities include:

- Reminiscence
- Arts and Crafts
- Music and sing-a-longs
- Pamper sessions
- Knit 'n' Natter
- Seated exercise
- Bingo, including musical bingo
- Baking
- Flower arranging
- Quizzes
- Carpet bowls
- ...and much more

For further information or to arrange a visit to any of the centres contact  
**Sarah Powell** on 07970 497590 or  
**Sarah.Powell@vivocarechoices.co.uk**



## Shared Lives

Shared Lives is a person-centred service which matches individuals with a carer (or carers) who will share activities or their family life in a caring and supportive environment. The service is available for older people or people with learning disabilities or autism aged 18 and over who need support, or support and accommodation, to live full and socially inclusive lives. Shared Lives offers an alternative to day services, respite care and residential care and is available Borough-wide.

### Shared Lives Carers can offer individuals:

- Sessional Support – supporting someone for a few hours a week in a variety of settings to meet the individual needs and interests of the person.
- Short Term Care – helping someone to take a break by providing overnight care from one night to a few weeks.
- Intermediate Care - welcoming someone to live in their home as part of their family.

A Shared Lives arrangement can only be successful if the Shared Lives Carer is able to meet the identified needs of the individual and has similar interests so we make sure we carefully match Carers with individuals. Meetings are arranged between the potential matches to ensure compatibility and to check that everybody involved is happy to proceed with the placement. All Carers are subject to DBS and CRB checks and training before being approved and receive support from Vivo throughout their time as a Carer.

To find out more about the service or to enquire about becoming a Shared Lives Carer contact the Shared Lives Team on:

Ellesmere Port and Chester area –  
**0151 337 4581**

Northwich and Winsford area –  
**01606 271562**

Email: [SharedLives@vivocarechoices.co.uk](mailto:SharedLives@vivocarechoices.co.uk)

## Room and Facility Hire

A range of rooms and facilities are available for hire at our main sites. The rooms vary from large halls to individual meeting rooms and our facilities include sensory rooms, IT and media rooms and cinema rooms. Many of our venues have on-site parking and are available to hire at evenings and weekends.

Rooms are available for hire at the following venues:

- Meadow Bank Lodge, 12 Grange Lane, Winsford, Cheshire, CW7 2BP
- The Coronation Centre, Coronation Road, Ellesmere Port, Cheshire, CH65 9AB
- Canal Street Centre, Canal Street, Chester, CH1 4EJ
- Lightfoot Lodge, Lightfoot Street, Hoole, Chester, CH2 3AD

Prices are available on request. For further details contact us on **01244 977120** or [Procurement@vivocarechoices.co.uk](mailto:Procurement@vivocarechoices.co.uk)

- The Firdale Centre, Firdale Road, Hartford, Northwich, Cheshire, CW8 4AZ

## Price List

Respite	Daily rates				
	£/month	£/wk	Bank Holidays (£pp pn)	Weekend (£pp pn)	Ordinary weekday (£pp pn)
Respite & residential: Older People (dementia)	£3,911.00	£900.00	£180.00	£150.00	£120.00
Respite: ALD (2:1)	£22,632.00	£5,209.00	£1,032.00	£860.00	£688.00
Respite: ALD BAND 1 (1:1)	£13,290.00	£3,058.00	£606.00	£505.00	£404.00
Respite: ALD BAND 2 (1:2)	£8,623.00	£1,984.00	£393.00	£328.00	£262.00
Respite: ALD BAND 3 (1:4)	£6,286.00	£1,447.00	£287.00	£239.00	£191.00
Respite: ALD BAND 4 (1:8)	£5,132.00	£1,181.00	£234.00	£195.00	£156.00

1:1 Outreach Support	Hourly rates	
	Rate for 1st hour* (£)	Hourly rate thereafter (£)
Weekdays between the hours of 6am to 7pm	£27.60	£18.40
Weekdays between the hours of 7pm to 10pm	£30.30	£20.20
Weekdays between the hours of 10pm to 6am	£34.50	£23.00
Weekends	£34.50	£23.00
Bank holidays	£41.40	£27.60

Terms and conditions: \*Initial hour includes 30min for travel time (both ways)

Sleep In	
Per night (10pm - 8am)	£92.00

Daycare Service	Daily Rates		Hourly Rates		
	Weekend (£pp/pd)	Ordinary weekday (£pp/pd)	Bank Holiday (£/hr)	Weekend (£/hr)	Ordinary weekday (£/hr)
Elderly & Frail (day rate includes a meal)	N/A	£41.00	N/A	N/A	£6.00
Elderly & Frail (half day rate does not include meal)	N/A	£20.50	N/A	N/A	N/A
Dementia (day rates include a meal)	£76.90	£61.50	£14.00	£11.00	£9.00
Dementia (half day rate does not include a meal)	£38.50	£31.25	N/A	N/A	N/A
ALD BAND 1 (1:1)	N/A	£173.00	N/A	N/A	£25.00
ALD BAND 2 (1:2)	N/A	£102.50	N/A	N/A	£15.00
ALD BAND 3 (1:4)	N/A	£67.00	N/A	N/A	£10.00
ALD BAND 4 (1:8)	N/A	£49.00	N/A	N/A	£7.00

Cost of Meals	
Per day	£5.00
Liquidised only per day	£3.50

Provision of Bath	
Per bath	£21.00

Roodee Café Training	
Per 6 hour full day	£67.00
Per 4 hour session	£49.20
Per hour	£18.40

# Contact us

General telephone enquiries  
**01244 977120**

e-mail enquiries  
**[procurement@vivocarechoices.co.uk](mailto:procurement@vivocarechoices.co.uk)**

or visit our website at  
**[www.vivocarechoices.co.uk](http://www.vivocarechoices.co.uk)**