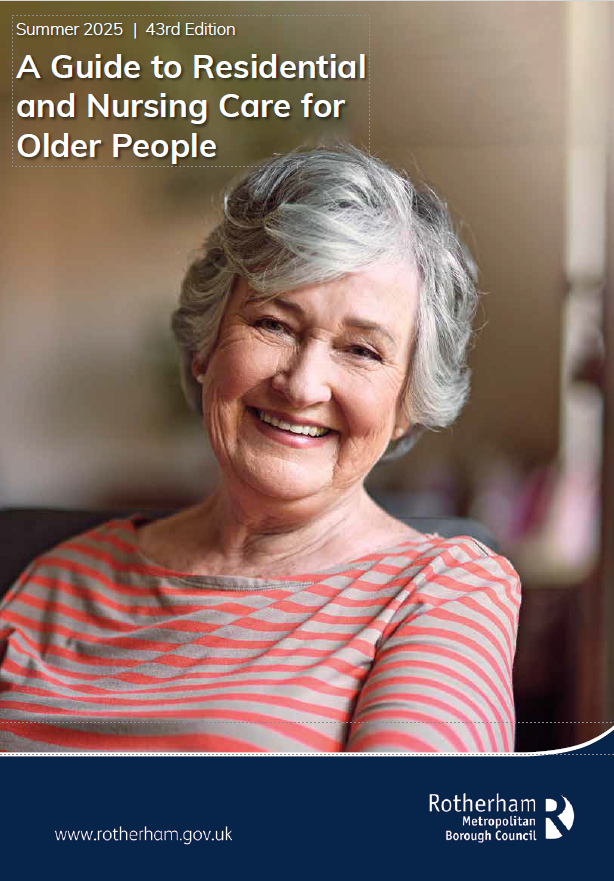
# A Guide to Residential and Nursing Care for Older People



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## Who is this booklet for?

The information will help you if you:

* Are thinking of moving into a residential or nursing care home.
* Need a short break in a residential or nursing care home.
* Need a short break in a residential or nursing care home.
* Are looking for a residential or nursing care home for someone you care for, a relative or friend.

This is a booklet should be used to help and support you to make an informed decision before you move to a care home.

## What will this booklet tell you?

* How can I get help?
* What is a care home?
* What is the difference between a residential nursing care home?
* How much will I have to pay?
* How can I get help with the cost of my residential or nursing care?
* How do I organise respite care?
* Who will decide if I can’t?
* How are the care homes rated?
* Deciding which care home is best for me?
* List of residential and nursing care homes in Rotherham
* What should I do if I have a problem/complaint/compliment?
* Other useful sources of information

## How can I get help?

We can help you if you are thinking about residential and nursing care or you think that you may need other care and support services.

If you have a disability, a mental health condition, hearing or sight loss and are having difficulties managing with daily living tasks, you can contact the Customer Contact Team to find out about the full range of help available. You may be having problems with getting out of bed, getting washed and dressed, going to the toilet, or getting out and about in your local area and need advice or support to remain independent and safe.

Contact: Customer Contact

Tel no: 01709 822330

Email: [ASC-CustomerContactTeam@rotherham.gov.uk](mailto:ASC-CustomerContactTeam@rotherham.gov.uk)

Or visit your local council offices at Rawmarsh, Dinnington and Aston or at the main council building Riverside House in the town centre.

A care assessment is when a social worker or Assessment and Review Co-ordinator talk to you, your family, and your friends, if you wish. About the kind of help that you may need and what help and support we may be able to give you.

Examples of things that may be discussed at your care assessment include:

* Coping with your personal needs – for example, getting in and out of bed, getting washed and dressed and going to the toilet.
* Coping with domestic and house tasks
* Your physical and mental health needs
* Getting around, both inside and outside your home
* Any leisure, recreational or social needs
* Who is providing your help right now?
* Where you are living and what type of accommodation you have
* How the care will be paid for

We will support you and your carer to make a choice of home which takes into consideration all the things that are important to you including providing information on whether or not the home will meet your needs and the quality of care provided at the home(s) you are considering.

If you choose to arrange and pay for your own residential care, you can still contact our Customer Contact Team and ask for a care assessment. This will help and support you to find a care home which meets your needs.

We will offer you a care assessment regardless of whether or not you are able to pay for your own care.

There is information on our website around getting further care and support at home which is available at: [Adult social care – Rotherham Metropolitan Borough Council](https://www.rotherham.gov.uk/adult-social-care)

If you would like more information regarding local community and groups in your area visit: <https://rotherhamgismo.org.uk/>

## What is a care home?

There are two main types of care homes:

* Residential care homes – which do not provide nursing homes care.
* Nursing care homes which provide nursing care - which do provide nursing care.

A care home is what we call a home that offers accommodation and personal care.  
  
Care homes can offer different types of care, such as residential care or nursing care. There are also some care homes which provide specialist care for people who require extra support, often due to dementia or other mental health conditions.

The majority of care homes in Rotherham are run by privately owned organisations, with a small number run by the Local Authority and charities.

When we talk about care homes in this guide, we are talking about care homes which have been inspected and registered.   
  
All care homes are regulated by the Care Quality Commission (CQC) which have been appointed by the Government. All care homes that the Council contracts with to provide care are also subject to the Council’s quality monitoring systems which helps to improve the consistency and quality of care provided.

## What is the difference between Residential and Nursing Care Home?

A residential care home is a care home of any size, which offers accommodation, meals, and personal care.   
  
Residential homes offer care and support throughout the day and night. Staff in a residential care home can help you with washing, dressing, going to the toilet and mealtimes.

In a residential care home, you will be cared for by suitably qualified or experienced staff.  
  
A nursing care home is similar to a residential care home and will also offer accommodation, meals, and personal care

The difference between a nursing care home and a residential care home is that a nursing care home also offers 24-hour care by a qualified nurse.  
  
Some care homes can offer both residential care and nursing care.

If you choose a home which provides both residential and nursing care you may not need to move to another home if your needs increase and you require nursing support later in life. Your nursing needs will be met by the community nursing service.  
  
If you are choosing a home for a person who is affected by dementia, please read Alzheimer’s Society “Selecting and Moving into a Care Home.” This can be found on their website at [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Age UK also provide a care home checklist which will help you to make an informed choice about which care home would best meet their needs. This is available on: [www.ageuk.org.uk](http://www.ageuk.org.uk)

## How much will I have to pay?

You will always need to pay something towards the cost of your residential or nursing care. The amount you will have to pay is worked out using a national set of rules. We will pay the difference between your contribution and the fee for your place in the home, as long as the home doesn’t change you more than we expect to pay.

As financial arrangements are complicated and can change, it is difficult to tell you what the cost of your care will be.

In Rotherham, the Council decides a price which we think is reasonable for residential care, nursing care and dementia care.

### Table 1: A Guide to the prices from April 2025 for care in Rotherham

|  |  |
| --- | --- |
| Type of care | Cost per week |
| Residential care | £689 |
| Nursing care | £754 |
| Residential care for Dementia or other mental health | £718 |
| Nursing care for Dementia or other mental health | £837 |

The prices are subject to change every year from April onwards.

If you are assessed as needing nursing care, then South Yorkshire Integrated Care Board (Rotherham Place) will pay for the nursing care costs only.

However, you will still need to contribute towards your personal care costs within a residential or nursing care home.

If you decide to go into a residential or nursing care home then a friend, relative or other person may have to pay the extra amount to meet the price which the care home charges. This is often called a Third-Party Contribution or a top up fee. You cannot pay this amount from your own income. In some circumstances you can pay a top up fee from your own income, this is called a First Party Contribution.

# How can I get help with the cost of my residential or nursing care?

The Council can only provide help with the cost of your residential or nursing care if you cannot afford to pay the full cost of your care.

If you want us to help fund your residential or nursing care, you will need to have a care assessment. We will only fund your care if we agree after your care assessment that you need residential or nursing care.

After your care assessment we will ask you to complete a financial assessment where we will ask you questions about your income, state benefits and savings. We will use this information to decide how much you will need to pay towards the cost of your residential or nursing care.

If you have more than £23,250 in savings or investments, then you will not be able to receive financial help with your care costs from the Council and you will have to pay for your own residential or nursing care.

The value of your former home is included as part of your financial assessment. It should be disregarded if your spouse or partner lives there, or another relative lives there who is either over 60 years of age or receiving a disability benefit your home is also ignored if you enter a care home for a temporary stay.

If your property is taking into account, you will usually have more than the limit for getting local authority assistance. The local authority may assist you under a “deferred payment agreement.” The Council pays towards your care on a loan basis, interest and fees are charged, the total amount accrued under a deferred payment agreement must be repaid when the property is sold. There are rules you need to meet, and you will need to undergo a needs assessment to qualify.

There are special rules for the valuation of jointly owned property. In some cases, even if your interest in a property is not disregarded it may be treated as having a low value and so not affect the funding that you qualify for.

You will always be left with a Personal Allowance. This is a weekly amount to £30.65 for your own use.

### NHS Funded Nursing Care and Continued Health Care

If you need nursing care the NHS will pay a contribution towards your nursing care, which is called Funding Nursing Care. The NHS will pay the money directly to the care home to cover the costs of providing nursing cover on a 24 hour, 7 days a week basis.

If you have a complex medical condition and substantial ongoing care needs, the NHS provides a service called Continuing Health Care (CHC) to provide care and support within a nursing home. A Nurse or a Doctor will carry out the initial screening before you leave hospital, or a Social Worker could do party of a community care assessment. After an initial screening, your local South Yorkshire Integrated Care Board (Rotherham Place) will confirm whether you have been referred for a full assessment where a Decision Support Tool (DST) will be used to determine whether you qualify for Continuing Health Care.

## Paying for your own residential or Nursing care

Even if you plan to pay for your own residential or nursing care or think that you may not be able to receive financial help from us, you can still ask us for advice and a care assessment.

If you choose to have a care assessment t will help you to decide what kind of care will best meet your needs, we may be able to tell you about other ways or meeting your needs as well as residential and nursing care.

If you have a care assessment, we may be able to help you quicker if your savings or investments drop below £23,250 and you are able to get help from the Council with the cost of your residential or nursing care.

We can also arrange for you to have a welfare benefits check with the Pensions Service to make sure you are receiving the full benefits you are entitled to, or you can contact organisations which are available to provide expert information and advice on care fees funding. This advice allows you to explore all the options available in order to find the best way to fund your care for as long as it is needed.

Getting access to suitable information and advice for self-paying customers is important and will give you peace of mind about the future provision of care.

The Financial Conduct Authority (FCA) has regulations with regard to financial advice given in respect of long-term care. One of the key parts of these regulations is the directive that before an Independent Financial Advisor can give advice on long-term care, they must be properly qualified to do so, as laid out by the FSA. You are advised to check that any advice you receive is from an appropriately qualified person.

For more information about the different types of financial advice available, please visit the website at [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk). Alternatively, information can also be found in the local telephone directories where you can find out where to get free financial advice.

## How do I organise respite care?

Organising a break for you, your carers and your family and friends can be done directly with a residential or nursing home (subject to availability of beds) if you are funding your care yourself (i.e. self-funder). It can be for any period of time from a couple of days to a couple of weeks.

If you want the Council to help to meet the costs of your residential or nursing respite break you will need to have a social work assessment. This assessment will enable us to find out if you qualify for help with your care needs and also how best your care needs can be met.

This assessment will be carried out in your own home. You will also need to have a financial assessment so we can work out how much you can afford to pay towards the cost of your care.

Respite care is not provided at all homes in Rotherham, however if you find a care home you like you are able to book a number of respite stays if beds are available and alternatively use the respite for a one-off stay.

Please contact ASC-Customer Contact Team, Tel. No. (01709) 822330, email: [ASCCustomerContactTeam@rotherham.gov.uk](mailto:ASCCustomerContactTeam@rotherham.gov.uk) or visit your local Council Offices at Rawmarsh, Dinnington and Aston or at the main Council building at Riverside House.

## Who will decide if I can’t?

The Mental Capacity Act is there to protect individuals who may lack capacity to make particular decisions at a particular time. If a person does not have capacity to make a decision for themselves, for example where they should live, then others will have to act in their best interests.

Some people will have planned ahead and appointed an Attorney to make certain decisions on their behalf, or the Court of Protection may have appointed a Deputy.

If there is no relevant Attorney or Deputy with the necessary authority to make the decision, then a health or social care professional will take responsibility for the decision. This must be in the person’s best interest and in accordance with the Mental Capacity Act.

If you would like to know more information about the Mental Capacity Act, please contact the MCA Co-ordinator on Tel. No. (01709) 254978

## How are the care homes rated?

All care homes in the United Kingdom have to be registered with the national regulatory body which is the Care Quality Commission (CQC).

The registration system requires care homes to meet essential standards of quality and safety that centre on the outcomes of care for people who use services. Care Quality Commission have a directory of care services on their website <http://www.cqc.org.uk> and they will be adding more features to the directory.

You can also ask the care home for a copy of their assessment report when or if you choose to visit the home.

The CQC have a rating system which provides a single rating for every residential and nursing care home. Ratings are on a one-to-four-point scale: outstanding, good, requires improvement or inadequate. This rating system will enable you to make better decisions about the care you that you will receive.

## How we assure quality in care homes

The way care homes in Rotherham are monitored is through a stronger focus on the quality of care provided. An electronic solution is now being used which provides better data collection, analysis and reporting to increase quality in care homes.

All commissioned care homes in Rotherham are continually monitored by the Adult Commissioning Team and as a result are rated Excellent, Good, Requires Improvement or Poor.

The level of involvement from the Adults Commissioning Team with the care home is dependent on the rating. For example, those care homes not meeting the required quality standard (Excellent or Good) are supported to improve.

Service provider visits (announced or unannounced) are undertaken by the Adults Commissioning Team to focus on service issues or validate self-assessments.

Care homes complete a self-assessment annually to record evidence of compliance against specified service standards. The self-assessment is reviewed and validated by the Adult Commissioning Team and each care home will be scored to give an overall rating of the service. This is carried out through validation exercises and face to face visits at each home if required.

Questionnaires are also completed by visiting professionals which includes Social Workers, Nurses, GPs and Therapists to provide some quality assurance feedback. This is based on their observations at the time of their visit to the care home and this feeds through to the overall view of the quality of the care provided.

## Deciding which care home

It is vital that the care home you choose can offer you the level of support that you need. You have the right to choose the home you wish to live in if there is a place available and the home is suitable to meet your health and care needs. You should find out as much as possible about a care home as this will help you make the right choice of care home for you. If possible, you and your family, carer or friend should visit the homes that you are considering.

## Residential Nursing Care Homes in Rotherham

### Ackroyd House, 183 Moorgate Road, Rotherham, S60 3AX

Telephone number 01709 364422  
Website: [www.hermescare.co.uk](http://www.hermescare.co.uk)

Services provided:

* Residential care
* Residential care for people with dementia
* Nursing care
* Nursing care for people with dementia

Total number of beds:50

Accommodation: 2 floors, 1 building

### Alexandra Nursing & Residential Home, Doncaster Road, Thrybergh, Rotherham, S65 4AD

Telephone number: 01709 850844

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

Services provided:

* Residential care
* Nursing care

Total number of beds: 45

### Ashton Court Residential Home, 67 Blyth Road, Maltby, Rotherham, S66 7LF

Telephone number: 01709 812464

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

Services provided:

* Residential care

Total number of beds: 24

Accommodation: 3 Floors

### Athorpe Lodge, off Falcon Way, Dinnington, Sheffield, S25 2NY

Telephone number: 01909 568307  
Website: <http://www.connistoncare.co.uk>

Services provided:

* Residential Care
* Residential care for people with dementia
* Nursing care

Total number of beds: 93

Accommodation: 4 units

### Broadacres Care Home, Naylor Street, Parkgate, Rotherham, S62 6BP

Telephone number: 01709 526455

Website: [www.hillcare.net](http://www.hillcare.net)

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 50

Accommodation: 2 floors

### Broom Lane Care Home, Broom Lane, Rotherham, S60 3NW

Telephone number: 01709 541333

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

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 57

Accommodation: 3 Units

### Byron Lodge Care Home, Dryden Road, West Melton, Rotherham, S63 6EN

Telephone number: 01709 761280

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

Services provided:

* Residential care
* Residential care for people with dementia
* Nursing care
* Nursing care for people with dementia

Number of beds: 61

Accommodation: 2 Floors

### Cambron House, 3 Flanderwell Lane, Bramley, Rotherham, S66 3QL

Telephone number: 01709 543197

Website: [www.cambron-care.co.uk](http://www.cambron-care.co.uk)

Service Provided:

* Residential care for people with dementia
* Nursing care for people with dementia

Number of beds: 38

### Cherry Trees, Simmonite Road, Kimberworth, Rotherham, S61 3EQ

Telephone number: 01709 550025

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

Service provided:

* Residential care for people with dementia
* Residential care

Number of beds: 66

Accommodation: 2 floors

### Davies Court, Coronation Avenue, Dinnington, Sheffield, S25 2AB

Telephone number: 01709 324442

Website: [www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Services provided:

* Residential care for people with dementia

Number of beds: 60

Accommodation: 4 units

### Eastwood House, Doncaster Road, Rotherham, S65 2BL

Telephone number: 01709 363093

Website: [www.halcyon-care.co.uk](http://www.halcyon-care.co.uk)

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 37

### Jubilee Court Nursing Home, Potter Hill, Greasbrough, Rotherham, S61 4NU

Telephone number: 01709 557776  
Website: [www.jubileecarehome.co.uk](http://www.jubileecarehome.co.uk)

Services provided:

* Residential care
* Residential care for people with dementia

Total number of beds: 59  
Accommodation: 2 Floors

### Ladyfield House, Peck Mill View, Ladyfield Road, Kiveton Park, Sheffield, S26 6UY

Telephone number: 01709 771571

Services provided:

* Residential Care
* Residential care for people with dementia

Total number of beds: 48  
Accommodation: 2 units

### Laureate Court, Wellgate, Rotherham, S60 2NX

Telephone number: 01709 838278  
Website: [www.runwoodhomes.co.uk](http://www.runwoodhomes.co.uk)  
Services Provided:

* Nursing care
* Residential care for people with dementia
* Nursing care for people with dementia

Total number of beds: 84

Accommodation: 3 Units

Layden Court Care Home, All Hallows Drive, Maltby, Rotherham, S66 8NL  
Telephone number: 01709 812808

Email address: [www.fshcgroup.com](http://www.fshcgroup.com)

Services provided:

* Residential care
* Residential care for people with dementia
* Nursing care
* Nursing care for people with dementia

Total number of beds: 92

Accommodation: 2 floors

### Lord Hardy Court, Green Rise, Rawmarsh, Rotherham, S62 7DH

Telephone number: 01709 336188  
Website: [www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Services provided:

* Residential care for people with dementia

Total number of beds: 60

Accommodation: 4 Units

### Moorgate Croft, Nightingale Close, Moorgate, Rotherham, S60 2AB

Telephone number: 01709 838531

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

Services provided:

* Residential care

Total number of beds: 31

Accommodation: 2 floors

### Moorgate Hollow, Nightingale Close, Moorgate, Rotherham, S60 2AB.

Telephone number: 01709 789791  
Website: [www.parklanehealthcare.co.uk](http://www.parklanehealthcare.co.uk)

Services provided:

* Residential care for people with dementia

Number of beds:24

### Moorgate Lodge, Nightingale Close, Moorgate, Rotherham, S60 2AB.

Telephone number: 01709 789790

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

Services Provided:

* Residential care
* Nursing care

Total number of beds: 54

Accommodation: 3 units on 3 floors

### Mulberry Manor, Wortley Avenue, Swinton, Mexborough, S64 8PT

Telephone number: 01709 261000

Website: [www.devonshire.care](https://devonshire.care/homes/mulberry-manor-care-home-in-swinton/)

Services provided:

* Residential care
* Residential care for people with dementia

Total number of beds: 49

Accommodation: 2 floors

### Roche Abbey Care Home, Millard Lane, Maltby, Rotherham, S66 7LZ

Telephone number: 01709 818426

Services provided:

* Residential care
* Residential care for people with dementia
* Nursing care
* Nursing care for people with dementia

Number of beds: 67

Accommodation: 3 floors

### Rotherwood Care Home, Doncaster Road, Rotherham, S65 2DA

Telephone number 01709 820025

Website: [www.devonshire.care](https://devonshire.care/homes/residential-care-homes-in-rotherham/)

Services provided:

* Residential care

Number of beds: 27

### Sandygate Residential Care Home, Sandygate, Wath upon Dearne, Rotherham, S63 7LU

Telephone number: 01709 877463

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

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 54

Accommodation: 2 floors

### Sid Bailey Care Home, Knollbeck Lane, Brampton, Rotherham, S73 0TX

Telephone number:01226 812229  
Website: [www.danforthcarehomes.co.uk](http://www.danforthcarehomes.co.uk)

Services Provided:

* Residential care
* Residential care for people with dementia

Total number of beds: 66

Accommodation: 2 units over 2 floors

### Silverwood, Flanderwell Lane, Sunnyside, Rotherham, S66 3QT

Telephone number: 01709 532022

Website: [www.hc-one.co.uk](http://www.hc-one.co.uk)

Services Provided:

* Residential Care
* Residential care for people with dementia

Number for beds: 64

Accommodation: 2 floors

### Swallownest Nursing Home, Chesterfield Road, Swallownest, Sheffield, S26 4TL

Telephone number: 0114 2540608

Website: [www.hc-one.co.uk](http://www.hc-one.co.uk)

Services provided:

* Residential care
* Nursing care

Number or beds: 64

Accommodation: 3 units over 12 floors

### Swinton Grange, 48 Station Street, Swinton, Mexborough, S64 8LU.

Telephone number: 01709 590911

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

Service provided:

* Nursing care for people with dementia

Number of beds: 26

Accommodation: 3 floors

### The Abbeys, High Street, Rawmarsh, Rotherham, S62 6LT

Telephone 01709 719717

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

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 56

Accommodation: 2 floors in 1 building

### The Beeches, Carr Road, Wath upon Dearne, Rotherham, S63 7AA

Telephone number: 01709 761803

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

Services provided:

* Residential care
* Residential care for people with dementia

Number of beds: 44

Accommodation: 2 floors

### Treeton Grange Nursing Home, Wood Lane, Treeton, Rotherham, S60 5QS

Telephone number: 0114 2692826

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

Services provided:

* Residential care
* Nursing care

Number of beds: 50

Accommodation: 2 floors

### Waterside Grange, Waterside Park, Redwall Close, Rotherham, Road, Dinnington, Sheffield, S25 3QA

Telephone number: 01909 279050

Website: [www.portlanduk.co](http://www.portlanduk.co)

Services provided:

* Residential care
* Residential care for people with dementia
* Nursing care
* Nursing care for people with dementia

Total number for beds: 80

Accommodation: 3 floors

### Wentworth Hall Residential Home, Church Drive, Wentworth, Rotherham, S62 7TW

Telephone number: 01226 748618

Service provided:

* Residential care

Total number of beds: 21

Accommodation: 2 floors

### West Melton Lodge, 2 Brampton Road, West Melton, Rotherham S63 6AW

Telephone number: 01709 879932

Services Provided:

* Residential care
* Residential care for people with dementia

Number of beds: 28

Accommodation 2 floors

### Whiston Hall, Chaff Lane, Whiston, Rotherham, S60 4HE

Telephone number: 01709 367337

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

Service provided:

* Residential care

Number of beds: 48

Accommodation: 2 floors

### Woodlands Care Home, Woodsetts Road, North Anston, Sheffield, S25 4EQ

Telephone number: 01909 566226

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

Service provided:

* Residential care
* Residential care for people with dementia

Number of beds: 44

Accommodation: 2 floors

Please check with CQC for the rating at the time you are making your choice.

## What should I do if I have a complaint, compliment, or suggestion?

If you have any complaints, suggestions, or compliments about a care home, you should speak to a member of staff at the home first.

The care home will have a complaints procedure which you can use to make a complaint if you need to. If you make a complaint about the care home this should be welcomed and encouraged and dealt with in a fair and open way. You will not be treated unfairly because you have chosen to complain.

If you have a concern or complaint about a care home and prefer to tell someone confidentially you can contact the Care Quality Commission and they will deal with your complaint.

CQC National Customer, Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

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

Visit their website at: [www.cqc.org.uk](http://www.cqc.org.uk)

However, you can if you like contact the Council directly. To report something to the Council or to make a complaint about Council services you should contact.

Rotherham Council Complaints Team:

Telephone: (01709) 382121

Text: 07860021447

Email: [complaints@rotherham.gov.uk](mailto:complaints@rotherham.gov.uk)

Email: [compliments@rotherham.gov.uk](mailto:compliments@rotherham.gov.uk)

Visit their website at: <http://www.rotherham.gov.uk/complaints>

Visit In person at: Riverside House at the customer reception.

Write to: The Complaints Manager, (FREEPOST RTCT-XKLSZHAZ) Riverside House, Main Street, Rotherham, S60 1AE

## 

## Healthwatch Rotherham

Healthwatch Rotherham is your local consumer watchdog for health and social care. It is an independent organisation that is there to make sure everyone in Rotherham can have their say in how services are designed and run. You can talk to Healthwatch about your experience of using health services (such as GP’s, dentists, opticians, pharmacists) and social care services (such as residential care and care within your own home). Healthwatch want to hear about what is working well, as well as what needs to be improved. Healthwatch will use your feedback to help influence and make recommendations on how to improve local services. You can also contact Healthwatch if you would like information or advice about health and social care services, or you want to find out how to make a complaint.

Contact Healthwatch Rotherham:

Telephone: 01709 717130

Facebook @hwrotherham

X @HWRotherham

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

Visit their website at: <http://www.healthwatchrotherham.org.uk> to complete an on-line form.

Write to: Healthwatch Rotherham, 2 Upper Millgate, Rotherham, S60 1PF.

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## Are your details correct?

Rotherham Metropolitan Borough Council make every effort to ensure that the information which we provide about registered care homes is correct. If you would like to update, amend, or add to your listing, please contact the Adult Commissioning Team on 01709 255303.