Berkshire Care Services Directory 2013/14
Adult Care and Support Services

The independent guide to choosing and paying for care

• Home support • Care homes • Specialist care • Useful contacts

www.carechoices.co.uk

Also available electronically at www.carechoices.co.uk
and in spoken word through Browsealoud

www.carechoices.co.uk
Established in 1979 and set in extensive grounds on the edge of Twyford, this well appointed home offers excellent nursing and residential care.

Bridge House is an attractive Georgian period home set in a tranquil location enjoying stunning views over the River Loddon and the open countryside beyond. Good local and regional public transport links, together with the excellent amenities of Twyford, are within easy walking distance.

The friendly and experienced staff have established a reputation of providing high quality nursing care. A variety of bedrooms and suites within the home provide attractive views and with attentive staff assure a comfortable stay, being well supported and cared for.

You are welcome to drop in and view the home anytime, or call our home Manager, Sue Monger, to arrange a visit or to find out more information on: 0118 934 0777
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**Alternative formats**
This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.

**Visit www.carechoices.co.uk for further assistance with your search for care**
Welcome to the twentieth edition of the annual Berkshire Care Services Directory, which contains information for people seeking care and support within the County, whether self-funding or receiving support from your local authority.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing scheme with care when you need it, or within a care home or care home with nursing.

The first step to accessing services is to arrange an assessment by Social Services to establish your specific needs. This is free, irrespective of your income, available to all and discussed on page 9. It will lead to determining if you are eligible for a Personal Budget, which allows you to buy in your own support and take control over your situation. Often called ‘Self-Directed Support’, this model of social care puts you at the centre of the process and is discussed on page 31.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 32 where you will find any benefits still available to you explained in full.

Care in your own home may be the option that suits your circumstances best. What is available and how it can be paid for are explained on pages 31 and 32. Lists of local home care providers who can help begin on page 13.

Useful checklists featuring questions to ask care providers are included in this edition. The home care checklist is on page 11, the care home one is on page 25, while another for residential dementia care is on page 29.

Comprehensive lists of care homes and care homes with nursing start on page 41.

Essential information about care decisions, including finding care in another county, how to complain and the help occupational benevolent funds can provide starts on page 33.

Care Choices’ website: www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing, home care, supported living (learning disability only) and housing with care providers that meet your requirements across the country. Your search can then be saved and emailed to others.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ spoken word function. Further help and information from this Directory’s free helpline can be accessed by calling 0800 389 2077.

Whatever your care needs, this Directory, our helpline and website will be able to point you in the best direction, however you would like care information presented.

Community care services

Care services in Berkshire are provided by different organisations, including councils, the NHS, voluntary organisations, independent sector care homes and private care providers. Six councils are responsible for community care services: Bracknell Forest Council; Reading Borough Council; Slough Borough Council; The Royal Borough of Windsor and Maidenhead; West Berkshire Council and Wokingham Borough Council.

Throughout the text, for ease of use, the services are described as coming from ‘Social Services’ and are provided for:

- older people;
- people with physical disabilities;
- people with a learning disability;
- carers;
- people who need help with drug or alcohol misuse; and
- people with mental health problems.

If you think you need some form of care, your first step should be to contact your relevant Social Services social care department and request a community care assessment (explained on page 9).
Bracknell Forest Council

**Walk-in receptions**
- Easthampstead House (also main postal address)
  Town Square, Bracknell, Berkshire RG12 1AQ
- Time Square
  Market Street, Bracknell, Berkshire RG12 1JD

**Customer services**
Tel: 01344 352000 between 8:30am - 5:00pm Monday to Friday (not open at weekends or Bank Holidays)
Email: customerservices@bracknell-forest.gov.uk

**In an emergency**
If you need to speak to a social worker outside normal office hours please contact the Emergency Duty Team on 01344 786543.

**Community Response and Re-ablement Team**
If you have become unwell or you suffer from a condition that has made it difficult for you to manage at home, you may be entitled to help and support. Tel: 01344 351500.

Bracknell Adult Social Care Hub
An online information point.
http://ihub.bracknell-forest.gov.uk/kb5/bracknell/asch/home.page

Reading Borough Council

**Reading Adult Contact Team (ReACT)** is the first point of contact for older people and adults with disabilities who wish to access Adult Social Care Services
PO Box 2624
Reading RG1 7WB
Tel: 0118 937 3747
Weblink: www.reading.gov.uk/residents/HealthandSocialCare/AdultSocialCare

**In an emergency**
Outside normal office hours telephone the Out of Hours Duty Team on 01344 786543.

People with Mental Health problems should contact the Community Mental Health Team (CMHT) which provides support and treatments to adults (18 years and over) who are experiencing mental health problems.

The team accept self referrals, and referrals from relatives, friends and other agencies. This service is available from 9:00am - 9:00pm 7 days a week.
Telephone: 0118 960 5612.

For emergencies outside these hours contact the Out of Hours Crisis Team on 0800 783 9505.

Slough Borough Council

All contacts and referrals to Adult Social Care are made via
The First Contact Team on 01753 475111 (option 1) or by email: adultsocialcare@slough.gov.uk

The First Contact Team will gather information and identify if someone is eligible to receive services and/or provide information and advice on other services that are available to them.

For out of hours social care issues including child protection call 01344 786 543.

The Royal Borough of Windsor and Maidenhead (RBWM)

**Customer Service Centres**
- St Ives Road, Maidenhead SL6 1RF
- York House, Sheet Street, Windsor SL4 1DD
Tel: 01628 683800 (8:00am - 6:00pm Monday to Friday)

**Access Services**
York House, Sheet Street, Windsor SL4 1DD
Tel: 01628 683744
Out of Hours Duty Team (emergencies only): 01344 786543
A customer service centre contact form is available online at: http://www.rbwm.gov.uk

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
West Berkshire Council

Adult Social Care
West Berkshire Council Offices
West Street House, West Street, Newbury
West Berkshire RG14 1BZ
Tel: 01635 503050
Email: ccenquiries@westberks.gov.uk

Social Care info Point (SCiP)
SCiP is the online West Berkshire Adult Social Care information point and provides details of services, organisations and activities to support adults in West Berkshire to live independently.
http://search3.openobjects.com/kb5/westberkshire/asch/home.page

If you don’t find what you are looking for, or need further assistance please phone 01635 503050 or email ccenquiries@westberks.gov.uk

Wokingham Borough Council

Adult Community Care
The Forge
45-47 Peach Street
Wokingham RG40 1XJ
Tel: 0118 974 6772
Email: wokinghamdirect@wokingham.gov.uk

Wokingham Information Network
An online and telephone based guide to services, support, organisations and activities for families and adults in the Wokingham Borough.
Visit: http://info.wokingham.gov.uk/kb5/wokingham/info/home.page

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Further information about out-of-county care can be found on page 33
Berkshire Care Association (BCA)

BCA was formed in 2002 to support care providers and those working in or associated with care across the county. Formerly known as BARCH, BCA lead the way in the UK by amalgamating care services (care and nursing homes, domiciliary care and learning disability services), recognising the similarities and yet acknowledging the individuality of service type and need.

We offer advice and guidance, support networks through meetings, conferences and events, and organise training and workshops where there are industry gaps or bespoke requests. With a motto of ‘Raising Standards’, we aim to promote best evidence-based practice to the sector, its staff and service users, by working in partnership with all organisations and services. We endeavour to keep members updated with changes in legislation and care delivery, as well as share information and experiences.

As a not for profit organisation, we independently represent care services and providers at relevant meetings, including, but not limited to NHS and local authority (LA) meetings, from hospital admission avoidance and discharge planning to safeguarding and funding needs, (and many more besides). We believe it is essential to have the input of providers, staff and service users to inform relevant discussion and enable free and independent speech. As a board of willing volunteers, in a county of 6 LAs, 7 CCGs and 2 major hospitals, let alone the never ending changes within health and social care, it is no small ask. BCA also has a successful history of hosting projects and assignments on behalf of government agencies.

BCA recognises care services must deliver a package of excellence, and offer our knowledge and experience to services in promoting quality provision and the highest standards of care.

Care services and their staff, whatever the setting, look after the most vulnerable in society. Acknowledging the barrage of negative media coverage of care in recent years, BCA recognises that it is imperative for service users, their families and friends to have trust in care services offered – trust is the whole theme of care. To enable trust, each service provider and their staff must ensure all elements of their workforce are beyond adequate or standard – we must aim for excellence. OK is not good enough.

Training and development, continuously striving for improvement, asking for and receiving and participating in feedback are essential for quality in all levels of service. BCA has the knowledge and experience to guide services and partners to understanding service provision and delivery despite the complexities of the current financial and legislative climate.

BCA has a raft of tools and experience to share with providers – from documentation in care delivery and analysis, to buying consortium and best deals on products and services. We believe by working in unity together, sharing knowledge, experience and skills, learning from each other we can make the world of care in Berkshire a good place for people to live and work.

BCA is a not for profit organisation
Raising Standards in Care
Berkshire Care Association
Ascot Priory, Priory Road
Ascot SL5 8RS
Tel: 01344 893469
Email: info@Berkscare.org
Web: www.Berkscare.org
Home Care

We provide home care to people living in the Berkshire area.

We can provide a highly trained and capable team of staff to make daily or weekly visits to suit your needs. We carefully select and check all our staff to ensure they are the best available. The friendly team is always accessible with practical advice and support all day, every day. Our service is reliable, safe and flexible, respecting the privacy, dignity and individuality of every client at all times.

When we get a request for care our Care Manager first designs a personal care plan after a visit to your home. You decide without any pressure to accept this in your own time. Our Homecare Service Provides 24 hour personal and practical care.

- Washing, Bathing, Dressing & Personal Hygiene
- Assistance and Medication
- Meals prepared in your Home
- Getting Up and Breakfast
- Supper and Night Retiring
- Housework & Laundry
- Shopping & Payment of Bills
- Pet Care can be arranged
- Outings & social activities

Accessing our service

- Telephone us to answer any questions and get the information you want.
- If you want to progress book a personal assessment in your home - we provide this free without obligation.
- At the appointed time our care manager will visit
- We will make our recommendations in writing with clear prices.

We will leave you to decide if you wish to receive care from us, having an assessment implies no commitment.
Regardless of your funding status, everyone is entitled to an assessment of their needs. Even if you have to pay for your care, an assessment will be a good starting point for understanding your needs and finding out what services are available to meet them.

Social Services will assign a social worker or care manager to conduct this assessment. This is very important, because all further care will be based around this initial report, and the assessment can be held in your own home or hospital. The best way of meeting your requirements will then be discussed with you, sometimes with an occupational therapist’s help. You can also receive an assessment if you are disabled or provide care for someone who is. If you already have a carer, they will also be assessed.

Once your needs have been assessed, Social Services will decide if you are eligible for help, and to do this, they will use a framework set by the Government and the Department of Health.

Your ‘risks to independence’ needs will be assessed in four eligibility bands ranging from ‘low’ to ‘critical’. A financial assessment will also take place, to determine how much you will have to contribute to future care packages.

Assessing your needs

Care in your own home

If you are finding it difficult to manage at home, family and friends may be able to help. Alternatively, you could consider using the services of a home care provider or employ a personal assistant, using your Personal Budget (explained on page 31).

Home care providers employ care assistants to provide help in your own home. They can help with personal care such as bathing, washing and dressing as well as practical support such as shopping, laundry and cooking meals. They should be trained in personal care and safety procedures, moving and handling, hygiene and infection control and first aid. For those with special needs, specially trained staff are available.

If you require nursing care at home, some home care providers employ registered nurses.

All home care providers have to be registered with the Care Quality Commission (CQC) who inspect agencies against essential standards of quality and safety. Social Services may also have their own lists of approved providers (for contact details, see pages 5 and 6).

You might wish to arrange your own care at home. Ask your care manager about the possibility of using a Personal Budget (see page 31) to pay for this service. You will still need to have an assessment of your needs, and if you are eligible, you can decide whether you would prefer to arrange the services yourself. If you do not meet your Council’s eligibility criteria, you must organise your own care as a ‘self-funder’. See page 32 for advice on self-funding your care.

If you are frail, have been ill, or have just come out of hospital, the short-term support of a home help could be welcome. Also known as ‘domiciliary care’, home care is available for those who are elderly and people of any age with a physical or learning disability, or a mental health problem. The service can also help parents and carers of children with disabilities and provide support to your own carer if you have one.

Home care services can be provided by:
- independent agencies;
- voluntary agencies; or
- personal assistants.

The amount of care you receive weekly will depend on your assessed needs (worked out with Social Services first) and will be delivered by a small team of carers. Carers should have had background checks with the Disclosure and Barring Service (DBS).

Some agencies offer a night sitting or even a live-in service and some are also registered as Nurses’ Agencies, meaning they can provide registered nurses if needed.
Abigroup is the perfect choice if you are looking for a friendly, professional and tailored care service. Whether you need peace of mind, assistance with domestic tasks or full-time care, our team of carers are on-hand to support you.

Our services include:

- Abicare – Our homecare service offering personal and domestic support
- Abilive-in – Our 24 hour care service that provides a carer to live in your home with you
- Abilink – Our care support service delivered either through your television or our touch screen device
- Abiclean – Our domestic cleaning service

For further information please call 01635 30784 or email wberks@abicare.co.uk quoting reference BCS01

Looking for care or support?

Need more information on care, housing with support, funding and rights? Want to talk it over with someone? This Directory’s free helpline offers you independent information on all aspects of looking for care and support. We can generate a personalised report with details of care homes or housing with care schemes that meet your needs and send you additional information on choosing and funding care too.

One call to the Freephone number 0800 389 2077, will enable our operators to build a profile of exactly what type of care you’re looking for according to your needs.

Call 0800 389 2077
### Agencies

- **What experience does the agency have in your particular field of need? Can they supply references for you to check?**
- **How long has the agency been operating?**
- **How many carers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your carer goes on holiday or is sick? Will you be notified in advance that a different carer will be attending?**
- **How can you contact the agency in an emergency or outside office hours?**
- **How hard or easy would it be to make a complaint and how are things then put right?**
- **Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.**
- **If this is a private contract ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK (sometimes called Age Concern in some areas) can help with this.**

### Carers

- **You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable carers for your particular care are chosen. Can you talk to them before deciding?**
- **Carers should be fully trained or be in ongoing training. Ask the agency about their policies on this.**
- **You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.**
- **Carers must be checked with the Disclosure and Barring Service (DBS) and have a criminal records disclosure – make sure this is the case.**

### Paying

- **If your care needs do not meet Social Services’ eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.**
- **Notes**

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Creative Care Solutions (Uk) Ltd
are a Domiciliary Care Agency
and are CQC compliant.

We offer support with:

- Autism
- Brain Injuries
- Complex Needs
- Domiciliary Care
- Elderly Needs
- Learning Disabilities
- Mental Health
- Respite Care
- Supported Living
- 24 hour living care services

Please contact our registered Care Manager Anne who will be happy to speak with you personally.

Tel 0118 958 7671 or email anne@creativecaresolutionsukltd.co.uk
1 Malthouse Lane Reading Berks RG1 7JA

Berkshire Care
are specialists in the provision of care in the home. We understand that care needs are as individual as our customers and that support can be required for many and varied reasons, from long term conditions to needing a helping hand as we reach old age.

Our professional team of experienced carers are trained to provide quality support for you and your loved ones within the confines of your own home. We also aim where possible to assign dedicated individuals to assist you with the care you require on an on-going basis.

Berkshire Care offer free no obligation assessments of your care needs in order to understand and create a support routine to suit your individual requirements and budget.

Call Julie: 07445 555596 or Sylvia: 07445 401198

Please contact us to see how we can help you.
Tel: 0843 523 6833 www.berkshirecare.co.uk

Live-in Care from £675 per week

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Care1st Homecare
are providers of Quality home care services, reaching out to those members of the community who need extra care, e.g. ‘24 hour live in care and assistance’ in order to enable them to remain independent whilst enjoying the comfort and privacy of their own homes. The care services we provide cover the following Counties and surrounding areas: Berkshire, Hampshire and Bristol.

Our prime objective is to provide a 24/7 home care service which recognises the intrinsic value of people, regardless of circumstance, by respecting their unique personal care needs, help them to live independently and most importantly, treating them with respect.

We provide an understanding and caring approach, which requires the utmost dedication and professionalism and our care workers are chosen for our Register following a detailed interview to ascertain their suitability and reliability.

We are registered with CQC and subscribe to the General Social Care Council Code of Conduct.

If you would like to get in touch, please call our Berkshire office on 0118 418 1012 or visit www.care1sthomecare.co.uk
# Home care providers

**247 CARE SERVICES**  
Slough Tel: 0845 676 9247  
OP D PD LDA MH SI YA  
Advert page 18

**A2DOMINION - CARE & SUPPORT CHIMNEY COURT**  
Tilehurst Tel: 0845 4086610  
OP D PD MH SI

**A4 CARE**  
Reading Tel: 0118 940 3859  
OP D PD MH SI YA AD

**ABICARE SERVICES LTD**  
Newbury Tel: 01635 30784  
OP D PD LDA MH SI YA AD  
Advert page 10

**ABSOLUTE CARE UK LTD**  
Reading Tel: 0118 986 6700

**ACACIA ENTERPRISES UK LTD**  
Slough Tel: 07737 785328  
OP D LDA SI

**AGE CONCERN SLOUGH & BERKSHIRE EAST**  
Slough Tel: 01753 833890  
OP PD MH SI AD

**ALEXANDRA PLACE**  
Reading Tel: 03701 924000  
OP D PD LDA MH YA SI

**ALLIED HEALTHCARE - ALICE BYE COURT**  
Thatcham Tel: 01635 874266  
OP D PD LDA SI

**ALLIED HEALTHCARE - NEWBURY**  
Thatcham Tel: 01635 871022  
OP D PD LDA MH SI YA AD

**ARK HOME HEALTHCARE LTD**  
Crowthorne Tel: 01344 750869  
OP D PD LDA MH SI YA AD

**B CARERS**  
Reading Tel: 0118 957 1723  
OP D PD LDA MH YA

**BEE FRIENDS LTD**  
Newbury Tel: 01635 523716

**BEECHES MANOR - HOUSING 21**  
Wokingham Tel: 0345 606 6363  
OP D LDA SI YA

**BERKSHIRE CARE LTD**  
Sandhurst Tel: 07445 401198  
OP D PD MH SI YA  
Advert page 12

**BERKSHIRE HOUSE**  
Reading Tel: 0118 953 3713  
OP D PD LDA MH SI YA

**BESPOKE CARE AT HOME**  
Taplow Tel: 01628 604555

**BETHEL SERVICES**  
Reading Tel: 0118 975 7723  
PD LDA MH YA

**BETTER LIFE CARE LTD**  
Slough Tel: 01753 208211  
OP D PD LDA MH SI YA AD

**BILBERRY GARDENS, 5**  
Mortimer Tel: 01189 332286  
OP D PD LDA MH SI YA AD

**BLUE RIBBON BERKSHIRE**  
Maidenhead Tel: 01628 626026  
OP D PD LDA MH SI YA AD

**BLUEBIRD CARE (WEST BERKSHIRE & BASINGSTOKE)**  
Newbury Tel: 01635 369530  
OP D PD

**BLUEBIRD CARE (SOUTH BUCKS & SLOUGH)**  
Taplow Tel: 01628 605797  
OP D PD SI YA

**BLUEBIRD CARE (WINDSOR & MAIDENHEAD)**  
Maidenhead Tel: 01628 630121  
OP D PD LDA SI YA

**BRACKNELL FOREST BOROUGH COUNCIL HOME SUPPORT SERVICES**  
Bracknell Tel: 01344 360775  
OP D PD SI YA

**BRACKNELL FOREST BOROUGH COUNCIL INTERMEDIATE CARE**  
Bracknell Tel: 01344 351450  
OP D PD LDA MH SI YA

**BRIGHT YELLOW GROUP BERKSHIRE & HAMPSHIRE**  
Reading Tel: 0118 946 9262  
OP D PD MH SI YA AD

**BROAD LANE, 30**  
Upper Buckleybury Tel: 01635 871191  
OP LDA YA

**CALL US**  
Newbury Tel: 01635 521733  
OP D PD LDA MH SI YA AD

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care

Service  
OP Older people (65+)  
D Dementia  
P Physical disability  
LDA Learning disability, autism

User Bands  
MH Mental health  
SI Sensory impairment  
YA Younger adults  
AD People who misuse alcohol or drugs

Advertisers are highlighted.
**Care in your own home**

**Live in Care • Dementia Care**

WE OFFER: • 24hr Live-in Care • Day/night Care • Respite Care /**Holiday Accommodation • Emergency Care • Nursing Care Home from Hospital Rehabilitation • Competitive and fair rates • *All inclusive social events for our clients and family members

BENEFITS: • Assistance with bathing, dressing, cooking and Medication etc • One-to-one personalised Care • Consistency of Carer • Stay in your own Home • Peace of mind

*For Live-in and daily long-term clients. ** Subject to availability

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**Enchor Healthcare Services**

WE PROVIDE EXPERIENCED HEALTHCARE PROFESSIONALS INCLUDING:

> We have very experienced Live-in care, Domiciliary Care and Homecare Service Staff.
> We provide Health Care Assistants for many situations and have excellent Support Workers.
> Mental Health Nurses > Registered Nurses

Our provision is on an Hourly, Daily, Weekly or Quarterly

TO FIND OUT MORE ABOUT WHAT WE CAN OFFER YOU PLEASE CALL US ON 0118 942 9889 or visit www.chrysaliscareathome.org

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**Kare Plus**

Kare Plus Windsor is a nurse led agency, passionate about providing excellent personal care to people in Berkshire wishing to live independently within their own homes.

All of our care packages are tailor made as we believe care should be as individual as the people who receive it.

Type of care includes help with - personal hygiene and domestic support, medication, dressing and undressing, respite service, night care and companionship.

www.kareplus.co.uk/windsor kpwindson@kareplus.co.uk

Dedworth Medical Centre, 80 Vale Road, Windsor, Berkshire SL4 5JL

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**Makai Care**

Makai Care provides professional, experienced healthcare workers to companies, organisations and individual clients across Reading and Berkshire.

For highly trained, experienced and caring support workers, nurses and healthcare assistants, Makai Care have a wide range of candidates to suit your individual needs and requirements.

t: 0845 269 0096 www.makaicare.co.uk

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**Home Instead**

There’s no place like it

A flexible & friendly home based care service from a few hours to full time.

Our service is available 24 hours a day, seven days a week to provide:

• Companionship • Local transportation
• Personal care • Meal preparation
• Light housekeeping • Specialist dementia care

Reading
phil.beauchamp@homeinstead.co.uk 0118 909 9108
East Berks & South Oxon
01628 299 097
01491 877 132
01865 364 418
www.homeinstead.co.uk

Paul Westgarth @homeinstead.co.uk

The service provided was excellent and enabled me and my sister to know that our father was being properly cared for, particularly important as we both live some distance away. I would have no hesitation in recommending Home Instead.

Mrs N, Client’s daughter.

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**This Directory’s helpline 0800 389 2077 – information on choosing and paying for care**
HOME CARE PROVIDERS

CARE @ HOME LTD
Reading Tel: 0118 975 1220

CARE 1ST HOMECARE (BERKSHIRE)
Bracknell Tel: 0118 418 1012

CARE IN YOUR HOME LIMITED
Bracknell Tel: 01344 567675

CARE PARTNERS NEWBURY
Newbury Tel: 01635 581244

CARE RESPONSE LIMITED
Ascot Tel: 01344 876099

CARELINE - THE AGENCY FOR CARE STAFF
Reading Tel: 0118 958 5858

CAREMARK (SLOUGH & SOUTH BUCKS)
Slough Tel: 01753 610560

CAREMARK (WEST BERKSHIRE & READING)
Reading Tel: 0118 957 1155

CAREMARK (WOKINGHAM)
Wokingham Tel: 0118 978 4657

CAREWATCH (EAST BERKSHIRE & WEST SURREY)
Wokingham Tel: 0118 979 9678

CAREWATCH (READING & WEST BERKSHIRE)
Reading Tel: 0118 957 2844

CAREWELL LIMITED
Earley Tel: 0118 977 2135

CCS HOMECARE SERVICES LIMITED
Slough Tel: 01628 600412

CHARLES CLORE COURT EXTRA CARE SHELTERED HOUSING
Reading Tel: 0118 937 5370

CHILMINGTON AT HOME
Reading Tel: 0118 956 7877

CHROME TREE LIMITED
Slough Tel: 01753 708737

CHRYSALIS CARE LTD
Reading Tel: 0118 942 9889

CHURCHILL HOUSE
Slough Tel: 01753 537797

COMMUNITY REABILITATION TEAM (CRT)
Tilehurst Tel: 0118 937 2354

COMPLETE CARE
Windsor Tel: 01753 622227

CONCEPT CARE PRACTICE LIMITED
Reading Tel: 0118 957 4510

CONSULTANCY CARE LIMITED
Bracknell Tel: 01344 305891

CORNERWAYS
Wokingham Tel: 0118 977 0036

CREATING LIFESTYLES LIMITED
Slough Tel: 01753 575298

CREATIVE CARE SOLUTIONS (UK) LTD
Reading Tel: 0118 958 7671

CREATIVE SUPPORT WEST BERKSHIRE SERVICE
Reading Tel: 0118 957 3709

CROSSROADS CARE WEST BERKSHIRE
Newbury Tel: 01635 300080

CROSSROADS CARING FOR CARERS
Wokingham Tel: 0118 979 5324

DIAMOND QUALITY CARE SERVICES
Newbury Tel: 01635 523410

DIMENSIONS EAST BERKSHIRE
Theale Tel: 0118 929 7972

DOMICILIARY CARE (OPTALIS)
Wokingham Tel: 0118 946 9230

EASTERN AVENUE, 46A
Reading Tel: 0118 926 3510

Visit www.carechoices.co.uk for further assistance with your search for care
Home care providers continued

EC CARE LTD
Oakley Green Tel: 01753 831746

ENARA ABBEY READING
Reading Tel: 0118 945 1563

ENARA SOPHISTICARE
Newbury Tel: 01635 817401

EXCEL SUPPORT SERVICES LTD
Bracknell Tel: 020 3195 0145

GABRIEL’S ANGELS LIMITED
Wokingham Tel: 0118 332 0099

GARDINER’S
Reading Tel: 0118 947 6666

GOLDEN ROSE COMMUNITY CARE LTD
Slough Tel: 01753 678011

GREENSLADE SERVICES
Reading Tel: 0118 957 4550

GUARDIAN HOMECARE
Maidenhead Tel: 01628 674673

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Supporting you in your own home

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- Meal preparation
- Medical assistance

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01730 403205
www.radiansupport.co.uk/athome

Radian at HOME
your life, your choice, your way

Service: OP Older people (65+), D Dementia, PD Physical disability, LDA Learning disability, autism
User Bands: MH Mental health, SI Sensory impairment, YA Younger adults, AD People who misuse alcohol or drugs
### Home care providers continued

**GUARDIAN HOMECARE (WEST BERKSHIRE) LTD**
Thatcham Tel: 0845 838 2407

**HALCYON HOME CARE**
Maidenhead Tel: 01628 298262

**HARMILL HOUSE**
Burghfield Common Tel: 0118 983 6368

**HOME ANGELS HEALTHCARE SERVICES LTD**
Newbury Tel: 01635 332680

**HOME INSTEAD SENIOR CARE**
Maidenhead Tel: 01628 299097
Reading Tel: 0118 909 9108

**IN HAND COMMUNITY CARE**
Slough Tel: 01753 578726

**INCA NURSING AND DOMICILIARY CARE AGENCY**
Bracknell Tel: 01344 482171

**JIGSAW CREATIVE CARE**
Reading Tel: 0118 988 2798

**KARE PLUS**
Windsor Tel: 01753 201180

**KCARE NURSING AGENCY**
Reading Tel: 0118 956 9922

**KINCare**
Newbury Tel: 01635 550611

**KINGWOOD TRUST**
Earley Tel: 0118 931 0143

**LADY ELIZABETH HOUSE**
Maidenhead Tel: 01628 635879

**LEARNING DIFFICULTIES AND DISABILITIES OUTREACH SITTING SERVICE**
Woodley Tel: 0118 969 5977

**LINK NURSING AND CARE AGENCY, THE**
Bracknell Tel: 01344 488155

**LONGMORE ROAD, 1**
Reading Tel: 0118 986 7457

**MAHOGANY CARE - HOLYPORT**
Maidenhead Tel: 01628 627711

**MAKAI CARE LTD**
Theale Tel: 0845 269 0096

**MANOR HOUSE, THE**
Newbury Tel: 01635 333940

**MATCH OPTIONS**
Slough Tel: 01753 545342

**MEDIHOME LIMITED**
Slough Tel: 01753 208190

**NPSL T/A ALLIED HEALTHCARE READING**
Reading Tel: 0118 975 3459

**OLIVIA’S PARLOUR ICARE**
Reading Tel: 0118 956 1455

**ORCHARD & SHIPMAN CARE AND SUPPORT**
Slough Tel: 01895 208888

**PEMBROKE LODGE**
Reading Tel: 0118 941 4200

**PEOPLE MATTER SUPPORT SERVICES LIMITED**
Reading Tel: 07775 446434

**PREMIER MEDICAL STAFFING LTD**
Reading Tel: 07400 686831

**PREMIER PERSONAL CARE LIMITED**
Henley-on-Thames Tel: 01491 411144

**PRIME TIME**
Slough Tel: 01753 694466

**PURLEY PARK TRUST**
Purley-on-Thames Tel: 0118 942 7608

**QUALITY CARE PROVIDERS**
Reading Tel: 0118 966 6832

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**Service**

- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
With over 26 years experience Universal Care is one of the leading home care agencies in the area. The success of Universal Care is based firmly on the caring nature of our staff. If you are considering care for yourself or a loved one, you can rely on us to provide friendly advice and help with all aspects of daily life.

Our experienced Care Managers can offer you all the advice you need to organise your care. If you are not sure what steps to take next please call us for an informal chat to find out how we can help.

CALL US FOR FREE HELPFUL ADVICE ON 01494 678811
www.universal-care.co.uk

Woodley is a recognised leader in providing care services for older people and those with memory problems

Our Services:
- Day Care
- Residential & Respite
- Care at Home
- Dementia Care
- Hairdressing, Bathing & Chiropody
- Community Activities Around Wokingham & Mortimer
- Care and Clubs for Younger and Older People With Dementia
- Support for Carers

Come and see us at Woodley. Visit us any weekday or on a Saturday 10am - 2pm
South Lake Crescent, Woodley RG5 3QW
Tel: 0118 969 1471
www.woodleyageconcern.org.uk
enquiries@ageconcernwoodley.org.uk

247 Impact Care Services is a CQC registered, established care services provider, offering Domiciliary and community care services at your doorstep. 247 Impact Care Services is able to provide a vast range of care services, catering for Adults and Children from all walks of life. Some of the Services we provide are: Personal care, Nursing care, Complex care, Respite care and for those individuals not requiring an intensive care package we are able to provide Companionship and help with domestic tasks such as shopping, outings and appointments. Call now to book in your free no obligation assessment on the number below.

To find out how we can help you call us on
0845 6769 247 or email info@impactcareservices.co.uk

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077
QUALITY CARE PROVIDERS  
T/A TOTAL HEALTH SUPPORT AND TRAINING SERVICES  
Reading Tel: 0118 951 9586  
OP D PD LDA MH SI YA AD

RADIS COMMUNITY CARE  
Reading Tel: 0118 986 7891  
OP D PD LDA MH SI YA AD

RADIANT SUPPORT  
Windsor Tel: 01730 403205  
OP D PD LDA MH SI  
Advert page 16

RAINBOW SOCIAL CARE LIMITED  
Reading Tel: 0118 951 1335  
OP D PD LDA MH SI YA

READING CROSSROADS - CARING FOR CARERS  
Tilehurst Tel: 0118 945 4209  
OP D PD LDA MH SI YA

REALCARE + LTD  
Reading Tel: 0118 959 9000  
OP D PD LDA MH SI YA AD

RIGHT AT HOME  
Reading Tel: 0118 327 6961  
OP D PD SI YA

RMB HEALTHCARE  
Bracknell Tel: 01344 286752  
OP D PD LDA MH YA

ROYAL MENCAP DOMICILIARY CARE AGENCY  
Newbury Tel: 0300 333 11 11  
LDA

SAGA HOME CARE READING  
Reading Tel: 0800 068 8535  
OP D PD MH SI YA

SHORT TERM SUPPORT AND REHABILITATION TEAM  
Maidenhead Tel: 01628 621981  
OP D PD LDA MH SI YA AD

SILVERDALE CARE SERVICES  
Newbury Tel: 01635 36810  
OP D PD SI

SLOUGH BOROUGH COUNCIL DOMICILIARY CARE  
Slough Tel: 01753 690930  
OP D PD LDA MH SI YA

SLOUGH CROSSROADS - CARING FOR CARERS  
Slough Tel: 01753 525796  
OP D PD LDA MH SI AD

SLOUGH DOM CARE  
Slough Tel: 01753 571324  
LDA

ST CHRISTOPHER’S HOME CARE LIMITED  
Ascot Tel: 01709 302821  
OP D PD MH SI YA

SUPPORT HORIZONS  
Wokingham Tel: 0118 989 3959  
OP D PD LDA MH SI YA

SUPPORT PARTNERS  
Newbury Tel: 01635 581244  
OP D PD LDA SI YA

SURECARE READING AND EAST BERKSHIRE  
Reading Tel: 0118 988 8234  
OP D PD LDA MH SI

SURECARE SLOUGH  
Slough Tel: 01753 548876  
OP D PD LDA MH SI AD

TEESDALE ROAD, 60  
Slough Tel: 01753569622  
OP D PD LDA SI YA AD

THAMESFIELD AT HOME  
Henley-on-Thames Tel: 01491 418100  
OP D PD LDA MH SI YA AD

TONNA CARE SERVICES  
Reading Tel: 0118 975 9222  
OP D PD LDA MH SI YA AD

WEST BERKSHIRE COUNCIL HOME CARE SERVICE  
Newbury Tel: 01635 503503  
OP D PD LDA MH SI YA

WHITE WALTHAM, MAIDENHEAD  
White Waltham Tel: 01628 828110  
OP D PD LDA MH SI YA

WHITESTONE CARE  
Slough Tel: 0800 085 1254  
OP LDA MH YA

WINDSOR AND MAIDENHEAD CROSSROADS  
Windsor Tel: 01753 833788  
OP D PD LDA SI YA

WOODLEY AGE CONCERN - DOMICILIARY CARE AGENCY  
Woodley Tel: 0118 969 1471  
OP D PD MH SI  
Advert page 18

YOUR CHOICE SERVICES  
Newbury Tel: 01635 414640  
LDA

ZION DOMICILIARY CARE AGENCY  
Slough Tel: 01753 531619  
OP D PD MH SI

Visit www.carechoices.co.uk for further assistance with your search for care
Carers in Berkshire – useful contacts

**Carers Direct**
A one-stop information and advice service for carers who look after ill, frail or disabled friends and relatives.

Carers Direct includes:
- details of assessments, benefits, Direct Payments, Personal Budgets and time off;
- help to maintain, leave or return to employment;
- help in education or training;
- advice on how carers maintain or improve their social and emotional well-being and their physical and mental health;
- access to health and social care for the person being cared for; and
- how to access information about, and support from, health and social care services for the person being cared for.

For further information, visit: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect) or call the 7 days a week helpline on freephone 0808 802 0202.

**Bracknell Forest**

**Bracknell Forest Voluntary Action**
Tel: 01344 304404

**Carers’ UK Bracknell branch**
Tel: 01344 451656

**Reading**

**Princess Royal Trust Carer’s Service**
(national advice and help) Tel: 0800 988 5462

**Reading Crossroads Caring for Carers**
Tel: 0118 945 4209

**Slough**

**Age Concern Slough and Berkshire East**
Tel: 01753 822 890

**Crossroads Care Slough**
Tel: 01753 525796

**Windsor and Maidenhead**

**Berkshire Carers Service**
(formerly known as Princess Royal Trust Carers Service)
Tel: 0800 988 5462

**Crossroads Care Windsor and Maidenhead**
Tel: 01753 833788

**West Berkshire**

**Crossroads Care Oxfordshire and West Berkshire**
Tel: 01635 30008

**Wokingham**

**Crossroads Care Wokingham**
Tel: 0118 979 5324

Respite care and short stays

You may have a carer living with you, or perhaps living nearby, who helps you on a regular basis. Carers sometimes need a break and this can be provided in several ways: you may wish to go into a care home yourself for a week or two; or to arrange home-based respite care where another carer moves into your home for a short period; or family-based respite care where you move into another family’s home for a period.

The best option for you will depend on your needs, the urgency of the situation and personal choice and cost. If you are thinking about long-term care, but have had no experience of living in a care home, you may wish to book in for a short stay to see what it’s like. This will help you make an informed decision. If you have nursing needs, ask for a nursing needs assessment as a contribution to your fees – see ‘Care homes with nursing’ on page 24.

Equipment

Social Services can help people with disabilities or those in poor health to manage everyday living more safely and independently. Occupational therapists and other specially trained staff can give you advice, assess your needs and those of your carer, if applicable. Depending upon your individual circumstances they can loan or recommend equipment that enable you to:

- use the lavatory, wash or bathe;
- manage eating or drinking;
- do household chores like cooking or tidying up; and
- get around the house or garden.
Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, which are placed in the home, are triggered, and an alert is received either by trained operators at a 24 hour call centre, or directly by a relative or carer. Telecare can allow users to remain independent and relatives and carers are reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

Telecare can help restore confidence for people who feel vulnerable in their own homes for a variety or reasons – that could be because of living alone, frailty or the need to summon help in an emergency. It could also be as a short-term measure during a period of convalescence.

Telecare can seldom replace care and assistance from people – it usually enables existing care and support to respond more effectively and can sustain carers in their role. Telecare can only be used where there are sufficient carers or care support available to respond quickly when an alarm is raised.

Telehealth

Telehealth monitoring is the remote exchange of physiological data between a patient at home and medical staff at hospital to assist in diagnosis and monitoring. This could include support for people with lung function problems, diabetes, etc. It includes (amongst other things) a home unit to measure and monitor temperature, blood pressure and other vital signs for clinical review at a remote location (for example, a hospital site) using phone lines or wireless technology.

Examples of what telehealth can monitor remotely:

- blood glucose levels;
- cardiac arrhythmia;
- asthma; and
- medication reminder systems.

In Berkshire, telecare and telehealth enquiries should be directed to the relevant Social Services office – see pages 5 and 6 for contact details.

Day care services

Housebound and deprived of human contact, isolated older people can go downhill rapidly in both physical and mental terms. Research has shown that one way to alleviate such loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to have a change to their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health problems, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring. Attendance can be free, although transport and meals must usually be paid for.

Day care services help to improve the quality of life for older, disabled and vulnerable people. They offer a wide range of support including:

- looking after very frail or mentally infirm older people;
- providing social activities and companionship for older people;
- helping people with physical disabilities to regain their skills and manage daily living;
- helping people with learning disabilities to develop their abilities;
- helping people with mental health problems to regain their confidence and manage everyday life; and
- providing day-time care for very frail and severely disabled people enabling their carers to take a break.

Some day centres run by voluntary organisations can be accessed directly but others require a referral from Social Services following an assessment of need (discussed on page 9). There will be a financial cost attached for those not deemed eligible for local council support.
Day centres – useful contacts

**Bracknell Forest**

*Age Concern Day Centre*

27 Worlds End Hill, Bracknell RG12 0XH  
Tel: 01344 422048  
Email: daycare@ageconcernbracknell.org.uk

*Community Response and Re-ablement Team (Council)*  
Tel: 01344 351500  
Email: adult.services@bracknell-forest.gov.uk

**Maidenhead and District**

*Adult Care Service Access Team (Council)*  
York House, Sheet Street, Windsor SL4 1DD  
Tel: 01628 683744  
Email: access.services@rbwm.gov.uk

*Age Concern Windsor*  
Tel: 01753 860685

*Oakbridge Centre* (for adults with learning disabilities)  
and *Windsor Day Centre* (for those living with dementia)  
Imperial Road, Windsor SL4 3RU  
Tel: 01753 833654  
Email: Oakbridge@RBWM.gov.uk

**Reading**

*Reading Adult Contact Team (ReACT)*  
Reading Borough Council, PO Box 2624, Reading RG1 7WB  
Tel: 0118 937 3747  
www.iberkshire.co.uk/local/day-centres/

**Slough**

*Slough Borough Council*  
Tel: 01753 690400  
Email: socialservices@slough.gov.uk

*Day Centre for the Elderly*  
Old Library, William Street, Slough SL1 1XX  
Tel: 0843 273 3655

**West Berkshire**

*West Berkshire Council*  
Tel: 01635 503050  
Email: housing@westberks.gov.uk

**Wokingham**

*Wokingham Information Network* – an online and telephone-based guide to services.  
Web: info.wokingham.gov.uk/kb5/wokingham/info/home.page

Intermediate care

This is normally provided by the NHS and is a range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admissions and support timely discharge from hospital. It is a programme of therapy and treatment, usually lasting no more than six weeks, designed to make you as independent as possible.

The structured programme of support may mean that you do not have to go into hospital at all, or may enable you to get home faster after you finish hospital treatment, but cannot manage independently at home. Intermediate care differs from respite care. Where respite care provides full-time care on a temporary basis, intermediate care is designed to rehabilitate you and to enable you to manage by yourself. Intermediate care is provided by the NHS at no cost to you (including care home fees).

Continuing care

Continuing health and social care is a package of care that involves services and funding from both the NHS and Social Services. Continuing NHS healthcare is provided if you have extensive healthcare needs. This is free of charge.

You can ask for an assessment by health and social care professionals if you think you may be eligible for continuing NHS healthcare. They will visit you to identify and prioritise your needs and the assessment will be used to decide what services will be provided, where and who funds them.

Regular reviews will be carried out and your care and/or funding arrangements will change to meet your needs. You can pick up a leaflet about continuing care from your GP or hospital.
Sheltered (or retirement) housing

This is usually provided by councils and housing associations across the region. Sheltered housing is a practical step if you would like more security and companionship but don’t need to move into a care home.

In a sheltered (or retirement) housing scheme you would live independently in a flat or bungalow built especially for older people within a larger complex, sometimes around a garden or communal facility and linked to a central control centre for security. Some schemes have access to a resident or non-resident manager who provides support, advice and a link to services for older people.

Sheltered housing – useful Council contacts

**Bracknell Forest**  
Community Response and Re-ablement Team  
Tel: 01344 351500  
Email: adult.services@bracknell-forest.gov.uk  
Bracknell Forest Homes owns and manages eight sheltered housing schemes in the area. For further details, call: 01344 382800

**Maidenhead and District**  
Maidenhead and District Housing Association  
Crown House, Crown Square, Waldeck Road, Maidenhead SL6 8BY  
Tel: 01628 543100  
Web: http://www.mdha.co.uk/

**Reading**  
Reading Borough Council  
‘A guide to sheltered housing’ is available from Housing Services, Reading Borough Council, PO Box 2624, Reading RG1 7WB

**Slough**  
Slough Borough Council  
Customer Service Centre  
Email: enquiries@slough.gov.uk  
Web: www.slough.gov.uk/services/7349.aspx

**Windsor**  
The Royal Borough of Windsor and Maidenhead  
Housing Options Team  
Tel: 01628 683685 or 01628 683676

**Windsor Housing Association, now Radian 0300 123 1567**  
Parkside House, 33-39 Sheet Street, Windsor, Berkshire SL4 1BY  
Tel: 01753 777400 Housing Options Team on 01628 683685 or 01628 683676  
Web: http://www.windsorhousing.org.uk/

**West Berkshire**  
West Berkshire Council  
The Housing Operations Team provide advice on a range of housing issues  
Email: housing@westberks.gov.uk  
Tel: 01635 519530

**Wokingham**  
Wokingham Borough Council  
There are eight schemes located in various parts of the Wokingham Borough area and each offers different services. For further details, visit: www.wokingham.gov.uk/housing/council/sheltered-housing

**Independent advice**  
For further information and help, call this Directory’s independent helpline: 0800 389 2077

Extra Care housing

Extra Care housing is a form of housing, similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an Extra Care scheme, instead of low level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Extra Care allows people to retain their own tenancy and have care services delivered ensuring that they are able to remain safely in their own self-contained accommodation.
Hanover Housing Association
Hanover Housing Association has 22 schemes in Berkshire.
Call the Hanover Service Centre on 0800 280 2575 for further details.

Bracknell Forest
Bracknell Forest Homes owns and manages three Extra Care schemes in the Bracknell Forest area.

Extra Care schemes include: Rothwell House in Crowthorne, Broadway House in Sandhurst and Barnett Court in Bracknell.
Telephone 01344 382910 for further information.

Reading
Hanover Housing Association manages a number of schemes here, contact the Hanover Service Centre on 0800 280 2575 for further details.

Slough
Housing Needs Section Landmark Place, Windsor Road, Slough SL1 1JL Tel: 01753 475111

Windsor
The Royal Borough of Windsor and Maidenhead Contact the Access Team – Adult Services on 01628 683744 for advice on what’s available in the area.

West Berkshire
A new Extra Care scheme for older people in Thatcham called Alice Bye Court, commissioned by the Council is now open.

Wokingham
Located in Finchampstead, Cockayne Court is an Extra Care housing scheme owned by Wokingham Borough Council. For more information, contact the Scheme Manager on 0118 973 0545.

Independent advice
For further information and help about local Extra Care schemes, please call this Directory’s independent helpline: 0800 389 2077

Care homes and care homes with nursing

There are two types of care home:

Care homes (personal care only)
If you are reasonably active but would like greater security and care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving but it must be paid for if your capital/savings exceed £23,250*.

Care homes with nursing
If you need nursing care in a home, you will be visited by a social worker or a registered nurse to determine your care requirements. This visit might be in your own home, in hospital if you’ve been ill, or in a home. You will be fully involved in planning your care needs.

A specially trained nurse will assess your nursing needs to determine what level of nursing care the NHS will fund. The cost of the nursing care part of your fees is paid by the NHS to the home. The money paid by the NHS for the nursing care component of a person’s care package is known as the registered nursing care contribution (RNCC) and is currently a flat rate of £109.79* per week. It is important that you get your nursing needs assessment done before you go into a care home with nursing.

Other charges must be paid for if your capital/savings exceed £23,250*.

All care home providers must be registered and inspected by the Care Quality Commission (CQC) who report on their findings. Inspection reports are available at the home or from the CQC (www.cqc.org.uk). Care homes and care homes with nursing in Berkshire are listed by area in this Directory, starting on page 41.

* Figures quoted here may change during the life of this Directory.
First impressions
- Were you met by someone when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

Fees
- How much are the fees? (insert fees above right)
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs?
- Is the notice to terminate reasonable?
- Can you see a table of the fees charged?

Transport
- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport? Can you see what sort?

Accommodation
- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

Accessibility
- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

Life within the home
- Are there any rules and restrictions (e.g. going out, time of return etc)? Can you see a copy of any literature pointing these out?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- Are there arrangements for religious observance?
- Can you handle your own money?
- If not, what arrangements are in place?
- Does a hairdresser/chiroprodist visit?
- Are residents accompanied on visits to the GP or hospital?

Staff
- Do the staff appear clean, cheerful and respectful?
- Observe how the staff talk to residents. Are people treated with dignity as well as being treated in a friendly manner?
- Are the staff formally trained?
- Is there an adequate number of staff on day and night?
- What evidence is available to back this up?

Visitors
- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- May your visitors join you at meals?
- Can your visitors stay overnight?

Catering
- Do you have a choice about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks any time of the day or night?
- Can you eat in your room?

Activities
- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- Are outings and holidays arranged? How much do they cost?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?

Gardens
- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

Contract terms
- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?
- What notice periods exist?

Visit www.carechoices.co.uk for further assistance with your search for care
Specialist care services

Support and care services for people with special needs offer a range of options aimed at maintaining their independence by living in their own homes and communities.

Specialist housing options for younger adults
Are you happy living at home? Would you like a little more independence with help when you need it? What are your housing options? You could:
- **Continue living with your family** – If your home is specially adapted and you receive the practical and emotional support needed, you may prefer to stay at home. It’s also convenient if your college or job is nearby.
- **Move into supported living accommodation** – This offers a level of independence and the chance to meet other people in similar situations. Help from a visiting care assistant is available and usually nursing care is provided nearby.
- **Rent a place** – You can apply for council housing which is usually cheaper than renting privately. There could be a waiting list and you must fully explain your housing needs. Local housing associations may also be able to help. Ask your council housing department for a list. If you want to rent privately, look in your local newspaper for ‘To Let’ advertisements. Housing Benefit, if you’re entitled to it, might reduce your rent. Direct Payments can also help, ask your local authority for details and see page 31.
- **Buy your own home** – Can you afford it? Are you able to live on your own? You could think about ‘part buying’ and ‘part renting’ a place from a housing association.
- **Move into a care home** – If you want to leave home but are not ready to live alone, care homes can meet your personal needs and offer appropriate support. Social Services will contribute if you are eligible and if they agree the care home meets your needs. If your chosen home costs more than usual, you may get some help but you must pay the rest. Further information and advice about paying for care starts on page 31.

Providers offering this specialism are denoted with **LDA** within the listings starting on page 41.

If you are considering moving out of your family home, there are a number of options that could be explored before considering a care home. You may be able to have your own flat with support. There is also the option of supported living, where you can share a property with other people with support provided for all. Either of these options can often give you greater independence and choice than care homes may be able to offer. There are other alternatives too such as Adult Placement or Shared Ownership schemes that could be considered and these can be set up through Social Services. See pages 5 and 6 for contact details.

Personal Budgets (explained on page 31), put people at the centre of how they choose to pay for their support. This may be in their own flat or house, a supported living scheme or a care home or care home with nursing which specialises in this type of care.

Many adults with learning disabilities can live in their own homes in their local communities with support but there may be times when an individual has specialist health care needs or behaviour that is particularly challenging when a care home may be more appropriate.

Care homes for people with learning disabilities often specialise e.g. homes for people with autism and challenging behaviour or dementia. A good home will provide opportunities to learn and maintain skills and opportunities to take part in enjoyable and stimulating activities. Care managers, social workers and community nurses from Social Services, who specialise in learning disability will be able to give you information to enable you to make the right choices.
**Physical disability**

Providers offering this specialism are denoted with **PD** within the listings starting on page 41.

Following an assessment of your needs, you may be eligible for help from Social Services, including occupational therapy, adaptations to your home, supported housing or help for the person caring for you. Contact details are on pages 5 and 6 and assessments are discussed on page 9.

Day support services are available to assist and support people to take part in activities, meet with others and regain their confidence. Day services range from sheltered work to leisure activities, as well as individual provision.

A short break away from home can provide a welcome change for yourself and anyone caring for you. The respite care might also be provided in your own home (through a ‘live-in’ carer).

**Mental health**

Providers offering this specialism are denoted with **MH** within the listings starting on page 41.

Your local Community Mental Health Team (CMHT) should be your first point of contact if you have mental health issues. You can ask your GP to refer you or ask someone who knows you to contact the CMHT on your behalf.

There is increased demand for home care for people with mental health issues arising from greater use of supported living instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with Direct Payments, discussed on page 31.

Alternatively, a good care home can help improve the quality of your life - the structured environment and activities provided can build up your confidence. The care providers should assess you carefully to make sure the placement is right for you. A member of staff may visit you at home, talk to you and look at your assessments of health and social care need.

**Dementia**

Providers offering this specialism are denoted with **D** within the listings starting on page 41.

As it can be best for the person with dementia to stay in their own home for as long as possible, a range of community care services is available to facilitate this. Social Services can provide access to: home care; meals in the home; advice on equipment and adaptations; day care centres and respite care.

These services can be provided directly by registered providers to those who do not require financial help from Social Services, however Social Services will still be willing to offer an assessment of need (explained on pages 5 and 6). You may have a choice of which agency you receive your care from whether or not Social Services assist with the funding of your service.

If you are considering a specialist care home, remember it should be able to maintain and improve your quality of life. Depending on the degree of the dementia, you should be able to live in a care home that offers quality personal care and person-centred care. It’s important to consider homes that provide nursing care in case your condition deteriorates and you require a higher level of care. Many care homes offer specialist units with experienced nursing staff and facilities adapted to the needs of residents with dementia.

People with dementia can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. Activity co-ordinators and occupational therapists can provide people with dementia with reality orientation, reminiscence and validation therapy. Music therapy, art therapy approaches and other creative therapies can also be helpful. Behaviour management approaches that promote understanding of the behaviour of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.
WHY BUPA IS THE RIGHT CHOICE IN BERKSHIRE

Bupa’s Berkshire care homes offer the highest standards of residential, nursing, dementia, palliative, respite and convalescence care. We use our knowledge and experience to ensure that residents, their families and friends are all treated as individuals.

Holyport Lodge Nursing Home
The Green, Holyport, Maidenhead, Berkshire, England SL6 2JA
Holyport Lodge is a beautiful Edwardian mansion, set in a historic village near Maidenhead. It combines elegant, country house living with all the modern comforts you would expect and provides care for the elderly.

St Mark’s Nursing Centre
110 St Marks Road, Maidenhead, Berkshire, England SL6 6DN
St Mark’s is a modern, purpose-built nursing centre for elderly residents and residents living with Dementia in a quiet residential area of Maidenhead in the Royal Borough of Windsor.

Argyles Nursing Home
Pound Street, Newbury, Berkshire, England RG14 6AE
Argyles provides high quality nursing care, convalescence, palliative care and respite. We also offer specialist care for those with Parkinson’s disease. We have the latest facilities and employ dedicated, well-trained staff. Our registered nurses and care assistants offer professional, respectful 24-hour care.

Bayford House Nursing Centre
Rookwood, Stockcross, Newbury, Berkshire, England RG20 8LB
Originally a turn-of-the-century private residence, Bayford House enjoys a pleasant rural setting in the pretty village of Stockcross. Converted to provide a high level of care, Bayford House offers a wide range of support, including nursing care, convalescence, palliative care and respite.

Newdale Court Residential Suites
Rookwood, Stockcross, Newbury, Berkshire, England RG20 8LB
Newdale Court is truly a special place to consider living when your current home may no longer be suitable. Everyday tasks such as housekeeping, gardening and even your washing can be taken care of should you wish, leaving you free to enjoy the luxurious surroundings of your new home. Situated on the edge of the village of Stockcross in the Berkshire countryside and easily accessible from the A4, the Newbury bypass and the M4.

The Donnington Residential and Nursing Home
Wantage Road, Newbury, Berkshire, England RG14 3BE
This superb home sits within glorious landscaped gardens and the lovely countryside that surrounds Donnington village. The Donnington is conveniently located close to the amenities of Newbury.

Beacher Hall Nursing Centre
42 Bath Road, Reading, Berkshire, England RG1 6PG
Beacher Hall is a charming listed building on the outskirts of Reading with the town centre just half a mile away and a 10 minute walk. The building has been carefully converted into a well equipped, comfortable nursing home. Beacher Hall provides care for the young physically disabled and specialises in brain injuries sustained as a result of an accident or disease.

Parkside House Nursing Home
Parkside Road, Reading, Berkshire, England RG30 2DP
This welcoming, purpose-built home for elderly residents and those needing palliative care is conveniently situated in a quiet residential area. Just one mile from Reading city centre, it has easy access to the M4 and is a short walk from the main bus route.

Thatcham Court Nursing Home
Chapel Street, Thatcham, Berkshire, England RG18 4QL
Thatcham Court is purpose-built for anyone living in the community with dementia. It is located in the centre of Thatcham, Berkshire, and has shops and a local bus service within walking distance.

For further information about Bupa care homes in your area, call 0800 012 1508 quoting ‘Berkshire Care Services’ or search ‘Bupa Care Homes’ online
Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care home checklist on page 25.

Residents
The best indication of a good home is that the residents appear happy and responsive.

✓ Are there rummage boxes around the home to stimulate residents?

Access
If the person with dementia needs or is likely to need equipment or adaptations you may want to check:

✓ There is adequate signage and cues for different parts of the home such as dining room and bathroom.
✓ The home’s policy about locking external doors.

Bedrooms
You may want to find out whether the person with dementia can have a single room and whether:

✓ Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.

Activities
Residents should be stimulated without feeling stressed.

✓ Are reminiscence activities available?
✓ Are residents able to compile memory boxes?
✓ Do staff compile life story books including photographs and mementoes?

Staff
It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.

✓ Do they have any training and experience in dementia care?
✓ Will the person with dementia have a member of staff particularly responsible for their care?
✓ Is there a member of staff you can talk to about your own worries about the person with dementia?

Manager/head of home
A manager who is caring as well as efficient can make all the difference to a home.

✓ Does the manager have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
✓ Is there a full assessment at home before a resident is admitted?

Drop in centres
These are relaxed and friendly environments where someone with dementia, their carers, families and friends can pop in, pioneered by the Alzheimer’s Society, whose local contact details are shown here.

Bracknell Forest
The ‘Look In’
Tel: 0118 957 1183

Reading
Greyfriars Activity Group
Tel: 0118 957 1183

Maidenhead
Drop in - a weekly service
Tel: 01628 626331

Slough
Tel: 0751 868 5904

West Berkshire
For services other than drop in
Tel: 01635 500869

Wokingham
For services other than drop in
Tel: 0771 339 0714

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The End of Life Care Strategy

‘How we care for the dying is an indicator of how we care for all sick and vulnerable people. It is a measure of society as a whole and it is a litmus test for health and social care services.’¹

Although the subject of dying is often painful to contemplate and as a society we do not discuss death and dying openly, the way care professionals approach the process is incredibly important for the client, their family and carers. The Department of Health has published a Strategy for every organisation involved in providing end of life care. Each will be expected to adopt an overall coordination process, such as the Gold Standards Framework, whilst developing the best possible outcome for clients.

Those being cared for will have the opportunity to discuss their personal needs and preferences with professionals who will be supporting them. These will be recorded in an advance care plan so that every supporting service will be aware of the client’s wishes.

All health and social care staff must be trained in communication regarding end of life care and will be trained accordingly in assessing the needs of clients and carers.

Programmes available include:

The Gold Standards Framework (GSF)
This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

‘Preferred Priorities for Care’ (PPC)
This document is an example of an Advance Statement and is designed to help people prepare for the future and write down their preferences and priorities for care at the end of life.

Despite general reluctance to broach this sensitive area, it is worthwhile asking potential care providers their approach to end of life care and whether they are following national strategies for implementing best practice within their home.


Useful websites – End of Life Care

Compassionate Communities
Website www.compassionatecommunities.org.uk
aims to:
• help people develop the skills to address issues raised by end of life and other losses; and
• be a helpful, empathetic ear.

Dying Matters
Set up by the National Council for Palliative Care (NCPC), the coalition aims to promote awareness of dying, death and bereavement. Website has a comprehensive support section.

www.dyingmatters.org

Marie Curie Cancer Care
Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.

www.mariecurie.org.uk

WidowNet
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.

www.widownet.org

NHS Local
NHS Local has a section on end of life, including contact details for helpful organisations, suggestions of issues you may need to think about at end of life and videos people have sent in listing 5 things they want to do before they die.

http://nhslocal.nhs.uk
Paying for care

Self-Directed Support

This is the name given to the way the social care system operates to give people who use services the choice, control and power over the support they receive. Direct Payments are one option that can be used for this, as well as Personal Budgets.

Direct Payments

A Direct Payment is money from a council’s Social Services department to cover a specific assessed need. People who are eligible are given an agreed amount and can use it to employ a personal assistant or a home care agency to help support them.

You aren’t allowed to use Direct Payments to pay for permanent residential accommodation - but you may be able to use them to pay for occasional short stays, if your council agrees that is what you need.

If you are applying for services for the first time, your social worker should discuss the Direct Payments option with you when they assess your care needs.

Direct Payments are made directly into your bank, building society, Post Office or National Savings account.

Personal Budgets

A Personal Budget is money given to people of all ages who are recognised as needing support after an assessment of their situation by their Social Services. A Personal Budget, for example, can be used to pay for a personal assistant if this is needed.

The amount should be enough to meet a person’s assessed needs. An assessment by Social Services will look at things like how much help is needed to carry out practical tasks for daily living. This money can be managed by you or Social Services and is not classed as income – it’s paid to meet your needs, and having a Personal Budget will not affect your benefits. Assessments are discussed on page 9.

What will you have to pay for your care?

Do you have more than £23,250* in capital and savings?

What is ‘capital’?
The value of your home is included in the assessment of your capital unless one of the following still lives there:

• Your partner (that is, your husband, wife or civil partner, or someone you live with as if they were your husband, wife or civil partner) or
• A relative who is over 60 or disabled or
• A child under 16 who you, or a former partner, are responsible for.

NO
Your local authority will contribute financially towards your care costs after they have carried out an assessment of your care needs.

How much?
You will need to ask Social Services for an assessment. This will define your care needs and how they will be best met.

Any care homes you consider must be able to meet these needs. Social Services will also make an assessment of your financial situation. This determines how much they will pay and how much you will have to pay.

Your choice of care home will be limited to those that accept your local authority’s funding level. If you want to choose a more expensive home you would have to arrange for a third party - such as a family member or charity - to ‘top-up’ the difference. You are not allowed to do this yourself if your capital is below £23,250*.

If you have capital between £14,250* and £23,250* you will pay £1 a week for every £250 you have above £14,250*.

YES
Ask Social Services for an assessment. Any care homes you consider must be able to meet your assessed care needs.

If, apart from your property, your savings are less than £23,250*, your local authority can help with your care costs for the first twelve weeks. After this time you can apply for a loan to help you whilst your property is being sold.

Visit www.carechoices.co.uk for further assistance with your search for care
What will you have to pay for your care? continued

WHATEVER YOUR CIRCUMSTANCES:
Remember:
• It is just your own financial circumstances that are assessed, not your partner’s
• Your assessment will be made up of two elements, a care needs assessment and a financial one
• A care home with nursing will generally be more expensive than a care home providing personal care only.

Consider claiming:
• Income support
• Pension Credit
• Savings Credit (if you are over 65)

Definitely claim:
• Attendance Allowance, worth £53.00* a week.

Moving into a care home with nursing?
• You will be eligible for the NHS Nursing Care Contribution – currently £109.79*.

Always seek advice:
• Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care.

For more information about what Social Services will pay towards care costs, phone your local office. Contact details are on pages 5 and 6.

* Figures mentioned here may change after April 2014.

Self-funding advice

If you have more than £23,250* in capital or savings you will have to pay for any care services you require, although if you need care in your own home or are considering moving into a care home, you still qualify for a community care assessment by Social Services. The assessment will make sure that your needs will be met. Also, if you expect your capital to fall below £23,250* as a result of paying for care, Social Services may then help you with the cost.

If you are moving into a care home, you may be entitled to some of the following financial assistance and support:

Twelve-week property disregard
This applies if:
• your former home is included in your financial assessment;
• your other capital is less than £23,250*; and
• your income is not enough to meet your care home fees.

Social Services will help with the cost during the first twelve weeks of permanent care in a home, provided their assessment has shown that this is the kind of care you need. This is called the ‘property disregard’ period.

Deferred payment agreements
After the twelve-week property disregard period, Social Services may be able to help you while your property is being sold. They will charge any financial help they give against the value of your home. This means they will take back the amount they have paid once your property has been sold. However, they may limit how much they will pay.

It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

Attendance Allowance
This is a non-means-tested, non-taxable benefit from the DWP. It’s paid at the lower rate of £53.00* a week if you need care by day or night, and at the higher rate of £79.15* a week if you need care during the day and night. Everyone who needs care can, and should, claim Attendance Allowance.

NHS Nursing Care Contribution
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently £109.79* a week for the standard rate. This is paid directly to the home.

What if you run out of money?
If your capital is likely to reduce to £23,250* as a result of paying for care, you must tell Social Services well in advance that this is going to happen. They will then be able to help with your care fees (provided your assessment has shown that you need residential care). They will carry out a financial assessment to confirm the date from which your funds fell below £23,250*, and the amount they will contribute towards your care. Third party payments are explained below.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

For further information and help, call this Directory’s independent helpline: 0800 389 2077.

* Figures mentioned here may change after April 2014.
Third party payments

If the care home you eventually choose costs more than the rate Social Services will contribute, someone will have to make up the difference. This extra payment is often referred to as a ‘top-up’ or ‘third party payment’.

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity (explained further on page 36). Once this person or organisation has been confirmed, they must sign an agreement formalising the arrangement.

It is important that whoever agrees to do this for you is made aware that the amount could increase in the future and they must be confident any increases will be met. Should payments stop for any reason, you should seek help and advice from Social Services immediately.

As the financing of care is a complex area, you are advised to contact Social Services to ask for specific advice and individual guidance.

Essential information

Out-of-county care

Did you know you can choose a care home outside your home county? You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If your care home place is state-funded, your home county local authority is still responsible for your care fees, even if you choose a care home in another region. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision. If you’re self-funded, obviously you have freedom of choice. See pages 5 and 6 for contact details of your local Social Services office.

For further information and help, call this Directory’s independent helpline: 0800 389 2077

Other Care Choices publications include Care Services Directories for these neighbouring areas:

Contact 0800 389 2077

Complaints about care services

If you use a home care agency or move into a care home you should feel able to complain about any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to complain to your social worker/care manager or the department’s designated complaints manager:
### How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning, contracts with care providers, self-funding your care and Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

**Lasting Powers of Attorney (LPA)** allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable.

**The Court of Protection** can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs should they not have a LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing a LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’ setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed Gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

**Long-term care:** whether you remain in your own home or move into sheltered accommodation or a care home, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of time scales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. The Citizen’s Advice Bureau offer an advice service and will be able to recommend solicitors in your area.

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**Complaints about care services continued**

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<th>Complaints manager - Social Services and Housing</th>
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<tr>
<td>Royal Borough of Windsor and Maidenhead</td>
<td>Wokingham Borough Council</td>
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<td>Tel: 01628 796721</td>
<td>Tel: 0118 974 6800</td>
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**ESSENTIAL LATER LIFE LEGAL ADVICE**

- Funding Long Term Care
- NHS Continuing Healthcare
- Lasting Power of Attorney
- Tax Planning
- Wills
- Probate
- Trusts
- Home visits

The Clifton Ingram legal team includes members of Solicitors for the Elderly (SFE) and the Society of Trust and Estate Practitioners (STEP)

**0118 978 0099**

E: info@cliftoningram.co.uk

www.cliftoningram.co.uk

22-24 Broad Street, Wokingham, RG40 1BA

County House, 17 Friar Street, Reading RG1 1DB

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For further information and help, call this Directory’s independent helpline: 0800 389 2077.
Sourcing effective advice for care services may involve a combination of:

- your GP
- your local Social Services
- the NHS
- voluntary organisations such as Alzheimer's Society, or CAB
- Care Homes

Often on grounds of cost, people are wary of speaking to Financial Advisers or Solicitors, whose expert help may also be vital when planning for the future of your family.

Whether your priority is financial or legal advice, nearly everyone leaves it until the last moment, making it much more difficult for professionals to give effective advice when it is needed most.

“Effective planning can take 6-12 months to avoid confusion and excessive costs.”

Mental Capacity

The biggest problem can be mental capacity. Watching loved ones decline slowly but inexorably is demoralising, particularly as they will often be unaware it is happening. In an ideal situation, family or friends who notice symptoms should attempt to discuss the subject tactfully as soon as possible.

To an individual, their decline may not be apparent, and even if they realise it is happening, a natural reaction is to put off action and ignore the advice of others. Recommended legal or financial advice needed before mental decline becomes too advanced includes:

- put in place “Lasting Powers of Attorney” (LPA)
- consider an “Advance Directive” for medical treatment
- review your Will – or make one if you have not done so
- review your finances generally, anticipating the cost of care
- review Inheritance Tax (IHT) planning arrangements

LPAs will enable suitable individuals to help you manage your finances, including household expenses and tax returns, and on the social care side to liaise with your GP and Carers about medication and other treatment, to ensure all of your needs are dealt with.

The problem with an LPA is that it can easily take 3 – 6 months to put in place by the time you have thought about it, worked out who is suitable to take on the job, and gone through the bureaucratic registration process with the Office of the Public Guardian.

For those who have not done anything about a Will, taking advice before mental incapacity intervenes is even more important as an Attorney cannot make one for you, or undertake IHT planning, without the consent of the Court of Protection. That can take a good 6 – 12 months, have uncertain outcomes, and be very expensive.

Conclusion? Speak to Sheilagh Magee, Pitmans’ private client specialist, to discuss your circumstances and the options available to you.

Specialist legal advisers for private individuals across Berkshire

- Conveyancing
- Inheritance tax
- Powers of Attorney
- Probate
- Trusts
- Wills

www.pitmans.com
Safeguarding vulnerable adults

There is a barring system for all those working with, or seeking to work with, children and vulnerable adults.

In December 2012, the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) merged into the Disclosure and Barring Service (DBS). CRB checks are now called DBS checks.

This new organisation will provide a joined up, seamless service combining the criminal records checking and barring functions. Further legislative changes will come into force during 2013 and 2014. These details will be published on the DBS website. For disclosure information and services, visit the DBS homepage: www.homeoffice.gov.uk/dbs

Care home owners, domiciliary care agencies and employment agencies which supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the Disclosure and Barring Service (DBS). Requests for such checks must be made to the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation knowingly to employ a barred person in a regulated activity role.

This Directory’s helpline

This Directory’s free helpline, provides an independent information service encompassing care, accommodation, funding and rights. A personalised report can be generated for customers providing details of all care homes or housing with care schemes that meet their criteria with supplementary information about choosing and funding.

One call to the freephone number 0800 389 2077 will enable the service to build a profile of exactly what type of care you are looking for, while taking into account your personal needs and interests.

Occupational benevolent funds

The occupational benevolent fund sector excels in ‘communities of interest’. These include people wanting to live in a religious setting, or those looking for voluntary sector homes and housing with an ethos allowing them to share their lives with like-minded individuals. For example, a person who has spent their life as a professional may be seeking housing or care amongst other professional people. Another may have spent a working life in a motor factory and now wants to live amongst others with the same working background.

Occupational benevolent funds make sure that their assistance will not affect any state benefits and they can often help people in difficulties to claim all the allowances to which they’re entitled. Older peoples’ Pension Credit will not be affected by a grant from a benevolent fund. Further advice about funding care is on page 31.

Charities can’t help if what is required is already available on the National Health Service, or covered by state benefits or the local council’s social or other services: but they can often enhance basic provision.

It may be worth looking at the Association of Charity Officer’s website: www.aco.uk.net for details of benefits and grants you might be eligible for.
BEN – Motor and Allied Trades Benevolent Fund
Caring for people who worked in the automotive trade and their dependents, in times of need.
Lynwood, Sunninghill, Ascot, Berkshire SL5 0AJ
Lynwood is one of five centres owned by BEN, set in its own grounds in Ascot.
Telephone: 01344 876770 Email: careservices@ben.org.uk

Caravan
This is the trading name of the National Grocers’ Benevolent Fund, the charity for the grocery industry, based in Sandhurst.
2 Lakeside Business Park, Swan Lane, Sandhurst, Berkshire GU47 9DN
For welfare advice call freephone 0808 802 1122

Licensed Trade Charity
Provides support and care for people who have worked in the licensed drinks trade.
Heatherley, London Road, Ascot, Berkshire SL5 8DR
Telephone: 01344 884440

The Cinema and Television Benevolent Fund
The leading UK charity for people who have worked behind the scenes in the film, cinema and commercial television industries. Owns and manages Glebelands, its own residential care home village in Berkshire.
22 Golden Square, London W1F 9AD
Telephone: 0207 437 6567
Confidential support helpline FREEPHONE: 0800 138 2522

The National Benevolent Charity
Founded as the National Benevolent Institution, this is one of the oldest charities in Great Britain and provides 41 units of accommodation for the retired and elderly living independently. Primarily provides financial support and help to people who, through no fault of their own, are forced to live in poverty.
Telephone: 01666 505500

Inspection and registration of care services
The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

Since 2010, all care providers must be registered under a system introduced by the Health and Social Care Act 2008, which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety for the first time.

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. Each service’s report can be seen on the CQC website:
www.cqc.org.uk

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced.

For any enquiries or to register a concern or a complaint, contact CQC by telephone: 03000 616161 or by email: enquiries@cqc.org.uk

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

When considering care services, it’s always a good idea to check a service’s inspection report on the Care Quality Commission’s comprehensive website: www.cqc.org.uk

Changes in the NHS
The NHS is undergoing major changes to its core structure. Primary Care Trusts (PCTs) and Strategic Health Authorities (SHAs) are no more, replaced by Clinical Commissioning Groups (CCGs). These are made up of local GPs, nurses and other professionals and are responsible for commissioning services for local communities.

Every NHS Trust still has a Patient Advice & Liaison Service (PALS). These provide free, informal, confidential help and advice for patients, carers and their families and can also provide information about local primary healthcare services.

Visit www.carechoices.co.uk for further assistance with your search for care
Changes in the NHS continued

**Bracknell and Ascot Clinical Commissioning Group**
King Edward VII Hospital, St. Leonard’s Road, Windsor SL4 3DP
To contact PALS, email: feedback.bracknellccg@nhs.net

**Newbury & District Clinical Commissioning Group**
NHS Berkshire West, 57-59 Bath Road, Reading RG30 2BA
Tel: 0118 950 3094 To contact PALS: Tel: 0118 982 2829
Email: pals@berkshire.nhs.uk

**North and West Reading Clinical Commissioning Group**
NHS Berkshire West, 57-59 Bath Road, Reading RG30 2BA
Tel: 0118 950 3094 To contact PALS: Tel: 0118 982 2829
Email: pals@berkshire.nhs.uk

**Slough Clinical Commissioning Group**
King Edward VII Hospital, St. Leonard’s Road, Windsor SL4 3DP
Tel: 01753 860441 To contact PALS: Tel: 0118 982 2829
Email: pals@berkshire.nhs.uk

**South Reading Clinical Commissioning Group**
University Medical Centre, 9-11 Northcourt Avenue, Reading RG2 7HE
Tel: 0118 921 3827
To contact PALS: Tel: 0118 982 2829
Email: pals@berkshire.nhs.uk

**Windsor, Ascot and Maidenhead Clinical Commissioning Group**
King Edward VII Hospital, St Leonard’s Road, Windsor SL4 3DP
Tel: 01753 860441
To contact PALS: Tel: 01753 633365

**Wokingham Clinical Commissioning Group**
First Floor, Chalfont Surgery, Chalfont Close, Earley, Reading RG6 5HZ
Tel: 0118 929 9469, extension 3487
To contact PALS: Tel: 0118 982 2829
Email: pals@berkshire.nhs.uk

**Useful contacts**

**Age UK Berkshire**
Independent charity aiming to enhance the quality of life of older people. Age Concern and Help the Aged have joined forces and the new body is now called Age UK. Huntley House, 119 London Street, Reading RG1 4QA
Tel: 0118 959 4242 Web: www.ageuk.org.uk/berkshire

**Alzheimer’s Society**
Support and information for people with dementia, their families and carers. Web: alzheimers.org.uk

- **Bracknell**
  61 Shepherds Lane, Bracknell RG42 2BU
  Tel: 01344 428515 (Mrs D Warner)

- **Central West area**
  118-128 London Street, Reading RG1 4SJ
  Tel: 0118 959 6482 Email: wcw@alzheimers.org.uk

- **West Berkshire**
  The Slater Centre, Unit 410, Greenham Business Park, Greenham, Thatcham RG19 6HA
  Tel: 01635 500869 Email: kim.westall@alzheimers.org.uk

- **Wokingham**
  17 Conningham Road, Shinfield, Reading RG2 8QP
  Tel: 0118 954 7558 Email: norman.miller1@ntworld.com

**Ark Trust Ltd, The**
A charity that enhances the lives of people with learning and physical disabilities and sensory impairment, by means of access to and participation in the arts. It also houses the Dis:Course project which provides information, advice and support for people with disabilities and those who support them. The Ark Studio, Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755528
Email: info@discourse.org.uk
Web: www.discourse.org.uk
Email: info@theark.org.uk
Web: www.theark.org.uk

**Berkshire Autistic Society (BAS)**
A local support group for parents of children and adults with autism, autism related problems, Asperger Syndrome or challenging behaviour. Provides help, advice and information and works towards improved education, respite care and leisure facilities. Helpline: 0118 959 4594 - 10am to 4pm Monday to Friday.
Web: www.autismberkshire.org.uk
Berkshire Carers Service
A local charity which supports unpaid carers of all ages.

• Berkshire West
St Giles House, 10 Church Street, Reading RG1 2SD
Carers Freephone Helpline: 0800 988 5462

• Berkshire East
Highview, 6 North Road, Maidenhead SL6 1PL
Tel: 01628 777217
Email: helpline@berkshirecarers.org
Web: www.berkshirecarers.org

Carers Bracknell
A voluntary organisation, working on behalf of carers of adults and children with disabilities.
(Bracknell branch of Carers UK)
Tel: 01344 451656

Crossroads Care
Promotes, offers, supports and delivers high quality services for carers and people with care needs. Crossroads Care and The Princess Royal Trust for Carers have merged to form the leading carers charity Carers Trust.

• Newbury and District
Telephone: 01635 30008
Web: www.crossroads.org.uk/newbury

• Reading
Tel: 0118 945 4209
Web: www.readingcrossroads.org

• Wokingham
Wokingham Hospital, Barkham Road,
Wokingham RG41 2RE
Tel: 0118 979 5324
Web: http://wokinghamcrossroads.org

Mencap in Berkshire
A local charity that works to improve the lives and opportunities of those with a learning disability, their families and carers.

• Reading
21 Alexandra Road, Reading RG1 5PE
Tel: 0118 966 2518 Web: www.readingmencap.org.uk

• Slough
Horsemoor Green Community Centre, Spitfire Close Slough SL3 8JU Tel: 01753 594666
Web: http://sloughmencap.co.uk

• West Berkshire
Enborne Gate, Enborne Road, Newbury RG14 6AT
Tel: 01635 41464 Web: www.westberkshiredirectpayments.org.uk

West Berkshire Citizens Advocacy Service (WEBCAS)
Promotes an independent voice for adults with a learning disability.
Broadway House, 4-8 The Broadway, Newbury RG14 1BA
Tel: 01635 760535 Email: info@webcas.org.uk

West Berkshire Direct Payments
The Kingsley Organisation in partnership with West Berkshire Council offers individually tailored support to people using or considering using Direct Payments to manage their own community care services.

Kingsley Brokerage and Direct Payment Service
1210 Parkview, Arlington Business Park, Theale,
Reading RG7 4TY Tel: 0118 941 9934
Web: www.westberkshiredirectpayments.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
National useful contacts

**AbilityNet**
National charity helping disabled adults and children use computers and the internet.
Tel: 0800 269 545
Web: www.abilitynet.org.uk

**Action on Elder Abuse (AEA)**
Works to protect and prevent the abuse of vulnerable older adults.
Helpline: 0808 808 8141
Web: www.elderabuse.org.uk

**Age UK**
The name of the combined Age Concern and Help the Aged.
National advice line: 0800 169 6565
Web: www.ageuk.org.uk

**Association of Charity Officers**
A national umbrella body for benevolent charities.
Tel: 01707 651777 Web: www.aco.uk.net

**British Institute of Learning Difficulties (BILD)**
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Web: www.bild.org.uk

**Carers Direct**
Free, confidential information and advice for carers.
Tel: 0808 802 0202
Email: carersdirect@nhschoices.nhs.uk
Web: www.nhs.uk/carersdirect

**Carers UK**
The voice of carers.
Tel: 0207 490 8818 Web: www.carersuk.org

**Counsel and Care**
Advice and help for older people.
Tel: 0845 300 7585
Web: www.counselandcare.org.uk

**Disabled Living Foundation**
Runs a national information service on equipment for people with disabilities.
Tel: 0207 432 8008
Web: www.dlf.org.uk

**Disabilities Trust, The**
Provides an imaginative new concept of personal care and specialist housing for people with special needs.
Tel: 01444 239123
Email: info@thedtgroup.org

**Elderly Accommodation Counsel**
Help older people make informed choices about meeting their housing and care needs.
Advice Line: 0800 377 7070
Web: www.housingcare.org

**FirstStop Advice**
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people. Advice Line: 0800 377 7070
Web: www.firststopadvice.org.uk

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs. Tel: 0207 730 8263 Web: www.fote.org.uk

**IndependentAge**
A national charity that champions independence for older people by providing lifelong support, information and advice, practical help and emergency financial aid to older people on very low incomes.
Tel: 0207 605 4200 Web: www.independentage.org.uk

**National Association for Providers of Activities for Older People (NAPA)**
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Web: www.napa-activities.co.uk

**Pension Service, The**
Provides information about pensions and other pensioner benefits. Tel: 0845 60 60 265

**Registered Nursing Home Association (RNHA)**
Campaigns for high standards in nursing home care.
Tel: 0121 454 2511
Web: www.rnha.co.uk

**Relatives and Residents Association, The**
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136
Web: www.relres.org

**United Kingdom Home Care Association (UKHCA)**
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. Tel: 0208 661 8188 Web: www.ukhca.co.uk

**www.nhs.uk**
NHS Choices is the UK’s biggest health website and provides information on conditions, treatments, local services and healthy living.
Care home listings

Bracknell Forest care homes

BEECH HOUSE (BINFIELD)
London Road, Binfield, Bracknell RG42 4AB
Tel: 01344 451949

CROSWAYS RESIDENTIAL CARE HOME
306 Yorktown Road, College Town, Sandhurst GU47 0PZ
Tel: 01276 346910

FAR END RESIDENTIAL HOME
Far End, Sandhurst Lodge, Wokingham Road, Crowthorne RG45 7QO
Tel: 01344 772739

FOURWAYS RESIDENTIAL HOME
45 Scotland Hill, Sandhurst GU47 8JR
Tel: 01252 871751

HEATHLANDS RESIDENTIAL HOME
Crossfell, Wildridings, Bracknell RG12 7RX
Tel: 01344 425650

HOMESTEAD, THE
18 Heath Hill Road North, Crowthorne RG45 7BX
Tel: 01344 776270

OP D
INGLEMERE HOUSE RESIDENTIAL HOME
60 Waterloo Road, Crowthorne RG45 7NW
Tel: 01344 772120

OP D
LODGEE, THE
21 Roundshend Drive, Warfield, Bracknell RG42 3RZ
Tel: 01344 424982

PIENCEHURST CARE CENTRE
38-44 Duke’s Ride, Crowthorne, Berkshire RG45 6ND
Tel: 01276 472 5177

PINEWOOD (DIMENSIONS)
101 Pinewood Avenue, Crowthorne RG45 6RQ
Tel: 01344 773139

SLATE HOUSE RESIDENTIAL HOME
26 Wellington Road, Sandhurst GU47 9AN
Tel: 01344 773358

ST CHRISTOPHER’S CARE HOME
Ascot Priory, Priory Road, Ascot SL5 8RS
Tel: 01344 884079

WAYMEAD SHORT TERM CARE
St Anthony’s Close, Bracknell RG42 2EB
Tel: 01344 353333

Bracknell Forest care homes with nursing

BIRD’S GROVE NURSING HOME
Warfield Road, Bracknell RG12 2JA
Tel: 01344 42261

BRACKNELL CARE HOME
Crowthorne Road, Bracknell RG12 7DN
Tel: 01344 484584

BRIDGWELL CENTRE, THE
10a Ladybank, Birch Hill, Bracknell RG12 7HA
Tel: 01344 459791

HALDANE HOUSE NURSING HOME
127 Yorktown Road, Sandhurst GU47 9BW
Tel: 01276 318380

ST DAVID’S NURSING HOME
Ascot Priory, Priory Road, Ascot SL5 8RS
Tel: 01344 884079

Service  OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands  MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Tel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABBEYFIELD SOCIETY LIMITED</td>
<td>OP</td>
<td>11 Maitland Road, Reading RG1 6NL</td>
<td>0118 957 2826</td>
</tr>
<tr>
<td>ARTHUR CLARKE RESIDENTIAL CARE HOME</td>
<td>OP</td>
<td>1 Albert Road, Caversham, Reading RG4 7AN</td>
<td>0118 937 5359</td>
</tr>
<tr>
<td>BATH LODGE CARE HOME</td>
<td>OP</td>
<td>8 Bath Road, Reading RG1 6NB</td>
<td>0118 958 9726</td>
</tr>
<tr>
<td>BOLTONS, THE</td>
<td>OP MH</td>
<td>4 College Road, Reading RG6 1QD</td>
<td>0118 926 1712</td>
</tr>
<tr>
<td>BRIANTS AVENUE, 29 (DISABILITIES TRUST)</td>
<td>LDA YA</td>
<td>Caversham, Reading RG4 5AY</td>
<td>0118 947 9795</td>
</tr>
<tr>
<td>CARISBROOKE</td>
<td>LDA</td>
<td>341 Peppard Road, Emmer Green RG4 8XG</td>
<td>0118 946 2400</td>
</tr>
<tr>
<td>CHILMINGTON HOUSE</td>
<td>D PD LDA SI YA</td>
<td>Armadale Court, Westcote Road, Reading RG30 2ES</td>
<td>0118 956 7877</td>
</tr>
<tr>
<td>CHRISTCHURCH GARDENS, 1 &amp; 1A</td>
<td>OP LDA YA</td>
<td>Reading RG2 7AH</td>
<td>0118 931 2031</td>
</tr>
<tr>
<td>CIRCUIT LANE, 51A (QUALITY CARE PROVIDERS)</td>
<td>PD LDA MH SI YA</td>
<td>Southcote, Reading RG30 3HB</td>
<td>0118 966 6832</td>
</tr>
<tr>
<td>DOWNSHIRE HOUSE</td>
<td>OP D PD LDA MH SI YA</td>
<td>9 Downshire Square, Reading RG1 6NJ</td>
<td>0118 959 5648</td>
</tr>
<tr>
<td>EASTERN AVENUE, 46A</td>
<td>OP LDA YA</td>
<td>Reading RG1 5RY</td>
<td>0118 926 3510</td>
</tr>
<tr>
<td>FOCUS HOUSE</td>
<td>MH</td>
<td>14 Castle Crescent, Reading RG1 6AG</td>
<td>0118 937 5350</td>
</tr>
<tr>
<td>GRANGE HOUSE</td>
<td>D MH YA</td>
<td>16 Grange Avenue, Reading RG1 1DJ</td>
<td>07798 905346</td>
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<tr>
<td>GROVELANDS ROAD, 136</td>
<td>LDA YA</td>
<td>Reading RG30 2PD</td>
<td>0118 939 3628</td>
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<tr>
<td>HAZELDEN</td>
<td>LDA</td>
<td>127/131 Wantage Road, Reading RG30 2SL</td>
<td>0118 950 0567</td>
</tr>
<tr>
<td>HELENA HOUSE</td>
<td>LDA YA</td>
<td>1 Brownlow Road, Reading RG1 6NP</td>
<td>0118 956 0716</td>
</tr>
<tr>
<td>JIGSAW CREATIVE CARE LIMITED</td>
<td>OP LDA YA</td>
<td>77 Russell Street, Reading RG1 7XG</td>
<td>0118 957 1146</td>
</tr>
<tr>
<td>LAKESIDE RESIDENTIAL HOME</td>
<td>OP D</td>
<td>25 Whiteknights Road, Reading RG6 7BY</td>
<td>01442 236020</td>
</tr>
<tr>
<td>LIFE CARE CORPORATION LIMITED</td>
<td>D</td>
<td>29 Cressingham Road, Reading RG2 7RU</td>
<td>0118 986 8944</td>
</tr>
<tr>
<td>LIFE CARE HOME</td>
<td>OP D</td>
<td>31 Cressingham Road, Reading RG2 7RU</td>
<td>0118 986 6371</td>
</tr>
<tr>
<td>MAPLES, THE</td>
<td>LDA YA</td>
<td>Tokers Green, Reading RG4 9EY</td>
<td>0118 972 4553</td>
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<tr>
<td>MAYFAIR, 2A &amp; 2B</td>
<td>LDA YA</td>
<td>Tilehurst, Reading RG30 4QY</td>
<td>0118 945 3744</td>
</tr>
<tr>
<td>MOORLANDS REST HOME</td>
<td>OP</td>
<td>987 Oxford Road, Tilehurst, Reading RG31 6TN</td>
<td>0118 942 7522</td>
</tr>
<tr>
<td>MULBERRY CARE LIMITED</td>
<td>D</td>
<td>155a Wokingham Road, Earley, Reading RG6 1LP</td>
<td>0118 926 1544</td>
</tr>
<tr>
<td>NAVARA LODGE</td>
<td>OP</td>
<td>1009 Oxford Road, Reading, Tilehurst RG31 6TL</td>
<td>0118 942 4692</td>
</tr>
<tr>
<td>NORRIS HOUSE</td>
<td>D MH YA</td>
<td>14 Grange Avenue, Reading RG6 1DJ</td>
<td>07798 905346</td>
</tr>
<tr>
<td>ORCHARD LODGE</td>
<td>OP D MH</td>
<td>36 Baskerville Road, Sonning Common, Reading RG4 9LS</td>
<td>01189 722 582</td>
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<tr>
<td>PAGES ORCHARD, 4 (DIMENSIONS)</td>
<td>LDA YA</td>
<td>Sonning Common, Reading RG4 9LW</td>
<td>0118 972 2928</td>
</tr>
</tbody>
</table>
Reading care homes continued

PARKVIEW
1 Armour Road, Tilehurst, Reading RG31 6EX
Tel: 0118 942 0596

PEMBROKE LODGE
32 Alexandra Road, Reading RG1 5PF
Tel: 0118 941 4200

PEPPARD HOUSE
45 Woodcote Road, Caversham, Reading RG4 7BB
Tel: 0118 947 2067

RICHMOND ROAD, 30
Caversham, Reading RG4 7PR
Tel: 0118 946 3282

ST BARNABAS STREET, 26
Emmer Green, Reading RG4 8RA
Tel: 0118 946 1775

ST LUKE’S & THE OAKS CARE HOME
Marshland Square, Emmer Green, Caversham,
Reading RG4 8RP
Tel: 0118 946 1424

SUMMERFIELD CARE HOME
4 Kidmore Road, Caversham, Reading RG4 7LU
Tel: 0118 947 2164

TILEHURST LODGE
142 Tilehurst Road, Reading RG30 2LX
Tel: 0118 967 4675

UPPINGHAM GARDENS, 1
Caversham, Reading RG4 6SP
Tel: 0118 946 2216

WENSLEY ROAD, 159
Coley Park, Reading RG1 6DU
Tel: 0118 958 9022

Reading care homes with nursing

ABBEYCREST NURSING HOME
Essex Way, Sonning Common, Reading RG4 9RG
Tel: 0118 970 9000

BEACHER HALL NURSING CENTRE
42 Bath Road, Reading RG1 6PG
Tel: 0118 953 0600
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JASMINE HOUSE NURSING HOME
16-22 Westcote Road, Reading RG30 2DE
Tel: 0118 959 0684

WHITE BARN
45 Cressingham Road, Reading RG2 7RU
Tel: 0118 987 3190

WHITLEY WOOD LANE, 188
Reading RG2 8PR
Tel: 0118 937 5347

WILLOWS, THE
2 Hexham Road, Reading RG2 7UG
Tel: 0118 937 5584

WOODLANDS
4 Gaskells End, Tokers Green, Reading RG4 9EW
Tel: 0118 972 4913

WOODLANDS ROAD, 22 (DIMENSIONS)
Sonning Common, Reading RG4 9TE
Tel: 0118 972 1460

WYCHWOOD CLOSE, 7 (DIMENSIONS)
Sonning Common, Reading RG4 9SN
Tel: 0118 972 2678

YEW TREE LODGE
17-19 Redlands Road, Reading RG1 5HX
Tel: 0118 931 3534

ABBECrest NURsING home
Essex Way, Sonning Common, Reading RG4 9RG
Tel: 0118 970 9000

NORTHCOURT LODGE NURSING HOME
65 Northcourt Avenue, Reading RG2 7HF
Tel: 0118 987 5062

PARKSIDE HOUSE NURSING HOME
Parkside Road, Reading RG30 2DP
Tel: 0118 952 8910
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RIVER VIEW CARE CENTRE
Rodway Road, off Oxford Road, Tilehurst RG30 6TP
Tel: 0118 972 8360

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Service          OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands       MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Slough care homes

**APPLEGARTH CARE HOME**
24 Huntercombe Lane North, Maidenhead SL6 0LG
Tel: 01628 663287

**ASPEN BELMONT CARE HOME**
11 Tuns Lane, Slough, Berkshire SL1 2XA
Tel: 01753 82496

**BOADICEA CLOSE, 20**
Slough SL1 5UJ
Tel: 01753 822496

**ELTHAM AVENUE, 72**
Slough SL1 2BQ
Tel: 01753 820731

**FARNHAM COMMON HOUSE**
Beaconsfield Road, Farnham Common SL2 3HU
Tel: 01753 669900

**FORGET-ME-NOT RESIDENTIAL HOME**
151 Burnham Lane, Burnham SL1 6LA
Tel: 01628 668902

**GABLES, THE**
49 Moreland Drive, Gerrards Cross SL9 8BD
Tel: 01753 890399

**GURNEY HOUSE RESIDENTIAL HOME**
Upton Road, Slough SL1 2AE
Tel: 01753 521060
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**LANGLEY HAVEN CARE HOME LIMITED**
30 Rambler Lane, Langley, Slough SL3 7RR
Tel: 01753 527300

**LANGLEY ROAD, 60**
Slough SL3 7AD Tel: 01753 536935

**LAVENDER COURT**
1 Priors Close, Slough SL1 2BQ
Tel: 01753 512368

**MIDDLE GREEN ROAD, 12**
Slough SL3 7BN
Tel: 01753 532415

**NICHOLAS HOUSE**
147 Lent Rise Road, Burnham, Slough SL1 7BN
Tel: 01753 856466

**PONDSIDE**
Christmas Lane, Farnham Common, Slough SL2 3JE
Tel: 01753 324603

**RAGSTONE ROAD, 64-66**
Slough SL1 2PX Tel: 01753 524869

**RAPLEA CARE HOME**
Raplea House, Farthing Green Lane, Stoke Poges SL2 4JQ
Tel: 01753 644459

**REACH - LOWER CIP PENHAME LANE, 178**
Slough SL1 5EA Tel: 01628 666132

**REACH - UPTON COURT ROAD, 2A**
Slough SL3 7LX Tel: 01753 570222

**RESPOND**
3 Priors Close, Slough SL1 2BQ
Tel: 01753 570866

**SEYMOUR HOUSE**
47 Seymour Road, Slough SL1 2NS
Tel: 01753 820731

**STOKE HOUSE**
4 Stoke Poges Lane, Slough, Berkshire SL1 3NT
Tel: 01753 445089

---

**Slough care homes with nursing**

**BURNHAM HOUSE**
Burlington Road, Slough SL1 2LD
Tel: 01753 517789

**CHANDOS LODGE NURSING HOME**
Blackpond Lane, Farnham Common SL2 3ED
Tel: 01753 643224

**LANGLEY NURSING HOME LTD**
44 Langley Road, Slough SL3 7AD
Tel: 01753 790839

**LENT RISE HOUSE**
Coulson Way, Burnham, Slough SL1 7NL
Tel: 01628 550750

**OAK HOUSE**
Forest Close, Wexham Road, Slough SL2 4FA
Tel: 01753 528419
Advert page 47

**OXFORD HOUSE NURSING HOME**
204 Stoke Road, Slough SL2 5AY
Tel: 01753 533554

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Service: OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism
User Bands: MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs

Addreses are highlighted
### West Berkshire care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACORN HOUSE</strong></td>
<td>20 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 1019</td>
<td>LDA, YA</td>
</tr>
<tr>
<td><strong>APPLETREES</strong></td>
<td>Chapel Row, Buclebury, Newbury RG7 6PB</td>
<td>0118 971 3769</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>BAILEY THOMAS HOUSE (DIMENSIONS)</strong></td>
<td>Haysoms Drive, Greenham, Thatcham, Berkshire RG19 8EX</td>
<td>01635 414260</td>
<td>LDA</td>
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<tr>
<td><strong>BOXGROVE HOUSE</strong></td>
<td>Little Heath Road, Reading RG31 5TY</td>
<td>0118 943 1019</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>BROAD LANE, 30</strong></td>
<td>Upper Buclebury, Nr Reading RG7 6QJ</td>
<td>01635 871191</td>
<td>LDA, YA</td>
</tr>
<tr>
<td><strong>BROADMEAD REST HOME</strong></td>
<td>Broadlayings, Woolton Hill, Newbury RG20 9TS</td>
<td>01635 253517</td>
<td>D MH</td>
</tr>
<tr>
<td><strong>CHAFFINCHES</strong></td>
<td>108 Paynesdown Road, Thatcham RG19 3TE</td>
<td>01635 874836</td>
<td>LDA</td>
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<tr>
<td><strong>CHESTNUT WALK</strong></td>
<td>15 Chestnut Walk, Hungerford, Newbury RG17 0BD</td>
<td>01488 683263</td>
<td>D PD, SI</td>
</tr>
<tr>
<td><strong>CLAYHILL ROAD, 43 (DIMENSIONS)</strong></td>
<td>Burghfield Common, Nr Reading RG7 3HF</td>
<td>0118 983 5047</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>CLEEVE LODGE</strong></td>
<td>11 Elmhurst Road, Goring-on-Thames, Reading RG8 9BN</td>
<td>01491 873588</td>
<td>D MH, SI</td>
</tr>
<tr>
<td><strong>COOMBE HOUSE, THE</strong></td>
<td>The Coombe, Streatley-on-Thames RG8 9QL</td>
<td>01491 872174</td>
<td>OP</td>
</tr>
<tr>
<td><strong>DOWNSVIEW RESIDENTIAL HOME</strong></td>
<td>12 Downview, Hungerford RG17 0ED</td>
<td>01488 683087</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>DUNCAN HOUSE</strong></td>
<td>18 Huckleberry Close, Purley-on-Thames RG8 8EH</td>
<td>0118 943 9460</td>
<td>LDA, YA</td>
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<tr>
<td><strong>ELIZABETH HOUSE</strong></td>
<td>14 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9457</td>
<td>LDA, YA</td>
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<tr>
<td><strong>ENBRIDGE HOUSE CARE HOME</strong></td>
<td>Church Road, Woolton Hill, Newbury RG20 9XQ</td>
<td>01635 254888</td>
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<tr>
<td><strong>GLENBE GARDEN</strong></td>
<td>Reading Road, Burghfield Common, Reading RG7 3BH</td>
<td>0118 983 5476</td>
<td>LDA, YA</td>
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<tr>
<td><strong>HILLVIEW FARM</strong></td>
<td>Ashmore Green Road, Ashmore Green, Thatcham RG18 9ER</td>
<td>01635 861496</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>HOLLY GRANGE RESIDENTIAL HOME</strong></td>
<td>Cold Ash Hill, Cold Ash, Thatcham RG18 9PT</td>
<td>01635 864646</td>
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</tr>
<tr>
<td><strong>JUST HOMES</strong></td>
<td>3 New Hill, Purley-on-Thames, Reading RG8 8AY</td>
<td>0118 962 4887</td>
<td>PD, LDA</td>
</tr>
<tr>
<td><strong>KARAMEA CARE HOMES</strong></td>
<td>1 &amp; 2 Church Street Mews, Theale RG7 5BZ</td>
<td>0118 930 3695</td>
<td>D PD, LDA, MH, SI</td>
</tr>
</tbody>
</table>

**Service**  
- **OP** Older people (65+)  
- **D** Dementia  
- **PD** Physical disability  
- **LDA** Learning disability, autism  

**User Bands**  
- **MH** Mental health  
- **SI** Sensory impairment  
- **YA** Younger adults  
- **AD** People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
West Berkshire care homes

KESTRELS
84 Hambridge Road, Newbury RG14 5TA
Tel: 01635 522814

LIMBER OAK
Crookham Common, Nr Newbury RG19 8BR
Tel: 01635 871213

LITTLE HEATH COURT
Little Heath Road, Tilehurst, Reading RG31 5TY
Tel: 0118 942 8558

NEWTON HOUSE 0
404 London Road, Benham Hill, Berkshire RG18 3AA
Tel: 01635 529817

NOTREES
10 High Street, Kintbury, Hungerford RG17 9TW
Tel: 01488 658332

OAKLANDS
5 The Green, Theale, Reading RG7 5DR
Tel: 0118 930 5288

OLD VICARAGE, THE
Parsonage Lane, Hungerford RG17 0JB
Tel: 01488 683634

PARRY HOUSE
15 Huckleberry Close, Purley-on-Thames RG8 8EH
Tel: 0118 943 9459

PRIOR’S COURT COTTAGES, 1-2, 3-4
Prior’s Court Road, Hermitage, Thatcham RG18 9JT
Tel: 01635 247202

ROWAN COTTAGE
Sulhamstead Road, Burghfield, Reading RG30 3SB
Tel: 0118 983 6003

SLADE HOUSE
17 Huckleberry Close, Purley-on-Thames RG8 8EH
Tel: 0118 943 9459

TUDOR HOUSE
Farm Lane, Maidenhead, Pangbourne RG8 8HP
Tel: 0118 974 5030

WALLED GARDEN, THE
Calcot Grange, Mill Lane, Reading RG31 7RS
Tel: 0118 942 3331

WALNUT CLOSE
Brownsfield Road, Thatcham, Newbury RG18 3GF
Tel: 01635 587810

WATSON HOUSE
12 Huckleberry Close, Purley-on-Thames RG8 8EH
Tel: 0118 943 9456

WILLOWS EDGE
Hutton Close, Shaw, Newbury RG14 1HJ
Tel: 01635 452520

WOODPECKERS
5 Barn Elm Cottages, Dark Lane, Bradfield RG7 6DD
Tel: 0118 974 4093

YEW BANK
19 Huckleberry Close, Purley-on-Thames Reading RG8 8EH
Tel: 0118 943 9461

West Berkshire care homes with nursing

ARGYLES NURSING HOME
Pound Street, Newbury RG14 6AE
Tel: 01635 551166
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BAYFORD HOUSE NURSING CENTRE
Rookwood, Stockcross, Newbury RG20 8LB
Tel: 01488 757974
Advert page 28

BIRCHWOOD
Birchwood Road, Newbury RG14 2PP
Tel: 01635 399670
Advert page 47

DONNINGTON RESIDENTIAL AND NURSING HOME, THE
Wantage Road, Newbury RG14 3BE
Tel: 01635 521272
Advert page 28

HOLLIES
Reading Road, Burghfield Common, Reading RG7 3BH
Tel: 0118 983 2254

HUNGERFORD CIGARETTE HOME
Wantage Road, Hungerford, Newtown RG17 0PN
Tel: 01488 682002
Advert inside back cover

THATCHAM COURT NURSING HOME
Chapel Street, Thatcham, Berkshire RG18 4QL
Tel: 01635 873834
Advert page 28

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
The best care is on your doorstep

If you’re looking for residential, nursing or short stay respite care for an older relative, partner or friend, we can help.

Our experienced and compassionate care teams will work with you and your loved one to learn all about them and to understand their likes and dislikes so together we can design a care plan that’s tailored to their exact needs.

We encourage residents to carry on enjoying the hobbies they’ve always had and support them to take up new interests.

Come and visit us to find out how we can help your loved one to continue living a confident and fulfilling life, including those living with dementia.

Ascot, Larkland House
Maidenhead, Clara Court
Newbury, Birchwood
Slough, Oak House

Call today
0333 321 0937
Calls are charged at local rates
careuk.com
We offer excellent 24-hour residential care for older people in a warm and friendly home.

Residents have their own private en-suite rooms and are supported by skilled and caring staff. Long or short stays, respite available. Please visit or contact us for more details.

Manager: Mrs Shelley Ackland-Snow
The Abbeyfield (Maidenhead) Society Limited
Winton House, 51 Dedworth Road, Windsor, Berkshire SL4 5AZ

Tel: 01753 856466

Looking for care or support?
For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077

Foxleigh Grove Nursing Home

Our aim is to provide a relaxed, warm and friendly atmosphere within which our residents can be cared for and pursue their interests and where visitors are always welcomed.

Individual care is provided by fully qualified, experienced staff with day-to-day personal contact and management from the proprietor.

Please accept our invitation to come to tea, and meet the staff and residents.

For more information and advice telephone Matron on 01628 673332
Foxleigh Grove, Holyport, near Maidenhead, Berkshire SL6 3LQ
Website: www.foxleighgrove.co.uk  Email: info@foxleighgrove.co.uk

- Individually decorated single and twin rooms
- 24 hour qualified nursing care. Full range of visiting services available
- Passenger lift
- Mini bus

Licensed to care for
- Long term elderly care
- Chronic young sick
- Respite
- Terminally ill

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Windsor & Maidenhead care homes

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<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>COWLEY COTTAGE</td>
<td>Ray Park Road, Maidenhead SL6 8PZ</td>
<td>01628 776542</td>
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<tr>
<td>COWLEY HOUSE</td>
<td>Ray Park Road, Maidenhead SL6 8PZ</td>
<td>01628 638851</td>
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<tr>
<td>ETON HOUSE RESIDENTIAL HOME</td>
<td>68 Eton Road, Datchet, Slough SL3 9AY</td>
<td>01753 547251</td>
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<tr>
<td>FEARNLEY HOUSE</td>
<td>86 Straight Road, Old Windsor SL4 2RX</td>
<td>01753 863752</td>
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<tr>
<td>FOXDOWN LITTLEFIELD GREEN (DIMENSIONS)</td>
<td>Littlefield Green, White Waltham, Maidenhead SL6 3JN</td>
<td>01628 776507</td>
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<tr>
<td>HEREWARDS HOUSE</td>
<td>15 Ray Park Avenue, Maidenhead SL6 8DP</td>
<td>01628 629038</td>
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<tr>
<td>HERONSMEDE</td>
<td>88 - 90 Straight Road, Old Windsor SL4 2RX</td>
<td>01753 855694</td>
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<tr>
<td>HOMESIDE CLOSE, 16</td>
<td>Off Whurley Way, Maidenhead SL6 7RB</td>
<td>01628 630710</td>
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<tr>
<td>MEADOWBANK CARE</td>
<td>44 Braywick Road, Maidenhead SL6 1DA</td>
<td>01628 781186</td>
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<tr>
<td>MOKATTAM</td>
<td>Altwood Bailey, Maidenhead SL6 4PQ</td>
<td>01628 626070</td>
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<tr>
<td>MOOR COTTAGE</td>
<td>High Street, Cookham SL6 9SF</td>
<td>01628 526036</td>
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<tr>
<td>NIGHTINGALES CARE HOME</td>
<td>Islet Road, Maidenhead SL6 8LD</td>
<td>01628 621494</td>
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<tr>
<td>NORMANHURST RESIDENTIAL HOME</td>
<td>26 High Town Road, Maidenhead SL6 1PB</td>
<td>01628 632618</td>
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<td>OSBORNE HOUSE</td>
<td>90 Osborne Road, Windsor SL4 3EN</td>
<td>01753 857610</td>
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<tr>
<td>PINKNEYS ROAD, 87</td>
<td>Pinkneys Green, Maidenhead SL6 5DT</td>
<td>01628 626167</td>
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<tr>
<td>SANDOWN PARK CARE HOME</td>
<td>61 Vale Road, Windsor, Berkshire SL4 5JY</td>
<td>01753 833140</td>
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<tr>
<td>STATION ROAD, 43</td>
<td>Wraysbury, Staines, Middlesex TW19 5ND</td>
<td>01784 483154</td>
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<tr>
<td>TREGONA</td>
<td>3 Edith Road, Maidenhead SL6 5DY</td>
<td>01628 789433</td>
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<tr>
<td>VANCEITT CARE HOME</td>
<td>27-29 Norfolk Road, Maidenhead SL6 7AU</td>
<td>01628 626656</td>
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<td>WELBY CLOSE, 25 (DISABILITIES TRUST)</td>
<td>Maidenhead SL6 3PY</td>
<td>01628 824154</td>
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<tr>
<td>WHITE HOUSE</td>
<td>334 Horton Road, Datchet, Nr Slough SL3 9HY</td>
<td>01753 541595</td>
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<tr>
<td>WHITE LODGE CARE HOME LTD</td>
<td>Bisham Road, Marlow, SL7 1RP</td>
<td>01628 898281</td>
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<tr>
<td>WINSTON COURT, 5</td>
<td>Halifax Road, Maidenhead SL6 5HU</td>
<td>01628 418804</td>
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<tr>
<td>WINTON HOUSE</td>
<td>51 Dedworth Road, Windsor SL4 5AZ</td>
<td>01753 856466</td>
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</tbody>
</table>

Windsor & Maidenhead care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLE HILL</td>
<td>Henley Road, Hurley, Maidenhead, Berkshire SL6 5LH</td>
<td>01628 823200</td>
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<tr>
<td>ASCOT NURSING HOME</td>
<td>Burleigh Road, Ascot SL5 7LD</td>
<td>01344 620656</td>
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</tbody>
</table>

Service  
OP Older people (65+)  
D Dementia  
PD Physical disability  
LDA Learning disability, autism

User Bands 
MH Mental health  
SI Sensory impairment  
YA Younger adults  
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
CHERRY GARDEN  
Breadcroft Lane, Littlewick Green, Maidenhead SL6 3QF  
Tel: 01628 825044

COOKHAM RIVERSIDE, THE  
Berries Road, Cookham SL6 9SD  
Tel: 01628 810557

DORMY HOUSE  
Ridgemount Road, Sunningdale, Wokingham RG45 6BQ  
Tel: 01344 755648

FOXLEIGH GROVE NURSING HOME  
Forest Green Road, Holyport, Maidenhead SL6 3LQ  
Tel: 01628 673332  
Advert page 48

HARWOOD HOUSE  
Spring Lane, Cookham Dean SL6 6PW  
Tel: 01628 478000

HOLYPORT LODGE NURSING HOME  
The Green, Holyport, Maidenhead SL6 2JA  
Tel: 01628 781138  
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LARCHFIELD  
Larchfield Road, Maidenhead SL6 2SJ  
Tel: 01628 639428

LARKLAND HOUSE  
London Road, Ascot SL5 7EG  
Tel: 01344 872121  
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LONGLEA NURSING HOME  
Fifield Road, Fifield, Maidenhead SL6 2PG  
Tel: 01276 318380

LYNWOOD CARE CENTRE  
Sunninghill, Ascot SL5 0AJ  
Tel: 01344 620191

MANOR CARE HOME, THE  
Church Road, Old Windsor SL4 2JW  
Tel: 01753 832920

QUEEN’S COURT  
1 Dedworth Road, Windsor SL4 5AZ  
Tel: 01753 838454

SANDOWN PARK CARE HOME  
61 Vale Road, Windsor SL4 5JY  
Tel: 01753 833140

SANDRIDGE HOUSE  
3 London Road, Ascot SL5 8DQ  
Tel: 01344 624404

ST MARK’S NURSING CENTRE  
110 St Mark’s Road, Maidenhead SL6 6DN  
Tel: 01628 582800  
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AHAVA  
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ  
Tel: 01344 755648

ALEXANDRA GRANGE  
oaks Drive, Wokingham RG41 2RU  
Tel: 0118 912 3210

BEECH GARDENS  
Salmond Road, Shinfield Park, Reading RG2 8QN  
Tel: 0118 986 8863

BEECH HOUSE  
49 Crockhamwell Road, Woodley, Wokingham RG5 3JY  
Tel: 0118 969 8373

BELAMIE GABLES  
210 Hyde End Road, Spencers Wood, Reading RG7 1DG  
Tel: 0118 988 3417

BRAMLEY (DIMENSIONS)  
New Mill Road, Finchampstead, Wokingham RG40 4QT  
Tel: 0118 973 4539

COPPER BEECH  
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ  
Tel: 01344 755645

CORNERWAYS  
32 Arbor Lane, Winnersh, Nr Wokingham RG41 5JD  
Tel: 0118 977 0036

DOWN LODGE RESIDENTIAL CARE HOME  
11 Sturges Road, Wokingham RG40 2HG  
Tel: 0118 978 6484

DUNSTANS DRIVE, 2 (DIMENSIONS)  
Winnersh, Wokingham RG41 5EB  
Tel: 0118 979 5362

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Service  
OP Older people (65+)  
D Dementia  
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User Bands  
MH Mental health  
SI Sensory impairment  
YA Younger adults  
AD People who misuse alcohol or drugs

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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
ELMS, THE
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755560

ERETZ
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755613

FARM HOUSE, THE
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755533

FIRS, THE
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755580

GREEN, THE
Ravenswood Village, Nine Mile Road,
Crowthorne RG45 6BQ
Tel: 01344 755568

HILLTOP HOUSE
30 Hilltop Road, Twyford RG10 9BN
Tel: 0118 934 0053

KADIMAH
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755574

LAURELS, THE (DIMENSIONS)
3 Nine Mile Ride, Finchampstead,
Wokingham RG40 4QA
Tel: 0118 973 7110

LAWRENCE DENE
Basingstoke Road, Spencers Wood, Reading RG7 1AP
Tel: 0118 988 2211

LIBERTY OF EARLEY HOUSE, THE
Strand Way, Earley, Reading RG6 4EA
Tel: 0118 975 1905

LITTLE ORCHARD
75 Woodlands Avenue, Woodley, Reading RG5 3HG
Tel: 0118 969 6847

LODDON COURT (DIMENSIONS)
289 Wokingham Road, Earley, Reading RG6 7ER
Tel: 0118 966 4494

LODDON HOUSE (DIMENSIONS)
Loddon Court Farm, Beech Hill Road, Spencers Wood,
Reading RG7 1HT
Tel: 0118 988 4647

LONGMORE ROAD, 1
Whitley Wood, Reading RG2 8QG
Tel: 0118 986 7457

LOVAT HOUSE
6 Crescent Road, Wokingham RG40 2DB
Tel: 0118 978 6750

MAGNOLIA LODGE
42 Hollow Lane, Shinfield RG2 9BT
Tel: 0118 988 8732

MURDOCH HOUSE CARE HOME
1 Murdoch Road, Wokingham RG40 2DL
Tel: 0118 978 5423

NEW WOKINGHAM ROAD (DIMENSIONS), 95
Crowthorne, Bracknell RG4 5JN
Tel: 01344 771369

OLD WHITLEY WOOD LANE, 353 / 375
Reading RG2 8PY
Tel: 0118 931 3939

ORCHARD, THE
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755582

ORCHARD HOUSE
31 Hyde End Lane, Ryeish Green, Reading RG7 1EP
Tel: 0118 988 6960

PAMELA BARNETT
Ravenswood Village, Nine Mile Ride, Crowthorne,
Berkshire RG45 6BQ
Tel: 01344 755625

PARROT FARMHOUSE
Arborfield Road, Shinfield, Reading RG2 9EA
Tel: 0118 988 5051

PINTA
548 Reading Road, Winnersh RG41 5HA
Tel: 0118 977 1694

ROOKERY COTTAGE
249 Shinfield Road, Reading RG2 8HE
Tel: 0118 987 2278

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
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YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
From the moment my mother and I first visited her Barchester care home, we knew we had found somewhere pretty special. Elegant surroundings, delicious food and beautiful gardens were made even more appealing by the presence of like-minded residents with whom she can socialise and enjoy activities. For my part, knowing that she’s safe in the care of such a dedicated and compassionate team gives me great peace of mind. And for that I’m extremely grateful.

Choosing the right care home for Mum was made easier.

Why not call us or drop in for a chat over a cup of tea?
www.barchester.com

Thank you, Barchester!
If you are looking for information about care and support, our website can help you.

The publishers of this Directory have a new website which lets you search for the care you want in your local area.

- It provides a fully searchable facility for care homes, home care, supported living (learning disability only) and housing with care
- Regularly updated data from CQC
- Up to date information on important topics such as paying for care, care options and further help and advice
- Information on how to contact our helpline (see page 36)
- You have the option to save your search results and return to them at a later date
- View electronic versions of our Directories

Start your search today:
www.carechoices.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
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