Gloucestershire
Care & Support Services Directory 2014/15

The comprehensive guide to choosing and paying for care

- Domiciliary care/support • Care homes • Specialist care • Useful contacts

In partnership with

www.carechoices.co.uk
Longhope Manor Estate

Church Road, Longhope, Gloucestershire. GL17 0LL
Email: reception@distinctivecare.co.uk
www.distinctivecare.co.uk

We can help in so many ways
Why not call Michelle Jarvis, Queen’s Nurse on 01452 830291
or drop in for coffee and a chat

The Longhope Manor Estate

The Manor House

• Nursing care • Palliative care • Dementia care
• Re-ablement • Post-operative care • Respite care

Longhope Manor is a centre of excellence, providing a range of helpful services, homely accommodation and the highest standards of personal, nursing and medical care for older adults. Simply choose the duration of your stay and style of accommodation that meets your individual requirements:

For the day - join us anytime between 8am and 6pm Monday to Saturday at the Coach House Care Cafe.

A short stay - flexible respite care for rest, recuperation or convalescence. We guarantee all respite bookings and you can look forward to comfortable accommodation and a warm welcome when you check-in.

Residency - make Longhope Manor your new home and enjoy peace of mind and continuity of care in the village of Longhope- a designated conservation area.

Hope Brook Court
• Courtyard apartments - spacious and well equipped ground floor courtyard apartments.
• Studio apartments - large, well equipped rooms providing open plan living with en-suite walk-in shower room.

The Manor House
• Single en-suite rooms with 4-way profiling bed, Freeview TV, broadband/telephone socket and tea/coffee making facilities.

An Associate Organisation
Contents

Welcome from Gloucestershire County Council  5
Regions covered by this Directory  5
Introduction from the Gloucestershire Care Providers Association  6
Ensuring quality of care  6
Inspection and registration of care services  6
Keeping vulnerable adults in Gloucestershire safe from abuse  7
Get more out of life  9
You're in charge  10
Personal budgets  10
Where do I start?  11
Assessing your needs  11
Assessing carers  11
Carers Gloucestershire - enhancing the lives of carers  13
Staying at home  13
Reablement  13
Home improvement agencies  13
Adaptations to your home  14
Assistive technology  14
Day clubs and support clubs  17
Community meals  17
Domiciliary care/support in your own home  17
Paying for domiciliary care/support  19
Domiciliary care/support provider checklist  19
Domiciliary care/support providers  21
Housing with care  32
Sheltered housing  32
Extra Care  32
Care villages  33
Village and Community Agents  33
Care homes  34
Definitions  34
Care homes checklist  35

Specialist care  36
Learning disability  36
Physical disability  37
Dementia  37
Residential dementia care checklist  38
Mental health  38
Shared Lives  39
Paying for care  40
How much will I have to contribute to my care costs?  40
Contracts  42
Running out of money whilst in care  42
Legal advice  43
How solicitors can help  43
Further help and advice  44
Advocacy  44
Comments and complaints  44
Adult Social Care Helpdesk  46
The Patient Advice and Liaison (PALS)  46
This Directory's helpline  46
Out-of-county care  46
The End of Life Care Strategy  47
Useful local contacts  48
Other useful contacts  49
Listings
Domiciliary care / support providers  21
Care homes / care homes with nursing  51
Cheltenham  51
Cotswolds and Cirencester  59
Forest of Dean  62
Gloucester  68
Stroud  73
Tewkesbury  79
Index  81

Alternative formats
This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in spoken word.

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

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 206953.
For more than 25 years Cedar Trust has been providing high quality care for older people in Gloucestershire. Expanding to keep up with demand, we now have over 200 beds in 6 locations, and as each home has a unique ambience, there is sure to be one to suit every individual. Promoting independence and giving assistance where necessary enables all of our residents to maintain a sense of well-being and individuality.

**Bredon View Care Home**
24-26 Libertus Road, Cheltenham GL51 7EL  
Telephone: 01242 525087  
The award winning gardens are a prominent feature of this care home for 26 residents and yet it is conveniently located close to the shops and the railway station.

**Chargrove Lawn Care Home**  
Shurdington Road, Shurdington GL51 4XA  
Telephone: 01242 862686  
A country house in its own grounds set between Cheltenham and Gloucester. The 26 residents enjoy stunning views of Leckhampton Hill.

**Parton House Care Home**  
Parton Road, Churchdown GL3 2JE  
Telephone: 01452 856779  
A turn of the century property with a large purpose built extension provides luxurious facilities for all 36 residents. In the centre of Churchdown village, the home also benefits from its own cinema.

**Redlands Acre Care Home**  
Redlands Court Luxury Care Suites  
35 Tewkesbury Road, Longford GL2 9BD  
Telephone: 01452 507248  
A care home for 26 residents with a lively atmosphere and busy social calendar. Redlands Court is a small development of self-contained apartments with lounge and kitchen facilities linked to Redlands Acre by a glass conservatory.

**The Grange Nursing and Care Home**  
Grange Road, Northway, Tewkesbury GL20 8HZ  
Telephone: 01684 850111  
The only Cedar Trust home offering nursing and residential care. The Grange has 69 rooms set around an attractive courtyard.

**Winstonian House Care Home**  
38-42 All Saints Road, Cheltenham GL52 2EZ  
Telephone: 01242 577927  
A cosy town house close to the shops and Pittville Park offering care and companionship to 17 residents.
Gloucestershire County Council, working in partnership with Gloucestershire Care Services NHS Trust and 2gether NHS Foundation Trust, provides social care services to people who need specialist support, including those who have some kind of disability and older people who need extra help.

Everyone in the council is committed to providing good quality care that best meets people’s needs.

We are passionate about making a real difference to people’s wellbeing and their ability to stay safe and independent at home. We try to do this by working closely with individuals and their families and carers, as we know that their expertise in understanding what support they need is key.

Once we have met with and assessed a person’s care needs we will work with them to help them decide what package of care will best meet their personal and individual needs, using a sum of money which we call their ‘personal budget’.

This is an exciting opportunity for people to decide for themselves the package of care they need that offers them the best support from within their local community and at the best value for money. This development is discussed further on page 10.

The county council continues to work more closely with colleagues in the National Health Service to offer a more joined up approach to everyone’s health and social care needs. For more information on how we are working to join up your care visit www.gloucestershireccg.nhs.uk. We also work closely with the Care Quality Commission (CQC) inspectors, the Gloucestershire Care Providers Association (GCPA) and care providers to ensure quality standards are maintained in the care provided to people in Gloucestershire. Regulations for registered residential, nursing and domiciliary care services make sure that these services are meeting key requirements in areas including information, personalised care and treatment, safety and safeguarding and involving people in their own care.

Government announcements support these requirements and place a growing expectation on care service providers being able to show that they meet the public’s expectations.

Whatever your own personal circumstances and whether you are required to pay for own care or not we can provide information and advice on a range of options or put you in touch with local organisations and service providers through our website, www.gloucestershire.gov.uk/socialcare or by calling the Gloucestershire County Council’s Adult Social Care Helpdesk on: 01452 426868.

I hope this Directory helps you and your family make informed decisions about the choices available to you in Gloucestershire.

With best wishes,

Cllr Andrew Gravells
Cabinet member for older people
Gloucestershire County Council
Introduction from the Gloucestershire Care Providers Association

Who we are and what we do
The Gloucestershire Care Providers Association (GCPA) is a membership body open to all independent providers of social care (private, not-for-profit and charitable organisations) delivering care and support to people in their own homes or in a residential setting within Gloucestershire. Members work with older people, people with learning difficulties, people with mental health issues and people with disabilities.

Membership of the GCPA is a sign of a progressive organisation, committed to delivering the highest standards of care and keen to play an active part in the county’s wider social care community.

Representatives of the GCPA attend regular strategic and liaison meetings with county council staff, to discuss and review contracts, procedures and other issues and work closely with the NHS Gloucestershire Clinical Commissioning Group in the county. The GCPA works together on a variety of initiatives aimed at both tackling immediate issues facing vulnerable people and designing better ways of working for the future.

In addition, the GCPA has strong links with the Care Quality Commission and regularly liaise with senior county councillors, local MPs, Healthwatch and other decision makers, influencers and interested organisations.

The GCPA’s main aims are to:
- represent the interests of independent care/support providers and promote membership within the county;
- work with local authorities, NHS and other statutory and regulatory bodies in Gloucestershire to help improve social care delivery;
- encourage the sharing of best practice amongst members; and
- negotiate with Gloucestershire County Council staff the annual fee reviews and contractual revisions within the county.

Members are shown with a GCPA beside their listing, which start on page 21 for domiciliary care/support and page 51 for care homes.

Registered Number: 7841236
Email: care@gcpa.co.uk
Web: www.gcpa.co.uk

Ensuring quality of care

Inspection and registration of care services

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.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They regulate care provided through a range of methods including:
- registering providers to ensure they are meeting the essential standards of quality and safety;
- monitoring how providers comply with the standards;
- promoting improvement in services;
- using enforcement powers where necessary; and
- publishing up to date information about the compliance of adult social care providers with essential standards of safety and quality.
Keeping vulnerable adults in Gloucestershire safe from abuse

Who is a vulnerable adult?
A vulnerable adult is someone aged 18 or over who is or may be:
• in need of community care services because of a disability, age or illness and is
• unable to take care of themselves, or unable to protect themselves against significant harm or exploitation (‘No Secrets’ 2:3).

What is abuse?
Abuse is a violation of an individual’s human and civil rights by any other person or persons. It can consist of a single act or repeated acts and can take the following forms:

Physical abuse - Including hitting, slapping, pushing, kicking, misuse of medication and inappropriate restraint or control.

Emotional abuse - Including verbal abuse, humiliation, bullying or the use of threats.

Neglect - The repeated denial of help that a vulnerable adult needs which, if withdrawn, will cause them to suffer.

Sexual abuse - Direct or indirect sexual activity where the vulnerable adult cannot or does not give their consent.

Financial abuse - Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance, or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discrimination - Including abuse based on a person’s ethnic origin, religion, language, age, sexuality, gender or disability.

Institutional abuse - Including poor care standards, misuse of medication, inappropriate restraint, lack of privacy or personal dignity, lack of flexibility, control and choice, lack of appropriate care planning and reviews, restricting access to toilet or bathing facilities and lack of record-keeping.

Who commits abuse?
Vulnerable adults may be abused by a wide range of people including:
• relatives and family members;
• professional staff;
• paid care workers;
• volunteers;
• other service users;
• neighbours;
• friends and associates; and
• people who deliberately exploit vulnerable people and strangers.

Where does abuse happen?
Abuse can happen anywhere, for example:
• in the street;
• at home;
• at a friend’s house;
• where you work;
• at a day centre, residential home or college; or
• somewhere you spend your free time.

What are the signs of abuse?
Possible signs of abuse could include:
• injuries – bruises, broken bones and burns;
• lack of personal care;
• bills not being paid;
• sudden loss of assets, friends of family threatening an individual to gain access to money etc;
• not getting to medical appointments;
• changes in behaviour or mood; or
• unexplained withdrawal from normal activities and friends, family or community.

Continued on page 9
Feel right at home
with Barchester care homes

At Barchester, people always tell us they feel right at home as soon as we welcome them through our doors, and that’s music to our ears. After all, we pride ourselves on our genuine warmth and friendliness – it’s all part of the first-class care and support that we provide to the people of Gloucestershire.

We have a range of services to suit all care needs, including:

- Nursing care
- Residential care
- Dementia care
- Respite care

Did you know? We have a wide range of activities so you can learn new hobbies or continue with ones you love!

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- Nursing care
- Residential care
- Dementia care
- Respite care

If you’d like to take a look around – or just need a bit of friendly advice – your local Barchester care home will be happy to help.

Ashchurch View
Ashchurch, Tewkesbury, GL20 8US
01256 441 478

Badgeworth Court
Badgeworth, Cheltenham, GL51 4UL
01452 401 055

Hunters
Cherry Tree Lane, Cirencester, GL7 5DT
01285 601 334

Moreton Hill
Standish, Stonehouse, GL10 3BZ
01453 557 986

www.barchester.com
How can I report my suspicions of abuse?
Initially you should tell someone you can trust. This could be a:

- family member;
- friend;
- member of staff;
- social worker or nurse or an advocate.

If you or the individual is in immediate danger, need medical attention or if a crime has been committed call the emergency services on 999.

If you or an adult you know may be at risk of abuse you should contact Gloucestershire County Council’s Adult Social Care Helpdesk on: 01452 426868.

‘There can be no secrets and no hiding place when it comes to exposing the abuse of vulnerable adults.’ (DoH: No Secrets)

It is everyone’s responsibility to know about and report abuse of vulnerable people.

Get more out of life

Building your own circle of support
‘Your Circle’ is Gloucestershire County Council’s innovative way of addressing some of the challenges faced by those using the adult social care system. The idea is to give people, families and carers improved choice and control over the support they receive and who provides it, backed up by a website-based service. It helps you to build a personal support network of trusted people, services or even places, which can help you live life the way you want to.

Linking people and services
The website: www.yourcircle.org.uk offers advice and links people to the services and support they need to help them live independently for as long as possible.

Most people explain that they want to keep living in their own home. The Council wants to help people avoid longer term or institutional care and have a more fulfilling life. By working with health partners to provide free and intensive short term support, the Council will help people recover quickly from illness or accidents, maximising their independence. For younger people with disabilities, the Council wants to promote opportunities to learn new skills that will give them more independence too.

If you are eligible for support from adult social care you can have a personal budget, allowing you to decide what support you receive and who delivers it - providing it meets the needs which are identified during your assessment, is legal, keeps you safe and offers value for money. The Council will work with you to agree what your best options are. Personal budgets are explained further on page 10.

For more information
There are a number of information sheets available on the website which you can download, including:

- assessing your needs;
- financial assessment and your personal budget;
- developing your support plan;
- arranging your support and keeping you safe; and
- your questions answered.

Visit: www.yourcircle.org.uk or call the Adult Social Care Helpdesk on: 01452 426868. The information sheets can be produced in large print, on audio tape and in Easy Read versions. If you would like a copy in one of these formats, please call: 01452 426868.

All the topics mentioned above are covered in detail in the following pages of this Directory, which is also available on the web: www.carechoices.co.uk/region/south-west/gloucestershire.
You’re in charge

Adult social care services are changing across England to give people, their families and carers, much greater choice and control over the support that they receive and who delivers it; this is called Self-Directed Support. It’s a move away from a traditional system where care professionals make all the decisions.

Your Circle is the name of Gloucestershire County Council’s approach to this more flexible and personal method of support. Instead of individuals fitting into existing services, the changes reflect a more person-centred approach, ensuring that:

• people have access to short term support to help them regain their independence and reduce reliance on longer term support;
• people’s changing needs are met, according to their own individual circumstances;
• people feel in control of decisions about their own support;
• support and services are flexible and reflect people’s day-to-day requirements; and
• everyone has easy access to information, advice and advocacy.

If you are assessed as being eligible for longer term support to enable you to live at home, Gloucestershire County Council will offer you a personal budget - a sum of money available to meet those needs which are identified during your assessment.

So, instead of the Council buying services on your behalf, you can decide how to use your personal budget and buy in your own support. You can then choose what social care and support services this money is spent on. You can be as creative as you want, as long as the money:

• is spent to meet your needs;
• is legal;
• keeps you safe;
• offers value for money; and
• helps you achieve the goals that have been agreed with you.

If you prefer, Gloucestershire County Council can arrange services to meet some of your needs directly; or you can combine these two methods of getting the support you want.

If you are not eligible for financial support from the Council they can support you to get specialist information and advice so you can make informed choices about your care and importantly how you pay for it.

Personal budgets can be managed in a number of ways

Option 1: Personal budget by Direct Payment.
This option provides the greatest flexibility. Money is paid directly to you. You can use this money to organise, buy and manage your agreed support. A thorough guide to help you manage your money – The Direct Payment Guide is available online at www.yourcircle.org.uk or from the Adult Social Care Helpdesk: 01452 426868.

Option 2: Managed personal budget
Gloucestershire County Council can organise, buy and manage all your agreed support for you, although this does reduce the level of flexibility available to you.

Option 3: Combination personal budget
You can choose a combination of the above two options. This will be discussed with you.

Keeping track: If you receive Direct Payments, you are responsible for how the money is spent. The Council can help you do this and will need to see that you have used the money in the right way, so keep a careful record on how you use the money and always keep your receipts. 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 Gloucestershire County Council agrees that is what you need.

Most Direct Payments are made to meet regular ongoing support needs, however they can also be made as a single payment, for example, to purchase equipment or a short respite break.

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Where do I start?

If you or your family feel that you need extra support, you should first call the Adult Social Care Helpdesk on: 01452 426868. The person you speak to will help you to talk about any problems you are facing and will give you information about what help may be available locally.

Assessing your needs

If you need further help, a member of Gloucestershire County Council’s adult social care team will visit you at home to discuss your situation and assess your care/support needs.

Gloucestershire County Council can arrange support for you on a temporary basis to help you through a period of crisis and ensure that you get the help that you need. Most people will be offered a period of short term help or reablement to get them back on the road to recovery (more information is on page 13). Teams will work with you on a one-to-one basis so that you grow in confidence, re-learn skills or learn new ways of doing things. This will be for an agreed period of time and, depending on the situation, may include a charge.

To determine if you are eligible for social care support, the Council will work with you to understand the level of your needs and how you meet national eligibility criteria.

Whether you are eligible or not, whatever your situation, the Council will still be able to offer guidance and information about sources of support that you can access or provide for yourself.

If you feel that you will be unable to say what you want, the Council can arrange an independent advocate to support you (advocates and advocacy are explained further on page 44).

The completed assessment will identify the needs you are eligible to have support for, and also help you consider the outcomes that you would like to achieve. It will also form the basis of your personal budget, discussed further on page 10.

If you have a relative or friend who helps and provides care for you, then you may want to involve them in your assessment too. Part of the assessment looks at what your carer does to support you and whether they are able to continue supporting you.

The Council view carers as equal partners in your care and they are entitled to have a separate assessment of their needs in their own right as a carer, to see if there are services and support that might help them.

Assessing carers

A carer is a person who looks after someone else, usually a relative, friend or neighbour, who for reasons of poor health, disability, substance misuse or because of frailty are unable fully or partly to look after themselves.

Carers carry out a range of activities, which help the person they care for to maintain a quality of life, from personal care, bathing and dressing, practical and emotional support, to supporting someone with medication.

Caring can affect your ability to have a life of your own for example to continue or gain employment, to have time to yourself or take a break. You may need support to continue in your caring role or may wish to give up caring altogether.

As a carer you are entitled to an assessment of your needs even if the person you care for does not want any involvement with Gloucestershire County Council.

Continued on page 13

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
WE OFFER A QUALITY HOME CARE SERVICE TAILORED TO MEET THE INDIVIDUAL NEEDS OF OUR CLIENTS ‘THE SERVICE USER’

We are a family run company with a wealth of care experience.

We understand peoples’ needs differ and are committed to supplying a service that is person centred; dedicated to meeting your specific needs.

We are able to help in all areas of care and support for example our services include:

- Personal care (bath/shower/wash)
- Shopping
- Sitting service
- Prepare and serve meals
- Light house work
- Hygienically clean kitchen and bathroom
- Changing bed linen
- Put to bed
- Laundry
- Overnight stays

We appreciate that when you have carers visiting it can often feel like you are losing control and your choices are being limited. We believe it is very important that you feel in control and have as many choices as possible and work hard to meet these objectives.

In all my dealings with Careful Care I have found everyone friendly, highly competent and professional and couldn’t ask for better.

Feel free to contact us for an informal chat to discuss whether we are able to meet your care needs or the care needs of a member of your family.

Carers are trained in all aspects of care including dementia training and end of life QCF (NVQ) training is encouraged.

tel: 01285 640420
email: info@carefulcareltd.co.uk
www.carefulcareltd.co.uk
1a Meadow Road, Cirencester, Gloucestershire GL7 1YA
Assessing carers continued

To find out if you or the person you care for will be eligible for any services from Gloucestershire County Council, the council will arrange to assess your needs as a carer and the needs of the person you look after.

Your needs can be assessed at the same time as those of the person you look after, or, if you prefer, you can have a completely separate carer’s assessment.

If you would like to know whether you or the person you care for is eligible for help you can complete a form on the council’s website. For this and more information on other organisations that provide support to carers and carers’ issues please visit: www.gloucestershire.gov.uk/carers

Alternatively, you can call the Adult Social Care Helpdesk on: 01452 426868 (8.00am to 5.00pm Monday to Friday).

Carers Gloucestershire - enhancing the lives of carers

Carers Gloucestershire is an independent charity helping unpaid carers right across the county. In partnership with Gloucestershire Young Carers we provide information, advice, carer assessment and support planning, Carer Voice and other support through:

• Telephone helpline open 8am to 8pm Monday to Friday on 0300 111 9000
• Local Carer Advisers in each of the six districts
• Network of sustainable, locally based and run carer support groups

• Free, time-limited carer counselling service
• Local forums and support for Gloucestershire Carers Alliance
• Parent Partnership Service for advice to parents of children with special educational needs
• Carer support in hospitals
• Help to access breaks
• Magazine and e-bulletins
• Trips, events and training

Staying at home

Reablement

This is an integrated health and social care reablement service and is usually a short-term intervention. The aim of the reablement service is to maintain or increase your independence through rehabilitation and enabling activities and allow you to live in your own home for as long as possible. You will be supported with the provision of short-term care support and/or therapeutic intervention for example physiotherapy, occupational therapy or nursing.

The initial assessment is carried out by multidisciplinary teams of health and social care staff. The reablement service will promote your health and well-being and can help to maintain your independence at home. The service also aims to reduce unnecessary admission to hospital by providing a rapid response to you at home. In addition, the service can enable you to be discharged home from hospital earlier by providing care support and intensive rehabilitation in your own home.

The service may last up to six weeks and is free of charge. When the reablement period is completed, if you have any ongoing health or social care/support needs, a plan for your future care/support needs will be discussed and you will be given details on how you can receive help to set up on going care/support arrangements. Ask your care manager or health worker for further details.

Home improvement agencies

These can help older, vulnerable and disabled people to maintain their independence in their own homes. In Gloucestershire, health, housing and social care are working together to fund and organise services to make sure this happens. Safe at Home Gloucestershire is a countywide Home Improvement Agency now available to help people to remain living in their homes by ensuring they are in good repair and adapted for their needs.

Services include: information, signposting and practical help with housing repairs, improvements; renovations and adaptations which support independent living at home; small repairs service for minor adaptations to help people to live more safely.

Safe at Home also offers confidential advice and support including:
• advice on housing options and helping you decide which is best for you;
• advice and information about grants and benefits and funding for works; and
• help accessing other local support services

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

On your behalf Safe at Home can manage any works carried out in your home, for example drawing up plans, obtaining estimates and liaising with contractors, council grant officers and occupational therapists.

To request a free home visit, or to talk to any member of the team, freephone: 0800 032 3139.

Adaptations to your home

Owner occupied and council owned property
District council housing authorities play an important part in enabling disabled people to stay in their own homes and they may be able to help if a property needs to be adapted. Each district council has different rules, but adaptations can be carried out on owner occupied and council owned property. Some councils can carry out adaptations free of charge if you are a council tenant.

Housing Associations
Some Housing Associations may carry out minor adaptations for you straight away; otherwise they generally require an occupational therapy (OT) assessment and recommendation before going ahead with any works.

Occupational therapy (OT)
The occupational therapy service supports people who have a permanent disability to live independently in their own homes. The service uses a person-centred approach to address the issues identified by individuals, within the context of their own social, cultural and physical environment.

All referrals to the OT service are prioritised according to county guidelines. Eligibility criteria must be met, please call the Adult Social Care Helpdesk on 01452 426868 for more details.

Stay safe and independent at home with Gloucestershire Telecare

What is Telecare?
A service helping you, or your relatives, stay at home safely and independently. Telecare can help people with physical disabilities, memory problems, learning disabilities, mental health conditions and older people.

It can help reduce the risk of hospital admission, delay going into a care home, reduce the need for domiciliary care and help you maintain your independence with daily tasks while giving reassurance to carers or family too.

How does Telecare work?
Discreet, simple sensors detect potential emergencies at home like:
• Falls
• Wandering
• Taking medication incorrectly
• Fire
• Flooding
• Carbon monoxide and gas leaks.

The special equipment is linked to a 24/7 monitoring service. When an alarm is raised a trained operator will help you manage the situation and get you help if needed.

A responder could be a friend, family member or neighbour.

Telecare equipment is simple and easy to use. It can include:
• Fall detectors
• Bed and chair sensors
• Movement sensors
• Smoke and heat detectors
• Medication prompting devices.

It is so discreet once installed you often forget it is there.

Find out more
Call: 01452 426868
Visit: www.gloucestershire.gov.uk/telecare

Gloucestershire Telecare is delivered by Gloucestershire Care Services NHS Trust on behalf of Gloucestershire County Council.
Services include:
• Companionship
• Light housekeeping
• Local transportation and errands
• Meal preparation
• Respite support
• Convalescence support
• Personal care
• Shopping
• Specialist dementia and Alzheimer’s care
and much more...

Being able to live at home can be one of the most important comforts in an older person’s life and because family and friends can’t always be there, Home Instead Senior Care is here to help.

Home Instead Cheltenham and Cotswolds is part of a national network rapidly building a reputation as one of the UK’s leading providers of high quality care at home, including specialist dementia care.

Our Caregivers take great pride in helping our clients to lead a more comfortable and confident life. We offer a variety of services tailored to their individual needs, allowing clients to continue living in their own homes for longer.

For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

From just a couple of hours a day, to full time care, our service is available 24 hours a day, seven days a week.

I’m very pleased with Home Instead
They are really excellent with my 94 year old mother. They are always punctual and they are the first company to keep sending the same person. I would definitely recommend them.

Call us on 01242 513203
or email: amanda.hamer@homeinstead.co.uk

Registered with the Care Quality Commission
Direct Payment & Individual Budget Users Welcome
National Care Provider of the Year Award
Specialists in providing older people with non-medical care in their own homes

23 Ullenwood Court
Cheltenham GL53 9QS

www.homeinstead.co.uk/cheltenham
Home Care Costs:
Day Care from £16.90 per hr.
Night Care from £13.70 per hr.
Live-In Care from £780 per week

Services we provide:
• Dementia Care at Home
• Support and Assistance through the night
• Care and Support with day to day living
• Terminal Illness, Palliative Care at Home
• Live-In Care and Support – an excellent alternative to residential care, with one to one support

CL Lifestyles Home Care is a family run care service with strong ethics in care. Registered and providing quality care in the community since 2007.

We feel the best attentive care and customer service is the least anyone should expect from a care service.

For an information pack please call 0845 459 0188
or email info@cllifestyles.co.uk
or visit www.cllifestyles.co.uk
Day clubs and support clubs

There are some day clubs in Gloucestershire, the majority of which are operated by the independent sector. As part of the reshaping of social care and support, the county council has been reviewing the way day services operate, and some services have been changing to be more focused on providing short-term support to provide reablement to help people if they need to maintain or improve their independence. Other services now offer a menu of services that can be purchased to suit your needs. All day services have to reach certain standards.

Adults assessed as eligible by Gloucestershire County Council and who need support in keeping and enhancing their independence may be offered a place at a centre, which in most cases will be for a short period. There are regular reviews of your needs.

Day clubs and day support can provide particular types of services to meet different needs. Some offer short-term support to help you access services in your local community. Others provide more specialist ongoing support to help you and your carer. Some provide hot meals for a small charge. If you need assistance with personal care, it will be provided in a safe, dignified and respectful manner.

You will be provided with a choice of activities designed around your needs and goals based on a care plan which will be drawn up by care professionals in conjunction with yourself.

For more information, visit: www.gloucestershire.gov.uk/socialcare

Community meals

The meals service is supplied and delivered by the Royal Voluntary Service in conjunction with Gloucestershire County Council.

This service delivers hot or frozen meals to your own home, to help you live as independently as possible. Whether you are eligible for the frozen or hot service depends on you being assessed as having a need for them.

All meals, hot and frozen, are nutritiously balanced and delivered direct to the door. The service is available across the entire county and cultural and special diet meal options are available.

Choosing frozen meals gives people flexibility, as they can choose to have a bulk delivery and then decide which meal they want to eat and when. If someone does not have a freezer or a microwave to heat them up, one can be provided. The hot service is available seven days per week. There is a standard charge for the service.

The Adult Social Care Helpdesk can advise on what options are available, the assessment process and how to obtain meals at home. Tel: 01452 426868 (8.00am to 5.00pm Monday - Friday) or email: socialcare.enq@gloucestershire.gov.uk.

Domiciliary care/support in your own home

In order to enable people to live in their own home for as long as possible a range of domiciliary care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Carers need to be properly trained particularly in moving and handling and the use of hoists for some tasks.

Daily care/domestic support
Carers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7.00am until 10.00pm. Some people will need multiple visits per day. Night services can also be provided. The hourly rate varies depending on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

Live-in care
24 hour live-in can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge.

In some cases it’s preferable and more economic to have a carer actually living in the home. This can be for a short period eg a week, or on an ongoing basis. Typical charges can vary depending on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental disabilities who require long-term ongoing care.

All home care providers are regulated and inspected by the Care Quality Commission who publish inspection reports on their website: www.cqc.org.uk. When considering a service it’s always a good idea to check their report.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a Service User’s Guide and their charges and a draft contract between you and the care provider.
Do you have concerns for a friend, neighbour or family member? Are they in need of, or approaching a time when they will need, A SAFE PAIR OF HANDS?

Live-in Care
Giving 24/7 care in your home, long or short-term.

- A Carer to live with you, someone to be on-hand whenever needed
- Help with all aspects of Care
- Companionship
- Personal hygiene – washing, showering, bathing
- Cooking
- Washing & Ironing
- Prompt/administer medication
- Housework
- Shopping
- Respite
- Accompanying to appointments

Our Carers are:

- Disclosure and Barring Service (previously CRB) checked, inclusive of ISA check
- Reference checked
- Local and on hand, in your area
- Fully trained with appropriate specialist training
- Registered with the Care Quality Commission

Whatever your needs please call or e-mail Jenny or Ron
Tel: 01452 526150 or 0845 1550024 (local rate) email: info@rojene.co.uk www.rojene.co.uk

DoCare believe that everyone has a right to support in their own home

✓ Do you or a relative need help with day to day tasks?
✓ Do you or a relative need support but want to keep your freedom and individuality?
✓ Would you like free help and advice to get the right support at home?

Whether for yourself or a loved one DoCare can offer you the support you need and help make every day a better day.

Call us on 0333 700 0333 to qualify for your complimentary consultation. We will be delighted to come and meet you to discuss your needs so that we can help make every day a better day for you and your loved ones.

DoCare operates in Bristol, Cirencester, Cheltenham, Dursley, Gloucester, Stroud, Witney, Yate and surrounding areas.

Email: info@docare.co.uk Web: www.docare.co.uk www.facebook.com/DoCareLtd

DoCare is accredited with the local authorities of Bristol, Gloucestershire, South Gloucestershire and Oxfordshire and registered with the Care Quality Commission

Head Office: Griffin Mill, London Road, Thrupp, Stroud, Gloucestershire GL5 2AZ

DoCare is accredited with the local authorities of Bristol, Gloucestershire, South Gloucestershire and Oxfordshire and registered with the Care Quality Commission.
Gloucestershire County Council may be able to help you with the cost of some of your domiciliary care/support, ask for an assessment of your care needs and financial situation. Any financial assistance will depend on your assets and income and could come in the form of a personal budget (explained on page 10).

Your social worker should review your assessment, at least annually. This will provide you with a regular check on how well your arrangements are meeting your needs. If at any time you feel your circumstances have changed or that costs have increased, you should contact Gloucestershire County Council to request another assessment.

Those arranging and funding their own care either privately or with a personal budget can choose their own care provider. If you are paying for your own care we would strongly recommend that you seek specialist information and advice before entering into any commitments to ensure that you explore all the care funding options available to you and avoid running out of money. See page 42 for more information.

Gloucestershire County Council contracts regularly with some providers in the county and these are denoted with GCC within the listings. Independent home care provider listings begin on page 21.

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

For care packages which have been arranged by Gloucestershire County Council, contracts and care plans will have been completed by your care manager and the agencies used will have been accredited to work for Gloucestershire County Council.

People arranging and funding their own care either privately or through a Direct Payment or a personal budget are able to choose their own worker or domiciliary care/support provider.

### Agencies

- What experience does the agency have in your particular field of need? Can they supply references for you to check?
- 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 and read CQC’s latest inspection report on the website [www.cqc.org.uk](http://www.cqc.org.uk).
- 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?
- 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 could 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 on-going 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 and have a criminal records disclosure – make sure this is the case.

### Paying

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
CARE VISITS AT HOME
We care passionately

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care ‘just happens’.

What we offer
We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

Call and talk to one of our friendly professional team

Bluebird Care (North Gloucestershire)
Suite 4, Westgate House, The Island, Gloucester GL1 2RU
Tel: 01452 414952
Email: nglos@bluebirdcare.co.uk

Bluebird Care (Stroud and Cirencester)
3b Nelson Street, Stroud, Gloucestershire GL5 2HL
Tel: 01453 757937
Email: stroudandcirencester@bluebirdcare.co.uk

OFFERING HIGH QUALITY ACCOMMODATION
IN A CARING AND HOMELY ENVIRONMENT

The Priory is an elegant 18th Century, Grade II listed care home situated in a quiet location in the centre of the historic market town of Tetbury. Whether you're looking for day care, short-term respite care or 24-hour nursing care, The Priory provides a welcoming and homely environment.

Please call our dedicated team on (01666) 502332 or email: enquiries.thepriory@somersetcare.co.uk
The Priory, The Chipping, Tetbury, Gloucestershire GL8 8ET

COMMUNITY SERVICES IN GLOUCESTERSHIRE

We provide a range of services across Gloucestershire to support people to live independently at home, including:

- Assistance with washing, dressing, bathing, showering and meal preparation
- Support with domestic tasks, such as cleaning, laundry and shopping
- Sitting service, companionship, holiday and respite support
- Assistance with accessing appointments and activities in the local community
- Support with medication and welfare checks
- Support when returning home from hospital

To find out more information, please call us on (01452) 883391 or email: enquiries.gloucester@somersetcare.co.uk

www.somersetcare.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.

Agincare
Caring in Your Community
08000 121 247 | www.liveincare.info
Gloucester - 01452 898 219

www.bluebirdcare.co.uk

Our staff
Our staff are caring, trained to give medication and police checked.

Alternative
Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care ‘just happens’.

What we offer
We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

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Email: nglos@bluebirdcare.co.uk

Bluebird Care (Stroud and Cirencester)
3b Nelson Street, Stroud, Gloucestershire GL5 2HL
Tel: 01453 757937
Email: stroudandcirencester@bluebirdcare.co.uk

www.bluebirdcare.co.uk
Domiciliary care/support providers

All home care providers must be registered and inspected by the Care Quality Commission (CQC) to make sure they meet essential standards of quality and safety. Gloucestershire County Council contracts regularly with some providers in the county and these are denoted with GCC within the following list.

ADAMSON HOUSE BUSINESS CENTRE
Gloucester
Tel: 01452 722791
OP PD LDA MH SI YA AD

AFFINITY TRUST - DOMICILIARY CARE AGENCY - SOUTH WEST
Stroud
Tel: 01453 753812
D LDA MH

ANGEL HOMECARE SERVICES LTD
Cheltenham
Tel: 01242 252975
OP D PD MH SI

ASPIRATIONS SOUTHWEST ADULTS
Gloucester
Tel: 01452 835970
PD LDA MH SI

ASPIRE AFFILIATES LIMITED GCC GCPA
Drybrook
Tel: 01594 541641
Advert page 30
OP PD

ASSISTED LIVING SOLUTIONS
Twyning
Tel: 01684 857520
LDA MH SI YA AD

ASSOCIATED CARE SOLUTIONS
Gloucester
Tel: 01242 269033
OP D PD LDA MH SI YA

AVIDA CARE GCC GCPA
Gloucester
Tel: 01452 415066
Advert page 28
OP D PD LDA MH SI YA AD

BEECHES HOMECARE CIRENCERSTER GCC
Cirencester
Tel: 01285 657327
OP D PD MH SI

BLANCHWORTH CARE AGENCY
Dursley
Tel: 01453 546746
OP D PD SI

BLUEBIRD CARE GCPA
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Stroud Tel: 01453 757937
Gloucester Tel: 01452 414952
OP D PD LDA SI YA

BRAMBLE HOME CARE GCPA
Gloucester
Tel: 01452 521018
OP D PD LDA MH SI YA AD

BRANDON SUPPORTED LIVING
Gloucester
Tel: 01452 886367
LDA YA

BRANKSOME HOUSE GCC GCPA
Gloucester
Tel: 01452 535360
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BROOK LODGE GCC
Longthorpe
Tel: 01452 830614
LDA YA

BROOMFIELD CARE
Gloucester
Tel: 01452 730888
Advert page 30
OP D LDA YA

C L LIFESTYLES CARE SERVICES
Gloucester
Tel: 0845 459 0188
OP D PD LDA MH SI YA

CARE AT HOME
Cheltenham
Tel: 01242 242061
OP PD LDA YA

CARE COMMUNITY LTD
Gloucester
Tel: 01452 507677
OP D PD LDA MH SI YA AD

CARE CONNECTIONS LTD
Gloucester
Tel: 01452 886448
OP D PD LDA MH SI

CARE IN THE HOME
Cheltenham
Tel: 01452 857959
OP D PD LDA MH SI YA AD

CARE - NURSING ALLIANCE RECRUITMENT
Gloucester
Tel: 01452 508299
OP D PD LDA MH SI YA AD

CAREFUL CARE
Cirencester
Tel: 01285 640420
Advert page 12
OP D

Visit www.carechoices.co.uk for further assistance with your search for care
DO YOU LOOK AFTER SOMEONE?  
DO YOU NEED HELP?

SUPPORTING CARERS AND PEOPLE WITH CARE NEEDS IN GLOUCESTERSHIRE

We offer a high quality range of services including the following:

- Respite breaks for carers
- Personal care & support
- Assistance with medication
- Dementia care
- Learning disability support
- Palliative care
- Community based activity programmes
- Memory clubs in Lechlade and Cheltenham
- Carers emergency service
- Shopping service
- Meal preparation
- Support with accessing appointments
- Overnight care
- Laundry/Light household duties
- Pension/benefit collection
- Holiday cover

If you’re interested in our services please call our referral service on 01453 768836

Cirencester
Tel: 01285 650168  
Email: infociren@crossroadscandeg.org.uk  
Web: www.crossroadscandeg.org.uk

Gloucester
Tel: 01452 302542  
Email: infoglos@crossroadscandeg.org.uk  
Web: www.crossroadscandeg.org.uk

Cheltenham
Tel: 01242 584844  
Email: infochelt@crossroadscandeg.org.uk  
Web: www.crossroadscandeg.org.uk

We are a registered charity. Charity Number: 1111055
Domiciliary care/support providers continued

CARMEL DOMICILIARY CARE LTD
Gloucester
Tel: 01452 300162
*OP PD LDA MH YA*

CLEEVE LINK LIMITED *GCC GCPA*
Cheltenham
Tel: 0800 433 2323
Advert page 31
*OP D PD*

COMMUNITY OUTREACH CONSULTANCY LTD
Bisley
Tel: 01452 771257
*PD SI YA*

CONSENSUS COMMUNITY SUPPORT LIMITED
Cheltenham
Tel: 01242 236522
*PD LDA MH*

COUNTY HOME CARE SERVICES LTD *GCPA*
Gloucester
Tel: 01452 305628
*OP D PD MH YA*

CROSSROADS CARE CENTRAL & EAST GLOUCESTERSHIRE *GCPA*
Cirencester
Tel: 01285 650168
Cheltenham & Tewkesbury
Tel: 01242 584844
Gloucester
Tel: 01452 302542
*OP D PD LDA MH SI*

CROSSROADS CARE FOREST OF DEAN & HEREFORDSHIRE *GCPA*
Cinderford
Tel: 01594 823414
*OP D PD LDA MH YA*

DOCARE LTD *GCC GCPA*
Stroud
Tel: 0333 700 0333
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*OP D PD LDA MH SI Y*

DYNAVOUR CARE SERVICES LTD
Gloucester
Tel: 01452 305952
*OP D PD LDA MH SI YA AD*

EASY LIVING SOLUTIONS
Dymock
Tel: 01531 820556
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*OP D PD SI YA*

ELITE HOME CARE SOLUTIONS
Hempsted
Tel: 0844 800 1130
*OP D*

EUROCLYDON
Drybrook
Tel: 01594 543982
Advert page 66
*OP D PD LDA MH SI YA*

EXPERITIONS LIVING LTD
Cheltenham
Tel: 01242 532204
*PD LDA MH YA*

FACE 2 FACE
Gloucester
Tel: 01452 520011
*PD LDA MH SI*

FAREKCARE
Cheltenham
Tel: 01242 232296
*OP D PD MH YA*

FEATHER BED CARE
Stroud
Tel: 01453 557806
*OP D PD SI YA*

FIELDVIEW *GCPA*
Gloucester
Tel: 01453 791320
*OP D PD LDA MH YA*

FIRST CITY NURSING SERVICES LTD *GCPA*
Cheltenham
Tel: 01242 262700
Advert page 26
*OP D PD LDA MH SI YA AD*

FLEXICARE HOME CARE SERVICES UK
Maisemore
Tel: 01452 306296
*OP PD LDA SI YA*

FOX ELMS CARE
Gloucester
Tel: 01452 382357
*PD LDA MH SI*

FOXGROVE HOUSE
Minsterworth
Tel: 01452 751197
*PD LDA MH*

GCC SHARED LIVES - QUAYSIDE
Gloucester
Tel: 01452 426052
*OP D LDA MH YA*

GLOUCESTER HOMECARE SERVICES
Gloucester
Tel: 01452 549495
*OP D PD MH SI AD*

GLOUCESTERSHIRE AUTISM SERVICES
Cheltenham
Tel: 01452 307069
*LDA*

GRAPEVINE DOMICILIARY CARE *GCPA*
Minsterworth
Tel: 07863 001186
*LDA YA*

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

Inspection reports - see page 6
*GCC* contracted service - see page 19
*GCPA* member of GCPA - see page 6

Advertisers are highlighted

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

23
Do you need a Helping Hand?

Home care in Gloucestershire from 30 minutes per week to full time Live-in Care.

Helping Hands has been providing award winning quality help at home since 1989. A family run company we apply our local knowledge and 25 years of experience to offer you one to one home care that enables you or your loved one to remain at home with compassion and dignity.

Our locally based Carers are able to balance independent living with bespoke care needs by assisting with:

- Housekeeping
- Shopping
- Companionship
- Help getting out & about
- Complex nursing-led care
- Providing a break for an existing Carer or family member
- Personal care
- Support with continence
- Supporting a hospital discharge

If you are looking for extra support for those everyday tasks that are becoming a little more difficult, we’re happy to help - from as little as half an hour per week to full time Live-in Care.

To find out how we can help you, call:
01454 643 701

or visit: www.helpinghands.co.uk
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 and drugs

Inspection reports - see page 6 | GCC contracted service - see page 19 | GCPA member of GCPA - see page 6
Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
First City Nursing Services are Nurse led, privately owned organisation that have over 30 years of experience in Health and Social Care. We offer fully trained and experienced Healthcare Assistants, Support Workers and Nursing staff to work in Nursing Homes, Schools, Care Homes, Hospitals, Learning Disability Placements and Individuals within their own homes.

**We specialise in:**
- Personal Care
- Palliative/ End of Life Care
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Covering Cheltenham, Gloucester, Tewkesbury, Stroud and The Forest Of Dean

For more information please call our Cheltenham office on 01242 262700 or visit www.firstcitynursing.co.uk

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Nightingale’s Home Care can provide care in your own home from 1 hour to 24 hours a day; provided by experienced, highly trained, dedicated health care assistants.

Services that can be provided in the home include:
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- Personal care
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- Escort duties for shopping and social outings
- Post-operative care
- Palliative care
- Respite care

We are happy to discuss particular requirements for complex domiciliary situations.

For further details of our home care service contact Jane Lever (Registered Manager) or Wendy Harvey (Deputy Manager) on 01452 310314, who will be happy to answer your questions and discuss your needs.

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Need Help at Home?

For over 20 years Live Well at Home have been helping people live well in their own homes for longer. When everyday is a little challenging, we make living at home easy.

We are one of the leading Domiciliary Care Companies throughout Gloucestershire. Our services cover the whole of Gloucestershire including; Forest of Dean, Cheltenham, Tewkesbury, Dursley, Stroud and Gloucester.

**SERVICES WE PROVIDE:**
- Personal care & support
- Dementia care
- Continuity of care
- Hospital to home discharge support
- Sitting service & companion support
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- Shopping service
- Telecare & telehealth
- Rapid response & planned response
- Palliative care

Live Well at Home are a Subsidiary of Guinness Care and Support

Live Well at Home
William Burford House, 27 Lansdown Place Lane, Cheltenham, Gloucestershire GL50 2LB

Tel: 01242 255444 www.livewellathome.co.uk

www.facebook.com/LiveWellAtHome1 @LiveWell_AtHome
Domiciliary care/support providers continued

PRESTIGE NURSING (GLOUCESTER) GCC
Tetbury
Tel: 01666 503020
OP D PD LDA MH SI YA AD

PROSPECT HOUSE
Stroud
Tel: 01453 766441
LDA MH YA

Q CARE - GLOUCESTER GCPA
Mitcheldean
Tel: 0845 688 6672
OP D PD MH SI YA

RAYNSFORD DOMICILIARY CARE
Cheltenham
Tel: 01242 523510
LDA MH YA

REEVEY GATE COTTAGE
Kempsford
Tel: 01285 810440
OP PD

RICHMOND VILLAGE PAINSWICK DCA GCPA
Painswick
Tel: 01452 813902
Advert page 76
OP

ROJENE LIVE-IN CARE LTD GCPA
Gloucester
Tel: 01452 526150
Advert page 18
OP D PD SI

ROSES DCA
Cheltenham
Tel: 01242 226656
OP D PD LDA MH SI YA

ROYAL MENCAP SOCIETY
Tewkesbury
Tel: 0207 454 0454
LDA

SALTER’S HILL HOME CARE AND SUPPORT GCPA
Gorsley
Tel: 01989 721023
LDA

SARACEN CARE SERVICES GCPA
Cheltenham
Tel: 01242 515162
PD LDA MH

SEVERNLEIGH
Lydney
Tel: 01594 841086
LDA

SHAFTESBURY PLACE GCC
Cheltenham
Tel: 01242 227818
PD LDA YA

SHENLEY HOUSE
Gloucester
Tel: 01452 300162
PD MH

SOMERSET COMMUNITY CARE AT HOME GCC GCPA
Stonehouse
Tel: 01452 883391
OP D PD LDA MH SI YA AD

ST LUKE’S TRUST
Stroud
Tel: 07952 931521
OP D PD LDA MH SI YA

STEP-A-SIDE CARE LTD GCPA
Clevedon
Tel: 01594 501230
OP PD LDA MH YA

TENDER CARE
Gloucester
Tel: 01452 550268
OP D PD LDA MH SI

UNITED RESPONSE DCA
Chipping Campden
Tel: 01386 849145
OP PD LDA MH YA

VANDUARD CARE LTD
Tewkesbury
Tel: 01684 293366
OP D PD SI

VOYAGE 1 LIMITED
Gloucester
Tel: 01452 380835
PD MH SI YA AD

WESTMINSTER HOMECARE GCC GCPA
Cheltenham
Tel: 01452 857959
OP D PD MH SI YA

WHEATRIDGE COURT
Gloucester
Tel: 01452 500669
OP PD SI YA

YOUR LIFESTYLE LLP DOM CARE
Gloucester
Tel: 01452 729757
D LDA MH SI YA

YOUR LIFE
Cheltenham
Tel: 01823 448151
OP PD SI

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Whether you are struggling to continue with your hobbies, find the stairs increasingly challenging, or want help with the gardening or DIY, aVida can help. From specialist equipment through to a therapy package or an ongoing care relationship, we can keep you in control for longer. We can provide tailored packages for those requiring occasional help right through to respite, night sits and 24 hour care.

Tel: 01452 415 066
Email: julie.pugh@avidacare.co.uk
www.avidacare.co.uk

Unit B11, Elmbridge Court, Gloucester, GL3 1JZ

We are committed to ensuring that our customers can continue to live at home independently and participate in their community for as long as possible.

To speak to a member of our team or to begin your journey with aVida by booking your unique personal needs assessment, please contact our assessment officer on:

Tel: 01452 415 066
Email: julie.pugh@avidacare.co.uk
www.avidacare.co.uk

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Branksome Care are a local and trusted care provider. We have been delivering quality care in Gloucester since 2002. People using our services have come to recognise that our kind and friendly staff are well trained and dedicated to meeting their needs in a professional and flexible manner.

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Whatever your needs, please call us at anytime, including weekends.

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- End of life care
- Meal preparation
- Domestic support
- Respite care
- Transport to appointments/shopping
- Companionship

T: 01531 820556
Mob: 07811517733
Email: jo@easylivingsolutions.org.uk
www.easylivingsolutions.org.uk

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KEY STAFF

Key Staff Nursing & Domiciliary Care Agency offers a bespoke service to those wishing to stay in their own homes.

A tailor-made package of care is created by a Registered Nurse in partnership with each client taking into account their personal requirements, thus achieving and maintaining independence.

Key Staff pride themselves on a stringent recruitment process including all government and CQC requirements.

E: info@key-staff.com T: 01531 637481 W: www.key-staff.com
Unit 4, Bank side, Little Marcle Road, Ledbury, Herefordshire HR8 2DR

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NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

developed by the publisher of the Gloucestershire Care & Support Services Directory

With so many providers to choose from, where do you start?

www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- Information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Aspire Affiliates Ltd. is registered to provide Domiciliary Care in the following categories:

- Older people (over 65 years)
- Adults (over 18 years)
- People with Mental Health needs
- People with Dementia
- End of Life Care
- People with Learning Disabilities
- People with Physical Disabilities

Services we provide:

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- Person Centred support staff
- Respite Care in your own home
- Personal Care
- Social Care
- Overnight Care
- Crisis Care

Aspire Affiliates Ltd. aims to provide flexible services, responsive to individual needs.

For further information please contact:
Tel: 01594 541641
Mail: enquiries@aspirecareservices.co.uk
Web: www.aspirecareservices.co.uk

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At Broomfield Care our focus is to provide outstanding support for individuals who are in need of quality care, enabling them to live independently in their own home. Our small, local team of experienced, compassionate and conscientious carers provide a professional service, 7 days a week, 365 days a year.

“I cannot speak highly enough of all aspects of the care my husband received; always on time, wonderful care and the same carers that he knew and felt extremely comfortable with.” Mrs B, Hucclecote

“Broomfield have been helping me for over two years and have been brilliant. Vicky and her team create a very personal atmosphere of support and encouragement which I haven’t found at other agencies.” Mr T, Sandhurst

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Link Homecare offers support and assistance to people needing additional care at home.

With branches throughout Gloucestershire and the surrounding area, we can tailor our service to suit your needs, from as little as 30 minutes a day through to 24 hours a day.

Our friendly, experienced carers can help with washing, dressing and bedtime routines, or meal preparation, housework and shopping.

We provide a 24 hour support network, and with our emergency assistance vehicles, we guarantee that we will get to you whatever the weather.

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Housing with care

Sheltered housing

Sheltered or retirement housing is suitable for people who enjoy living independently but need the reassurance of knowing that assistance is on hand if there is an emergency, or who expect to be away from home for long periods and need to know their home is safe. Often called retirement housing, there are many different types of sheltered schemes, available both to rent and to buy. Schemes usually consist of between 15 and 40 dwellings. These may be bed-sitting rooms, self-contained flats, bungalows or luxury apartments.

Some schemes are simply housing designed to meet the needs of older people and linked to a community alarm.

The majority of schemes have a scheme manager/warden and community alarm service. There are often communal facilities such as a lounge, laundry, guest flat and garden. Meals are not normally provided but a few schemes include a restaurant and some can arrange hot meals.

Cheltenham

Cheltenham Borough Homes (CBH) is a not-for-profit company managing nine sheltered housing schemes, totalling 517 units, through a team of 10 people. The properties all have their own kitchens and bathrooms and range from self-contained flats to bed-sits.

Extra Care

Extra Care housing supports people to live independently in their own home for as long as possible. Extra Care housing provides a secure environment with care services available 24 hours a day in your own home. Apartments have a kitchen, bathroom, up to two bedrooms and a living room. The developments provide communal facilities, such as a restaurant and a hair salon, as well as areas to hold regular social activities.

Although it varies from scheme to scheme there is the opportunity to rent, part purchase or fully own an apartment. Whichever of these options you choose, your apartment will be your home. Should you currently benefit from financial help paying your rent or receiving support this will still be available subject to your circumstances.

Extra Care housing enhances the offer to older people when they feel they require a little more support. Providing peace of mind that someone is always on hand to help if required is at the core of the model.

There are two Extra Care housing schemes in Cinderford and Lydney which are designed for residents who have care needs and are in receipt of a care package from Gloucestershire County Council.

There are three types of Extra Care housing and many different services on offer.

Homes for rent

You must pay rent and have a tenancy agreement. All homes provided by a Housing Association have rent that is usually regarded as ‘affordable’ and depending on your income you may qualify for housing benefit to help with your rent.

Leasehold

This means you would buy your home on a 100% leasehold basis.

Shared ownership

If you are not in a position to buy outright, there may be an option to part buy, part rent your home. This means that you buy some equity in your home, up to 75% and may or may not have to pay rent on the remainder.

Care and support services available

Extra Care housing is designed to offer older people over the
Extra Care continued

age of 55 a safe and secure environment with 24 hours care and support available on site.

A range of care services are available including:
• personal care and hygiene;
• help with dressing and undressing;
• assistance to get up in the morning and go to bed in the evening;
• help with taking medication, collecting medication and monitoring use;
• assistance to the dining room for meals in the restaurant or with meal preparation in your own home;
• general monitoring of health and well-being; and
• hairdresser and social activities.

Support services
The main types of housing support that staff can provide are:
• general counselling and support;
• help in maintaining the safety and security of your home;
• assistance with the use of appliances and equipment;
• arranging adaptations and minor repairs to your home;
• providing advice, advocacy and liaison with other professionals;
• arranging for assistance with welfare benefits and personal finances/budgeting;
• advising and assisting you with resettlement if necessary; and
• ensuring that there are opportunities for social interaction within the scheme.

Care villages
A care village will generally be a large development of 50 units or more offering a variety of accommodation, including one and two bedroom apartments and bungalows available to buy and to rent. Care and support is provided to tenants dependent on their need with the added benefit of knowing that 24 hour emergency support is available.

The concept of the care village is based around supporting tenants and residents throughout the ageing process, creating a rich and diverse community within the village in tailor-made accommodation. Units are usually available to those aged 55 and over who move in as part of their life planning process. This gives the reassurance that as the needs and circumstances of people change they do not have to go through the upheaval of moving from their home to receive a higher level of care and/or support.

The communal facilities are at the heart of the care village and although they will vary from place to place, will generally include a restaurant or dining room, a laundry, a shop, and a fitness centre amongst a variety of other leisure facilities. The economies of scale of a care village mean that there are greater opportunities to provide health and well-being facilities and services that encourage mental and physical stimulation.

Care villages also bring opportunities for health and social care providers to deliver community services more effectively and efficiently.

There are three Care Villages in Gloucestershire – St Oswald’s Village in Gloucester run by the Extra Care Charitable Trust, Richmond Painswick Village in Painswick run by Richmond Care Villages Ltd and Crystal Fountain Village in Nailsworth managed by Crystal Fountain Village.

Village and Community Agents
Village and Community Agents in Gloucestershire bridge the gap between communities and organisations that can offer relevant help or support.

Village Agents provide support to the over 50s across the county and Community Agents provide support to black and minority ethnicity groups.

Agents can:
• provide high quality information;
• put people in contact with agencies that can provide services they need;
• carry out a series of practical checks; and
• help build communities.

If you would like to find out if there is a Village or Community Agent in your area you can search, by area, on www.villageagents.org.uk, alternatively you can call the Adult Social Care Helpdesk on: 01452 426868. Village Agents are jointly funded by Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning Group. The scheme is managed by Gloucestershire County Council in partnership with Gloucestershire Rural Community Council (GRCC).

The Village Agents online website is full of useful, easily found information for the over 50s. It also has its own database where you can find local information about social activities, shops, pharmacy delivery etc and other services specific to the parishes covered by Village Agents.

Visit the website for more information:
www.villageagents.org.uk
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who report on their findings. These inspection reports are available from the care service or the CQC (visit www.cqc.org.uk).

Further information about the CQC can be found on page 6.

Gloucestershire County Council contracts regularly with some providers in the county and these are denoted with GCC within the listings. Care home and care homes with nursing listings begin on page 51, and are divided into the areas as shown in the map on page 5.

Definitions

There are two types of care home:

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

Care homes with nursing
If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, your social worker will give you information to help you find a home that meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £110.89 per week. You can contact the Nurse Care Management Teams for your area at your local Clinical Commissioning Group (CCG) listed on page 48.

See page 40 for more information on paying for your care/support. Listings of care homes and care homes with nursing in Gloucestershire begin on page 51.
FIRST IMPRESSIONS
• Were you met by someone when you first arrived at the care home?
• 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 – eg annually or according to increasing needs?
• Is the notice to terminate the contract 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?
• 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? What evidence is available that shows this?

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?
• Will someone post a letter for you? Or is there a post box nearby?

• Is there enough privacy given to residents?
• Is alcohol served or permitted?
• Are there smoking and non-smoking areas?
• What arrangements are there for religious observance?
• Can you handle your own money? If not, what arrangements are in place?
• Does a hairdresser/chiropodist 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 duty 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
• How much choice do you get about meals?
• Is the food varied and interesting?
• Can the home cater for your dietary needs?
• Ask to see a current menu to answer these questions.
• 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?
• What sorts of activities and entertainment are organised?
• Can you see a copy of the home’s current activities diary?
• 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?
• Ask to be given a statement of terms and conditions used by the home.
• Are all procedures, such as complaints, clearly spelt-out? Where? Ask to see a copy.
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.

**Learning disability**

**Community support**
There are five Drop In centres in the county, based in Cheltenham, Gloucester, the Forest of Dean, Stroud and Tewkesbury. They are open Monday to Friday 10.00am-5.00pm, except Tewkesbury, which is open on Tuesdays, Wednesdays and Fridays. There is also a small service in Cirencester on Wednesday and Thursday afternoons.

**Cheltenham**
2nd Floor Children’s Library
Chester Walk, Clarence Street, Cheltenham GL50 3TJ
Tel: 01242 244950

**Gloucester**
Three Cocks Lane, Gloucester GL1 2QU
Tel: 01452 529663

**Stroud**
7-8 The Old Town House,
The Shambles, Stroud GL5 1AP
Tel: 01453 757081

**Forest of Dean**
The Main Place, Old Station Way, Coleford GL16 8HR
Tel: 01594 834436

**Tewkesbury**
The Library, Sun Street GL20 5NX
Tel: 01684 299315
Open: Tuesdays, Wednesdays and Fridays.

**Cirencester**
Jubilee Club, Ashcroft Road, Cirencester GL7 1QX
Tel: 01453 757081
Open: Wednesdays 1.30–4.00pm
and Thursdays 1.00-3.00pm
Mondays - meet outside the parish church, Market Place, Cirencester to go for coffee at 2.00pm.

The Drop In is a service for people with learning disabilities who are over the age of 18. It is a place where they can get advice and support to live more independently. It provides a safe informal environment where people can simply drop in and find out about what other services are available to them in the local area.

It also provides support and advice with a wide range of issues, from housing bidding, to benefit and financial issues. Staff work closely with County Community Projects (CCPs) who can offer independent advice. CCP advocates can work with individuals to talk about and resolve concerns and problems independently.

**Housing and support choices**
If you are considering moving out of your family home, there are a number of options that could be explored. You may be able to have your own flat with support. There is also the option of supported living, where you can live independently or share a property with other people with support provided. The property is owned by a company.
other than the support provider, which gives security for tenants. It means the care provider can be changed, without people losing their tenancy.

Support can include learning independent living skills like cooking, cleaning and money management, as well as help with health needs. Whether you choose your own flat with support or supported living, it will usually give you greater independence and choice than care homes may be able to offer. There are other alternatives for people with learning disabilities too, such as Adult Placement or Shared Lives schemes, which can be set up through Gloucestershire County Council.

An important change affecting people with learning disabilities is the use of personal budgets (explained on page 10), putting you at the centre of how you choose to pay for your support. This may be in your own flat or house, a supported living scheme, 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, for example some cater 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 Gloucestershire County Council, who specialise in learning disability, will be able to give you information to enable you to make the right choices.

Care providers that specialise in care for people with learning disabilities are shown with LDA in their listing.

### Physical disability

Following an assessment of your needs, you may be eligible for help from Gloucestershire County Council, including short term reablement services, a personal budget and assistance with care/support planning to help you meet your needs, advice and guidance on how best to plan and undertake adaptations to your home, or how to access supported housing as well as advice and help for the person caring for you. The services of an advocate may also help – see page 44 for further information about what they can offer.

Information about day care/support services is available which can assist and support people to take part in activities, meet with others and regain their confidence.

A short break away from home can provide a welcome change for yourself and anyone caring for you. There are a variety of types of accommodation for people who need to live away from home. Short breaks might also be available to support you in your own home (through a live-in carer).

The support you require if you have a physical disability must be tailored to your specific needs and can be provided by the independent and not-for-profit sectors as well as by Gloucestershire County Council. Help at home with personal care is available during the day and night, seven days a week. There are also private providers offering help at home with personal care and housework. See page 17 for more information.

Care providers that specialise in care for people with physical disabilities are shown with PD in their listing.

### Dementia

As it can be best for the person living with dementia to remain living in their own home for as long as possible, a range of community care services are available to facilitate this. Gloucestershire County Council can provide access to: home care; meals in the home; sitting services (which provide a break for carers); advice on equipment and adaptations; day centres and short breaks. Friends and family can access carers’ education to help support individuals whilst at home this can be accessed through the Alzheimer’s Society or through the ‘Managing memory’ service who can be contacted directly or
Dementia continued

through your GP. Some simple changes can be made around a home to make it more suitable for you and with the right support to both you and your carer, a good quality of life can be maintained through the illness.

These services can be provided directly by registered providers to those who do not require financial help from Gloucestershire County Council, however they will still be willing to offer an assessment of need. You may have a choice of which provider you receive your care from whether or not Gloucestershire County Council assists with the funding of your service.

If you are considering a care home, remember it should be able to maintain and improve your quality of life. Depending on your needs, 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 progresses and you develop more complex needs. Many care homes offer specialist environments with experienced nursing staff and facilities adapted to the needs of residents living with dementia.

You can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. Activity co-ordinators can provide you 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 organisations that are both domiciliary and residentially based.

Care providers that specialise in care for people with dementia are shown with D in their listing.

Mental health

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 a personal budget, discussed on page 10.

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

Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 35.

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?
Welcome to Deanwood Lodge

Specialising in nursing and dementia care, we offer the highest standards of care, comfort and support, with friendly, experienced staff, and a warm, homely atmosphere.

We also offer quality Respite Care, so if you care for an elderly family member, we are able to provide, affordable care to give you a well earned break.

Our Facilities at a Glance

- 24 hour nursing and residential care tailored to individual needs
- Landscaped Gardens
- Daily Social activities
- Each room beautifully furnished to highest standards
- Selection of Lounge and dining areas
- Lifts to all floors for easy access

What Makes Us Different

- We ensure we really know each of our residents as individuals
- Carefully recruited staff team who are passionate about high quality care
- Specialist nurses to ensure the highest standard of contemporary care
- Excellent links with our local community to enable our residents to remain active and involved.

To find out more, please Phone  Tel: 01452 415 057 / 07785 611 638
Email: info@deanwoodlodge.co.uk or visit www.deanwoodlodge.co.uk

Deanwood Lodge, Church Road, Maisemore, Gloucestershire GL2 8HB

Mental health continued

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.

Care providers that specialise in care for people with mental health issues are shown with MH in their listing.

Shared Lives

Gloucestershire County Council’s Shared Lives Scheme (formerly called Adult Placement) is a countywide service offering short breaks, respite and longer term care to vulnerable adults living as part of a family, in that family’s home. The person can either live with the family permanently, or go and stay with them for overnight short breaks, or for a few hours per week.

The Shared Lives Scheme is available to any vulnerable adult, 18 years and over (there is no upper age limit), who meets Gloucestershire County Council’s eligibility criteria. If the adult is assessed by a professional as having a critical or substantial need, they can receive a care service funded by Gloucestershire County Council.

The Shared Lives Scheme also offers a service to those who meet the eligibility criteria but who are paying privately for their care. Each is unique, and every carer, and the person whom they care for, are individually matched so that they are both happy living with one another.

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077 or: 01452 426237 or: 01452 425722 or GUIDe on: 01452 331131. Tel: 0800 015 1548 (if calling within Gloucestershire) or Tel: 0845 658 3888 (from outside the County).

Alternatively, visit the website: www.gloucestershire.gov.uk/gaps for more information.

Visit www.carechoices.co.uk for further assistance with your search for care 39
Paying for care

How much will I have to contribute to my care costs?

Almost everyone who lives in a care home has to pay something towards the cost of it. How much you pay depends on your assessed care needs and your income and assets (including any property you own).

If you have under £23,250 in savings and capital
The Council can only make a contribution to the cost of your support if:
• you have been assessed as being eligible for support from the Council under the eligibility criteria; and
• you have had a full financial assessment from the Council and they have advised you that you do not have to pay for the full cost of your care.

You will need to ask the Council for a social care assessment. This will identify your social care needs and how they will be best met. Any care home you consider must be able to meet those needs. The Council 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 the Council’s funding level. If you want to choose a more expensive care home you would have to arrange for a third party – such as a family member of charity – to ‘top–up’ the difference. Please refer to the ‘Third party payments for care home fees’ and ‘Running out of money whilst in care’ on page 42. You are not allowed to ‘top up’ the difference yourself if you 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. This will be included in the financial assessment and will be in addition to any income you are receiving, eg State Benefits, occupational pensions etc.

If your capital is less than £14,250 and the care home you choose charges fees that are within the Council’s funding rate, your contribution will be assessed only on your income.

Care Fees Planning advice; when and where you need it from your local specialist Neil Gayler

If you are contemplating placing a relative or friend in a care home (or organising their care in their own home), you are probably feeling emotionally drained right now. The process of finding a suitable care provider and sorting through the legislation, not to mention helping them to fundamentally change and come to terms with the major changes to their lifestyle, can be extremely difficult.

Add to this confusion, stress and guilt and it is not surprising that many people feel somewhat overwhelmed and worried at a time like this. There are many financial advisers in the country but only a handful in any one region with the specialist skills and knowledge to be able to guide you through the care fees planning maze.

SYMOPONIA [Greek. adjective: compassion]

Symponia has the answer — our adviser members are all suitably experienced and appropriately qualified. We are therefore able to provide a unique concept within the field of care fees planning which, in turn, gives you and your family truly independent financial advice at a time when you most need it.

Neil Gayler is your local Symponia member for Gloucestershire. For a confidential initial consultation (without any cost or obligation to you), call him on 01242 538 383
Third party payments for care home fees
Some care homes charge fees that are higher than the maximum amount the Council can contribute. If the Council is contributing towards your care home fees and you choose to move into a home which charges a higher fee, the difference between the two amounts must be paid for by a third party, usually a relative or a charity. Third party payments are sometimes referred to as top-up payments. Please note: this amount will be in addition to your assessed contribution.

As the name suggests, this payment must be made by someone other than you or Gloucestershire County Council, except in specific circumstances. It can be a relative or friend, but it cannot be a liable relative, ie someone whose financial situation has been taken into account when your financial assessment was carried out by Gloucestershire County Council.

The circumstances under which you may make a third party payment from your own funds are:
- when you are eligible for the 12-week property disregard (see next column); or
- where Gloucestershire County Council has agreed to a deferred payment until your home is sold.

The Council would recommend that the third party topping up your care fees seeks specialist information and advice and explores all the financial options available to them. See ‘Seeking specialist information and advice’ on the next column.

If you have over £23,250 in savings and capital
You will be responsible for paying the full cost of your care if:
- you have chosen not to approach Gloucestershire County Council for help;
- you have been assessed but are not currently eligible for adult social care services from Gloucestershire County Council; or
- you have been assessed and your needs show that you are eligible for social care support, however your savings and assets are above £23,250 and you are therefore not eligible for financial support from the Council to meet your care needs.

People in this situation are known as ‘self-funders’. Regardless of your financial circumstances, you can ask for an assessment of your needs under the NHS & Community Care Act 1990. Contact the Adult Social Care helpdesk on 01452 426868 to arrange an assessment.

If you have a property but your other capital is less than £23,250 and your income doesn’t cover your care home fees the Council can still support you.

12 week property disregard
If, apart from your property, your savings are less than £23,250 the Council can help you with your care costs for the first 12 weeks of permanent residential care providing that your assessment has shown that this is the kind of care you need.

Deferred Payment Agreement
To support people that are waiting for their property to be sold the Council can provide financial support. It will charge any financial help against the value of your property.

You will need to enter into a Deferred Payment Agreement with the Council who will put a legal charge on the property which means that it cannot be sold until the debt to the Council has been repaid. Until your property is sold, you will be expected to make a part-payment every four weeks based on your weekly income.

Once the property is sold a review will take place to determine whether or not it is appropriate for you to make private arrangements to pay the care home direct. If this is the case you will be advised of the date you should start to pay the care home from. The Council has the right to refuse a deferred payment request.

The Council recommends that you seek specialist information and advice before agreeing to the Deferred Payment Agreement as it may not be the best solution for your specific circumstances.

Seeking specialist information and advice
Paying for care can be an expensive and open-ended commitment. As a self-funder the Council strongly recommends that you seek specialist information and advice before entering into any commitments to prevent you from running out of money and allow you to protect an inheritance for your loved ones.

PayingForCare is a not-for-profit organisation that provides independent information and advice to self-funders on all aspects of long-term care to help you make informed choices about your care and how you pay for it. Information includes:
- information on state benefits you may be entitled to;
- information on the different types of care available;
- access to information and specialist advice on the best way to fund your long-term care and avoid running out of money;
- access to specialist services on topics such as setting up Power of Attorneys, wills and Inheritance Tax Planning; and
- details of independent Specialist Care Fees Advisers close to you or your family.

For a free chat call PayingForCare on 0808 208 9994.
Contracts

If you move to a care home where a third party payment is required, the person who will make the payment on your behalf must sign a contract with Gloucestershire County Council, before the contract with the home is signed. In doing so they must confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home. If they are unable to maintain the payments and there is nobody else able to meet this cost, you may have to move to a cheaper home within the local authority’s funding levels.

If you are already a resident in a care home, and no third party agreement was required at the time you became a resident, the home may seek to introduce a third party payment at a later date. Also, if a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then an additional third party payment can become due.

Before you sign any contract, the home should give you written details of all the charges it intends to make in its Statement of Purpose document. If there is anything that is not clear or which you do not understand, you should ask for advice.

Running out of money whilst in care

Running out of money can be an avoidable situation for many people if they receive specialist information and advice. If you are funding the cost of your own care (ie a self-funder) then you are recommended to seek specialist information and advice. See ‘Seeking specialist information and advice’ on page 41 for more information.

If your capital is likely to reduce to below £23,250 as a result of paying for care you must advise the Council well in advance of this happening. It is recommended that you contact them when your capital is down to £25,000. They will advise if the Council is able to assist you with your care fees. They will carry out a care assessment and a financial assessment to confirm eligibility and the date from which your funds fall below £23,250 and the amount they will pay and the amount you will pay towards your care.

If you do meet the criteria for social care and are already buying services privately, the Council may not provide financial support that allows you to keep the same level and type of services if your capital and assets falls below the threshold limit of £23,250.

In these circumstances, if you want to receive the same level and type of care, someone other than yourself, possibly a family member, may have to pay the difference between what the Council will pay and the cost of the support you have chosen. This is known as a third party payment. If there is no third party (person other than yourself) to top up any difference between the Council’s funding limit and the cost of your care fees, the Council will ensure your assessed needs are met but may need to ask you to move to an alternative care provider. See ‘Third party payments for care home fees’ on page 41 for more information.

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 nursing home will generally be more expensive than a residential home.

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

Definitely claim:
• Attendance Allowance, worth either £54.45 or £81.30 a week depending on your care needs.

Moving into a nursing home?
• You may be eligible for the NHS Nursing Care Contribution of £110.89 a week depending on your assessed care needs.

If eligible for Continuing Healthcare and your primary health needs require nursing care then you will be offered a nursing home place and the fees will be met in full by Continuing Healthcare.

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 Gloucestershire County Council will pay towards care costs, call the Adult Social Care Helpdesk on: 01452 426868.

NB
The figures quoted here are likely to change during the life of this Directory. After April 2014, please check with Gloucestershire County Council for up to date information; call the Adult Social Care Helpdesk on 01452 426868.
Legal advice

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning 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 to.

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 or residential care, 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 offers an advice service and will be able to recommend solicitors in your area.

www.carechoices.co.uk

developed by the publisher of the
Gloucestershire Care & Support Services Directory

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- Information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.

Visit www.carechoices.co.uk for further assistance with your search for care
Further help and advice

Advocacy

Advocates can give advice, support and information to people of any age, helping them to voice their concerns and guiding them through difficult or challenging times. Consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care choices.

There is a joint referral system in place in Gloucestershire supported by a freephone number: 0800 644 6448. This number is also used in South Gloucestershire.

Advocacy Resources Exchange (ARX) is an organisation that provides information and advice about advocacy.

Call their Advocacy Resource Finder on: 08451 22 86 33 (open 11.00am-2.00pm Monday to Friday) or search their online database at: www.advocacyresource.org.uk or email: advocacyfinder@advocacyresource.org.uk

Local useful contacts

Advocacy advice – mental health

Rethink
Tel: 01452 730821

County Community Projects
Tel: 01242 228999

Advocacy advice – older people

Age UK
Tel: 01452 422660

Age UK Forest of Dean
Tel: 01594 845621

Advocacy advice – physical or sensory disability

County Community Projects
Tel: 01242 228999

Note: Highlighted organisations are contracted to provide independent advocacy through Gloucestershire County Council. Age UK Forest of Dean is funded through other means.

Comments and complaints

Complaints about Health and Social Care Services

If you have a complaint about a service, the first thing you should do is tell the service. This applies whether you pay for your care or your local Council funds it.

By law, every care/support service and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service’s complaints procedure so that you understand what you must do and how they will deal with your complaint.

Care funded by your local council

If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local social services department.

You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do.

In the first instance, write to

Customer Services Team
Gloucestershire County Council, Freepost, Shire Hall, Westgate Street, Gloucester GL1 2TG
(This is a freepost address, you don’t need to attach a stamp.)

The care service or Gloucestershire County Council should try to sort out your complaint themselves and put things right to prevent the same thing happening again.

If you are not satisfied with the final reply from the care service or Gloucestershire County Council, you can complain to the Local Government Ombudsman. There are three Local Government Ombudsmen in England. They each deal with complaints from different parts of the country. However, you should first send your complaint to:
Comments and complaints continued

The Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
or 0845 602 1983.

Complaints about care that you pay for yourself
Since 2010, you can ask the Local Government Ombudsman to take up your case if you are not happy about how a service dealt with your complaint about care/support provider that you pay for yourself.

Useful contacts for complaints
Age UK (the name of the combined Help the Aged and Age Concern)
Provides information and advice to older people and their families. Offers a mediation service which means it will talk to everyone involved with a complaint about social care to try to reach a solution.
Contact the Age UK information line on:
0800 169 6565
or visit: www.ageuk.org.uk

Citizens Advice
Provides free, confidential and independent advice from over 3,000 locations. Advice is available face-to-face and by phone. Most of their bureaux offer home visits and some also provide email advice.
Visit: www.citizensadvice.org.uk.

The Patients Association
A national health care charity that highlights patients’ concerns and needs. It provides advice and news aimed at helping people to get the best out of their health care and tells you where you can get more information and advice.
Contact the Patients Association’s helpline on:
0845 608 4455 or visit:
www.patients-association.org.uk

Healthwatch Gloucestershire
Healthwatch Gloucestershire is the new independent consumer champion for health and social care in the county. The aim of Healthwatch Gloucestershire is to give people and communities a stronger voice to influence and challenge how health and social care services are commissioned and provided locally.
Healthwatch Gloucestershire gathers local people’s views and experiences of health and social care. These will be passed on to those who plan and deliver services in the county and nationally, to make sure they are providing the services people really need.
Healthwatch Gloucestershire provides people with information and advice to help them make the right choices about health and social care. It can also help them to make a complaint about NHS services, through the Independent Health Complaints Advocacy Service.
You can join Healthwatch Gloucestershire and get involved, making sure health and social care users in Gloucestershire have a real voice. You could call, email or fill in a quick survey about a particular service.
If you want to do more and take part in consultations or help when Healthwatch goes out to meet the public, do get in touch. Healthwatch needs your views and experiences to help improve and influence health and social care services in Gloucestershire.

It’s really easy to join.
Visit www.healthwatchgloucestershire.co.uk
Call: 0800 652 5193 or,
Email: info@healthwatchgloucestershire.co.uk
to find out more.

Visit www.carechoices.co.uk for further assistance with your search for care
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/support place is paid for by your local authority, your home county local authority is still responsible for assisting you with 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 and if you did choose to move to a care home in another county and then had to rely on local authority support it would be your new authority that would be responsible.

If your care/support place is paid for by your local authority, your home county local authority is still responsible for assisting you with 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.

This Directory’s helpline

This Directory’s free helpline provides an independent information and help service encompassing care services and accommodation. A personalised report can be generated for callers providing details of all care homes or housing with care schemes that meet their criteria.

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

You can also search for care on the website: **www.carechoices.co.uk**

This Directory’s helpline

For all social care enquiries and referrals in Gloucestershire, please call: **01452 426868** on weekdays from 8.00am to 5.00pm.

If you need to phone outside office hours, you can contact the Emergency Duty Team on: **01452 614194**

and leave a message on the answerphone. A member of staff will return your call.

Council services and advice are available on the website: **www.gloucestershire.gov.uk**

The Patient Advice and Liaison Service (PALS)

Gloucestershire CCG PALS
Tel: **0800 0151 548**

Gloucestershire Care Services NHS Trust
Service Experience Team
Tel: **0300 421 8313**

Gloucestershire Hospitals NHS Foundation Trust PALS
Tel: **0800 019 3282**

Gloucestershire 2gether NHS Foundation Trust PALS
Tel: **01452 894673**

The Patient Advice and Liaison Service (PALS)

Every NHS trust has a PALS to help people have a say in their local health services. If you want to make a complaint about a trust, your local PALS will explain how to do this and discuss ways of getting your complaint dealt with. It will also take up some types of complaints for you.

Contact your local PALS through the PALS website: **www.pals.nhs.uk** or through the NHS Choices website: **www.nhs.uk**

NEED HELP IN YOUR SEARCH FOR CARE?

With so many providers to choose from, where do you start? **www.carechoices.co.uk** can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.
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.’

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 gives them an opportunity to think about, talk about and write down their preferences and priorities for care at the end of life.

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. Their website has a comprehensive support section. www.dyingmatters.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

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

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 local contacts

Gloucestershire County Council
Adult Social Care Helpdesk
Tel: 01452 426868
Open between 8.00am and 5.00pm Monday to Friday
Email: socialcare.enq@gloucestershire.gov.uk
www.gloucestershire.gov.uk/adults

Locality offices
Cheltenham Office
Sandford Park House, 39/41 London Road,
Cheltenham GL52 6XJ
Tel: 01242 532500

Cotswold Office
The Old School, 47 Lewis Lane,
Cirencester GL7 1EB
Tel: 01285 881000

Forest Office
Dean House, Station Street, Cinderford GL14 2JF
Tel: 01594 820500

Gloucester Office
Quayside House, Quayside Wing, Gloucester.
Tel: 01452 426000/Minicom: 01452 426006

Stow-on-the-Wold Office
Victoria House, Sheep Street,
Stow-on-the-Wold GL54 1AA
Tel: 01451 832272

Stroud Office
Health Centre, Beeches Green, Stroud GL5 4BH
Tel: 01453 760500

Tewkesbury Office
Tewkesbury Borough Council
Gloucester Road, Tewkesbury GL20 5TT
Tel: 01452 328200

2gether
Managing Memory 2gether is a service for people worried about memory, people with dementia and carers of people with dementia.
NHS Foundation Trust – Mental and Social Healthcare,
Rikenel, Montpellier,
Gloucester GL1 1LY
Tel: 01452 894000
Email: 2gether.comms@glos.nhs.uk
Web: www.2gether.nhs.uk

Cheltenham General Hospital
Sandford Road, Cheltenham GL53 7AN
Tel: 0300 422 2222

Gloucestershire Hospitals NHS Foundation Trust
1 College Lawn, Cheltenham GL53 7AG
Tel: 0300 422 2222

Gloucestershire Royal Hospital
Great Western Road, Gloucester GL1 3NN
Tel: 0300 422 2222

Health services

Gloucestershire Clinical Commissioning Group (CCG)
The CCG is responsible for buying local NHS services such as emergency care services, operations or treatments that can be planned in advance and mental health services. A membership organisation including all 85 GP practices in Gloucestershire, the practices fall within seven localities:
- Cheltenham
- North Cotswolds
- South Cotswolds
- Forest of Dean
- Gloucester City
- Stroud and Berkeley Vale
- Tewkesbury, Newent and Staunton

Sanger House, 5220 Valiant Court,
Gloucester Business Park, Brockworth,
Gloucester GL3 4FE
Tel: 0300 421 1950 Email: GLCCG.enquiries@nhs.net

Healthwatch Gloucestershire
Community House, 15 College Green,
Gloucester GL1 2LZ
Freephone: 0800 652 5193
Local landline: 01452 504989
Email: info@healthwatchgloucestershire.co.uk
Web: www.healthwatchgloucestershire.co.uk
Hours of business: Monday to Thursday: 9am – 5.15pm, Friday: 9am – 5pm

SevaLine
A telephone helpline for people who speak Gujerati who want to contact the Health and Social Care Helpdesk.
Tel: 01452 427000.
Open 9am - 5pm Monday to Friday.
For other languages you can use the Language Line telephone interpreting service at all main County Council offices: 0800 169 2879.
Other useful contacts

Advocacy Trust Gloucestershire (ATGlos)
Helping people speak up for themselves – see page 44.
Suite 4, Westend Courtyard
Westend, Stonehouse, Gloucestershire GL10 3SL
Monday to Friday: 9.00am – 5.00pm, but appointments can be made at other times.
Tel: 0845 051 1203 Email: admin@atglos.co.uk

Age UK (the combined Age Concern and Help the Aged)
Bleak House, 26 Station Road, Gloucester GL1 1EW
Tel: 01452 422660
National advice line: 0800 169 6565
Web: www.ageuk.org.uk

Alzheimer’s Society
Works to improve the quality of life of people affected by dementia. The Helpline is for anyone who is affected by dementia or worried about their memory. Trained advisers provide information, support, guidance and signposting to other appropriate organisations.
National Dementia Helpline: 0300 222 1122

Gloucester office
Agriculture House, Greville Close, Sandhurst Road, Gloucester GL2 9RG
Tel: 01452 525222
Email: gloucestershire@alzheimers.org.uk

Benefit Enquiry Line
Tel: 0800 88 22 00

Citizens Advice Bureau
Free, confidential, impartial advice.

Stroud and District
Unit 8, First Floor, Brunel Mall, London Road, Stroud GL5 2BP
Tel: 01453 755999 or email stroud.gloucester@crossroads.org.uk

Dementia Care Trust (DCT)
DCT is a consortium of private, voluntary and independent sector social care and support providers.
Century House
100 London Road, Gloucester GL1 3PL
Tel: 01452 550066
Web: www.dct.org.uk

Gloucestershire Disability Forum
An independent forum of interested groups and individuals who meet to discuss and act upon current issues concerning disabled people in Gloucestershire.
Lifestyles Office
The Business Centre,
Suite 5 Innsworth Technology Park,
Innsworth, Gloucester GL3 1DL
Tel: 01452 530184

Gloucester Health Access Centre
Full range of primary care services.
Eastgate House, 121-131 Eastgate Street
Gloucester GL1 1PX
Tel: 01452 336290

Penderels Trust
Works in partnership with Gloucestershire County Council to support adults and children who receive a Direct Payment in the county to help them get the most out of the care money they receive.
Unit 7, The Steadings Business Centre
Maisemore, Gloucester GL2 8EY
Tel: 0845 606 0312
Email: gloucestershire@penderelstrust.org.uk
Pinehurst Residential Care Home is a boutique style care home located in the Charlton Kings area of Cheltenham. This converted Victorian period property has been refurbished to a high standard and offers 19 bespoke ensuite facilities over 3 floors.

Pinehurst Residential Care Home:  
8/10 Lyefield Road West,  
Cheltenham GL53 8HA  
Tel: 01242 517730  
Email: pinehurst@unitedincare.co.uk

Broadleas Residential Care Home is a large detached converted period property situated in the prominent Christchurch area of Cheltenham. The home has 20 rooms with ensuite facilities throughout and offers a tranquil homely environment.

Broadleas Residential Care Home:  
9 Eldorado Road,  
Cheltenham GL50 2PU  
Tel: 01242 256095  
Email: broadleas@unitedincare.co.uk

Hawthorns Residential Care Home is a double fronted Victorian property located on Christchurch Road. The home enjoys views of the playing fields of the prestigious Cheltenham Ladies College and is within walking distance of Montpellier.

Hawthorns Residential Care Home:  
33 Christchurch Road,  
Cheltenham, GL50 2NY  
Tel: 01242 243394  
Email: hawthorns@unitedincare.co.uk
## Cheltenham care homes

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
<th>Advert Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALEXANDER HOUSE CARE HOME GCC</td>
<td>OP LDA MH</td>
<td>16 Tivoli Road, Cheltenham GL50 2TG</td>
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<td>ALSTONE HOUSE CARE HOME GCC</td>
<td>OP D PD LDA MH SI</td>
<td>Alstone Lane, Cheltenham GL51 8HX</td>
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<td>AMBLESIDE GCC GCPA</td>
<td>OP</td>
<td>69 Hatherley Road, Cheltenham GL51 6EG</td>
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<tr>
<td>ASTELL GCC GCPA</td>
<td>OP D</td>
<td>Overton Park Road, Cheltenham GL50 3BT</td>
<td>01242 529012 (Advert inside back cover)</td>
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<td>BAFFORD HOUSE GCC GCPA</td>
<td>OP D</td>
<td>Newcourt Road, Charlton Kings, Cheltenham GL53 8DQ</td>
<td>01242 523562 (Advert page 53)</td>
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<tr>
<td>BEECHCROFT</td>
<td>LDA</td>
<td>295 Gloucester Road, Cheltenham GL51 7AD</td>
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<tr>
<td>BREDON VIEW GCC GCPA</td>
<td>OP</td>
<td>24-26 Libertus Road, Cheltenham GL51 7EL</td>
<td>01242 525087 (Advert page 4)</td>
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<tr>
<td>BROADLEAS RESIDENTIAL CARE HOME GCC</td>
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<td>9 Eldorado Road, Cheltenham GL50 2PU</td>
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<tr>
<td>CALDICOTT HOUSE GCC</td>
<td>LDA</td>
<td>27 Old Bath Road, Leckampton, Cheltenham GL53 7QE</td>
<td>01242 221343</td>
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<tr>
<td>CARETECH COMMUNITY SERVICES LTD (BOUNCER’S LANE) GCC GCPA</td>
<td>LDA</td>
<td>87 Bouncer’s Lane, Prestbury, Cheltenham GL52 5JB</td>
<td>01242 572446</td>
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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 and drugs

Inspectors’ reports - see page 6, GCC contracted service - see page 19, GCPA member of GCPA - see page 6
If home is where the heart is, then you’ve come to the right place! Oakhaven is the heart of a caring and friendly community which offers our residents as much independence as they want.

Privately owned and family run for over 25 years, we have developed a strong and enviable reputation amongst the local community and care professionals as one of the highest quality care providers of residential care for the elderly.

But don’t take our word for it, come and see for yourself what Oakhaven has to offer. Meet our team, talk to some residents, stay for a day.

You’ll find it refreshingly different but reassuringly homely. Your home from home. Please telephone or visit our website for the fuller picture.

01242 528377
www.oakhaven-rch.co.uk

Proud to be your friend and carer...
**CARETECH COMMUNITY SERVICES LTD**
(BROOKLYN ROAD) **GCC GCPA**
15 Brooklyn Road, Cheltenham GL51 8DT
Tel: 01242 581112

**CHARGROVE LAWN GCC GCPA**
Shurdington Road, Cheltenham GL51 4XA
Tel: 01242 862686 Advert page 4

**CHARLTON KINGS CARE HOME GCC GCPA**
Moorend Road,
Cheltenham GL53 9AX
Tel: 01242 221445 OP LDA

**DALKEITH RESIDENTIAL CARE HOME GCC GCPA**
285 Gloucester Road,
Cheltenham GL51 7AD
Tel: 01242 522209 Advert page 57 OP D PD MH SI YA

**DARLEY DALE CARE HOME GCC**
35 Libertus Road, Cheltenham GL51 7EN
Tel: 01242 513389 OP D

**DOWTY HOUSE GCC GCPA**
St. Margarets Road,
Cheltenham GL50 4EQ
Tel: 01242 520713 Advert inside back cover OP D

**FAITHFULL HOUSE GCC GCPA**
Suffolk Square, Cheltenham GL50 2DT
Tel: 01242 514319 Advert inside back cover OP D

**GREENHILLS CARE**
Astride Road, Little Witcombe GL3 4SY
Tel: 01452 862554 Advert page 67 OP D

**GYPSY CORNER CARE HOME GCC**
Badgeworth Lane,
Cheltenham GL51 4UH
Tel: 01242 861374 OP PD LDA MH SI

**HAMPSTON HOUSE**
94 Leckhampton Road,
Cheltenham GL53 0BN
Tel: 01242 520527 Advert page 54 OP

**HARRINGTON HOUSE**
180 Hatherley Road, Cheltenham GL51 6EW
Tel: 01242 522070 OP D PD LDA MH SI YA AD

**HAWTHORNS RESIDENTIAL CARE HOME, THE GCC**
33 Christchurch Road,
Cheltenham GL50 2NY
Tel: 01242 243394 Advert page 50 OP D MH

**HOLLY HOUSE GCC**
303 Gloucester Road, Cheltenham GL51 7AR
Tel: 01242 522404 PD LDA MH

**KNIGHTSBRIDGE LODGE GCC GCPA**
Knightsbridge Green, Knightsbridge,
Cheltenham GL51 9TA
Tel: 01242 680168 Advert page 54 OP

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**Bafford House**
Tel: 01242 523562
Fax: 01242 238330
Email: info@baffordhouse.co.uk

Bafford House is a Residential Care Home located in the prestigious Charlton Kings area of Cheltenham offering its service users a secure, relaxed and homely environment in which their person centred care, well being and comfort are of prime importance.

Our staff are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. Please contact us to learn more of our excellent facilities and reputation.

Newcourt Road, Charlton Kings, Cheltenham, Glos GL53 8DQ   Web: www.baffordhouse.co.uk

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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 and drugs

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Visit www.carechoices.co.uk for further assistance with your search for care
We are pleased to offer 24 hour personalised care given by carefully selected staff, trained to meet individual care requirements, sensitive to the need to preserve dignity, improve independence and increase the quality of life for all our twenty-two residents.

- Pleasant family atmosphere
- Home cooking
- Short and long stay
- Visiting chiropodist, clergy and hairdresser
- Social activities
- Own furniture welcome

Knightsbridge Lodge is family run, dedicated to respect and promote residents rights, dignity and privacy, giving maximum opportunity to exercise personal autonomy and choice. An attractive well maintained garden surround the tastefully decorated home, which has bedrooms on two floors accessed by passenger lift. It provides two lounges and a light airy dining room with well equipped bathrooms and a shower room.

Please contact the Registered Manager Nicholas Coates for further information.

Knightsbridge Lodge Knightsbridge Green, Cheltenham, Glos GL51 9TA
Tel: 01242 680168 Email: knightsbridge.lodge@btinternet.com

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Hampton House
CARE HOME FOR THE ELDERLY

Discover our unique setting and celebrate the next chapter in your life

- Caring and professional staff on hand whenever you need them - 24 hours a day
- Enjoy new friendships in our supportive and comfortable setting
- Spend the day how you please - knowing our capable hands are close by at all times
- Daily activities and entertainment
- Freshly prepared meals

Don’t struggle at home alone - come and enjoy the Hampton House experience

For more information call 01242 520527
or visit our website www.HamptonHouseCare.co.uk
Hampton House, 94 Leckhampton Road, Cheltenham GL53 0BN

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NEED HELP IN YOUR SEARCH FOR CARE?

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Cheltenham care homes continued

**KNOLE, THE GCC**
23 Griffiths Avenue, Cheltenham GL51 7BE
Tel: 01242 526978 PD LDA MH SI AD

**MANCHESTER COURT GCC**
77 Clarence Street, Cheltenham GL50 3LB
Tel: 01242 523510 OP MH

**NAZARETH HOUSE GCC**
London Road, Charlton Kings, Cheltenham GL52 6YJ
Tel: 01242 516361 OP

**NEW ROAD, 1**
Woodmancote, Cheltenham GL52 9PX
Tel: 01242 678284 LDA

**OAKHAVEN RESIDENTIAL CARE HOME GCC GCPA**
136-140 Hales Road, Cheltenham GL52 6TB
Tel: 01242 528377 Advert page 52 OP

**ORCHARD LEIGH GCC**
Hayden Road, Cheltenham GL51 0SN
Tel: 01242 523848 OP LDA YA

**PINEHURST RESIDENTIAL CARE HOME GCC**
8/10 Lyefield Road West, Charlton Kings, Cheltenham GL53 8HA
Tel: 01242 517730 Advert page 50 OP D MH

**QUEENS RETREAT GCC**
7 Russet Road, Cheltenham GL51 7LN
Tel: 01452 554120 LDA MH YA

**QUEENSBRIDGE HOUSE GCC GCPA**
63 Queens Road, Cheltenham GL50 2NF
Tel: 01242 519690 Advert page 56 OP D PD YA

**RAVENSWOOD HOUSE GCC GCPA**
Lansdown Road, Westall Green, Cheltenham GL50 2JA
Tel: 01242 256900 OP D PD SI YA

**ROYAL COURT GCC GCPA**
Fiddlers Green Lane, Cheltenham GL51 0SF
Tel: 01242 221853 Advert page 57 OP PD

**SHAFTESBURY PLACE GCC**
52 Marsland Road, Cheltenham GL51 0JA
Tel: 01242 227818 PD LDA YA

**SHURDINGTON ROAD CARE HOME GCC**
97a Shurdington Road, Cheltenham GL53 0JQ
Tel: 01242 578922 LDA

**ST GEORGE’S GCC**
Well Close House, Lansdown Parade, Cheltenham GL50 2LH
Tel: 01242 227701 OP D PD LDA MH SI YA

**TEWKESBURY VIEW CARE HOME GCC**
Cleeve Hill, Cheltenham GL52 3PW
Tel: 01242 672043 LDA

**VICARAGE, THE**
59 Andover Road, Tivoli, Cheltenham GL50 2TS
Tel: 01242 521918 OP PD LDA

**WINSTONIAN HOUSE CARE HOME GCC GCPA**
38-42 All Saints Road, Cheltenham GL52 2EZ
Tel: 01242 577927 Advert page 4 OP

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 and drugs

Inspection reports - see page 6 GCC contracted service - see page 19 GCPA member of GCPA - see page 6 Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care  55
Specialists in Supporting People with Dementia

Queensbridge House

Provides high quality residential dementia care through our highly qualified experienced professional care team.

Queensbridge Care Limited
Queensbridge House
63 Queens Road
Cheltenham
Gloucestershire GL50 2NF

Tel: 01242 519 690
Fax: 01242 539 059
Email: info@queensbridgecare.co.uk
Visit: www.queensbridgecare.co.uk

The Honeybourne Club
at Queensbridge House

Day Care and Memory Club for Adults with Dementia

Opening times are 8.00 am to 6.00 pm Monday to Friday for either full days or half day sessions
A real home from home with exceptional care

Royal Court is different – every resident has their own apartment with a lounge/diner, kitchenette, bedroom, en-suite bath/wet room, entrance hall. We provide the highest quality care, carefully tailored to each resident’s personal requirements.

- Spacious purpose built accommodation
- “Simply brilliant” care team
- “Fantastic” home cooked food
- 2 miles from Cheltenham city centre
- Relaxed, friendly and enjoyable atmosphere
- A privately run home with a real difference
- Delicious home cooking
- Highly trained staff
- A genuine interest in each individual

Royal Court, Fiddler’s Green Lane, Cheltenham, GL51 0SF
Tel: 01242 221853 Email: royalcourtcare@hotmail.com
Web: www.royalcourtcare.co.uk

DALKEITH RESIDENTIAL HOME
285 GLOUCESTER ROAD | CHELTENHAM | GL51 7AD

Situated in a wide, tree-lined road just a short distance from the centre of Cheltenham, Dalkeith Residential Care Home is a substantial and tastefully converted Victorian House set in 3/4 acre of gardens where residents can relax in fine weather. The house has been imaginatively converted to provide comfortable accommodation for up to 20 residents. Our emphasis is very much on providing residents with the opportunity to enjoy a happy, safe and fulfilled life, with as much independence as they wish.

Some of the main features of Dalkeith Residential Care Home are:

- Varied menus of freshly-cooked, nutritionally-balanced, appealing meals;
- Dedicated owners with many years’ experience in the field of residential care;
- Individually-decorated, comfortable rooms, some en-suite, equipped according to residents’ personal needs;
- Attractive communal areas where residents can participate in a variety of stimulating, enjoyable activities;
- Committed, friendly, well-qualified staff;
- 2 miles from Cheltenham city centre

Tel: 01242 522209

“Mum loves her new home”

- High quality care for older people
- Homes across Gloucestershire
- A charity that focuses on people not profits
- Delicious home cooking
- Highly trained staff
- A genuine interest in each individual

Find out more by calling 0800 988 8133 or visit www.osjct.co.uk.

Visit www.carechoices.co.uk for further assistance with your search for care
## Cheltenham care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
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<tbody>
<tr>
<td><strong>ASTLEY HOUSE CARE HOME WITH NURSING GCC</strong></td>
<td>Lypiatt Lodge, Lypiatt Road, Cheltenham GL50 2SY</td>
<td>0845 345 5742</td>
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<tr>
<td><strong>AVONDALE NURSING HOME IN CHELTENHAM GCC</strong></td>
<td>21 Eldorado Road, Cheltenham GL50 2PU</td>
<td>01242 232012</td>
<td>OP D</td>
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<tr>
<td><strong>BADGEWORTH COURT CARE CENTRE GCC GCPA</strong></td>
<td>Badgeworth, Cheltenham GL51 4UL</td>
<td>01452 401055 Advert page 8</td>
<td>OP D PD YA</td>
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<tr>
<td><strong>BARRINGTON LODGE NURSING HOME</strong></td>
<td>138 Cirencester Road, Charlton Kings, Cheltenham GL53 8DS</td>
<td>01242 263434</td>
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<tr>
<td><strong>BAY TREE COURT IN PRESTBURY GCC</strong></td>
<td>High Street, Prestbury, Cheltenham GL52 3AU</td>
<td>01242 236000</td>
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<tr>
<td><strong>CLEEVE HILL NURSING HOME GCC GCPA</strong></td>
<td>Cleeve Hill, Cheltenham GL52 3PW</td>
<td>01242 672022 Advert page 64</td>
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<tr>
<td><strong>GLOUCESTERSHIRE HOUSE GCC</strong></td>
<td>Charlton Lane, Leckhampton, Cheltenham GL53 9HD</td>
<td>01242 512569</td>
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<tr>
<td><strong>GRANGE CARE CENTRE, THE</strong></td>
<td>Pilley Lane, Leckhampton, Cheltenham GL53 9ER</td>
<td>01242 225790</td>
<td>OP D</td>
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<tr>
<td><strong>GRANLEYS, THE GCC</strong></td>
<td>21 Griffiths Avenue, Cheltenham GL51 7BE</td>
<td>01242 521721</td>
<td>LDA</td>
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<td><strong>GREVILL HOUSE (OSJCT) GCC GCPA</strong></td>
<td>279 London Road, Charlton Kings, Cheltenham GL52 6YL</td>
<td>01242 512964 Advert page 57</td>
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<td><strong>HATHERLEY GRANGE NURSING HOME GCC</strong></td>
<td>26 St Stephens Road, Tivoli, Cheltenham GL51 3AA</td>
<td>01242 251321</td>
<td>OP D MH</td>
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<td><strong>JUBILEE LODGE (OSJCT) GCC GCPA</strong></td>
<td>Meadow Way, Bourton-on-the-Water, Cheltenham, Gloucestershire GL54 2GN</td>
<td>01451 823100 Advert page 57</td>
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<td><strong>MONKSCROFT CARE CENTRE (OSJCT) GCC GCPA</strong></td>
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<td><strong>ORCHARD HOUSE (OSJCT) GCC GCPA</strong></td>
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<td><strong>OVERTON HOUSE</strong></td>
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<td>01242 234635</td>
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<tr>
<td><strong>SANDFIELDS</strong></td>
<td>St George's Road, Cheltenham, Gloucestershire GL50 3EL</td>
<td>0333 321 0921 Advert page 74</td>
<td>OP D PD MH YA</td>
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<tr>
<td><strong>ST FAITH'S NURSING HOME GCC GCPA</strong></td>
<td>Malvern Road, Cheltenham GL50 2NR</td>
<td>01242 240240 Advert inside back cover</td>
<td>OP D</td>
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<tr>
<td><strong>SUMMERFIELD NURSING UNIT GCC</strong></td>
<td>58 Whittingham Road, Cheltenham GL50 2NY</td>
<td>01242 259266</td>
<td>OP D PD SI YA AD</td>
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<tr>
<td><strong>WINDERMERE ROAD NURSING HOME GCC</strong></td>
<td>62-66 Windermere Road, Cheltenham GL51 3PH</td>
<td>01242 242684</td>
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<td><strong>WINDSOR STREET CARE CENTRE (OSJCT)</strong></td>
<td>35-37 Windsor Street, Cheltenham GL52 2DG</td>
<td>01242 545150 Advert page 57</td>
<td>OP D PD SI YA</td>
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Neptune’s Statue and Fountain

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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 and drugs

**Inspection reports** - see page 6
**GCC** contracted service - see page 19
**GCPA** member of GCPA - see page 6

Advertisers are highlighted
Cotswolds and Cirencester care homes

BADGERS CROFT CARE HOME  GCC
Pear Tree Close, Chipping Campden GL55 6DB
Tel: 01386 841219

BEECH HAVEN CARE HOME  GCC
77 Burford Road, Chipping Norton, Oxfordshire OX7 5EE
Tel: 01608 642766

BEECH VIEW CARE HOME  GCC
14 The Plies, Fairford, Gloucestershire GL7 4AJ
Tel: 01285 712437

CEDARS, THE (OS JCT)  GCC
High Street, Purton, Wiltshire SN5 4AF
Tel: 01793 772036  Advert page 34

DORIS WATTS CARE HOME, THE  GCC
79 Milestone Road, Carterton, Oxfordshire OX18 3RL
Tel: 01993 844103

ENSTONE HOUSE  GCC
Cox Lane, Chipping Norton, Oxfordshire OX7 4LF
Tel: 01608 677375

FOUR SEASONS  GCC
Back Lane, Mickleton, Chipping Campden GL55 6SJ
Tel: 01386 438300

GLOUCESTERSHIRE OLD PEOPLE'S HOUSING SOCIETY
Watermoor House, Watermoor Road, Cirencester GL7 1JR
Tel: 01285 654864

HF TRUST - 7 WATERLOO ROAD  GCPA
7 Waterloo Road, Bidford-on-Avon, Alcester, Warwickshire B50 4JP
Tel: 01789 772141

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 and drugs

Visit www.carechoices.co.uk for further assistance with your search for care
HF TRUST - NEWCROFT GCC
2 Newcroft, 2 Toddenham Road,
Moreton-In-Marsh GL56 9NJ
Tel: 01608 652731

HF TRUST - OLD QUARRIES GCC GCPA
Rectory Lane, Avening, Tetbury GL8 8NJ
Tel: 01453 832201

MACARTHUR ROAD CARE HOME GCC
32-33 MacArthur Road, Northleach GL54 3HS
Tel: 01451 860237

MADLEY PARK HOUSE (OSJCT) GCC
Madley Way, Witney, Oxfordshire OX28 1AT
Tel: 01993 890720 Advert page 34

OAK TREE MEWS GCC
Hospital Road West, Moreton-in-Marsh GL56 0BL
Tel: 01608 650797

PRIORY, THE GCC
The Chipping, Tetbury GL8 8ET
Tel: 01666 502332 Advert page 20

RISE CARE HOME, THE GCC
3-4 The Rise, Shipton Oliffe, Cheltenham GL54 4JQ
Tel: 01242 820664

STAINSBRIDGE HOUSE GCC
101 Gloucester Road, Malmsbury, Wiltshire SN16 0AJ
Tel: 01666 823757

ZAPUZINO GCC
205 Alexander Drive, Cirencester GL7 1UH
Tel: 01285 651057

‘With 20 years of knowledge and experience, Quinton House Nursing Home is truly a place for your loved ones.’

At Quinton House Nursing Home the views are beautiful. Making for a home from home, friendly comfortable environment. All staff are professional and friendly towards residents, encouraging them to live full lives and retain control of their own daily routine, and so be able to enjoy privacy, dignity and individuality. Carers want residents to feel right at home.

The spacious accommodation is divided into lounges, dining rooms and a beautiful conservatory to provide intimate areas for relaxing and socialising. All rooms, including companion rooms, are light and airy, have en-suite facilities, televisions, telephone points and a nurse call system within easy reach.

Quinton House, Main Road, Lower Quinton, Stratford-upon-Avon CV37 8RY
01789 720337 or 720247
Email: info@quintonhouse.net or wanda@quintonhouse.net

Providing High Quality Care

Please do not hesitate to contact us should you require further information.

Wanda Tebby - Home Manager
Hazel Morris - Administrator
Main Road, Lower Quinton, Stratford-upon-Avon, Warwickshire CV37 8RY
Telephone: 01789 720337 or 720247
Email: info@quintonhouse.net or wanda@quintonhouse.net

NEWLY OPENED QUINTON GARDENS NURSING HOME

The person centered care home

- 14 large single ensuite bedrooms
- Large TV with built in DVD
- Personnel Phones in each room
- Electric Profile Beds
- Built in ceiling hoists
- Jacuzzi spa bath
- Wi-Fi access
- Homemade meals
- Large landscape gardens
- Daily individualised activities

Quinton House, Main Road, Lower Quinton, Stratford-upon-Avon CV37 8RY
01789 720247 Email: info@quintonhouse.net and find us on www.carehome.co.uk

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 and drugs

Inspection reports - see page 6
GCC contracted service - see page 19
GCPA member of GCPA - see page 6
Advertisers are highlighted
Cotswolds and Cirencester care homes with nursing

ASHGROVE HOUSE NURSING HOME GCC
63 Station Road, Purton, Swindon SN5 4AJ
Tel: 01793 771449  OP D PD YA

ASHLEY HOUSE NURSING HOME GCC GCPA
118 Trafalgar Road, Cirencester GL7 2ED
Tel: 01285 650671  OP

BROMPTON HOUSE
RESIDENTIAL & NURSING HOME GCC
Station Road, Broadway, Worcestershire WR12 7DE
Tel: 01386 853473  OP D PD

CEDAR COURT CARE HOME GCC
60 Moorland Road, Witney, Oxfordshire OX28 6LG
Tel: 01993 703536  OP D PD YA

COTSWOLD, THE GCC
Woodside Drive, Bradwell Village, Burford, Oxfordshire OX18 4XA
Tel: 01993 824225  OP

COXWELL HALL AND MEWS NURSING HOME GCC
Fernham Road, Faringdon, Oxfordshire SN7 7LB
Tel: 01367 242985  OP D PD SI

ELM GROVE NURSING HOME GCC GCPA
Somerford Road, Cirencester GL7 1TX
Tel: 01285 653057  OP D

HOMESEAT, THE GCC
24 Flax Crescent, Carterton, Oxfordshire OX18 1NA
Tel: 01933 845754  OP D

HUNTERS CARE CENTRE GCC GCPA
Cherry Tree Lane, Cirencester GL7 5DT
Tel: 01285 601334 Advert page 8  OP D

HYPERION HOUSE GCC
London Street, Fairford GL7 4AH
Tel: 01285 712349  OP PD MH SI

ILSOM HOUSE RESIDENTIAL AND NURSING HOME GCC
Ilson, Tetbury GL8 8RX
Tel: 01666 504131  OP PD

KINGSLEY HOUSE GCC
Gumstool Hill, Tetbury GL8 8DG
Tel: 01666 503333  OP D PD SI

LANGSTON, THE GCC
Station Road, Kingham, Chipping Norton, Oxfordshire OX7 6UP
Tel: 01608 731732  OP PD

MILL HOUSE GCC GCPA
55 Sheep Street, Chipping Campden GL55 6DR
Tel: 01386 848990  OP

NATIONAL STAR COLLEGE - ULENWOOD GCC
Ullenwood, Cheltenham GL53 9QU
Tel: 01242 527631  PD LDA SI YA

NEWLANDS NURSING CARE CENTRE GCC
Evesham Road, Stow-on-the-Wold, Gloucestershire GL54 1EJ
Tel: 01451 870077  OP PD SI

NORTLEACH COURT CARE HOME WITH NURSING GCC
High Street, Northleach GL54 3PQ
Tel: 0845 345 5746  OP D PD SI

OLD PREBENDAL HOUSE, THE GCC
Station Road, Shipton-Under-Wychwood, Chipping Norton, Oxfordshire OX7 6BQ
Tel: 01993 831888  OP PD SI

PARK VIEW NURSING HOME GCC
Broad Bush, Blunsdon, Swindon SN26 7DH
Tel: 0844 381 4160  OP

PATERNOSTER HOUSE (OS JCT) GCC GCPA
Watermoor Road, Cirencester GL7 1JR
Tel: 01285 653699 Advert page 57  OP

QUINTON HOUSE NURSING HOME GCC
Lower Quinton, Stratford-upon-Avon CV37 8RY
Tel: 01789 720247 Advert page 60  OP D

SOUTHERNDOWN GCC
Worcester Road, Chipping Norton OX7 5YF
Tel: 01608 644129  OP D MH

WHITE LODGE, THE GCC
Braydon, Swindon SN5 0AD
Tel: 01666 860381  OP D PD YA

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 and drugs

Inspection reports - see page 6 GCC contracted service - see page 19 GCPA member of GCPA - see page 6 Advertisers are highlighted

Visit www.carechoices.co.uk for further assistance with your search for care
Forest of Dean care homes

APPLE ORCHARD GCC
The Green, Newnham GL14 1AQ
Tel: 01594 516582

BRIARS CARE HOME, THE GCC
Naas Lane, Lydney GL15 5AS
Tel: 01594 844728

BIRCHAMS GRANGE GCC
Clenchers Lane, Eastnor, Ledbury, Herefordshire HR8 1RW
Tel: 01531 632925

BROOK LODGE GCC
Latchen, Longhope GL17 0QA
Tel: 01452 830614

BIRCHES GROVE GCC
14 Fairmoor Close, Parkend, Lydney GL15 4HB
Tel: 01594 564081

BYRE, THE GCC
Allaston Court Farm, Court Road, Lydney GL15 5SR
Tel: 01594 844244

Chaxhill Hall
Residential Home for the Elderly
Close to the beauty of the Forest of Dean, Chaxhill provides a peaceful haven for your loved ones.
Beautiful flower gardens with views of open countryside, spacious en-suite bedrooms, and a wide range of activities for residents to enjoy.
Please call to find out more, or feel free to visit us at any time - no appointment necessary.

Tel: 01452 760717
Chaxhill, Nr Westbury On Severn, Gloucestershire GL14 1QW
**Forest of Dean care homes continued**

**CHAPEL VIEW**
89a St Whites Road, Cinderford GL14 3HA
Tel: 01594 824400

**CHAXHILL HALL GCC**
Chaxhill, Nr Westbury-on-Severn GL14 1QW
Tel: 01452 760717 Advert page 62

**CHEPSTOW HOUSE GCC**
Old Maids Walk, Ross-on-Wye, Herefordshire HR9 5HB
Tel: 01989 566027 OP D PD LDA MH SI YA

**COTTAGE CARE HOME, THE GCC**
The Cottage, Old Hill, Longhope GL17 0PF
Tel: 01452 830373

**GANAREW HOUSE GCC**
Ganarew, Monmouth, Gwent NP25 3SS
Tel: 01600 890273 OP D

**GATWICK HOUSE GCC GCPA**
Upper Rodley Road, Bollow GL14 1QU
Tel: 01452 760164 OP LDA YA

**HIGHFIELD RESIDENTIAL HOME GCC**
Culver Street, Newent GL18 1JA
Tel: 01531 821007

**HILL ASH HOUSE GCC**
Ledbury Road, Newent, Gloucestershire GL18 2DB
Tel: 01531 892980 OP D SI

**HILLTOP GCC GCPA**
Ridge Walk, Ruardean Hill GL17 9AY
Tel: 01594 861137 Advert page 63 PD LDA SI YA

**HOBBITS HOLT GCC**
156 Rusridge Road, Cinderford GL14 3AP
Tel: 01594 823554

**KEEPER’S COTTAGE GCC**
Falcon Lane, Ledbury, Herefordshire HR8 2JN
Tel: 01531 670772

**LAURELS RESIDENTIAL HOME, THE GCC GCPA**
Main Road, Huntley GL19 3EA
Tel: 01452 831484

**LAWFORD HOUSE RESIDENTIAL HOME GCC**
Walford Road, Ross-on-Wye, Herefordshire HR9 5PQ
Tel: 01989 566811 OP D PD SI

**LEDgere ENRY ABI TRANSITIONAL LIVING UNIT GCC**
Ledbury Community Health & Care Centre, Market Street, Ledbury, Herefordshire HR8 2AQ
Tel: 01531 637618 PD SI YA

**LEDGE NURSING HOME GCC**
Ledbury Community Health & Care Centre, Market Street, Ledbury, Herefordshire HR8 2AQ
Tel: 01531 637600 OP PD

**LONGCROFT COTTAGE GCC**
Longcroft Farm, Blaisdon Road, Westbury-on-Severn GL14 1LS
Tel: 01452 760747 LDA SI

**MANTLEY CHASE RESIDENTIAL CARE GCC GCPA**
Ross Road, Newent GL18 1QY
Tel: 01531 822112 OP LDA YA

**MARKET PLACE GCC**
29 Market Place, Coleford GL16 8AA
Tel: 01594 834595 LDA YA

**Marsden House GCC**
Whitchurch, Ross-on-Wye, Herefordshire HR9 6DJ
Tel: 01600 890869 D SI

**OAK HOUSE TRUST LTD GCC GCPA**
Oak House, Newland, Coleford GL16 8NJ
Tel: 01594 832218 OP LDA SI

**OLD RECTORY, THE GCC**
School Lane, Church Road, Longhope GL17 0LJ
Tel: 01452 831135 OP D PD

**OLD VICARAGE, THE (BLAKENEY) GCC**
Church Square, Blakeney GL15 4DS
Tel: 01594 517098 LDA

**ORCHARDS, THE GCC GCPA**
Stowfield, Lower Lydbrook GL17 9PD
Tel: 01594 861137 Advert page 36 OP PD LDA SI YA

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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 and drugs

Inspection reports - see page 6
GCC contracted service - see page 19
GCPA member of GCPA - see page 6

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
This flagship home in Cheltenham is set in a spectacular location with panoramic views and offers full time nursing care, respite care and end of life care as well as a dedicated brain injury unit.

In addition to tastefully decorated rooms, à la carte restaurant dining, modern facilities and a hydro massage unit, the home places a strong emphasis on activities and social interaction.

Three Ashes Care Home provides a welcoming, homely environment with excellent care facilities and fine dining. We also offer wide ranging daily activities for residents.

Supported by attentive and caring staff, our ethos is to help our residents to remain in control of their own lives and recognise everyone’s wish for independence, freedom of choice, privacy and dignity.

Where Excellence Comes as Standard
## Forest of Dean care homes continued

### ORCHARD TRUST, THE - SEVENOAKS **GCPA**
Lords Hill, Coleford GL16 8BG  
Tel: 01594 861137 **Advert page 36**  
**PD LDA SI YA**

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### POUND FARM **GCC**
Gorsley, Ross-on-Wye, Herefordshire HR9 7SL  
Tel: 01989 720546  
**LDA**

### PROSPECT HOUSE **GCC GCPA**
Prospect Road, Cinderford GL14 2DY  
Tel: 01594 826246  
**OP D PD LDA SI YA**

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### RED HOUSE **GCC**
65 Rusbridge Road, Cinderford GL14 3AW  
Tel: 01594 822100  
**LDA YA**

---

### RIVERSIDE HOUSE **GCC**
Quay Lane, Broadoak, Newnham GL14 1JE  
Tel: 01594 516291  
**LDA YA**

---

### STABLE COTTAGE
Upper Moraston, Sellack, Ross-on-Wye, Herefordshire HR9 6RE  
Tel: 01989 730491  
**LDA YA**

---

### STEPPING STONES **GCC**
Riverside Lane, Broadoak, Newnham GL14 1JF  
Tel: 01594 760304  
**PD LDA SI**

---

### SUNNYSIDE HOUSE **GCC**
Main Road, Birdwood, Gloucestershire GL19 3EH  
Tel: 01452 750491  
**LDA**

---

### SYDENHAM HOUSE RESIDENTIAL HOME **GCC**
Sydenham House, High Street, Blakeney GL15 4EB  
Tel: 01594 517015  
**OP**

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### THREE ASHES RESIDENTIAL CARE HOME **GCC GCPA**
Ledbury Road, Newent GL18 1DE  
Tel: 01531 820226 **Advert page 64**  
**OP D PD SI**

---

### TITHE BARN **GCC**
Upper Moraston, Selleck, Ross-on-Wye, Herefordshire HR9 6RE  
Tel: 01989 730491  
**LDA YA**

---

### VICTORIA STREET, 119 **GCC**
Cinderford GL14 2HU  
Tel: 01594 827043  
**LDA**

---

### WEIR END HOUSE
Glewstone, Ross-on-Wye, Herefordshire HR9 6AL  
Tel: 01989 567711  
**LDA YA**

---

### WEST BANK RESIDENTIAL HOME **GCC**
Walford Road, Ross-on-Wye, Herefordshire HR9 5PQ  
Tel: 01989 562741  
**OP D PD**

---

### WHITCHURCH HOUSE **GCC**
Whitchurch, Ross-on-Wye, Herefordshire HR9 6BZ  
Tel: 01600 890655  
**OP**

---

### YEW TREE HOUSE **GCC GCPA**
Church Square, Blakeney, Gloucester GL15 4DX  
Tel: 01594 517023  
**PD LDA**

---

### Forest of Dean care homes with nursing

### BROCKHAMPTON COURT
CARE HOME WITH NURSING **GCC**
Brockhampton, Hereford HR1 4TQ  
Tel: 01989 740239  
**OP PD**

### CASTLEFORD HOUSE NURSING HOME **GCC**
Castleford Gardens, Tutshill, Chepstow, Gloucestershire NP16 7LF  
Tel: 01291 629929  
**OP D PD MH**

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### COOMBS, THE (OS JCT) **GCC GCPA**
The Gorse, Coleford, Gloucestershire GL16 8QE  
Tel: 01594 833200 **Advert page 57**  
**OP**

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### DEAN GRANGE
Elton Corner, Broadoak GL14 1JG  
Tel: 01452 762908  
**LDA**

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

**Service**:  
**User Bands**:  
**Inspection reports**: see page 6  
**GCC**: contracted service - see page 19  
**GCPA**: member of GCPA - see page 6  
**Advertisers are highlighted**
Euroclydon Nursing Home is located on an elevated position in the heart of Forest of Dean, with breath-taking views of the surrounding areas. It has extensive grounds and provides an atmosphere that is homely, friendly and caring.

Registered Home offering Nursing, Elderly and Dementia Care for over 65 years of age. Long Term, Short Breaks and Day Care.

- We pride ourselves on our homely environment
- Long term staff some with more than 25 years service providing individualised care
- We work closely with external professionals
- Regular visits by local doctors
- Monthly visits by the local clergy
- Hairdressing and chiropody service available
- Variety of daily activities and weekly minibus trips
- Excellent variety of home cooked food
- Laundry facilities for all our residents

“A lively and fun place for all.”

Europclydon Nursing Home, Springfields, Drybrook, Glos GL17 9BW
For further information please contact us to organise a visit:
Tel: 01594 543982
Email: chantry.homes@gmail.com
Web: www.chantryhomes.com
Gloucester care homes

ABBEYMEAD LODGE GCC GCPA
Abbeymead Avenue, Abbeymead, Gloucester GL4 5GR
Tel: 01452 763600

ALEXANDRA HOUSE (GLOUCESTER) GCC
2 Alexandra Road, Gloucester GL1 3DR
Tel: 01452 418575

ALFRED STREET RESIDENTIAL CARE GCC GCPA
12 Alfred Street, Gloucester GL1 4DF
Tel: 01452 537102

ASPIRATIONS RESIDENTIAL SOUTHWEST
76 Church Road, Loglevens, Gloucester GL2 0AA
Tel: 01452 540156

AVALON RESIDENTIAL HOME GCC
17 Barnwood Road, Gloucester GL2 0RZ
Tel: 01452 417400

BATHURST LODGE RESIDENTIAL CARE GCC GCPA
74 Bathurst Road, Gloucester GL1 4RJ
Tel: 01452 552683

BRAMBLE HOUSE GCC GCPA
96a-98 Stroud Road, Gloucester GL1 5AJ
Tel: 01452 521018

Visit www.carechoices.co.uk for further assistance with your search for care
Coate Water Care is a family run business that provides a high quality care service in all our Nursing, Residential and Dementia care homes.

- We provide 24 hour nursing, residential and specialist dementia care
- Specialist care for clients with end of life, palliative care needs
- Respite care available
- Qualified and experienced personal care staff
- All food is freshly prepared on premises to restaurant standards
- Our bedrooms are spacious and all have en-suite facilities and TV’s
- Organised entertainment and outings
- Engaging and appropriate activities and hobbies
- Attractive secure gardens
- Hair and beauty treatments
- Free internet usage
- Visiting chiropodist

To find out more please call
01452 500005
visit our website
www.coatewatercare.co.uk
or send us an email to
info@coatewatercare.co.uk

Choose the right home, with care, for you or an elderly loved one
BRANKSOME HOUSE GCC GCPA  
26 Tuffley Avenue, Gloucester GL1 SLX  
Tel: 01452 535360 Advert page 29 OP D PD LDA MH SI YA

CATHEDRAL VIEW  
Archdeacon Street, Gloucester GL1 2QX  
Tel: 01452 303248 OP PD LDA

CAVENDISH CARE HOME GCC GCPA  
301 Stroud Road, Gloucester GL1 5LF  
Tel: 01452 521896 OP D

CEDARS, THE GCC  
144 London Road, Gloucester GL2 0R5  
Tel: 01452 310727 LDA MH YA

CHESTNUT CARE GCC  
20 Podsmead Road, Gloucester GL1 5PA  
Tel: 01452 546204 Advert page 67 OP D

CHOOSEN COURT GCC GCPA  
Hucclecote Road, Gloucester GL3 3TX  
Tel: 01452 616888 LDA

COOMBE END CARE HOME GCC  
184 Hucclecote Road, Hucclecote, Gloucester GL1 3SJ  
Tel: 01452 617193 LDA

COPPICE HOUSE  
Main Road, Huntley, Gloucester GL19 3DZ  
Tel: 01452 831196 LDA

DENMARK LODGE GCC  
38 Denmark Road, Gloucester GL1 3JQ  
Tel: 01452 311102 LDA YA

EDWARD HOUSE GCC  
Matson Lane, Gloucester GL4 6ED  
Tel: 01452 316968 LDA YA

ELMBRIDGE RESIDENTIAL CARE HOME GCC GCPA  
21 Elmbridge Road, Gloucester GL2 0NY  
Tel: 01452 524147 OP D MH

ELMLEA GCC GCPA  
99 London Road, Gloucester GL1 3HH  
Tel: 01452 550438 OP PD LDA YA

FERN CROFT GCC  
14 Heathville Road, Gloucester GL1 3DS  
Tel: 01452 505803 LDA YA

GLOSCARE  
23 Carmarthen Street, Gloucester GL1 4SX  
Tel: 01452 522335 LDA

GRANGE, THE GCC GCPA  
15 Holmwood Drive, Gloucester GL4 0PS  
Tel: 01452 312372 OP LDA YA

GREAT WESTERN COURT  
33a Millbrook Street, Gloucester GL1 4BG  
Tel: 01452 423495 OP PD

GUILD HOUSE RESIDENTIAL HOME GCC GCPA  
2a Denmark Road, Gloucester GL1 3HW  
Tel: 01452 525098 OP D

HANNACOTT GCC GCPA  
Abbeymead Avenue, Abbaye, Gloucester GL4 5GR  
Tel: 01452 615539 PD LDA YA

HATHERLEY ROAD RESIDENTIAL HOME GCC GCPA  
59 Hatherley Road, Gloucester GL1 5LB  
Tel: 01452 537633 OP LDA YA

HEIGHTON HOUSE GCC  
1 Horton Road, Gloucester GL1 3PX  
Tel: 01452 524615 LDA YA

HIGHTON HOUSE RESIDENTIAL CARE HOME GCC GCPA  
1 Horton Road, Gloucester GL1 3PX  
Tel: 01452 524615 OP

JASPER LODGE  
Matson Lane, Gloucester GL4 6ED  
Tel: 01452 316969 LDA YA

Visit www.carechoices.co.uk for further assistance with your search for care
### Gloucester care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Inspection reports</th>
<th>GCC contracted service</th>
<th>GCPA member of GCPA</th>
<th>Advertisers are highlighted</th>
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<td>D Dementia</td>
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#### Gloucester care homes

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<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Details</th>
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<tbody>
<tr>
<td>JENDOT GCC GCPA</td>
<td>3 Little Field, Abbeymead, Gloucester GL4 4QS</td>
<td>Tel: 01452 535963</td>
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<tr>
<td>JOYLEEN GCC</td>
<td>Longlands, Bristol Road, Cambridge, Gloucester GL2 7BG</td>
<td>Tel: 07906 196634</td>
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<tr>
<td>KEYCHANGE CHARITY SCACTS CARE HOME GCC</td>
<td>1-3 Kenilworth Avenue, Gloucester GL2 0QJ</td>
<td>Tel: 01452 303429</td>
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<tr>
<td>KING EDWARDS HOUSE GCC</td>
<td>18 King Edwards Avenue, Gloucester GL1 5DB</td>
<td>Tel: 01452 381174</td>
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<tr>
<td>KNOLL, THE GCC GCPA</td>
<td>335 Stroud Road, Tuffley, Gloucester GL4 0BD</td>
<td>Tel: 01452 526146</td>
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<td>LINDEN HOUSE GCC</td>
<td>205 Linden Road, Gloucester GL1 5DU</td>
<td>Tel: 01452 524555</td>
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<td>LONDON ROAD, 46 GCC</td>
<td>Gloucester GL1 3NZ</td>
<td>Tel: 01452 380835</td>
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<tr>
<td>MACHLO GCC GCPA</td>
<td>17 Windmill Field, Abbeymead, Gloucester GL4 4RQ</td>
<td>Tel: 01452 372403</td>
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<td>MATSON HOUSE GCC</td>
<td>Matson Lane, Gloucester GL4 6ED</td>
<td>Tel: 01452 316962</td>
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<td>MAYFIELD CARE HOME GCC</td>
<td>7 Horton Road, Gloucester GL1 3PX</td>
<td>Tel: 01452 530004</td>
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<td>PADOVA, THE GCC</td>
<td>88 Bristol Road, Quedgeley, Gloucester GL2 4NA</td>
<td>Tel: 01452 883764</td>
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<td>PEMBURY, THE GCC</td>
<td>9 Pembury Road, Gloucester GL4 6UE</td>
<td>Tel: 01452 521856</td>
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<td>PODSMEAD ROAD, 14 GCC GCPA</td>
<td>Gloucester GL1 5PA</td>
<td>Tel: 01452 314262</td>
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<tr>
<td>REBE GCC GCPA</td>
<td>41 Holbeach Drive, Kingsway, Gloucester GL2 2BF</td>
<td>Tel: 01452 722125</td>
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<tr>
<td>RED HOUSE, THE GCC GCPA</td>
<td>25 Barnwood Road, Gloucester GL2 0SD</td>
<td>Tel: 01452 386896</td>
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<tr>
<td>REDLANDS ACRE CARE HOME GCC GCPA</td>
<td>35 Tewkesbury Road, Longford, Gloucester GL2 9BD</td>
<td>Tel: 01452 507248 Advert page 4</td>
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<tr>
<td>RETREAT, THE GCC</td>
<td>116 Bristol Road, Quedgeley, Gloucester GL2 4NA</td>
<td>Tel: 01452 728296</td>
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<tr>
<td>RIBSTON HOUSE GCC</td>
<td>210 Stroud Road, Gloucester GL1 5LA</td>
<td>Tel: 01452 310916</td>
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<td>SOUTHFIELDS RESIDENTIAL CARE GCC GCPA</td>
<td>54 Southfields Road, Gloucester GL4 6UD</td>
<td>Tel: 01452 545367</td>
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<td>SPRINGFIELD HOUSE GCC</td>
<td>255d Stroud Road, Gloucester GL1 5JZ</td>
<td>Tel: 01452 312385</td>
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<td>ST PAUL’S RESIDENTIAL HOME GCC GCPA</td>
<td>127 Stroud Road, Gloucester GL1 5JL</td>
<td>Tel: 01452 505485</td>
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<tr>
<td>STROUD LODGE GCC</td>
<td>319 Stroud Road, Gloucester GL1 5LG</td>
<td>Tel: 01452 312216</td>
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<tr>
<td>TOMLEN GCC GCPA</td>
<td>33 Streamside, Tuffley, Gloucester GL4 0TA</td>
<td>Tel: 01452 528264</td>
</tr>
<tr>
<td>WHEATRIDGE COURT, 40</td>
<td>Abbeystead, Gloucester GL4 4AL</td>
<td>Tel: 01452 500669</td>
</tr>
</tbody>
</table>
Charnwood House Nursing Home specializes in care for older people. We pride ourselves on providing a warm and friendly atmosphere. The home has been long established and has served the local area for over 45 years. It is located in Gloucester City centre and is easily accessible.

**Priorities of the home include:**

- Individual choice, dignity and respect of all our residents
- Freshly prepared home cooked meals
- Full activity programme including individual activities, quizzes, arts and crafts, gardening, baking and excursions
- Garden for residents
- Full CQC compliance (January 2014)
- Registered Nurses on duty 24 hours providing Nursing and Residential Care
- Dedicated staff, fully trained or working towards QCF (NVQ) Qualification.

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The Lawns NCC LLP

**Residential Nursing Home and Day Centre**

**A Caring Philosophy**

We aim to provide a stable, homely and safe environment where each person has the opportunity to live with self-respect and individuality. We aim to maintain our residents' health and independence for as long as feasible and to help them when they need more care in a way that enables them to feel respected and valued.

- Qualified Nurses 24 hrs a day • Day and Respite Care
- Unit for young physically disabled clients • Continuing health funded clients accepted
- Single rooms - many are en-suite • Beautiful, accessible landscaped gardens
- We have a permanent qualified staff group who are enthusiastic and caring

Anna Carrier  Tel: 01452 721345  346 Bristol Road, Quedgeley, Gloucester GL2 4QW
Web: www.thelawns.org.uk  Email: enquiries@thelawns.org.uk

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Brockworth House

Mill Lane, Brockworth, Gloucester, GL3 4QG

We Care, Because You Care

Brockworth is the home of Brockworth House Care Centre - whose residents get fine views of the cheese event from their windows. It’s a purpose-built two-storey Nursing Home specialising in dementia care, with places for 52 residents. The Home is set in large grounds that include an enclosed garden for residents to access safely. Regular events and activities are enjoyed by residents, as well as visits to the resident chickens.

For further information please call us on;
T: 01452 864066  E: home.bro@mha.org.uk  W: www.mha.org.uk

---

Westbourne Nursing Home

Westbourne Nursing Home has been providing a top quality Nursing Home service for over 25 years with superb twenty four hour person centred care, respite or permanent. The high standard rooms and facilities are set in a lovely garden near Robinswood in Gloucester. Westbourne prides itself on its open door policy to friends and family so do come and see our lovely home for yourself.

T: 01452 506106  • 190 Reservoir Road, Gloucester GL4 6SB
E: westbourne190@hotmail.co.uk  •  W: www.kewcaregroup.co.uk

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

**BOHANAM HOUSE (OSJCT) GCC GCPA**
2 Barnwood Road, Gloucester GL2 0RX
Tel: 01452 876160 Advert page 57

**DEAN NEUROLOGICAL CENTRE, THE GCC GCPA**
Tewkesbury Road, Longford, Gloucester GL2 9EE
Tel: 01452 420200

**BROCKWORTH HOUSE CARE CENTRE GCC**
Mill Lane, Brockworth, Gloucester GL3 4QG
Tel: 01452 864066 Advert page 71

**ELIZABETH HOUSE (GLOUCESTER)**
9 Denmark Road, Gloucester GL1 3HZ
Tel: 01452 782960

**BRUNSWICK HOUSE NURSING HOME GCC**
119 Reservoir Road, Gloucester GL4 6SX
Tel: 01452 523903

**LAWNS NEIGHBOURHOOD CARE CENTRE, THE GCC GCPA**
The Lawns, 346 Bristol Road, Quedgeley, Gloucester GL2 4QW
Tel: 01452 721345 Advert page 71

**CHARNWOOD HOUSE GCC**
49 Barnwood Road, Gloucester GL2 0SD
Tel: 01452 523478 Advert page 71

**MAGDALEN HOUSE NURSING HOME GCC GCPA**
London Road, Gloucester GL1 3PH
Tel: 01452 386331

**CHESTNUT COURT (OSJCT) GCC GCPA**
St James, Quedgeley, Gloucester GL2 4WD
Tel: 01452 720049 Advert page 57

**PINE TREE COURT CARE HOME GCC**
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Tel: 01452 385855

**SAINTBRIDGE HOUSE NURSING AND RESIDENTIAL HOME GCC GCPA**
189 Painswick Road, Abbeydale, Gloucester GL4 4QQ
Tel: 01452 300307 Advert adjacent

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189 Painswick Road, Abbeydale, Gloucester GL4 4QQ
Tel: 01452 300307 Advert adjacent

**TREVONE HOUSE (OS JCT) GCC GCPA**
22 Denmark Road, Gloucester GL1 3HZ
Tel: 01452 529072 Advert page 57

**WESTBOURNE NURSING HOME GCC**
190 Reservoir Road, Gloucester GL4 6SB
Tel: 01452 506106 Advert page 71

**WOODSTOCK NURSING HOME GCC GCPA**
35 North Upton Lane, Barnwood, Gloucester GL4 3TD
Tel: 01452 616291

**WOTTON RISE NURSING HOME LTD GCC**
140 London Road, Gloucester GL1 3PL
Tel: 01452 303073

---

**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 and drugs

---

72 This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
### Stroud care homes

**AARON HOUSE CARE LTD GCC**  
Aaron House, Nympsfield Road,  
Nailsworth GL6 0ET  
Tel: 01453 833598

**ASHLEIGH GCC**  
3 Box Crescent,  
Minchinhampton GL6 9DJ  
Tel: 01453 835023

**BEAUFORT HOUSE GCC**  
High Street, Hawkesbury Upton,  
Badminton, Avon GL9 1AU  
Tel: 01454 238589

**BROOKTHORPE HALL CARE CENTRE GCC**  
Stroud Road, Brookthorpe,  
Gloucestershire GL4 0UN  
Tel: 01452 813240

**CANTONBURY RESIDENTIAL HOME GCC**  
19 Canonbury Street, Berkeley GL13 9BE  
Tel: 01453 810292

**CHARLTON HOUSE RESIDENTIAL CARE HOME GCC**  
High Street, Wickwar, Wotton-under-Edge GL12 8NP  
Tel: 01454 294167

**CHERRY TREE CLOSE, 3**  
Nailsworth, Stroud GL6 0DX  
Tel: 01453 835023

**CHURCH COURT CARE HOME GCC**  
Church Street, Stroud GL5 1JL  
Tel: 0845 345 5785

**CHURCHILL ROAD, 65 GCC**  
Forest Green, Nailsworth GL6 0DE  
Tel: 01453 835023

**COTSWOLD COURT GCC GCPA**  
Browns Lane, Stonehouse GL10 2JZ  
Tel: 01453 828275

**FIELDVIEW GCC**  
Pearcroft Road, Stonehouse, Gloucester GL10 2JY  
Tel: 01453 791320

**Stroud countryside**

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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 and drugs

**Inspection reports** - see page 6  
**GCC** contracted service - see page 19  
**GCPA** member of GCPA - see page 6  
**Advertisers are highlighted**

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
At Care UK, we understand that choosing a care home for your loved one can be stressful for everyone involved. It’s why we offer all-round support to make the transition easier. We get to know your loved one, their life story and interests, so that we understand how best to care for them and keep them doing the things they love - like painting. As well as keeping hands and minds active, it’s a chance to demonstrate their creativity.

Scarlet House care home opens summer 2014

To find out how we can help call us on
Sandfields care home: 0333 321 0921 or visit careuk.com/sandfields
Scarlet House care home: 0333 321 0932 or visit careuk.com/scarlet-house
<table>
<thead>
<tr>
<th><strong>Service</strong></th>
<th><strong>User Bands</strong></th>
<th><strong>GCC</strong></th>
<th><strong>GCPA</strong></th>
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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 and drugs

**Inspection reports** - see page 6
**GCC** contracted service - see page 19
**GCPA** member of GCPA - see page 6

**Advertisers are highlighted**

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Highborder Lodge

PRIVATE RESIDENTIAL REST HOME

Ideally situated in the Cotswolds our home offers elegant accommodation for carefree living. Set in the beautiful and historic village of Leonard Stanley.

Short / long term stay and day residents welcome. Registered and approved by G.C.C Social Services and CQC.

For a brochure or to arrange a visit please telephone 01453 823203
Proprietors: Roger and Barbara Thorne.

Please see our main advert on the Outside Back Cover.

Email: enquiries@highborderlodge.co.uk  Web: www.highborderlodge.co.uk
Marsh Lane, Leonard Stanley, Stonehouse, Gloucestershire GL10 3NJ

Winslow House

RESIDENTIAL CARE HOME

A gracious Georgian house set in extensive grounds, with pleasant views across the valley, yet only a short walk from the town centre. The well tended gardens, shaded by old trees or the sun terrace are tranquil spots perfect for relaxing.

Our bedrooms our spacious and all have en-suite facilities, many have attractive countryside views. There are several communal sitting rooms and a large sun-lounge where residents can enjoy the sun and a drink from the bar. Our highly trained and qualified staff are always on hand to care for our residents.

We operate a full activities programme including regular visits to places of interest. All food is freshly prepared on the premises and special diets are catered for. Please contact us or visit at anytime, or visit our website to find out more.

Tel: 01453 832269
Springhill, Nailsworth, Gloucestershire GL6 0LS
Email: winslowhouse@invictawiz.co.uk
Web: www.winslowhouseltd.co.uk

Richmond Painswick Care Home
Come and see what makes us so special

Richmond Painswick Retirement and Care Village is all about quality life. At the heart of our Village is a state-of-the-art care home where we can offer complete peace of mind through professional, personalised care – with respect for each person's individuality.

Our range of person-centred care services includes:
- Nursing & residential care
- Respite & convalescent care
- Large en-suite rooms
- Unrivalled facilities

For more information, call 01452 810203 | www.richmond-villages.com/painswick

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- Respite & convalescent care
- Large en-suite rooms
- Unrivalled facilities

For more information, call 01452 810203 | www.richmond-villages.com/painswick
Stroud care homes continued

**WINSLOW HOUSE GCC**
Springhill, Nailsworth, Stroud GL6 0LS
Tel: 01453 832269 Advert page 76

**WORTLEY VILLA**
Bath Road, Nailsworth GL6 0HH
Tel: 01453 835023

**WISMA MULIA GCC**
Bridge Road, Frampton-on-Severn GL2 7HE
Tel: 01452 740432

**YEOMAN MANOR GCC**
54 Woodmancote, Dursley GL11 4AQ
Tel: 07967 101560

**WOODMANCOTE MANOR GCPA**
54 Woodmancote, Dursley GL11 4AQ
Tel: 07967 101560

Stroud care homes with nursing

**ALTHEA PARK HOUSE**
51 Stratford Road, Stroud GL5 4AJ
Tel: 01453 767096

**ASHLEIGH HOUSE (STROUD)**
64 Cainscross Road, Stroud GL5 4HB
Tel: 01453 756090

**BEECH HOUSE - BRISTOL**
11 Prowse Close, Thornbury BS35 1EG
Tel: 01454 412266

**BISLEY LODGE**
The Old Bisley Road, Stancombe, Stroud, Gloucestershire GL7 7NF
Tel: N/A

**BREADSTONE HOUSE CARE HOME WITH NURSING GCC**
Breadstone, Berkeley, Gloucestershire GL13 9HG
Tel: 0845 345 5782

**COTSWOLD HOUSE CARE HOME GCC GCPA**
Church Road, Cainscross, Stroud GL5 4JE
Tel: 01453 752699

**ELMS, THE (OSJCT) GCC GCPA**
Elm Road, Stonehouse GL10 2NP
Tel: 01453 824477 Advert page 57

**GLEBE HOUSE**
5 Sundays Hill, Almondsbury, Bristol BS32 4DS
Tel: 01454 616116

**GRANGE CARE CENTRE, THE GCC GCPA**
Eastington, Stonehouse GL10 3RT
Tel: 01453 791513

**HEATHERS NURSING HOME, THE GCC**
Quarry Road, Bowling Hill, Chipping Sodbury BS37 6AX
Tel: 01454 326471

**HENLOW COURT (OSJCT) GCC GCPA**
Henlow Drive, Dursley GL11 4BE
Tel: 01453 545866 Advert page 57

**HOLLIES NURSING HOME, THE GCC GCPA**
Drake Lane, Dursley GL11 5HA
Tel: 01453 541400

**HORSFALL HOUSE GCC GCPA**
Windmill Road, Minchinhampton, Stroud GL6 9EY
Tel: 01453 731227 Advert page 78

**KINGSWOOD LODGE CARE CENTRE GCC**
Wotton Road, Kingswood, Wotton-under-Edge GL12 8RA
Tel: 01453 844647 Advert page 78

**MORETON HILL CARE CENTRE GCC GCPA**
Standish, Stonehouse GL10 3BZ
Tel: 01453 557986 Advert page 8

**NEWCOMBE LODGE**
The Ridgeway, Bussage, Stroud, Gloucestershire GL6 8AZ
Tel: 01453 882020

Service
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 and drugs

Inspection reports - see page 6 GCC contracted service - see page 19 GCPA member of GCPA - see page 6 Advertisers are highlighted

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Stroud care homes with nursing continued

Horsfall House
A Purpose-built Nursing Home, Day Resource Centre and Home Care Provider
Care Home providing General & Dementia Nursing Care
• Registered Nurses on duty 24 hours a day
• Care Assistants trained to NVQ/CQF levels 2 & 3 in Care
• Respite Support – General & Dementia Nursing
• Home Care Services • Day Centre Including Optional Transport
Informal Visits Welcome. If you require further help, please telephone us on: 01453 731227 or visit www.horsfallhouse.co.uk
Patron: HRH The Princess Royal. Registered Charity No: 287479

OAKTREE CARE HOME
Lark Rise, Brimsham Park, Yate, Bristol BS37 7PJ
Tel: 01454 324141

PENNWOOD LODGE NURSING HOME GCC
Wotton Road, Kingswood, Wotton-under-Edge GL12 8RA
Tel: 01453 521522

RESTHAVEN NURSING HOME GCC GCPA
Pitchcombe, Stroud GL6 6LS
Tel: 01452 812682

RICHMOND VILLAGE GCC GCPA
Stroud Road, Painswick GL6 6UL
Tel: 01452 810203 Advert page 76

ST MARTIN’S CENTRE GCC
Stratford Lawn, Stroud GL5 4AP
Tel: 01453 763793

STINCHCOMBE MANOR GCC
Stinchcombe, Dursley GL11 6BQ
Tel: 01453 549162

WICKWAR
Castle House, Sodbury Road, Wickwar GL12 8NR
Tel: 01454 294426

WYATT HOUSE (OSJCT) GCC GCPA
Mathews Way, Paganhill, Stroud GL5 4EE
Tel: 01453 764194 Advert page 57

Horsfall House
High quality care home providing care for older people (65+), dementia care and home care services.
Registered Nurses on duty 24 hours a day, Care Assistants trained to NVQ/CQF levels 2 & 3 in Care.
Respite Support – General & Dementia Nursing.
Home Care Services, Day Centre including Optional Transport.
Informal Visits Welcome.
Patron: HRH The Princess Royal. Registered Charity No: 287479.

Caring for you in Gloucestershire

Four Seasons Health Care provides a range of high quality residential, nursing and dementia care services for clients looking for either long stay and short stay respite care options.

Our highly trained care teams are there to ensure all your social and medical needs are met.
In a Four Seasons care home, you are assured each person will be treated as an individual, with a personalised care plan designed around their specific needs, with the emphasis placed on enhancing well-being.
That’s why we’re one of the leading healthcare providers.

Kingswood Lodge Care Centre
Wotton Road, Wotton-under-edge, Gloucester GL12 8RA
T: 01453 844647 F: 01453 520281
E: kingswood@fshc.co.uk

For further information please visit www.fshc.co.uk/lp/gloucestershire
Or contact the Home Manager at your local home.

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 and drugs
Inspection reports - see page 6 GCC contracted service - see page 19 GCPA member of GCPA - see page 6
Advertisers are highlighted
Tewkesbury care homes

APPERLEY HOUSE GCC GCPA
97 Gloucester Road, Tewkesbury GL20 5SU
Tel: 01684 292658

CURLEW CLOSE, 1 GCC GCPA
Northway, Tewkesbury GL20 8TJ
Tel: 01864 297699

BEECHWOOD CARE HOME
The Beeches, Holly Green, Upton-upon-Severn,
Worcestershire WR8 0RR
Tel: 01684 595959

FERN COURT GCC
Down Hatherley Lane,
Gloucester GL2 9QB
Tel: 01452 730626

BRIARLEA CARE HOME GCC
Badsey Road, Evesham, Worcestershire WR11 7PA
Tel: 01386 830214

GREENHILL PARK RESIDENTIAL CARE HOME GCC
24 Greenhill Park Road, Evesham,
Worcestershire WR11 4NL
Tel: 01386 40836

CHACE REST HOME, THE GCC
Chase Road, Upper Welland, Malvern,
Worcestershire WR14 4JY
Tel: 01684 561813

HUNTERS GREEN CARE HOME GCC
12 Criftycraft Lane, Churchdown GL3 2LH
Tel: 01452 859096

COACH HOUSE, THE GCC
Mythe Road, Tewkesbury GL20 6EB
Tel: 01684 299507

MYTHE END HOUSE GCC
Mythe Road, Tewkesbury GL20 6EB
Tel: 01684 299272

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Tewkesbury care homes continued

**ORCHARD END GCC**
Church Lanes, Minsterworth, Gloucester GL2 8JJ
Tel: 01452 750587

**ORCHARD HOUSE GCC**
Kinnersley, Severn Stoke, Worcester WR8 9JR
Tel: 01905 371445

**PARTON HOUSE GCC GCPA**
Parton Road, Churchdown, Gloucestershire GL3 2JE
Tel: 01452 856779 Advert page 4

**SALFORD HOUSE GCC**
Station Road, Salford Priors, Evesham, Worcestershire WR11 8UX
Tel: 01789 772461

**THE SANDFIELD, 25 GCC**
25 The Sandfield, Northway, Tewkesbury GL20 8RU
Tel: 01684 275894

**THEOC HOUSE GCC**
Margaret Road, Priors Park, Tewkesbury GL20 5HX
Tel: 01684 297358

**TYNINGS, THE GCC**
Main Road, Walmore Hill, Minsterworth GL2 8LA
Tel: 01452 751037

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Tewkesbury care homes with nursing

**ASHCHURCH VIEW GCPA**
Ashchurch Road, Ashchurch, Tewkesbury GL20 8US
Tel: 01256 441478 Advert page 8

**BOYNES CARE CENTRE, THE**
Upper Hook Road, Upton-upon-Severn, Worcestershire WR8 0SB
Tel: 01684 594001

**DEANWOOD LODGE GCC GCPA**
Church Road, Maisemore GL2 8HB
Tel: 01452 415057 Advert page 39

**GRANGE NURSING AND CARE HOME, THE GCC GCPA**
Grange Road, Northway, Tewkesbury GL52 2EZ
Tel: 01684 850111 Advert page 4

**HAWTHORNS, THE GCC**
Church Street, Evesham, Worcestershire WR11 1EP
Tel: 01386 444330

**HYGROVE HOUSE NURSING HOME**
Hygrove Lane, Minsterworth GL2 8JG
Tel: 01452 750716

**MILLBROOK LODGE (OSJCT) GCC GCPA**
Moorfield Road, Brockworth GL3 4EX
Tel: 01452 863783 Advert page 57

**PITCHILL HOUSE NURSING HOME GCC**
Pitchill, Salford Priors, Evesham, Worcestershire WR11 8SN
Tel: 01386 870092

**WELLAND HOUSE CARE CENTRE GCC**
Lime Grove, Welland, Malvern, Worcestershire WR13 6LY
Tel: 01684 310840

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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 and drugs

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Inspection reports - see page 6
GCC contracted service - see page 19
GCPA member of GCPA - see page 6

---

80 This Directory’s helpline 0800 389 2077 – information on choosing and paying for care

Adverters are highlighted
| Advertisers are in bold |

| Index continued |

<p>| Care UK | 74 |
| Careful Care | 21 |
| Carers Trust | 23 |
| CareTech Community Services Ltd (Bouncer’s Lane) | 51 |
| CareTech Community Services Ltd (Brooklyn Road) | 53 |
| Carmel Domiciliary Care Ltd | 23 |
| Castleford House Nursing Home | 65 |
| Cathedral View | 69 |
| Cavendish Care Home | 69 |
| Cedar Court Care Home | 61 |
| Cedar Trust Care Homes | 4 |
| Cedars, The (OSJCT) | 59 |
| Cedars, The | 69 |
| Chace Rest Home, The | 79 |
| Chapel House Care Centre | 68 |
| Chapel View | 63 |
| Chargrove Lawn | 53 |
| Charlton House Residential Care Home | 73 |
| Charlton Kings Care Home | 53 |
| Charnwood House | 72 |
| Chaxhill Hall | 63 |
| Chepstow House | 63 |
| Cherry Tree Close, 3 | 73 |
| Chestnut Care | 69 |
| Chestnut Court (OSJCT) | 72 |
| Chosen Court | 69 |
| Church Court Care Home | 73 |
| Church View | 66 |
| Churchill Road, 65 | 73 |
| Cleeve Hill Nursing Home | 58 |
| Cleeve Link Limited | 23 |
| Coach House, The | 79 |
| Coate Water Care | 68 |
| Community Outreach Consultancy Ltd | 23 |
| Consensus Community Support Limited | 23 |
| Coombe End Care Home | 69 |
| Coombs, The (OSJCT) | 65 |
| Coppice House | 69 |
| Cotswold Court | 73 |
| Cotswold House Care Home | 77 |
| Cotswold, The | 61 |
| Cottage Care Home, The | 63 |
| County Home Care Service Ltd | 23 |
| Coxwell Hall and Mews Nursing Home | 61 |
| Crossroads Care Central &amp; East Gloucestershire | 23 |
| Crossroads Care Forest of Dean &amp; Herefordshire | 23 |
| Curlew Close, 1 | 79 |
| Dalkeith Residential Care Home | 53 |
| Darley Dale Care Home | 53 |
| Dean Grange | 65 |
| Dean Neurological Centre, The | 72 |
| Deanwood Lodge | 80 |
| Denmark Lodge | 69 |
| DoCare Ltd | 23 |
| Doris Watts Care Home, The | 59 |
| Downs View | 66 |
| Dowty House | 53 |
| Dynavour Care Services Ltd | 23 |
| Easy Living Solutions | 23 |
| Edward House | 69 |
| Elite Home Care Solutions | 23 |
| Elizabeth House (Gloucester) | 72 |
| Elm Grove Nursing Home | 61 |
| Elmbridge Residential Care Home | 69 |
| Elmlea | 69 |
| Elms Care Home with Nursing, The | 66 |
| Elms, The (OSJCT) | 77 |
| Enstone House | 59 |
| Euroclydon | 23 |
| Euroclydon Nursing Home | 66 |
| Expeditions Living Ltd | 23 |
| Face 2 Face | 23 |
| Farecare | 23 |
| Faithfull House | 53 |
| Feather Bed Care | 23 |
| Fern Court | 79 |
| Fern Croft | 69 |
| Fieldview | 23, 73 |
| First City Nursing Services Ltd | 23 |
| Flexicare Home Care Services UK | 23 |
| Forest Court Nursing Home | 66 |</p>
<table>
<thead>
<tr>
<th>Index continued</th>
<th>Advertisers are in bold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four Seasons</td>
<td>59</td>
</tr>
<tr>
<td><strong>Four Seasons Health Care</strong></td>
<td><strong>78</strong></td>
</tr>
<tr>
<td>Fox Elms Care</td>
<td>23</td>
</tr>
<tr>
<td>Foxgrove House</td>
<td>23</td>
</tr>
<tr>
<td><strong>G</strong></td>
<td></td>
</tr>
<tr>
<td>Gables, The</td>
<td>75</td>
</tr>
<tr>
<td>Ganarew House</td>
<td>63</td>
</tr>
<tr>
<td>Gatwick House</td>
<td>63</td>
</tr>
<tr>
<td>GCC Shared Lives - Quayside House</td>
<td>23</td>
</tr>
<tr>
<td>Glebe House</td>
<td>77</td>
</tr>
<tr>
<td>Glebe Road, 103</td>
<td>75</td>
</tr>
<tr>
<td>Gloscare</td>
<td>69</td>
</tr>
<tr>
<td>Gloucester Homecare Services</td>
<td>23</td>
</tr>
<tr>
<td>Gloucestershire Autism Services</td>
<td>23</td>
</tr>
<tr>
<td>Gloucestershire House</td>
<td>58</td>
</tr>
<tr>
<td>Gloucestershire Old Peoples Housing Society</td>
<td>59</td>
</tr>
<tr>
<td>Grange Care Centre, The (Cheltenham)</td>
<td>58</td>
</tr>
<tr>
<td>Grange Care Centre, The (Stonehouse)</td>
<td>77</td>
</tr>
<tr>
<td>Grange, The (Gloucester)</td>
<td>69</td>
</tr>
<tr>
<td><strong>Grange Nursing and Care Home, The</strong></td>
<td><strong>80</strong></td>
</tr>
<tr>
<td>Granleys, The</td>
<td>58</td>
</tr>
<tr>
<td>Grapevine Domiciliary Care</td>
<td>23</td>
</tr>
<tr>
<td>Great Western Court</td>
<td>69</td>
</tr>
<tr>
<td>Greenhill Park Residential Care Home</td>
<td>79</td>
</tr>
<tr>
<td><strong>Greenhills Care</strong></td>
<td><strong>53</strong></td>
</tr>
<tr>
<td>Grevill House (OSJCT)</td>
<td><strong>58</strong></td>
</tr>
<tr>
<td><strong>Guinness Partnership</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Gypsy Corner Care Home</td>
<td>53</td>
</tr>
<tr>
<td><strong>H</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Hampton House</strong></td>
<td><strong>53</strong></td>
</tr>
<tr>
<td>Hannacott</td>
<td>69</td>
</tr>
<tr>
<td>Harrington House</td>
<td>53</td>
</tr>
<tr>
<td>Hatherley Grange Nursing Home</td>
<td>58</td>
</tr>
<tr>
<td>Hatherley Road Residential Home</td>
<td>69</td>
</tr>
<tr>
<td><strong>Hawthorns Residential Care Home, The</strong></td>
<td><strong>53</strong></td>
</tr>
<tr>
<td>Hawthorns, The</td>
<td>80</td>
</tr>
<tr>
<td>Hazelnhurst Nursing Home</td>
<td>66</td>
</tr>
<tr>
<td>Heathers Nursing Home, The</td>
<td>77</td>
</tr>
<tr>
<td>Heighton House</td>
<td>69</td>
</tr>
<tr>
<td><strong>Helping Hands</strong></td>
<td><strong>24</strong></td>
</tr>
<tr>
<td><strong>Henlow Court (OSJCT)</strong></td>
<td><strong>77</strong></td>
</tr>
<tr>
<td>HF - Stroud DCA</td>
<td>25</td>
</tr>
<tr>
<td>HF Trust - 7 Waterloo Road</td>
<td>60</td>
</tr>
<tr>
<td>HF Trust - 330 Westward Road</td>
<td>75</td>
</tr>
<tr>
<td>HF Trust - Frocester Manor</td>
<td>75</td>
</tr>
<tr>
<td>HF Trust - Gloucestershire DCA</td>
<td>25</td>
</tr>
<tr>
<td>HF Trust - Newcroft</td>
<td>59</td>
</tr>
<tr>
<td>HF Trust - Old Quarries</td>
<td>60</td>
</tr>
<tr>
<td><strong>Highborder Lodge</strong></td>
<td><strong>75</strong></td>
</tr>
<tr>
<td>Highfield House (Gloucester)</td>
<td>69</td>
</tr>
<tr>
<td>Highfield House (Stroud)</td>
<td>75</td>
</tr>
<tr>
<td>Highfield Residential Home</td>
<td>63</td>
</tr>
<tr>
<td>Hill Ash House</td>
<td>63</td>
</tr>
<tr>
<td><strong>Hilltop</strong></td>
<td><strong>63</strong></td>
</tr>
<tr>
<td>Hobbits Holt</td>
<td>63</td>
</tr>
<tr>
<td>Hollies Nursing Home, The</td>
<td>77</td>
</tr>
<tr>
<td>Holly House</td>
<td>53</td>
</tr>
<tr>
<td><strong>Home Instead Senior Care</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Homestead, The</td>
<td>61</td>
</tr>
<tr>
<td>Honest Homecare</td>
<td>25</td>
</tr>
<tr>
<td><strong>Hope Brook Court</strong></td>
<td><strong>Inside Front Cover</strong></td>
</tr>
<tr>
<td>Horsfall House Homecare</td>
<td>25</td>
</tr>
<tr>
<td><strong>Horsfall House</strong></td>
<td><strong>77</strong></td>
</tr>
<tr>
<td>Horton House Residential Care Home</td>
<td>69</td>
</tr>
<tr>
<td>Housing 21 - Chipping Campden</td>
<td>25</td>
</tr>
<tr>
<td>Housing 21 - Mulberry Court</td>
<td>25</td>
</tr>
<tr>
<td><strong>Hunters Care Centre</strong></td>
<td><strong>61</strong></td>
</tr>
<tr>
<td>Hunters Green Care Home</td>
<td>79</td>
</tr>
<tr>
<td>Hygrove House Nursing Home</td>
<td>80</td>
</tr>
<tr>
<td>Hyperion House</td>
<td>61</td>
</tr>
<tr>
<td><strong>I</strong></td>
<td></td>
</tr>
<tr>
<td>Ilsom House Residential and Nursing Home</td>
<td>61</td>
</tr>
<tr>
<td>Inclusion Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>J</strong></td>
<td></td>
</tr>
<tr>
<td>Jasper Lodge</td>
<td>69</td>
</tr>
<tr>
<td>Jendot</td>
<td>70</td>
</tr>
<tr>
<td>Joyleen</td>
<td>70</td>
</tr>
<tr>
<td><strong>Jubilee Lodge (OJSCT)</strong></td>
<td><strong>58</strong></td>
</tr>
<tr>
<td><strong>K</strong></td>
<td></td>
</tr>
<tr>
<td>Keeper’s Cottage</td>
<td>63</td>
</tr>
<tr>
<td><strong>Key Staff</strong></td>
<td><strong>29</strong></td>
</tr>
<tr>
<td>Keychange Charity</td>
<td></td>
</tr>
<tr>
<td>Scoats Care Home</td>
<td>70</td>
</tr>
<tr>
<td>King Edwards House</td>
<td>70</td>
</tr>
<tr>
<td>Advertisers are in <strong>bold</strong></td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Index continued</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingsley House</td>
</tr>
<tr>
<td><strong>Kingswood Lodge Care Centre</strong></td>
</tr>
<tr>
<td>Kites Corner</td>
</tr>
<tr>
<td><strong>Knightsbridge Lodge</strong></td>
</tr>
<tr>
<td>Knole, The</td>
</tr>
<tr>
<td>Knoll, The</td>
</tr>
<tr>
<td><strong>L</strong></td>
</tr>
<tr>
<td>La Vie En Rose</td>
</tr>
<tr>
<td>Langston, The</td>
</tr>
<tr>
<td>Laurels Residential Home, The</td>
</tr>
<tr>
<td>Lawford House Residential House</td>
</tr>
<tr>
<td><strong>Lawns Neighbourhood Care Centre, The</strong></td>
</tr>
<tr>
<td>Learning Together Limited</td>
</tr>
<tr>
<td>Ledbury ABI Transitional Living Unit</td>
</tr>
<tr>
<td>Ledbury Nursing Home</td>
</tr>
<tr>
<td>Leighton House (Merry Den Care)</td>
</tr>
<tr>
<td><strong>Lilian Faithfull Homes Inside Back Cover</strong></td>
</tr>
<tr>
<td>Linden House</td>
</tr>
<tr>
<td>Livability Lifestyle Choices West</td>
</tr>
<tr>
<td><strong>Live Well At Home</strong></td>
</tr>
<tr>
<td>London Road, 46</td>
</tr>
<tr>
<td>Longcroft Cottage</td>
</tr>
<tr>
<td><strong>Longhope Manor Estate, The Inside Front Cover</strong></td>
</tr>
<tr>
<td>Longhouse and Stroud Community Support Team</td>
</tr>
<tr>
<td>Longridge Court</td>
</tr>
</tbody>
</table>

| **M** |
| MacArthur Road Care Home | 60 |
| Machlo | 25, 70 |
| **Madley Park House (OSJCT)** | 60 |
| Magdalen House Nursing Home | 72 |
| Manchester Court | 55 |
| **Manor House Nursing Home, The** | 66 |
| Mantley Chase Residential Care | 63 |
| Market Place | 63 |
| Marsden House | 63 |
| Matson House | 70 |
| Mayfield Care Home | 70 |
| Meadowbank Trust | 75 |
| **MHA Housing and Care for Older People** | 71 |
| Milestones | 66 |
| Mill House | 60 |
| **Millbrook Lodge (OSJCT)** | 80 |
| Mitcheldean | 25 |
| **Mockley Manor** | 66 |
| More Hall Convent | 75 |
| **Moreton Hill Care Centre** | 77 |
| Mount, The | 75 |
| Mythe End House | 79 |

<p>| <strong>N</strong> |
| National Star College - Ullenwood | 61 |
| Nazareth House | 55 |
| <strong>Neil Gayler &amp; Co</strong> | 40 |
| Network Health and Social Care | 25 |
| Network HealthCare | 25 |
| New Horizon Gloucester Ltd | 25 |
| New Road, 1 | 55 |
| Newcombe Lodge | 77 |
| Newlands Nursing Care Centre | 61 |
| Newton House | 25 |
| Nightingale's Home Care | 25 |
| Northfield House | 75 |
| Northleach Court Care Home with Nursing | 61 |
| Oak House Trust Ltd | 63 |
| Oak Tree Mews | 60 |
| <strong>Oakhaven Residential Care Home</strong> | 55 |
| Oaktree Care Home | 78 |
| Old Dairy, The | 75 |
| Old Prebendal House, The | 61 |
| Old Rectory, The | 63 |
| Old Vicarage Residential Home, The | 75 |
| Old Vicarage, The (Blakeney) | 63 |
| Orchard End | 80 |
| <strong>Orchard House (OSJCT)</strong> | 58 |
| Orchard House | 80 |
| Orchard Leigh | 25, 55 |
| <strong>Orchard Trust, The</strong> | 25 |
| <strong>Orchards, The</strong> | 63 |
| <strong>Orchard Trust, The - Sevenoaks</strong> | 65 |
| Order of St Johns Care Trust, The | 57 |
| Overton House | 57 |</p>
<table>
<thead>
<tr>
<th>Advertisers are in bold</th>
</tr>
</thead>
</table>

**Index continued**

**P**

<table>
<thead>
<tr>
<th>Advertisers are in bold</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Padova, The</td>
<td>70</td>
</tr>
<tr>
<td>Paradise House</td>
<td>75</td>
</tr>
<tr>
<td>Park View Nursing Home</td>
<td>61</td>
</tr>
<tr>
<td><strong>Parton House</strong></td>
<td>80</td>
</tr>
<tr>
<td>Paternoster House (OSJCT)</td>
<td>61</td>
</tr>
<tr>
<td>Pembury, The</td>
<td>70</td>
</tr>
<tr>
<td>Pennwood Lodge Nursing Home</td>
<td>78</td>
</tr>
<tr>
<td>Person Centred Care</td>
<td>25</td>
</tr>
<tr>
<td>PDS Social Care</td>
<td>25</td>
</tr>
<tr>
<td>Phoenix</td>
<td>25</td>
</tr>
<tr>
<td>Pine Tree Court Care Home</td>
<td>72</td>
</tr>
<tr>
<td>Pinehurst Residential Care Home</td>
<td>55</td>
</tr>
<tr>
<td>Pitchill House Nursing Home</td>
<td>80</td>
</tr>
<tr>
<td>Podsmead Road, 14</td>
<td>70</td>
</tr>
<tr>
<td>Pound Farm</td>
<td>65</td>
</tr>
<tr>
<td>Prestige Nursing (Gloucester)</td>
<td>27</td>
</tr>
<tr>
<td><strong>Priory, The</strong></td>
<td>60</td>
</tr>
<tr>
<td>Prospect House (Cinderford)</td>
<td>65</td>
</tr>
<tr>
<td>Prospect House (Stroud)</td>
<td>27</td>
</tr>
</tbody>
</table>

**Q**

<table>
<thead>
<tr>
<th>Advertisers are in bold</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q Care - Gloucester</td>
<td>27</td>
</tr>
<tr>
<td><strong>Queens Nursing Institute, The Insides Front Cover</strong></td>
<td></td>
</tr>
<tr>
<td>Queens Retreat</td>
<td>55</td>
</tr>
<tr>
<td>Queensbridge House</td>
<td>55</td>
</tr>
<tr>
<td>Queensbridge Care</td>
<td>56</td>
</tr>
<tr>
<td>Quinton House Nursing Home</td>
<td>61</td>
</tr>
</tbody>
</table>

**R**

<table>
<thead>
<tr>
<th>Advertisers are in bold</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ravenswood House</td>
<td>55</td>
</tr>
<tr>
<td><strong>Sandfields</strong></td>
<td>58</td>
</tr>
</tbody>
</table>

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

T

Tendercare  
27

Tewkesbury View Care Home  
55

The Sandfield, 25  
80

Theoc House  
80

Three Ashes Residential Care Home  
65

Tithe Barn  
65

Tomlin  
70

Townsend House (OSJCT)  
66

Trevone House (OSJCT)  
72

Tynings, The  
80

U

United Care  
50

United Response DCA  
27

V

Vanguard Care Ltd  
27

Vicarage, The  
55

Victoria Street, 119

Voyage 1 Limited

W

Weir End House  
65

Welland House Care Centre  
80

West Bank Residential Home  
80

Westbourne Nursing Home  
72

Westbury Court (OSJCT)  
66

Westley Court  
27

Westminster Homecare  
27

Wheatridge Court  
27

Wheatridge Court, 40  
27

Whitchurch House  
40

White Lodge, The  
61

Wickwar  
78

Windmill House  
75

Windermere Road Nursing Home  
58

Windsor Street

Care Centre (OSJCT)  
58

Winslow House  
77

Winstonian House Care Home  
55

Wisma Mulia  
77

Woodmancote Manor  
77

Woodstock Nursing Home  
72

Wortley Villa  
77

Wotton Rise Nursing Home Ltd  
72

Wyatt House (OSJCT)  
78

Y

Yercombe Lodge  
77

Yew Tree House  
65

Your Lifestyle LLP Dom Care  
27

Your Life  
27

Z

Zapuzino  
60

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Publisher: Robert Chamberlain. Director of Sales: David Werthmann.


National Sales Manager: Paul Leahy. Regional Team Manager: Russell Marsh.

Senior Sales Executives: Debbie Feetham, Elaine Green.

Sales Executives: Rebecca Edmonds, Rachel Joseph, Vanessa Ryder.

Director of Creative Operations: Lisa Werthmann. Assistant Production Manager: Jamie Harvey.

High Quality Care in Cheltenham for over 65 years

- In a safe, friendly environment
- Superb en-suite rooms
- Dedicated, caring staff
- Attractive private gardens
- Activities, events and outings
- Permanent and respite care

In addition to residential care at Astell, Dowty House and Faithfull House we offer nursing and dementia care at our St Faith’s Nursing Home.

Located within St Faith’s is the Ralph Marx Day Centre for those with memory loss.

For more details contact:

01242 240 200

www.lilianfaithfull.co.uk
Ideally situated in the Cotswolds within easy reach of the M5, our home offers elegant accommodation for carefree living. Set in the beautiful and historic village of Leonard Stanley, the Post Office and shops are just a short walk away.

All rooms have en-suite facilities and are well decorated. The peaceful gardens are designed to be colourful throughout the year. Meals are prepared on the premises from fresh ingredients.

Short / long term stay and day residents welcome. Registered and approved by G.C.C. Social Services and CQC.

For a brochure or to arrange a visit please telephone 01453 823203
Proprietors: Roger and Barbara Thorne