East Sussex Including Brighton & Hove
Care & Support Services Directory 2014/15

The comprehensive guide to choosing and paying for care
• Home support • Care homes • Specialist care • Useful contacts

www.carechoices.co.uk
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC). East Sussex County Council, Brighton & Hove City Council and Care Choices cannot be held liable for any errors or omissions.

The information contained in this Directory was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by East Sussex County Council, Brighton & Hove City Council or Care Choices.

To obtain extra copies of this Directory, free of charge, call East Sussex Adult Social Care Direct: 0345 60 80 191 or Brighton & Hove Adult Social Care Access Point: 01273 295555.

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

Visit www.carechoices.co.uk for further assistance with your search for care
Regions covered by this Directory

This Directory is divided into the geographical regions indicated on this map. Listings of care providers by region start on the following pages:

Brighton & Hove
Lewes and Seaford

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Marine Parade Brighton
English terraced cottages, Lewes
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Introduction

There are many care and support services available in East Sussex and Brighton & Hove, and there is plenty of help to find out what is the most appropriate for you. If you are finding it hard to live independently, you, and your family, need to know where you can go for help and advice about what is available locally. This Directory is an important source of that information.

The first step is to contact your local Adult Social Care department. In East Sussex, this is part of East Sussex County Council and you can contact them through their customer contact centre, Adult Social Care Direct. If you live in Brighton & Hove, contact the Adult Social Care Access Point. (The contact details for both are shown below.)

The two Adult Social Care departments have helped to produce some of the information in this Directory.

East Sussex Adult Social Care Direct

East Sussex Adult Social Care produces a range of leaflets and factsheets. You can find them all on the website www.eastsussex.gov.uk, or ask Adult Social Care Direct for copies.

IL01 Getting your support through Adult Social Care
IL02 The cost of your social care support
IL03 How to make a comment, complaint or compliment
IL04 Do you look after someone?
FS1 Who qualifies for our services? Eligibility criteria explained
FS2 Independent advocacy – Someone to speak up for you
FS3 Your information and how we use it – Our guarantee about your social care record
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FS12 Checking how things are going
FS13 Travel and transport – a practical guide
FS14 Arranging and funding life in a care home

Contact
Tel: 0345 60 80 191
(Calls are charged at your phone company’s local rate and may be recorded.)
Textphone: 01323 466630 Fax: 01323 466567
Email: socialcaredirect@eastsussex.gov.uk

You can also make contact by text message from your mobile Tel: 07797 878111

Opening hours:
8.30am to 5.00pm Monday to Thursday
8.30am to 4.30pm on Fridays

Write to: St Mary’s House, 52 St Leonards Road, Eastbourne BN21 3UU

Brighton & Hove Adult Social Care Access Point

If you live in the Brighton & Hove area, contact the Adult Social Care Access Point team, based at Bartholomew House, Bartholomew Square or visit the website www.brighton-hove.gov.uk.

For information about local NHS and social care services, you may find the following downloadable leaflets useful:
• Quick Guide to Adult Social Care Services
• Quick Guide for Carers
• What you need to know about your health records
• Charges for Residential & Nursing Home Care 2014-2015
• Charges for Residential & Nursing Home Care for Homeowners 2014-2015
• How to make a comment, complaint or compliment

Contact
Tel: 01273 295555 Minicom: 01273 296388
Email: accesspoint@brighton-hove.gov.uk
Write to: Access Point, 3rd Floor Bartholomew House, Bartholomew Square BN1 1JP
Assessing your needs

Anyone can ask Adult Social Care to look at their support needs (a social care assessment). However, they have to give priority to people with the greatest need for support, so the support you are entitled to will depend on your level of need. If Adult Social Care can’t provide your support directly they will tell you where you may be able to get what you need.

You may want to ask for an assessment if, for example, you:
• think you need help to live independently in your own home;
• are a carer, looking after someone else in their own home (see page 23);
• are an older person (which usually means over 60);
• have sight or hearing difficulties;
• have concerns about your mental health;
• have a learning disability;
• have a physical disability; or
• are affected by drug or alcohol use.

You can ask for an assessment yourself, or a relative, friend, social worker, doctor or health professional can ask on your behalf, with your agreement.

Assessments for carers

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law says you have a right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a ‘carer’s assessment’, gives you the chance to tell Adult Social Care what you need as a carer, and to find out what support might be available to help you. The carer’s assessment is an essential first step in getting the support you may need. It looks at:
• the care you provide and how your caring responsibilities affect your life;
• any support you are getting now and what else you think would help you; and
• what you would like your support to achieve.

The assessment can also give you lots of information about other services that might help you, and other ideas for supporting you in your caring role. Your carer’s assessment will show if you qualify for support services from Adult Social Care.

If you want to ask about a carer’s assessment contact Adult Social Care Direct on 0345 60 80 191 (East Sussex) or the Adult Social Care Access Point on 01273 295555 (Brighton & Hove).

What happens in the assessment?

Adult Social Care will talk with you, your carer if you have one, and anyone else involved, about your physical and mental health, how you manage to look after yourself, and how much support you get from your family or other people around you.

You can have a family member, carer or friend to help you put forward your views and wishes. Or there are organisations that can speak up for you, called advocacy services. Call Social Care Direct on 0345 60 80 191 or the Brighton & Hove Adult Social Care Access Point on 01273 295555 for more information about these.

East Sussex produces a factsheet called ‘Independent advocacy – Someone to speak up for you’. It’s one of a series of factsheets described on page 5 you can get from Social Care Direct or download from the www.eastsussex.gov.uk website.

The assessment can also involve your GP, district nurse or other health professional if you wish. Adult Social Care will arrange for an interpreter if you do not speak English or if you use sign language.

If the assessment shows there is a ‘critical’ or ‘substantial’ risk to your independence, Adult Social Care may be able to offer you some support. This is in line with government guidelines, called ‘Guidance on Eligibility Criteria for Adult Social Care’ (Department of Health 2010). The rules about who can qualify for a service are called ‘eligibility criteria’.

East Sussex Adult Social Care produces a factsheet ‘Who qualifies for our services? Eligibility criteria explained’. The factsheet explains what is meant by ‘critical’ and ‘substantial’ risks.

Brighton & Hove City Council has produced a leaflet called ‘Are you entitled to Adult Social Care Services?’ You can get a copy of this from the Adult Social Care Access Point by calling 01273 295555.

Saying what you want from a support service

If you qualify for a service, Adult Social Care will discuss with you:
• the type of support you need, and when you need it;
• your own preferences;
• any particular needs you have, such as cultural or religious needs;
• how your support could be provided; and
• when your needs will be looked at again (a review).
Helping you stay independent

Advice and information is always free, and you do not have to pay for an assessment of your needs. Adult Social Care also provides some support free of charge, for example daily living equipment, such as grab rails and commodes (see page 9), and some short-term support, for example, short-term reablement care.

Reablement
Reablement means helping you get back daily living skills you may have lost because of illness or disability. For example, if you’ve just come out of hospital, you might need some short-term support to help you become independent again. Or perhaps having some short-term support at home will stop you having to go into hospital in the first place.

If your assessment indicates that reablement could benefit you, Adult Social Care will put you in touch with the most appropriate type of support.

If you need continuing support
There is a charge for most other continuing support services. Adult Social Care will carry out a financial assessment to work out how much you will have to pay towards the cost of your service. This involves looking carefully at your income and savings. The financial assessment will also consider if you have any special expenses because of a disability.

For East Sussex residents, the leaflet ‘The cost of your social care support’ explains more about this. You can also ask Social Care Direct for other factsheets ‘Financial assessment for support at home’ and ‘Financial assessment for residential care’.

The Brighton & Hove City Council website (www.brighton-hove.gov.uk) contains full details of its charges for social care services in the ‘Adult social care’ section.

If you qualify for financial help from Adult Social Care, you will be offered a ‘personal budget’ for the cost of your support. The amount of your personal budget will include what Adult Social Care will pay towards your support, and the amount you have to pay towards it.

Personal budgets
All social care support in the UK is now provided through ‘personal budgets’, sometimes called ‘self-directed support’ (or ‘SDS’).

You can use that money to buy care and support to meet your assessed needs instead of the council providing the services directly or through a contract with a private care provider. Depending on your financial circumstances you may have to contribute at least part of the cost of your support service.

You can control the budget yourself and have the money paid directly into a bank account (called ‘Direct Payments’), or you can ask Adult Social Care, or another person or organisation, to manage it for you. Using a personal budget means you can get your support in a whole range of ways. For example, you could use the money to pay a personal assistant to give you the help you need (see the next section), tailoring services to meet your individual needs.

There are only a few restrictions on how you can use the money, but it must be for something that meets your agreed care and support needs. At present you cannot use a Direct Payment to pay for permanent residential care.

East Sussex Adult Social Care has factsheets on ‘Direct Payments’ and ‘Getting your support through Adult Social Care’ which explain more about self-directed support. These are available from Social Care Direct.

East Sussex County Council has a contract with two organisations to provide support to people using Direct Payments. For further information contact:

| **East Sussex Adult Social Care Direct** |
| Tel: 0345 60 80 191 Web: www.eastsussex.gov.uk |
| Email: socialcaredirect@eastsussex.gov.uk |

| **A4e** |
| Charter House, Courtlands Road, Eastbourne, East Sussex BN22 8TR |
| Tel: 01323 414674 Email: ilseastsussex@a4e.co.uk |
| Web: www.A4eils.com |

| **The Fed – Centre for Independent Living** |
| Montague House, Somerset Street, Brighton BN2 1JE |
| Tel: 01273 296720 Email: dpeast@thefedonline.org.uk |
| Web: www.thefedonline.org.uk |

Brighton & Hove City Council has a contract with an independent organisation, called The Fed - Centre for Independent Living which supports people using Direct Payments. For further information, if you live in Brighton & Hove, contact Brighton & Hove City Council’s Adult Social Care Access Point on 01273 295555 or the following:

| **Direct Payments Advice Service** |
| Tel: 01273 229264 Email: directpayments@bhfederation.org.uk |
| Web: www.thefedonline.org.uk |

| **The Fed – Centre for Independent Living** |
| Montague House, Somerset Street, Brighton BN2 1JE |
| Web: www.thefedonline.org.uk |
Using a personal budget

Employing a personal assistant
Increasingly, people are choosing to employ their own care workers – personal assistants (PAs) – to give them the support they need. This can give you the most choice, control, and flexibility, about the support you get, who provides it and when.

If you qualify for financial support from Adult Social Care, and you are in receipt of a personal budget to spend on your care in the form of a Direct Payment, you can use it to employ a personal assistant. A PA could help you with personal care (such as washing and dressing), household tasks, or taking you to appointments or activities outside your home. Some people choose a mixture of PA hours with support from other services or organisations.

Employing staff might sound difficult, but there is plenty of help available. In East Sussex, A4e or The Fed (see page 7) can help you with everything from finding the right person to understanding your responsibilities as an employer. The Fed Centre (see page 7) also do the same in Brighton & Hove.

This support to be a good employer is free. A4e, The Fed and some other companies also offer a payroll service for paying your PA, or they can simply manage your personal budget on your behalf and do all the paperwork for you. There is a charge for this kind of service which you would have to meet out of your personal budget.

If you are paying for your own support you can of course still employ a PA and get help to do that. The ‘Support with Confidence’ schemes run by East Sussex County Council and Brighton & Hove City Council aim to help you find people you can trust, whatever kind of support you need to help you live independently. See below for further information. You can also look online for a PA.

There are lots of PAs registered and looking for work on the Brighton & Hove Federation of Disabled People PA Noticeboard. You can view it at www.bhfederation.org.uk/pa. You can use the PA Noticeboard to recruit a PA yourself, or if you would like support with this, The Fed’s Direct Payments Support Service advisers can help. You can contact them by using their referral form on the website. If you have any questions, you can email the Direct Payments Team at directpayment@bhfederation.org.uk.

If you have any questions about the PA Noticeboard, contact the Market Development Officer at the Federation of Disabled People on 01273 229269 or email jane.binns@bhfederation.org.uk.

A4e also offer a PA Noticeboard where you can advertise posts for a PA and/or if you are a PA, advertise the services you can offer.

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4 desserts: • Apple Crumble & Custard • Apple Pie & Custard • Jam Sponge & Custard • Lemon Sponge, Lemon Sauce & Custard
Order code IN4

Main meals from £2.95 FREE Delivery 23 years of great service
For your FREE brochure, or to order an Introductory Menu Pack, call us on 0800 066 3802 wiltshirefarmfoods.com

ESCD14
Other kinds of support to help you stay independent in your own home

There are different ways of getting this kind of support.

Support in your own home
Are you finding it difficult to manage at home and need more long-term support? You may need help with personal care, such as washing and dressing, or you may be having difficulty with practical tasks such as shopping, cooking, laundry and cleaning.

This kind of home care service is offered by independent organisations that are registered and checked by the regulator, the Care Quality Commission (CQC) (see page 35).

Listings of all registered home care providers in East Sussex and Brighton & Hove start on page 16.

East Sussex County Council has a list of its preferred providers of home care (companies they use regularly which meet certain standards). You can get this from Adult Social Care Direct (phone 0345 60 80 191) or from the County Council’s website www.eastsussex.gov.uk. Adult Social Care also has a couple of factsheets ‘Help with being independent around the home – a practical guide’ and ‘Financial assessment for support at home’ which may be useful.

For information on the preferred provider scheme in Brighton & Hove, phone the Social Care Contracts Unit on 01273 296207. A list of home care providers contracted to this council starts on page 16.

Home care services in Brighton & Hove can be offered to adults (anyone over 18) who need care or support to remain living at home. The service is provided by home care workers who may be employed by Brighton & Hove Adult Social Care or by an independent organisation. For more information contact the Adult Social Care Access Point on 01273 295555.

Help to live at home if you have a disability
Adult Social Care can advise you about equipment that can help you live independently at home, or about adaptations to your home. There is no charge for advice, for the loan of equipment, or for minor adaptations to your home.

If your home needs a more major adaptation to enable you to live there safely and independently, you may have to pay a contribution towards the cost. However, you may qualify for a grant from your borough or district council. (See page 10 for information about Disabled Facilities Grants.)

Adult Social Care also works with district and borough councils, health services and the probation service. Housing-related support (sometimes known as ‘supporting people funding’) can include help to manage your money, claim benefits, develop domestic or social skills, and keep you and your home safe. You can qualify for services whether you live in your own home, in rented accommodation, in sheltered housing or in other types of accommodation. Some services are free, or you may have to pay a contribution, depending on your financial circumstances.

You can get more information about services in East Sussex from Adult Social Care Direct (phone 0345 60 80 191). You can ask for the factsheet ‘Supporting People’ or you can read more on the council’s website at www.eastsussex.gov.uk/supportingpeople.

 Brighton & Hove City Council has developed a website dedicated to the programme in the city. The site holds information for service providers, service users and potential service users, voluntary sector and advocacy groups.

The site has many features including:
• a searchable Directory of all services and service providers;
• feedback facilities for all parties involved in the programme;
• links to local and national organisations that have an active interest in the programme;
• a secure area specifically for service providers; and
• the latest ‘Supporting People’ news, and events calendar.

You can visit the website at www.supportingpeopleinbrightonandhove.org.uk.

You can contact the ‘Supporting People’ team for the Brighton & Hove area on 01273 292078 or by email: supportingpeople@brighton-hove.gov.uk

‘Support with Confidence’
‘Support with Confidence’ is a joint scheme between Trading Standards and Adult Social Care, to approve local providers of care and support.

The scheme can help you find a wide range of care and support services that you can trust, from people and organisations that have been checked and approved in terms of quality, safety and staff training. The information is on the website www.eastsussex.gov.uk or you can phone the team on 01323 463440 if you live in East Sussex.

In East Sussex, providers who can apply to register with ‘Support with Confidence’ include:
• personal assistants;
• services that help people to live independently at home, and which are registered with the Care Quality Commission;
• care and support brokers (organisations that help you find the right social care support);
• day services;
• cleaning services;
• prepared meals or cooking services;
• supported housing;

Visit www.carechoices.co.uk for further assistance with your search for care
Other kinds of support to help you stay independent in your own home continued

• suppliers of home adaptations and equipment;
• handyperson, home maintenance and gardening services;
• pet services;
• therapeutic support;
• community services; and
• transport providers.

As well as checking on quality standards, the application process includes appropriate background checks, taking up references, and making sure the provider is complying with the law. If approved, their details will then appear in the ‘Support with Confidence’ Directory (see page 44).

In Brighton & Hove the ‘Support with Confidence’ scheme currently only registers approved personal assistants (PAs). In order to become an approved PA all applicants will need to meet certain criteria. These include background checks, reference checks, completion of basic training modules, and ongoing mentoring sessions with their training provider.

You can see more information at www.brightonhove.gov.uk/supportwithconfidence.

Brighton & Hove hope to extend its scheme to cover other types of care and support. If you have any questions about the Brighton & Hove scheme, contact 01273 296424 or email supportwithconfidence@brighton-hove.gov.uk.

Adapting your home
If you have a disability and need an adaptation to your home to help you stay independent, you may qualify for a grant from your borough or district council (called a Disabled Facilities Grant). The grants are made according to need. You can qualify whether you are a home-owner or rent privately. However, you may have to pay a contribution towards the cost.

Adult Social Care will advise you. Contact Social Care Direct (for East Sussex) or, if you live in Brighton & Hove, contact the Brighton & Hove Adult Social Care Access Point. You can find the information in ‘Disabled Facilities Grants in East Sussex’, on the website www.eastsussex.gov.uk.

The housing department of your borough or district council can also explain how to apply for a Disabled Facilities Grant.

You may want to get advice from East Sussex Disability Association (01323 514500). Or you could contact your local Age UK (still called Age Concern in some areas) listed on page 42.

Respite care and short stays
If you or your carer want a break, you may choose to go to a respite unit for a short stay. Ask your social worker or care manager, or contact East Sussex’s Adult Social Care Direct or the Brighton & Hove Adult Social Care Access Point for further information.

NHS continuing healthcare
NHS continuing healthcare means support provided outside hospital, arranged and paid for by the NHS. You can only qualify for NHS continuing healthcare if your primary need for care relates to your health.

Qualifying for NHS continuing healthcare does not depend on who provides the care, or where the care is provided. It could be in your own home or in a care home. If you have a disability, or if you’ve been diagnosed with a long-term illness or condition, this doesn’t mean that you’ll automatically qualify for NHS continuing healthcare.

To find out if you qualify, you can ask for an assessment by contacting Social Care Direct or the Adult Social Care Access Point depending on where you live or through your GP, district nurse, Macmillan nurse or social worker.
### Making life easier in the home

#### In the living room

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

- East Sussex Adult Social Care Direct Tel: 0345 60 80 191
- Brighton & Hove Adult Social Care Access Point Tel: 01273 295555

Visit www.carechoices.co.uk for further assistance with your search for care
### Making life easier in the home continued

#### In the bedroom

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<td>Get in and out of bed</td>
<td>• Standing up from sitting on the bed&lt;br&gt;• Difficult to move from wheelchair to bed&lt;br&gt;• Bed is hard to reach&lt;br&gt;• Bed is too soft</td>
<td>• Move bed/furniture&lt;br&gt;• Leg lifter&lt;br&gt;• Raise bed&lt;br&gt;• Learn new techniques for moving safely</td>
<td>• Hospital bed&lt;br&gt;• Buy an electric adjustable bed&lt;br&gt;• Mobile hoist&lt;br&gt;• Ceiling track hoist</td>
<td>• Fit grab rails&lt;br&gt;• Buy a new bed mattress&lt;br&gt;• Transfer board</td>
</tr>
<tr>
<td>Sit up in bed, turn or roll over</td>
<td>• Bed is too soft&lt;br&gt;• Bedding is too heavy&lt;br&gt;• Nothing to lean on</td>
<td>• Change bedding&lt;br&gt;• Learn new techniques for moving safely</td>
<td>• Buy a specialised mattress&lt;br&gt;• Drop-down rail&lt;br&gt;• Monkey pole</td>
<td>• Buy a bed cradle&lt;br&gt;• Buy a bed ladder&lt;br&gt;• Bed lever&lt;br&gt;• Pillow raiser&lt;br&gt;• Change mattress</td>
</tr>
<tr>
<td>Keeping warm in bed</td>
<td>• Checking the safety of your electric blanket</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting dressed</td>
<td>• Difficult to reach all of your body</td>
<td>• Contact (see key below) for further information</td>
<td>• Consider care in your own home</td>
<td>• Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids</td>
</tr>
<tr>
<td>Cut your nails</td>
<td>• Can’t reach feet&lt;br&gt;• Hard to hold scissors</td>
<td>• Easy grip scissors</td>
<td></td>
<td>• See a podiatrist</td>
</tr>
<tr>
<td>Take your tablets</td>
<td>• Opening bottles&lt;br&gt;• Remembering to take tablets</td>
<td>• Ask pharmacist for an easy to open bottle&lt;br&gt;• Keep a note when you have taken a tablet</td>
<td>• Ask someone to prompt you</td>
<td>• Get a pill dispenser with days and times marked</td>
</tr>
<tr>
<td>Read the time</td>
<td>• See the clock to tell the time</td>
<td>• Buy a clock with larger numbers</td>
<td></td>
<td>• Buy a clock that ‘speaks’</td>
</tr>
</tbody>
</table>

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**East Sussex Adult Social Care Direct Tel: 0345 60 80 191**

**Brighton & Hove Adult Social Care Access Point Tel: 01273 295555**
In the kitchen

![Image of kitchen with various tools and devices indicated]

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach cupboards</td>
<td>Cupboards are too high or low</td>
<td>Re-arrange things in cupboards/on surfaces</td>
<td>Lower or raise cupboards</td>
<td>Alter spring in door closers</td>
</tr>
<tr>
<td></td>
<td>Cupboards are too deep</td>
<td>Buy Easi-Reacher or Handi-Reacher</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cupboard doors are too heavy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use taps and switches</td>
<td>Taps or switches are too awkward</td>
<td>Fit tapturners</td>
<td>Alter kitchen</td>
<td>Change switches Raise or reposition taps Fit lever taps or new taps</td>
</tr>
<tr>
<td></td>
<td>Can't reach taps or switches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cutting, chopping, preparing and cooking food</td>
<td>Work surface too high or low</td>
<td>Sit at a table</td>
<td>Change height of work surface</td>
<td>Food processor Perching/high stool Buy a trolley</td>
</tr>
<tr>
<td></td>
<td>Hard to grip packets or jars</td>
<td>Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper.</td>
<td>Make space under work surface for knees when sitting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hard to grip knife</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pans or kettles too heavy to lift</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moving around the kitchen</td>
<td>Not enough space</td>
<td>Re-organise furniture</td>
<td>Adaptation to kitchen</td>
<td>Review mobility equipment used</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eating and drinking</td>
<td>Cutlery is hard to grip</td>
<td>Large handled cutlery</td>
<td>Change washing machine or iron</td>
<td>Buy a trolley</td>
</tr>
<tr>
<td></td>
<td>Food/plate keeps slipping</td>
<td>Non-slip mat</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Can't carry food to table</td>
<td>Lightweight insulated cup</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Can't lift cup</td>
<td>Use a cup with two handles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laundry and ironing</td>
<td>Washing machine is too high or too low</td>
<td>Wall-fixed ironing board</td>
<td></td>
<td>Raise/lower washing machine</td>
</tr>
<tr>
<td></td>
<td>Putting up ironing board</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### In the bathroom

<table>
<thead>
<tr>
<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Wash hands, face, and body | • Turning the taps  
• Standing at the basin  
• Basin is too low or too high  
• Can’t reach all parts of the body | • Tap turners  
• Long-handled sponge  
• Flannel strap  
• Contact (see key below) for further information | • Raise or lower basin  
• Showers | • Lever taps or new taps  
• Stool |
| Have a bath | • Turning the taps  
• Stepping into the bath  
• Risk of slipping in the bath  
• Getting up out of the bath  
• Difficulty washing your back | • Strip wash  
• Non-slip mat in bath  
• Tap turners  
• Buy a long-handled sponge  
• Half-step | • Bath lift  
• Mobile hoist  
• Ceiling track hoist  
• Replace bath with shower  
• Convert bathroom to a wet room  
• Consider care in your own home | • Grab rails  
• Bath board  
• Bath seat  
• Lever taps or new taps |
| Dry yourself | • Floor is slippery  
• Room is too cold  
• Difficulty in drying body | • Heat bathroom  
• Non-slip mat  
• Towelling gown | • Hot air body dryer | • Change floor covering |
| Use the toilet | • Toilet is too high or too low  
• Difficult to clean yourself  
• Flush lever is awkward  
• Toilet is hard to get to | • Raised toilet seat  
• Combined toilet seat and support frame  
• Flush lever extension  
• Contact (see key below) for further information | • Specialist toilet  
• Alter position of toilet  
• Request short-term loan of commode | • Buy a commode  
• Buy a portable urinal  
• Grab rails |
| Clean teeth | • Gripping the toothbrush  
• Standing at the basin | • Toothbrush gripper | | • Electric toothbrush  
• Stool |
| Have a shower | • Difficult to stand for long shower  
• Shower too high  
• Shower controls are awkward  
• Shower is slippery  
• Not enough room to move | • Strip wash  
• Non-slip mats  
• Half-step | | • Shower board  
• Shower chair or stool  
• Replace shower controls |
# Home care agency checklist

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.

<table>
<thead>
<tr>
<th>Agency 1</th>
<th>£ _____p/h</th>
<th></th>
<th>Agency 2</th>
<th>£ _____p/h</th>
<th></th>
<th>Agency 3</th>
<th>£ _____p/h</th>
</tr>
</thead>
</table>

## Agencies

1. What experience does the agency have in your particular field of need? Can they supply references for you to check?
2. How long has the agency been operating?
3. 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?
4. How can you contact the agency in an emergency or outside office hours?
5. How hard or easy would it be to make a complaint and how are things then put right?

Home care agencies providing personal care must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.

If this is a private contract ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK (sometimes called Age Concern in some areas) can help with this.

## Carers

1. 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?
2. Carers should be fully trained or be in ongoing training. Ask the agency about their policies on this.

You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.

Carers must be checked with the Disclosure and Barring Service (DBS) and have a criminal records disclosure – make sure this is the case.

## Paying

1. If your care needs do not meet Adult Social Care’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.
Home care providers

Service User Bands
The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Following an inspection, each care provider is given a report on how it meets essential standards of quality and safety. Reports can be viewed on the website: www.cqc.org.uk. CQC use the following categories to describe what service user bands care providers can cater for:

<table>
<thead>
<tr>
<th>OP</th>
<th>Older people (65+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Brighton & Hove home care providers
All home care providers listed on the next few pages are registered by the regulatory body the Care Quality Commission. However, Brighton & Hove Adult Social Care have contracts with certain providers with whom they trade regularly, these are indicated below.

Local Authority contracted home care agencies

All home care providers listed on the next few pages are registered by the regulatory body the Care Quality Commission. However, Brighton & Hove Adult Social Care have contracts with certain providers with whom they trade regularly, these are indicated below.

AGINCARE UK
Brighton
Tel: 01273 688771

ALINA HOMECARE
Woodingdean
Tel: 01273 390748

ALLIED HEALTHCARE
Hove
Tel: 01273 770202

BRIGHTON COMMUNITY CARE SERVICES DCA (CARE UK)
Brighton
Tel: 01273 626161

BS HOMECARE
Head Office
Tel: 01273 202991

CARE OUTLOOK (BRIGHTON AND HOVE)
Portslade
Tel: 01273 413511

CAREWATCH
Hove
Tel: 01273 207111

COASTAL HOMECARE
Portslade
Tel: 01273 410471

HALLIFAX CARE LTD
Brighton
Tel: 01273 542200

HANOVER CARE LTD
Hove
Tel: 01273 723090

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.

08000 121 247  |  www.liveincare.info

0800 389 2077 – information on choosing and paying for care
Brighton & Hove home care providers continued

Local Authority contracted home care agencies continued

<table>
<thead>
<tr>
<th>Live-in Comfort</th>
<th>Advert page 20</th>
<th>Plan Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hove</td>
<td></td>
<td>Brighton</td>
</tr>
<tr>
<td>Tel: 01273 380039</td>
<td></td>
<td>Tel: 01273 203586</td>
</tr>
<tr>
<td></td>
<td><strong>OP D PD LDA SI</strong></td>
<td><strong>OP D PD LDA SI YA</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Martlets Care</th>
<th>Brighton</th>
<th>Prime Care Community Services Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hove</td>
<td></td>
<td>Brighton</td>
</tr>
<tr>
<td>Tel: 01273 829943</td>
<td></td>
<td>Tel: 01273 600494</td>
</tr>
<tr>
<td><strong>OP D PD SI YA</strong></td>
<td></td>
<td><strong>OP D PD LDA SI YA AD</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mears Care</th>
<th>Brighton</th>
<th>Private Care Company, The</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brighton</td>
<td></td>
<td>Hove</td>
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<tr>
<td>Tel: 01273 728674</td>
<td></td>
<td>Tel: 01273 774951</td>
</tr>
<tr>
<td><strong>OP D PD LDA MH SI YA AD</strong></td>
<td></td>
<td><strong>OP D PD MH SI YA AD</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mihomecare Woodingdean</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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</thead>
<tbody>
<tr>
<td>Tel: 01273 391820</td>
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<tr>
<td><strong>OP D PD LDA MH SI YA</strong></td>
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</tbody>
</table>

Other registered home care agencies

<table>
<thead>
<tr>
<th>Advantage Healthcare Brighton</th>
<th>Brighton</th>
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</thead>
<tbody>
<tr>
<td>Brighton</td>
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<tr>
<td>Tel: 01273 220660</td>
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<tr>
<td><strong>OP D PD LDA MH SI YA AD</strong></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Albion Angels T/A Bluebird Care</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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<tbody>
<tr>
<td>Hove</td>
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<tr>
<td>Tel: 01273 208192</td>
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<tr>
<td><strong>OP D PD YA</strong></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Alzheimer’s Society</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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<tbody>
<tr>
<td>Brighton</td>
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<tr>
<td>Tel: 01273 726266</td>
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<thead>
<tr>
<th>Better Healthcare Services</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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<tbody>
<tr>
<td>Brighton</td>
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<tr>
<td>Tel: 01273 203999</td>
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</tr>
<tr>
<td><strong>OP D PD LDA MH SI YA AD</strong></td>
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<table>
<thead>
<tr>
<th>Brighton and Hove Link Plus Home Support Service</th>
<th>Portslade</th>
<th>Brighton</th>
<th>Brighton</th>
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</thead>
<tbody>
<tr>
<td>Portslade</td>
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<tr>
<td>Tel: 01273 295179</td>
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<td></td>
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<tr>
<td>PD LDA SI</td>
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<thead>
<tr>
<th>Brunswick Care</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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<tr>
<td>Tel: 01273 728888</td>
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<tr>
<td><strong>OP D PD LDA MH SI YA AD</strong></td>
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<table>
<thead>
<tr>
<th>Choices Grace Eyre Foundation</th>
<th>Brighton</th>
<th>Brighton</th>
<th>Brighton</th>
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<tr>
<td>Hove</td>
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<tr>
<td>Tel: 01273 201900</td>
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<tr>
<td>LDA</td>
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<tr>
<th>Crossroads Care – Brighton &amp; Hove</th>
<th>Brighton</th>
<th>Brighton</th>
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<tbody>
<tr>
<td>Brighton</td>
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<tr>
<td>Tel: 01273 234021</td>
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<tr>
<td><strong>OP PD LDA SI YA</strong></td>
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<thead>
<tr>
<th>Emerge Head Office</th>
<th>Brighton</th>
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<tr>
<td>Hove</td>
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<td></td>
<td></td>
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<tr>
<td>Tel: 0843 289 3378</td>
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<td></td>
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<tr>
<td>PD LDA SI</td>
<td></td>
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</tr>
</tbody>
</table>

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

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

Providing care and support services in East Sussex including a brand new care service starting in October 2014

Our new service covering Hastings and Rother will provide home care, re-ablement and continuing health care to people living in their own homes, promoting independence and wellbeing and helping people connect with their local community.

To find out more about how we can help please contact us:

www.fmeastsussexcare.co.uk
eastsussexcare@familymosaic.co.uk
01273 468006
AGE UK EAST SUSSEX
Lewes
Tel: 01273 476704

AGINCARE UK
Eastbourne
Tel: 01323 638042

ALANDRA CARE LTD
Uckfield
Tel: 01825 767857

ALLIED HEALTHCARE – EASTBOURNE
Eastbourne
Tel: 01323 501700

ALLIED HEALTHCARE EASTBOURNE
Eastbourne
Tel: 01323 649473

AQS HOMECARE SUSSEX
Eastbourne
Tel: 01323 727027

ASHRIDGE COMMUNITY CARE
Bexhill-on-Sea
Tel: 01424 863851

ASLS (AVENS LTD)
Crowborough
Tel: 01892 669520

AUTISM SUSSEX DOMICILIARY CARE, EAST SUSSEX
St Leonards-on-Sea
Tel: 01424 712712

BLUEBIRD CARE (EASTBOURNE AND WEALDEN)
Eastbourne
Tel: 01323 717903

BLUEBIRD CARE (LEWES)
Newhaven
Tel: 01273 616479

C.A.Y.P.S. LIMITED
Eastbourne
Tel: 01323 769377

CANDLELIGHT HOMECARE SERVICE LTD
Uckfield
Tel: 01825 765008

CARE AT HOME SERVICES (SOUTH EAST)
Bexhill-on-Sea
Tel: 01424 848088

CARE REMEDIES LTD
Eastbourne
Tel: 01323 301152

CAREWATCH (EASTBOURNE AND HASTINGS)
Lewes
Tel: 01273 843111

CAREWATCH (LEWES AND MID SUSSEX)
Lewes
Tel: 01273 843111

CAREWATCH (EASTBOURNE AND HASTINGS)
Lewes
Tel: 01273 483111

CAREWATCH (EASTBOURNE AND HASTINGS)
Crowborough
Tel: 01892 655147

CAREWATCH (EASTBOURNE AND HASTINGS)
Hastings
Tel: 01424 202400

CAREWATCH (EASTBOURNE AND HASTINGS)
Uckfield
Tel: 01825 768580

CAREMARK (EASTBOURNE AND WEALDEN)
Hailsham
Tel: 01323 849019

CAREMARK ROTHER
Bexhill-on-Sea
Tel: 01424 819000

CAREMARK ROTHER
Crowborough
Tel: 01892 669520

COUNTRY CARERS LTD
Rye
Tel: 01797 223329

CREATIVE MEDIA CENTRE
Hastings
Tel: 01424 205432

COAST HOME CARE (WHITEBRIARS)
Bexhill-on-Sea
Tel: 01424 215335

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

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

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Quality Reliable Care
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Email: kevin@qrc.uk.com
Web: www.qualityreliablecare.co.uk

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Tel: 01403 226000

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Tel: 0800 043 0460

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Tel: 01323 720254

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Tel: 01424 430111

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Tel: 01424 211276

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Tel: 01903 843000

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St Leonards-on-Sea
Tel: 01424 850033

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Tel: 0845 034 6410

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Tel: 01273 336580

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Tel: 01892 611000

Advertisers are highlighted

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Services for carers

You are a carer if you regularly look after, help or support someone who wouldn't be able to manage everyday life without your help. You don't have to be living with the person, and the help you give doesn't have to be physical. You may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is an older person (over 60);
- is living with dementia;
- has a physical or learning disability;
- has a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- is affected by alcohol or drug use.

You may be helping them with:

- personal care, such as washing and dressing;
- going to the toilet, or dealing with continence issues;
- eating or feeding, and taking medicines;
- getting about at home or into the local community or to health appointments;
- practical help at home, keeping them company;
- emotional support or communication needs; or
- care at the end of their life.

Having a carer's assessment

If you provide, or plan to provide, regular unpaid support to someone who could not manage without your support, the law says you have a right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

The carer's assessment is an essential first step in getting the support you may need. It looks at:

- the care you provide and how your caring responsibilities affect your life;
- any support you are getting now and what else you think would help you; and
- what you would like your support to achieve.

The assessment can also give you lots of information about other services that might help you, ideas for supporting you in your caring role, and help with planning for emergencies and for the future. Your carer's assessment will show if you qualify for support services from Adult Social Care. If you want to ask about a carer's assessment, or any other help from Adult Social Care, contact Adult Social Care Direct in East Sussex or the Adult Social Care Access Point in Brighton & Hove, the customer contact centres which can always offer advice and information.

East Sussex Adult Social Care Direct
Tel: 0345 60 80 191
Email: socialcaredirect@eastsussex.gov.uk

Brighton & Hove Adult Social Care Access Point
Tel: 01273 295555
Email: accesspoint@brighton-hove.gov.uk

You can also apply online in East Sussex by filling in the form on the website: www.eastsussex.gov.uk/socialcare

If you care for someone in Brighton & Hove, you can apply for a carer's assessment online by completing the form on the website: www.brighton-hove.gov.uk

Carers' personal budgets

Carers' personal budgets are single payments that you can use towards the cost of something specific that will support you in your caring role. For example, you could use it for leisure activities, education or training, improving your own health or wellbeing, or just to take a short break from caring.

You can use the budget to pay for one-off or occasional respite care if the person you care for cannot be left alone. This could be home-based respite, extra personal assistant hours, activities in the community, or residential or nursing care. Adult Social Care would normally expect you to make your own arrangements. When Adult Social Care considers the budget, they give priority to situations where there is a significant risk of the carer not being able to continue providing care if they do not get some support.

The amount you could get will depend on your needs identified by your carer's assessment. You will not pay tax on the money and it will not affect any benefits you get.

You cannot use it to pay for goods or services you have already bought, for everyday living costs such as food, heating, lighting, council tax and rent or for mortgage payments.

The East Sussex Carers Card

The East Sussex Carers Card offers carers savings and discounts at a variety of retail and leisure venues in the county.

You can get your discount card from any East Sussex library. You will need to take along a copy of your latest support plan (the individual plan you receive when you have your carer's assessment or review).

A directory listing all the offers is available from libraries or online at www.eastsussex.gov.uk and www.cftc.org.uk. Businesses that take part in the scheme may display a Carers Card sticker in their window. See page 26 for further information about Care for the Carers.
Getting help in East Sussex
visit
www.eastsussex1space.co.uk

Find local care, support and wellbeing services here.

With new services joining all the time.

Visit us and explore what’s in your community.

www.eastsussex1space.co.uk
Respite

If you need regular breaks from your caring responsibilities, respite care could be provided to the person you care for if they cannot be left alone. Respite can be provided:

- in the home of the person you care for;
- in a residential or nursing home; or
- through activities in the community.

If Adult Social Care is supporting the person you care for, it will normally consider respite care as its service. So if the person you care for has a personal budget for their own needs (see page 7), they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Whether someone is paying for their own care or not, help is available to organise respite care.

Healthcare appointments service

When you are busy looking after someone else it can be easy to forget about your own health. For example, you may not be able to leave the person you care for on their own while you go to your GP, the dentist or a hospital appointment.

The healthcare appointments service is free. Adult Social Care will cover the cost of replacement care for the person you support, so there is no extra cost to you or the person you care for.

You may also use this service to carry out training that will help you in your caring role such as first aid or dealing with stress.

If the person you support has home care or respite at home arranged by Adult Social Care, you can contact the provider directly to arrange for a care worker to look after the person you care for while you are out, or to accompany you and the person you care for to the appointment.

If you want to use this service, you should contact the provider in good time to allow them to arrange the replacement care. Please make sure you tell them as soon as possible if your appointment is changed or cancelled.

You may care for a person who does not receive home care or home-based respite arranged by Adult Social Care. If so, you may still be able to get support to go to healthcare appointments or training. Contact Care for the Carers to find out more information and see page 26.

East Sussex CRESS
(Carers Respite Emergency Support Service)

As a carer you might worry about what would happen to the person you care for if you had an accident or were suddenly taken ill.

The CRESS scheme allows you to set up an emergency plan with contact details for up to three people who could provide short-term support. You would have a card to carry with you. In an emergency, you or someone else can call the number on the card and the service will contact the people you have named in your emergency plan. If none of your contacts are available, Adult Social Care will provide support to look after the person you care for.

Benefits you may be entitled to

If you care for someone for at least 35 hours a week (and you are over 16) you may be entitled to Carer’s Allowance. This can be payable if the person you care for is receiving Attendance Allowance, Personal Independence Payment or Constant Attendance Allowance (paid with Industrial Injuries Disablement Benefit or a War Pension).

The Carer’s Allowance rate for 2014/15 is £61.35 a week. This figure may change over the life of this Directory.

If you are over 65 you may qualify for Carer’s Premium. This can entitle you to an increased amount of income-related benefits (such as Pension Credit, Council Tax Benefit and Housing Benefit).

Carer’s Credit is a National Insurance credit which will let carers build up qualifying years for the basic State Pension and additional State Pension. This means that there will be no gaps in your National Insurance record if you have to take on caring responsibilities.

You may be able to get Carer’s Credit if:

- you provide care for one or more people for a total of 20 hours or more each week; and
- you are not already getting Carer’s Allowance.

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

Care for the Carers is an independent charity supporting unpaid carers of all ages in East Sussex and offers:
- information, advice and emotional and practical support;
- help to access other services;
- counselling;
- opportunities to meet other carers and build your support network; and
- specialist support to carers caring for someone with a mental health condition or cancer.

If you are a young carer under 18, the Young Carers Service offers:
- evening clubs, weekends away, days out and holidays;
- someone who will listen when you need it and who is on your side; and
- information and advice for the whole family.

Tel: 01323 738390 Email: info@cftc.org.uk
Web: www.cftc.org.uk
Facebook: www.facebook.com/CFTCyoungcarers

Equipment to support independent living

There is a wide range of equipment that can make it safer and easier for you to be able to provide care and support for a person with a disability. Adult Social Care can give you advice on what equipment is available, and in many cases will be able to loan you the specialist equipment you need.

The Daily Living Centre run by East Sussex Disability Association (ESDA) is a resource centre offering impartial advice and a wide range of information on products and tools to help you stay independent. The centre operates an appointment-only service, so please call first to ensure the service is available when you wish to visit.

1 Faraday Close, Eastbourne, East Sussex BN22 9BH
Tel: 01323 514515
Email: dlc@esda.org.uk
Web: www.esda.org.uk

Housing options

Sheltered (or retirement) housing

Sheltered housing (sometimes called ‘retirement housing’) is a practical step if you would like more support, security and companionship but don’t need to move into a care home. It may be provided by a council, housing association or private provider. Some sheltered housing is rented while some you can buy (under a leasehold arrangement).

In a sheltered housing scheme, you would live independently in a flat or bungalow built especially for older people. There is usually a range of facilities that residents can enjoy, such as guest rooms, communal lounges, laundries and gardens. Some schemes have special facilities such as computer suites and special storage for mobility scooters. Most schemes also have a community alarm system linked to a control centre such as CareLink Plus, so that help can be called for in an emergency.

Some schemes have a scheme manager or warden to provide housing support, advice and links to other community services. The scheme manager may also provide a daily call service to those who need it. The scheme manager usually works weekdays, although some sheltered providers may provide additional support at the weekends for those who need it.

There is often a service charge for the scheme manager and alarm service alongside normal rental or leasehold
charges for the accommodation.

Sheltered schemes are often very close communities, with a range of social or other activities that you can join in with if you wish.

Sheltered housing isn’t residential care or nursing home accommodation as you have the independence of your own home and your own tenancy or lease. However, if you live in sheltered housing you can still qualify for the kind of home care services described on page 7. Adult Social Care might make an assessment of your needs for these services.

For more information about this type of housing available in East Sussex, contact your local District or Borough Council. See www.eastsussex.gov.uk/yourcouncil/about/districtandborough/default.aspx for contact details.

Brighton & Hove City Council has the largest number of sheltered schemes in the city and can be contacted at:

**Brighton & Hove City Council**  
Sheltered Services, BHCC Housing Centre, Unit 1  
Fairway Trading Estate, Eastergate Road BN2 4QL  
Tel: 01273 293255  
Email: sheltered@brighton-hove.gov.uk

For further information about sheltered housing and other housing options for older people can be obtained from the Elderly Accommodation Counsel:

Freephone: 0800 377 7070  
Web: www.eac.org.uk

**Extra-care housing**

An extra-care housing scheme offers a high level of support from a 24-hour team based at the site. This allows you to remain in your own home despite frailty, memory loss, periods of ill health or some disability, and so can offer a real alternative to residential care. The support available can improve your quality of life, helping you do the things you find difficult while preserving your abilities and skills.

Extra-care housing schemes may vary in what they offer, but they always include 24-hour support. Some schemes may also include, for example, a restaurant, shop or hairdresser, social clubs or other facilities which can be used by both residents and other people in the community. Most extra-care accommodation is rented but there are a number of other possible combinations of outright ownership and shared ownership. Ask your social worker or care manager for details of schemes in your local area.

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

**Residential care homes**

**Steps to consider**

Here are some important steps you should take when looking at your care options:

- contact your Adult Social Care department for an assessment of your care needs. This is important even if you will be paying for your care yourself. Adult Social Care will still give you advice and information, and an assessment is necessary if you need to ask for their financial help later on. East Sussex Adult Social Care produces a factsheet ‘Financial assessment for residential care’ which may be helpful; and
- ask a relative or a friend to help with making a decision.

If you are paying for your own care services, or considering a move into a care home:

- seek advice from your solicitor before making any final decisions;
- speak to an independent financial adviser about your financial situation and the costs of care;
- look into what state benefits you can claim, even if you have savings;
- find out about the costs of each type of care. Request brochures from possible care providers, with terms and conditions;

Visit www.carechoices.co.uk for further assistance with your search for care
Steps to consider continued

- >> make your own checklist before visiting possible care homes. See this Directory's care homes checklist on the adjacent page. Ensure that your visit is not rushed and take time to talk to the residents; and


Once you have decided what you are looking for and have a shortlist of homes that you feel may be suitable, you should contact them directly to ask for more information. You should ask to speak to the manager of the home. The information homes provide will vary but it should include a guide for residents, an inspection report from the Care Quality Commission (CQC), a sample contract, a 'statement of purpose', and details of the care standards offered. If these aren't included you should be able to ask for them. You can also get reports direct from the CQC. See page 35 for contact details.

You should then arrange to visit the homes that you are most interested in. It is an important decision to make and you must be sure you are making the right choice, so don't be afraid to ask questions. It's a good idea to take a friend or relative with you.

Care homes and care homes with nursing

Care homes
These homes offer personal care, which includes bathing, feeding, dressing and help with getting around, but not nursing care.

Care homes with nursing
If you need a home with nursing care, you will also be assessed by a nurse, who will determine the level of nursing care that the NHS will pay for. This is paid directly to the home. It is important that this nursing assessment is carried out before you go into the care home with nursing. Contact East Sussex Social Care Direct or the Brighton & Hove Adult Social Care Access Point for more advice.

East Sussex Adult Social Care Direct
Tel: 0345 60 80 191
Email: socialcaredirect@eastsussex.gov.uk

Brighton & Hove Adult Social Care Access Point
Tel: 01273 295555
Email: accesspoint@brighton-hove.gov.uk
First impressions 1 2 3

- Are staff warm, friendly, polite, clean and respectful? ○ ○ ○
- Do the residents seem happy, active and sociable? ○ ○ ○
- Does the home feel homely and welcoming? ○ ○ ○
- Is the home fresh, clean and comfortably furnished? ○ ○ ○

Accommodation 1 2 3

- Are bedrooms single or shared? Is there a choice? ○ ○ ○
- Can you decorate and arrange your own room? ○ ○ ○
- 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? A bar? ○ ○ ○
- Are there adapted showers and/or baths? ○ ○ ○
- Does the home have the right adaptations and equipment to meet your needs? ○ ○ ○
- Are all areas safe and accessible, for example for wheelchair users? ○ ○ ○
- Is there adequate provision for sight or hearing difficulties? ○ ○ ○
- Are the grounds and gardens attractive and quiet? ○ ○ ○

Life within the home 1 2 3

- Are there any rules and restrictions, for example about going out? ○ ○ ○
- Can you choose when to get up and go to bed each day? ○ ○ ○
- Are residents involved in decisions on life in the home? ○ ○ ○
- Can you make and receive phone calls in privacy and comfort? ○ ○ ○

- Is alcohol served or can you bring in your own if you wish? ○ ○ ○
- Are there smoking and non-smoking areas? ○ ○ ○
- What arrangements are there for religious observance? For example, are places of worship nearby? Is there a prayer room or quiet room? ○ ○ ○
- Can you handle your own money? ○ ○ ○
- Does a hairdresser visit, or a chiropodist? ○ ○ ○
- Does the home provide its own transport? ○ ○ ○
- Do staff have appropriate communication or language skills? ○ ○ ○
- Are the staff formally trained? ○ ○ ○
- Is there an adequate number of staff on duty day and night? ○ ○ ○
- Are visitors welcome at all times? Can they stay overnight? ○ ○ ○
- May your visitors join you at meals? ○ ○ ○
- How much choice do you get about meals? ○ ○ ○
- Is the food varied and interesting? ○ ○ ○
- Can the home cater for your dietary needs, including any cultural or religious needs? ○ ○ ○
- Can you have snacks or drinks at any time? Can you take them in your room? ○ ○ ○
- Can you continue to pursue your hobbies? ○ ○ ○
- What activities and entertainment are organised? ○ ○ ○
- Are outings and holidays arranged? Is there a separate charge for these? ○ ○ ○

Fees and contract terms 1 2 3

- How much are the fees? Do they cover all services available? ○ ○ ○
- What would cause the fees to change? ○ ○ ○
- Can you retain your own room if you go away? ○ ○ ○
- Can you have a short-stay or trial period? ○ ○ ○
- Will you be given a statement of terms and conditions when you go into the home? ○ ○ ○
- Are all procedures clearly explained, for example, how you could make a complaint? ○ ○ ○

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

Physical disability

Services for people with physical disabilities can be accessed, following an assessment, through East Sussex Adult Social Care Direct (call 0345 60 80 191) or the Brighton & Hove Adult Social Care Access Point (call 01273 295555).

Learning disability

Adults with learning disabilities are supported to live in the community wherever possible. The range of community-based services available includes support in people’s own homes, support with finding employment, advocacy (someone to speak on your behalf), and support for carers; there’s also a range of supported housing options.

Social workers and Community Learning Disability Teams can provide the information to help people make the right choices for themselves.

For East Sussex, there is more information on the learning disability pages of the website at www.eastsussex.gov.uk/socialcare/disability/learning.

In Brighton & Hove the Community Learning Disability Services is an integrated service, which means that the NHS Brighton & Hove City Primary Care Trust and Brighton & Hove City Council have ‘pooled’ the money they spend on the service. The service is commissioned by the Primary Care Trust and the council. The lead commissioner for Learning Disabilities works for the council.

You can contact the 
NHS Brighton & Hove City Primary Care Trust at: NHS Brighton & Hove (Brighton & Hove City Teaching Primary Care Trust) Level 4, Lanchester House, Trafalgar Place, Brighton BN1 4FU
Tel: 01273 295490 Fax: 01273 295461
Email: enquiries@bhcpct.nhs.uk

Mental health

If you consult your GP, they may put you in touch with the primary care mental health services, who can offer counselling or a range of other support services. They can also arrange for a referral to the specialist mental health teams.

Adults with mental health needs are normally supported to live in their own homes wherever possible if they do not need medical treatment in hospital. However, in some cases the person’s needs are best met in specialist supported accommodation or residential care. If this applies to you, your psychiatrist, community psychiatric nurse (CPN), or social worker can offer you advice and help you complete an assessment of your needs. The assessment will take into account your wishes and the help you need from your carers, and ensure you have as much control as possible over your own care – including the possibility of receiving a Direct Payment if you are unable to pay for your care yourself. (See page 7 for information about personal budgets and Direct Payments.)

Carers’ support

Improving Carers’ Experience Project (ICE Pro) offers support to carers of people with mental health conditions, helping them to get their views across to mental health professionals. They also help carers to provide training for professionals, and to be involved in planning and providing services. ICE Pro provides services in Lewes and the Havens, Crowborough and Uckfield.

Mental Health Services for adults and older people in Brighton & Hove is the responsibility of the Sussex Partnership NHS Foundation Trust. The trust works in partnership, across the Sussex region, with those who use mental health services, staff, NHS and social care agencies and the voluntary sector.

The trust is also responsible for Substance Misuse (drug and alcohol) services and specialist learning disability services.

To find out more about the services provided, contact:
Sussex Partnership NHS Foundation Trust
Swandean, Arundel Road, Worthing,
West Sussex BN13 3EP
Tel: 01903 843000
Email: info@sussexpartnership.nhs.uk
Web: www.sussexpartnership.nhs.uk

To find out more about mental health care in East Sussex, contact Adult Social Care Direct (0345 60 80 191) or, in Brighton & Hove, the Community Mental Health Team (East: 01273 778383 or West: 01273 696011).
Dementia care

Dementia is the name for a group of diseases that affect the way the brain normally works. Alzheimer’s disease is the most common form of dementia. Dementia can slowly lead to memory loss and confusion, and result in changes in people’s personality and behaviour.

Usually, if you have concerns about dementia, the first point of contact is either your GP (for health care needs) or your local Adult Social Care department (for most other services). As well as discussing your concerns, your GP will be able to carry out a series of tests and refer you to the memory assessment services where you will receive diagnosis, advice, support, and treatment if appropriate.

There are about 10,000 people suffering from dementia in East Sussex, including those who are not yet diagnosed. This figure is projected to rise to 12,000 by 2020.

The Alzheimer’s Society and Active Dementia Support provide support and information for people with dementia and their carers.

In Brighton & Hove it is estimated that in 2014 there will be 3,280 people aged 65 years or over with dementia.

**Alzheimer’s Society - East Sussex**
Ground Floor, Beckett House, Mitre Way, Battle TN33 0AS
Tel: 01424 773687 Web: www.alzheimers.org.uk

**Alzheimer’s Society National Dementia Helpline**
Tel: 0300 222 1122

**Alzheimer’s Society - Brighton Office**
The Annexe, Ireland Lodge, Lockwood Crescent, Woodingdean, Brighton BN2 6UH
Tel: 01273 726266
Email: brighton-hove@alzheimers.org.uk

Support in the community

People with dementia may prefer to stay in their own home for as long as possible, and it is usually helpful to avoid a change from familiar surroundings. There are various community care services to help people stay in their own home. The Alzheimer’s Society, Health and Adult Social Care can all help you get access to services available in your area. Services can include:

- personalised care, which you choose;
- help from a dementia adviser before or after diagnosis;
- home care (see page 7);
- community meals service (Meals on Wheels);
- befriending services;
- ‘Shared Lives’ day care and respite (care within a family setting);
- ‘Homeshare’ (where you offer accommodation in your home to someone who needs it, in return for an agreed amount of support from them);
- sitting services and breaks for carers;
- advice on equipment and adaptations;
- day care centres; and
- respite care (short-stay residential care).

You can find out what’s available in your area from Adult Social Care or Health. Even if you do not qualify for financial help from Adult Social Care, they will still carry out an assessment of your individual needs and tell you about registered providers who can give you the service you need. You will have a choice of who provides your care service, whether or not you get financial help from Adult Social Care.

You can find guidance and advice on dementia on the East Sussex County Council website at www.eastsussex.gov.uk and Brighton & Hove City Council’s website at www.brighton-hove.gov.uk. You can also contact the Alzheimer’s Society for information and advice, contact details are above. Its website is at www.alzheimers.org.uk.
Extra dementia care

If the time comes when remaining at home is no longer possible, you may need to consider the benefits of extra-care housing or residential care. You can ask about this as part of your social care assessment.

Questions to ask of any home registered to care for people with dementia should include:

• who is the senior clinician attached to the home, whom you can approach for information and advice?
• what training is given to staff?
• does the home provide individual care according to each person’s needs and wishes (called ‘person-centred care planning’)?
• is the home designed with the needs of its residents in mind, especially safety and accessibility?
• is there plenty of natural light?
• are there easily-understood signs to help people move around?
• what does the home do to help prevent falls, and to help orientate people who may be confused by their surroundings?

Further questions to ask can be found in the residential dementia care checklist adjacent.

Deciding between homes can be difficult but the quality and quantity of staff training is especially important. The turnover of staff is also important, as people with dementia benefit from continuity of relationships.

The National Dementia Strategy expects adult social care departments to ensure all staff in social care and health services have training in dementia care. In East Sussex, this is being achieved by online training, and training sessions run by East Sussex Personnel and Training. The training is open to the independent and voluntary sector as well as to staff in Adult Social Care.

The use of medication to treat dementia can be a difficult choice. Currently there is no specific cure for dementia but, at certain stages of the condition, prescribed and regularly-reviewed drugs may be helpful. It’s important that any care given should meet that person’s needs, so they feel wanted, rested, safe, and still able to join in the activities they enjoy and have always enjoyed. Most people can live well with dementia – Adult Social Care and Health need to help them to do so.

Contact East Sussex Adult Social Care Direct (Tel: 0345 60 80 191) or the Brighton & Hove Adult Social Care Access Point (Tel: 01273 295555) for information about services for people with dementia.

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 29.

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:

✓ If the person with dementia can have a single room.
✓ 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?
✓ What is the home’s policy about the prescribing of medication to manage behaviour and their approach to other ways of managing behaviour?
Essential information

If you have a complaint

If you are using a care or support service you should feel able to complain about any aspect of it that affects your happiness, comfort and well being. This applies whether you are in residential care or receiving support in your own home. Your concerns might be anything from the way you are treated by the staff to the quality of the food you are served. In residential care you should feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

It should not be made difficult for you to make a complaint, or to feel that your concerns are being taken seriously. Under national essential standards of quality and safety, all care services must have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, or a friend or relative, is getting from a service, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you feel that your concerns are not being taken seriously and nothing is being done to change things, you should first contact the registered owners of the service. (If this is not the service manager, they will give you the address to contact.) The law says that the registered owners must respond to any complaints made.

If you remain unhappy with their response you can make a complaint to the Local Government Ombudsman. Their contact details are:

Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614 or 0845 602 1983
Email: advice@lgo.org.uk
Text: 0762 480301 (just text ‘call back’ to this number and an LGO adviser will call you)
Fax: 0247 682 0001 Web: www.lgo.org.uk

If you think the service is not meeting national standards or Care Quality Commission regulations, you can contact the Care Quality Commission (CQC):

CQC National Correspondence
PO Box 1258, Newcastle upon Tyne NE99 5AU
Tel: 03000 616161
Email: enquiries@cqc.org.uk

There is more information about the CQC on page 35.

Comments or complaints about Adult Social Care

If your complaint is about East Sussex Adult Social Care, or if you want to make a comment about its services, the leaflet ‘How to make a comment, complaint or compliment’ explains the process. You can get a copy from the website at www.eastsussex.gov.uk, from Adult Social Care Direct or from the complaints team directly.

Complaints Team
Adult Social Care
East Sussex County Council, County Hall, St Anne’s Crescent, Lewes, East Sussex BN7 1UE
Tel: 01273 481242 Fax: 01273 335141
Email: asccommentscomplaints@eastsussex.gov.uk

If you need an interpreter or sign-language interpreter, this can be arranged for you.

If you wish to make a comment, compliment or complaint in Brighton & Hove, please visit www.brighton-hove.gov.uk/index.cfm?request=c1101781

and fill out the online form.

The information you provide will only be used to process your comment or complaint and not for any other purpose. If you prefer not to use this form, you can send your comment or complaint by email to: complaints@brighton-hove.gov.uk or write to:

Brighton & Hove City Council
Standards and Complaints Team
FREEPOST SEA 2560, Brighton BN1 1ZW
Tel: 0500 291229 Fax: 01273 291535

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

The Daily Living Centre run by East Sussex Disability Association (ESDA) is a resource centre offering impartial advice and a wide range of information on products and tools to help you stay independent.

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<tr>
<th>advocate</th>
<th>Tel:</th>
<th>Web:</th>
<th>Email:</th>
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<tr>
<td>ESDA</td>
<td>01323 514515</td>
<td><a href="http://www.esda.org.uk">www.esda.org.uk</a></td>
<td><a href="mailto:dlc@esda.org.uk">dlc@esda.org.uk</a></td>
</tr>
</tbody>
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In Brighton & Hove, Interact and Speak Out provide advocacy, support, information and training services for adults with learning disabilities. Interact runs a drop-in service for advice and help, it aims to ensure that people with learning disabilities are able to access the right services and information that they need.

Speak Out provides a range of advocacy services for individuals and groups, training and campaigns for changes.

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<th>advocate</th>
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<tr>
<td>Interact</td>
<td>01273 422971</td>
<td><a href="http://www.bh-impetus.org/interact">www.bh-impetus.org/interact</a></td>
<td><a href="mailto:info@interact.bh-impetus.org">info@interact.bh-impetus.org</a></td>
</tr>
<tr>
<td>Speak Out</td>
<td>01273 421921</td>
<td><a href="http://www.bhspeakout.org.uk">www.bhspeakout.org.uk</a></td>
<td><a href="mailto:info@bhspeakout.org.uk">info@bhspeakout.org.uk</a></td>
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**Age UK Brighton & Hove**

29-31 Prestonville Road, Brighton BN1 3TJ

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<tr>
<th>Tel:</th>
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<tr>
<td>01273 720603</td>
<td><a href="http://www.ageuk-bh.org.uk">www.ageuk-bh.org.uk</a></td>
<td><a href="mailto:info@ageuk-bh.org.uk">info@ageuk-bh.org.uk</a></td>
</tr>
</tbody>
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You can also contact a local advocate through the POHWER central office (details below). The office is open Monday to Friday between 9am and 5pm. An advocate will get back to you within five working days.

| POHWER | PO Box 14043, Birmingham B6 9BL | Phone: 0300 456 2370 | Website: www.pohwer.net | Email: pohwer@pohwer.net |

### Safeguarding adults at risk of harm or abuse

**What to do if you are concerned about the way someone is treating you or someone you know.**

An adult at risk, or vulnerable adult, means any person who may need extra support with everyday living tasks, and may be unable to protect themselves against harm or exploitation.

Harm or abuse is where a person who is unable to protect themselves is ill treated or neglected.

This may be an isolated incident or happen repeatedly over time. Harm or abuse could be deliberate but could also be the result of poor care. A person may be neglected, persuaded to agree to something against their will or taken advantage of because they do not fully understand the consequences of their choices or actions.

If you think this applies to you, or that another vulnerable adult is being abused, please contact Adult Social Care Direct in East Sussex or in Brighton & Hove the Adult Social Care Access Point for advice and support. East Sussex Adult Social Care has a factsheet called 'Safeguarding adults - protecting adults from abuse' It's on the website www.eastsussex.gov.uk or Adult Social Care Direct can send it to you.

Brighton & Hove Adult Social Care has a factsheet called 'What to do if you suspect a vulnerable adult is the victim of abuse'. It is available from the Adult Social Care Access Point. Suspected abuse can be reported directly on the Brighton & Hove City Council website at www.brighton-hove.gov.uk, or through the Adult Social Care Access Point.

By law, care homes and agencies supplying care workers must carry out rigorous pre-employment checks on anyone they intend to employ. Care providers and suppliers of care workers must also contact the Disclosure and Barring Service (DBS) if, in their view, any person they employ has been guilty of misconduct that harmed, or put at risk of harm, an 'adult at risk'. The DBS holds a list of anyone who has been banned from working with children or vulnerable adults.

For more information or advice, contact:

**East Sussex**

Adult Social Care Direct | Tel: 0345 60 80 191 | Minicom: 01323 466630 | Fax: 01323 466567 | Email: socialcaredirect@eastsussex.gov.uk

**Brighton & Hove**

Adult Social Care Access Point | Tel: 01273 295555 | Textphone: 01273 296333 | Email: infoline@brighton-hove.gov.uk

Or you can call Sussex Police on 01273 470101.

In an emergency you can call 999 for immediate help.
Inspection and registration of care services

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

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

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

CQC holds and publishes up-to-date information about how far providers of adult social care meet their essential standards of safety and quality.

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

For any enquiries or to register a concern or a complaint, contact CQC by telephone: 0300 061 6161 or by email: enquiries@cqc.org.uk

CQC National Correspondence
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

When considering a care provider, it’s always a good idea to check the latest inspection report on the CQC website.

Out of area care homes

Did you know you can choose a care home outside your local authority area? For example, you may want to be closer to family or friends.

If your care home place is being paid for by your local authority, you can still choose a care home in a different county. The home you choose must be suitable for your assessed needs and meet the terms and conditions set by the authority.

Your local authority will tell you how much it will pay to meet your needs in a care home or nursing home. If you choose a home that is more expensive, you will need to discuss with your care manager how the difference in cost can be met. This usually means a ‘third party payment’ which would have to be made by, for example, a member of your family, or a charity. (There is more information about third party payments on page 39.)

If you are paying the full cost yourself (called being a ‘self-funder’) and expect to continue doing so, then of course the choice is yours depending on what you can afford, but your Adult Social Care department will still help you with advice and information. See useful contacts on pages 42-45. There is more information about self-funding on page 37.

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.

‘Care homes are increasingly at the forefront of good practice in providing care for those who are approaching or reaching the end of their life.’

Enabling residents to die in comfort and with dignity is a core function of care homes. When choosing a care home you should consider their end of life care philosophy and policies. It is essential that you and your relatives discuss and plan for your wishes as you near the end of their life.

Care homes should have an open approach to end of life care and should initiate conversation with you and your family to ensure your needs and wishes are discussed and planned for. An end of life care plan including a full assessment of your needs and wishes as you approach the end of life is vital to establish your preferences and choices. Many homes will include your end of life wishes as part of your care plan as this will help ensure your needs...
>> and wishes are effectively co-ordinated. Without proper assessment and care planning your needs may not be met and your end of life care preferences may not be achieved.

Care homes should work with your general practitioner to ensure your medical needs are met as you approach the end of your life. Good planning for all your needs should mean that you can (if that is your choice) remain in your care home in your last days and not have to be admitted to hospital.

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 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.

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.

1 End of Life Care Strategy - promoting high quality care for all adults at the end of life’ DH 2008.

### Useful websites – End of Life care

**Brighton & Hove City Council**
www.brighton-hove.gov.uk/index.cfm?request=c1200095

**Compassionate Communities**
Website [www.compassionatecommunities.org.uk](http://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, empathic ear.

**Dying Matters**
Set up by the National Council for Palliative Care (NCPC), the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.
[www.dyingmatters.org](http://www.dyingmatters.org)

**East Sussex County Council**
www.eastsussex.gov.uk/socialcare/healthadvice/endoflife/default.htm

**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](http://www.mariecurie.org.uk)

**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 five things they want to do before they die.
[http://nhslocal.nhs.uk](http://nhslocal.nhs.uk)

**WidowNet**
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.
[www.widownet.org](http://www.widownet.org)
Paying for care and support

If you have more than £23,250 in capital or savings you will have to pay for your own care services. (This figure may change over the life of this Directory.) However, whether you are considering moving into a care home or need care in your own home, you should still ask for a social care assessment by Adult Social Care (explained on page 6). The assessment will make sure that the care you get is right for your needs. Also, if you expect your money to fall below £23,250 as a result of paying for care, Adult Social Care may then help you with the cost, provided your assessment shows that you qualify.

The East Sussex Adult Social Care leaflet ‘The cost of your social care support’ and factsheet ‘Financial assessment for residential care’ tell you more about how they work out what you have to pay.

If you are moving into a care home, you may be entitled to some of the following help:

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

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

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

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

**Attendance Allowance (for the over 65s)**
This is a non-means-tested, non-taxable benefit from the DWP. It’s paid at the lower rate of £54.45 a week if you need care by day or night, and at the higher rate of £81.30 a week if you need care during the day and night. Everyone who needs care can, and should, claim Attendance Allowance.

**NHS Nursing Care Contribution**
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to NHS Nursing Care Contribution towards the cost. It is not means-tested and is currently £110.89 a week for the standard rate. This is paid directly to the home.

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

If the home you have chosen charges more than Adult Social Care will pay, you must find someone to pay the...
Moving into a care home – who pays what?

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

What is ‘capital’?
The value of your home is included in your capital unless one of the following still lives there:
• your partner (that is, your husband, wife or civil partner, or someone you live with as if they were your husband, wife or civil partner); or
• a relative who is over 60 or disabled; or
• your child under 18.

If your capital and savings are below £23,250 and you do not own a property
Your local authority will usually contribute financially towards your care costs after it has carried out an assessment of your care needs. It will look at your financial position and take into account your income and savings and this determines how much it will pay and how much you will have to pay. If you have capital between £14,250 and £23,250 you will pay an additional £1 a week for every £250 you have above £14,250.

If you do have more than £23,250 in capital and savings
You will usually be required to pay the full cost of the care home fees.

However, you should still ask Adult Social Care for a needs assessment as it may still be able to help you. If you are moving into a care home, and you own your home, you may still be entitled to some of the following help:

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

Adult Social Care will help with the cost during the first twelve weeks of permanent care in a care home.

Remember:
If you are paying the full fees you should claim:
• Attendance Allowance, worth at least £54.45 a week.

If you are moving into a care home with nursing
• You will usually qualify for the NHS Nursing Care Contribution – currently £110.89.

Always seek advice:
Independent help is available to guide you through your financial options. There may be a number of ways you can retain your capital whilst paying for care. See also the East Sussex Adult Social Care leaflet ‘The cost of your social care support’.

Figures mentioned here may change after April 2015. Contact your local authority after this date for current figures.

Local authority contribution to care in private care homes

East Sussex
Contact Adult Social Care Direct on 0345 60 80 191 for information about the council’s current rates.

Brighton & Hove
Contact the Adult Social Care Access Point on 01273 295555 or email accesspoint@brighton-hove.gov.uk for information about charges.

Third party payments for care home fees

Some care homes, and care homes with nursing, charge fees that are higher than the maximum amount Adult Social Care will pay. If Adult Social Care is contributing towards your care home fees, and you choose to move into a home
Third party payments for care home fees continued

which charges a higher fee, the difference between the two amounts has to be paid by a third party.

Third party payments are sometimes referred to as ‘top-up’ payments. They are usually made by a relative, or you might get help from a charity. You are not usually allowed to pay the ‘top-up’ yourself, nor can a ‘liable relative’ pay it, that is, someone whose financial situation has been taken into account when Adult Social Care carried out your financial assessment.

If you move to a care home where a third party payment is required, the person making the top-up payment on your behalf must sign a contract with Adult Social Care 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 you already live in a care home, and no third party agreement was required at the time you became a resident, the home may still 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, if you move to a better room, then an additional third party payment can become due.

It is usual for care homes to increase their fees each year. The amount that Adult Social Care can contribute to your fees may not increase at the same rate as the home fees increase.

The third party part of the fee can only be increased once in any financial year (April to March) and, as a guide, the amount should never increase by more than 25% a year. You should receive at least one month’s notice that the third party payment is to increase. The person who makes the third party payment for you must sign a new contract with Adult Social Care if the amount of their payment increases.

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

‘Preferred Provider’ schemes

East Sussex County Council has a ‘Preferred Provider’ scheme. To stay on the preferred provider list, care homes must maintain their standard of care and show that they are running their business according to the council’s standards. The council pays a higher weekly fee to these homes. If the council is paying towards your residential care it will give priority to these homes when it offers you a choice of home.

For information on the ‘Preferred Provider’ scheme in Brighton & Hove relating to home care providers, phone the Social Care Contracts Unit on 01273 296207. A list of home care providers contracted to this council starts on page 16.
Sources of further help

My Care My Home

During 2014, East Sussex Adult Social Care is working in partnership with an independent organisation called My Care My Home.

My Care My Home offers a comprehensive range of services including assessment, advice on a range of ways to meet your care and support needs, and can signpost you to independent financial or legal advice if you require it. Some of its services are free and some incur a charge. You can speak with an adviser over the phone or request a face-to-face visit.

This Directory’s helpline

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

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.

The website: www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing, home care, supported living (learning disability only) and housing with care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

How solicitors can help you

Our care and legal system is a complex one, so it is vital to get some advice to avoid any complications in the future. A solicitor can offer impartial advice about making a will, making gifts, estate planning and powers of attorney. A specialist solicitor can offer further advice, including guidance on immediate and long-term care, ensuring (if applicable) that the NHS has made the correct contribution to your fees, and support on some of the more complex issues you may face later on, some of which are noted below.

Enduring Powers of Attorney (EPA) allow you to appoint someone you trust to manage your property and financial affairs on your behalf, in the event you lose mental or physical capacity. Once you have lost or are losing capacity your attorney must register the EPA with the Courts to remain valid. Since 2007 EPAs were replaced by Lasting Powers of Attorney (LPA). This allows you to appoint someone you trust to also make decisions about your personal welfare, including healthcare and consent to medical treatment, as well as your property and financial affairs. Unlike an EPA, a LPA will only become effective once registered (regardless of whether you have lost capacity) incurring unavoidable Court fees. An EPA executed prior to October 2007 remains valid.

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

A Living Will is an advance directive allowing you to communicate your wishes in respect of future medical treatment but it is not legally binding.

Long-term care can be given, whether you remain in your own home or move into sheltered or residential care, and you may qualify for financial assistance, such as welfare benefits, social care funding and NHS-funded care. Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications on any future liability for care costs.

Ask family and friends for their recommendations if you don’t have your own solicitor. It is important to gather as
How solicitors can help you continued

much advice as possible, so contact several firms, explain your situation and get an estimate of the fees and an idea of the timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet whatever needs you may have. It is important to find a solicitor who specialises in this area of law.

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

Registered Care Association for East Sussex, Brighton & Hove

Choosing a care home for yourself or a loved one is not easy. This Association exists to ensure that members’ homes offer the highest possible standard of care and facilities.

Members are committed to complying with the Association’s ‘Code of Conduct’ thereby providing the best quality of care for residents and are only admitted to membership if they comply with national standards and our Residents’ Charter. Members must provide privacy, dignity and independence, good healthy food and warmth in comfortable surroundings. Care must be provided by trained and competent staff and residents treated in a caring and comfortable manner, ideally in a home from home.

Members must have a clear complaints procedure, which residents may use if necessary. It must indicate the name and telephone number of the Care Quality Commission and contact address for local social services.

Care homes vary in many aspects and it’s important that each individual chooses the right one to suit their needs. The Association is happy to advise those looking for a home and runs an online advisory service, and is always willing to help potential residents and to explain all aspects of care and available facilities etc. We believe that it’s best to arrange a trial period for those seeking permanent accommodation.

By working with several national bodies and attending meetings with inspection bodies and local social care departments, the Association helps to keep members up to date with best practice and latest news from the sector. Advice is also available about training courses and access to successful bids for limited training monies. Members can also receive advice in resolving any disputes with local authorities.

For further information, advice and help please contact one of the following:

Brighton, Hove and District:
Mr Graham Dean
66 Wilbury Road, Hove BN3 3PA
Tel: 01273 475599

Hastings, St Leonards, Bexhill and District:
David Callaghan
Egerton House
3 Egerton Road, Bexhill TN39 3HH
Tel: 07731 524924

Eastbourne and Wealden:
Jennie Essadi
Rivendale Lodge
14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575
Useful contacts

About Me Care and Support Ltd
(formerly Deaf/Blind UK)
Offer services to people who are deaf or blind or have a dual sensory need to provide community support/ domiciliary care/communicator guide for non-medical appointments for people who live in the community.
Tel: 01733 358100 ext. 228
Email: Mike.Hart@deafblind.org.uk
Web: http://deafblind.org.uk/what-we-do/about-me-care-support/

Action for Blind People (formerly RNIB)
An eye clinic liaison officer is based at Royal Sussex County Hospital supporting patients of all ages living in Brighton & Hove who have been diagnosed with low vision, deteriorating vision, blindness or impending blindness.
Tel: 0207 391 2292
Email: David.Newbold@actionforblindpeople.org.uk
Web: www.actionforblindpeople.org.uk

Action for Change
Action for Change offers advice and information to carers looking after someone with a drug or alcohol problem.
Tel: 0300 111 2470
Email: info@action-for-change.org
Web: www.action-for-change.org/for-carers

Action for Hearing Loss (formerly RNID)
Offer services to people who are deaf or hard of hearing to provide a community support service.
Tel: 01273 669468
Email: miranda.raguenel@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk/

Age UK Brighton & Hove
Services include advocacy, foot care, information and advice, day trips in the minibus, counselling, reablement, home helps and short term crisis care.
Tel: 01273 720603
Email: info@ageuk-bh.org.uk
Web: www.ageuk-bh.org.uk

Age UK East Sussex
Services include information and advice, day centres and activities, support when leaving hospital and foot care services.

Lewes office
54 Cliffe High Street, Lewes, East Sussex BN7 2AN
General enquiries: 01273 476704
Info and advice: 01424 426162

Hastings office
50 Robertson Street, Hastings, East Sussex TN34 1HL
All enquiries: 01424 426 162

Age UK national information and advice line:
Tel: 0800 169 6565.

Alzheimer’s Society
The Alzheimer’s Society provides support for carers looking after someone with dementia. The Carer Information and Support Programme (CrISP) offers information and advice, including support in finding ways to cope.
Tel: 01424 773687
Email: east.sussex@alzheimers.org.uk
Web: www.alzheimers.org.uk

Association of Carers, The
The Association of Carers is an independent local charity and a member of Carers UK. They offer the following free, volunteer-led services to carers living in Hastings and Rother.

Respite and befriending
A carefully selected and thoroughly checked volunteer can visit for three hours a week, usually at the same time and on the same day, to keep the person you look after company while you go out and have a break. This service does not provide personal care.

Computer help at home
A volunteer comes to your home to help you learn how to
use your computer in ways that will help you in your role as a carer, such as keeping in touch with friends and family, or shopping or banking online.

The Association of Carers also provides telephone support to carers living across East Sussex.

**Talk and support**

A specially trained volunteer regularly calls you for around 30 minutes to give you someone to talk to and offer basic counselling support.

The Association of Carers
Jackson Hall, Portland Place, Hastings TN34 1QN
Tel: 01424 722309
Email: info@associationofcarers.org.uk
Web: www.associationofcarers.org.uk
Facebook: www.facebook.com/AssociationofCarers

**Autism Sussex**

Autism Sussex’s Family Support service provides support for parents, carers and families who have a family member on the autistic spectrum. Its website offers information, practical advice and information on other services. It runs family support groups in Hastings twice a month.

Tel: 01903 882666
Email: kaye.stanford@autismsussex.org.uk
Web: www.asfamilysupport.org.uk

**Blind Veterans UK (formerly St Dunstan’s)**

Nursing home for people with a visual impairment or physical disability for ex-servicemen and women blinded in action and for veterans who have lost their sight through accident, illness or old age.

Tel: 01273 307811
Email: Lesley.Garven@blindveterans.org.uk
Web: www.blindveterans.org.uk

**British Red Cross**

The British Red Cross Carers Respite Scheme provides short-term practical and emotional support to carers, in their own home, to allow them to have a short break from caring.

Tel: 0800 0280 831
Email: enquirieskentandsussex@redcross.org.uk

**Buy With Confidence**

Traders of all kinds can apply to be listed in the Buy With Confidence scheme. The details are on the East Sussex County Council website at www.eastsussex.gov.uk or you can phone Trading Standards on 0845 404 0506 for a leaflet.

**Care for the Carers**

Care for the Carers is an independent charity supporting unpaid carers of all ages in East Sussex. It provides up-to-date information tailored to your needs, and has a team of staff and volunteers who provide practical and emotional advice. It can put you in touch with other carers, and it offers a range of groups and events.

Its services include the following:

- a listening ear – you can speak to a support worker on the phone or meet them face-to-face;
- help to plan for emergencies;
- emergency alert scheme (you can use this scheme even if you do not qualify for support from us or you choose not to have a carer’s assessment);
- help to get access to other services;
- opportunities to meet other carers and build your support network;
- putting you in touch with other organisations that can support you or the person you care for;
- counselling;
- support when the person you care for is in hospital; and
- ‘CareLine’ magazine – information, tips and carers’ experiences.

Care for the Carers also works with Adult Social Care and the NHS to represent carers’ interests when services are planned, to give carers a say, and to provide training and guidance on what carers need. It is a member of the national charity Carers Trust, and a member of Carers UK, which means that East Sussex carers are represented at a national level.
Highlight House
8 St Leonards Road, Eastbourne,
East Sussex BN21 3UH
Tel: 01323 738390
Email: info@cftc.org.uk
Web: www.cftc.org.uk

Carers Centre
Offer services to carers to help them cope with their situation, get the support to which they are entitled, and the opportunity to participate in the community.
Tel: 01273 746222
Email: info@thecarerscentre.org
Web: www.thecarerscentre.org

East Sussex 1Space
Online directory of care and support services. Service providers of all kinds can be included in the directory. (Advert page 24)
Web: www.eastsussex1space.co.uk

East Sussex Community Information Service
You might also like to look at escis.org.uk, which is a website of local and community information, developed and managed by East Sussex County Council.

Headway Hurstwood Park
A registered charity which supports anyone affected by a brain injury, including the relatives and carers of those who have suffered a brain injury. It provides a range of free services to support carers, including:

- telephone support and advice;
- information and leaflets including a quarterly newsletter;
- monthly evening support groups in Eastbourne and Brighton;
- a counselling service available at Newick, Eastbourne and Brighton; and
- Family Information Days to enable carers to gain an understanding of brain injuries and learn strategies to help them in their role as carers.

At its centre in Newick it also offers daily respite and activities for people with brain injuries. This service is available from 10am to 3.30pm. There is a charge for this service. For more information, call 01825 724323 and ask for the Community Support Manager, or send an email to info@headway-hp.co.uk

Improving Carers’ Experience Project (ICE Pro)
ICE Pro offers support to carers of people with mental health difficulties, helping them to get their views across to mental health professionals. It also helps carers to provide training for professionals, and to be involved in planning and providing services. ICE Pro provides services in Lewes and the Havens, Crowborough and Uckfield.
Tel: 01273 617100
Email: alan.icepro@btconnect.com

Library services
If you are caring for someone who can’t be left alone, East Sussex Library and Information Services can help you use the services. Please contact them to find out more about the help available such as the Home Library Service or reminiscence boxes.
Tel: 0345 60 80 196
Web: www.eastsussex.gov.uk/libraries

Motor Neurone Disease Association
Offers support if you are caring for someone with motor neurone disease.
Tel: 01323 843084
Email: smallwood.sue@sky.com
Web: www.mndassociation.org
MND Connect support line: 08457 626 262
(Monday to Friday, 9.00am to 5.00pm)

Support With Confidence
The Support With Confidence scheme can help you find a wide range of care and support services that you can trust, from people and organisations that have been checked and approved in terms of quality, safety and staff training. The information is on the website at www.eastsussex.gov.uk or you can phone the Support With Confidence team on 01323 463440.

Sussex Deaf Association
Offers community support for deaf or deaf/blind people.
Tel: 01273 671899
Email: chrissie@sussexdeaf.com
Web: www.sussexdeaf.com

The East Sussex Association for the Blind
Offers independent living skills and support groups to people who are blind/deaf/partially sighted.
Tel: 01323 832252
Email: daniel.brookbank@eastsussexblind.org
Web: www.eastsussexblind.org
National helplines

Care Choices’ helpline
For independent, free information and help on finding housing and care for adults in England, contact this Directory’s helpline: 0800 389 2077. Web: www.carechoices.co.uk

Carers Direct
Carers Direct is a free and confidential phone and online service, offering information and advice for carers. Lines are open from 9.00am to 8.00pm Monday to Friday (except bank holidays), and from 11.00am to 4.00pm at weekends. Calls are free from UK landlines, or you can ask for a free call back. Tel: 0808 802 0202 Web: www.nhs.uk/carerredirect

Carers UK
Carers UK is a charity providing information, advice and support for carers. Tel (Adviceline): 0808 808 7777 Web: www.carersuk.org Phone lines are open on Wednesdays and Thursdays, from 10.00am to 12 noon, then 2.00pm to 4.00pm.

Carers Trust
Carers Trust is a charity for carers offering practical help, information and advice. Tel: 0844 800 4361 Email: info@carers.org Web: www.carers.org

FirstStop Advice
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people. Finance Advice Line: 0800 31 02 011 Web: www.firststopadvice.org.uk

NHS Direct
NHS Direct is a confidential advice line where you can talk to a trained nurse or health-information specialist. It’s open 24 hours a day, seven days a week. You can also find a wide range of general health information on their website. Tel: 111 Web: www.nhsdirect.nhs.uk

Why you should join the RCA

We help business owners to manage their care homes more successfully.

Benefit from the advice and support that is available to you.

• Access to privileged information on our website
• Access to over £1000 worth of documents to enable you to comply with CQC requirements
• Regular local meetings in Hastings, Eastbourne and Brighton & Hove
• Access to Criminal Records Bureau ISA & DBS first checks
• Representation at SVA meetings (at your request)
• Advice on meeting the National Minimum Standards
• Advice and Access to information on training
• Access to advice on insurance issues
• Access to a free purchasing service for food and cleaning supplies
• Advice on formulating care plans
• Help and advice with CQC inspections
• A quarterly newsletter
• Subsidised attendance at the RCA Annual Conference
• Ensuring your views are represented in local forums

For more information on how to join the Association contact
Registered Care Association East Sussex Brighton & Hove
Jenny Miles
Angell Health Care
Thornden Farm
Aldrington
East Sussex TN33 9PE
Telephone: 08708 989898
j.miles@angellhealthcare.co.uk
www.carefinder.org.uk

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

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Following an inspection, each care provider is given a report on how it meets essential standards of quality and safety. Reports can be viewed on the website: www.cqc.org.uk.

CQC use the following categories to describe what service user bands care providers can cater for:

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

Brighton & Hove

Care homes

**ACORN HOUSE**
198 Ditchling Road, Brighton BN1 6JE
Tel: 01273 271237

**ARLINGTON HOUSE**
10 Tennis Road, Hove BN3 4LR
Tel: 01273 413222

**ARUNDEL PARK LODGE**
22–24 Arundel Drive East, Saltdean, Brighton BN2 8SL
Tel: 01273 303449

**ASPEN HOUSE CARE HOME**
17 Wilbury Avenue, Hove BN3 6HS
Tel: 01273 772255

Charles Lodge
75 New Church Road • Hove • BN3 4BB
Tel: 01273 777797 • Email: info@njch.co.uk

Charles Lodge is centrally located in the beautiful town of Hove. It is close to the local shops, and a sea breeze from the coast. The home specialises in clients with residential and dementia care needs. We can also accommodate clients who require respite care on a short or longer-term basis. As part of the home selection process, we encourage our prospective residents and families to visit the home and spend some time with us. Perhaps enjoy a meal with us, and spend a few hours or an afternoon at the home. Our award-winning Manager has worked at Charles Lodge for more than 20 years.

The home:
- A call bell system in all bedrooms
- Wireless broadband throughout the home
- A varied in-house social activity programme
- Registered with the Care Quality Commission
- A varied and nutritious menu with special dietary needs catered for
- Chiropody and Hairdressing services available
- We welcome both privately funded and social services funded residents.

www.njch.co.uk

**Bramble Cottage Residential Care Home - “We Care”**

Bramble Cottage is a family-owned, elegantly appointed home offering relaxed retirement living whilst consistently providing the highest standards of individually tailored 24-hour care, support & customer service.

- Excellent Inspection Results
- Unrivalled Reputation in the Local Community
- Traditionally Furnished Large Rooms & Suites all with Full Bathroom
- Dedicated & Compassionate Staff
- Long & Short Stay
- Extensive Landscaped Gardens & Terraces
- Freshly-prepared, Nutritious Menu by In-House Chefs

18 Carden Avenue, Patcham, Brighton, East Sussex BN1 8NA
www.bramblecottagebrighton.com • www.facebook.com/BrambleCottage

01273 565821
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Care homes continued</th>
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<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>D Dementia</td>
<td><strong>AUTUMN LODGE</strong> 35–39 Rutland Gardens, Hove BN3 5PD Tel: 01273 271786 Advert inside front cover</td>
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<tr>
<td>PD Physical disability</td>
<td>LDA Learning disability, autism</td>
<td><strong>BEACH HOUSE, THE</strong> 29 Westbourne Villas, Hove BN3 4GQ Tel: 01273 295288</td>
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<tr>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td><strong>BEAConSFIELD VILLAS, 83</strong> Brighton BN1 6HF Tel: 01273 735735</td>
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<tr>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
<td><strong>BETHESDA HOME</strong> 5 Hove Park Gardens, Old Shoreham Road, Hove BN3 6HN Tel: 01273 735735</td>
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<tr>
<td><strong>BORRADAILE HOUSE</strong> 13 Walpole Road, Brighton BN2 0AF Tel: 01273 244000</td>
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<td><strong>Bramble CottAge RetiremeNT HOME</strong> 18 Carden Avenue, Patcham, Brighton BN1 8NA Tel: 01273 565821 Advert page 46</td>
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<td><strong>BRITTANY LODGE</strong> 32 Brittany Road, Hove BN3 4PB Tel: 01273 413413</td>
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<td><strong>CARLTON HOUSE</strong> 44 St Aubyns, Hove BN3 2TE Tel: 01273 738512</td>
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<td><strong>CHARLES LODGE</strong> 75 New Church Road, Hove BN3 4BB Tel: 01273 777797 Advert page 46</td>
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<td><strong>CHARLESWORTH REST HOME</strong> 37 Beaconsfield Villas, Brighton BN1 6HB Tel: 01273 565561</td>
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<td><strong>CHURCHLEY REST HOME LTD, THE</strong> 91 New Church Road, Hove BN3 4BB Tel: 01273 725185</td>
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<td><strong>CLOVERDALE HOUSE</strong> 19 Vallance Gardens, Hove BN3 2DB Tel: 01273 733757</td>
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<td><strong>CONIFER LODGE</strong> 95–99 Pembroke Crescent, Hove BN3 5DE Tel: 01273 701888</td>
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<td><strong>CRAVEN VALE RESOURCE CENTRE</strong> Craven Road, Brighton BN2 0FE Tel: 01273 295772</td>
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<td><strong>CRESCENT HOUSE</strong> 108 The Drive, Hove BN3 6GP Tel: 01273 732291</td>
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<td><strong>Cristos</strong> 27 Medina Villas, Hove BN3 2RN Tel: 01273 773717</td>
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<tr>
<td><strong>DAVIGDOR LODGE REST HOME</strong> 56–58 Tisbury Road, Hove BN3 3BB Tel: 01273 726868</td>
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<tr>
<td><strong>DROVEWAY, THE 3</strong> Hove BN3 6LF Tel: 01273 563935</td>
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<td><strong>DROVEWAY, THE 3A</strong> Hove BN3 6LF Tel: 01273 541229</td>
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<tr>
<td><strong>DYKE ROAD, 287</strong> Hove BN3 6PD Tel: 01273 566804</td>
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<tr>
<td><strong>DYKE ROAD, 290</strong> Hove BN1 5BA Tel: 01273 552069</td>
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<tr>
<td><strong>FAIRDENE LODGE</strong> 14–16 Walsingham Road, Hove BN3 4FF Tel: 01273 752221</td>
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<tr>
<td><strong>GATE COTTAGE REST HOME</strong> Bazehill Road, Rottingdean, Brighton BN2 7DB Tel: 01273 301890</td>
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<tr>
<td><strong>GOLDSTONE CRESCENT, 100</strong> Hove BN3 6BE Tel: 01273 553718</td>
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<tr>
<td><strong>GRANGE REST HOME LTD, THE</strong> 11 Sackville Gardens, Hove BN3 4GJ Tel: 01273 298746</td>
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<tr>
<td><strong>GROSVENOR LODGE</strong> 40 Old Shoreham Road, Hove BN3 6GA Tel: 01273 739739</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
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**HEREFORD HOUSE**  
16–24 Hereford Street, Brighton BN2 1LF  
Tel: 01273 697658

**HIGHWAYS, THE**  
47 Saltdean Drive, Saltdean BN2 8SD  
Tel: 01273 390610

**IRELAND LODGE**  
Lockwood Crescent, Woodingdean, Brighton BN2 6UH  
Tel: 01273 296120

**KNOLL HOUSE**  
Ingram Crescent West, Hove BN3 5NX  
Tel: 01273 267588

**LADY ANNE TREVES MEMORIAL HOME**  
35–36 Egremont Place, Brighton BN2 0GB  
Tel: 0300 303 1440

**LANSDOWNE ROAD, 3A**  
Hove BN3 1DN  
Tel: 01273 731380

**LAVENDER HOUSE**  
17 Walsingham Road, Hove BN3 4FE  
Tel: 01273 321962

**LEICESTER VILLAS, 19**  
Hove BN3 5SP  
Tel: 01273 295840

**LOXWOOD HOUSE RESIDENTIAL HOME**  
17 Old Shoreham Road, Hove BN3 6NR  
Tel: 01273 503586

**LYNDHURST ROAD, 4–10**  
Hove BN3 6FA  
Tel: 01273 323814

**LYNDHURST ROAD, 12**  
Hove BN3 6FA  
Tel: 01273 323814

**MARINE VIEW REST HOME**  
279 Kingsway, Hove BN3 4LJ  
Tel: 01273 417696

**MILL LANE, 52**  
Portslade BN41 2DE  
Tel: 01273 439156

**NORTON ROAD, 51**  
Hove BN3 3BF  
Tel: 01273 747449

**OAK HOUSE RESIDENTIAL CARE HOME**  
56 Surrenden Road, Brighton BN1 6PS  
Tel: 01273 500785

**OAKLEIGH LODGE RESIDENTIAL HOME**  
36 New Church Road, Hove BN3 4FJ  
Tel: 01273 502482

**OASIS HOUSE**  
19 Arundel Drive West, Saltdean, Brighton BN2 8SJ  
Tel: 01273 279683

**OUTLOOK HOUSE**  
74 Redhill Drive, Brighton BN1 5FL  
Tel: 01273 555252

**PARKVIEW CARE HOME**  
70 Old Shoreham Road, Hove BN3 6HJ  
Tel: 01273 720120

**PEMBROKE HOTEL REST HOME**  
2 Third Avenue, Hove BN3 2PD  
Tel: 01273 326942

**PEMBROKE HOUSE REST HOME**  
91 Pembroke Crescent, Hove BN3 5DE  
Tel: 01273 726490

**PEMBROKE LODGE REST HOME**  
8–10 Aymer Road, Hove BN3 4GA  
Tel: 01273 777286

**PLACE FARM HOUSE**  
Ladies Mile Road, Patcham, Brighton BN1 8QE  
Tel: 01273 563902

**PORTLAND ROAD, 9**  
Hove BN3 5DR  
Tel: 01273 822103

**PRESTON DROVE, 15**  
Brighton BN1 6LA  
Tel: 01273 294310

**PRINCESS ALEXANDRA HOUSE**  
34 Preston Park Avenue, Brighton BN1 6HG  
Tel: 01273 565691

**PLACED FARM HOUSE**  
Ladies Mile Road, Patcham, Brighton BN1 8QE  
Tel: 01273 563902

**OUTLOOK HOUSE**  
74 Redhill Drive, Brighton BN1 5FL  
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**PLACE FARM HOUSE**  
Ladies Mile Road, Patcham, Brighton BN1 8QE  
Tel: 01273 563902

**PORTLAND ROAD, 9**  
Hove BN3 5DR  
Tel: 01273 822103

**PRESTON DROVE, 15**  
Brighton BN1 6LA  
Tel: 01273 294310

**PRINCESS ALEXANDRA HOUSE**  
34 Preston Park Avenue, Brighton BN1 6HG  
Tel: 01273 565691

---

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
R JANMAYUR CARE HOME  
15 Osmond Gardens, Osmond Road, Hove BN3 1TE  
Tel: 01273 777424

RACHEL MAZZIER HOUSE  
25 Chatsworth Road, Brighton BN1 5DB  
Tel: 01273 564021

ROOKERY HOVE  
22–24 Sackville Gardens, Hove BN3 4GH  
Tel: 01273 202520

RUTLAND GARDENS, 53  
Hove BN3 5PD  
Tel: 01273 328707

SACKVILLE GARDENS, 57  
Hove BN3 4GJ  
Tel: 01273 748031

SHORE HOUSE  
80-81 Marine Parade, Brighton BN2 1AJ  
Tel: 01273 929393

ST CHRISTOPHER’S RESIDENTIAL HOME  
47–49 Rutland Gardens, Hove BN3 5PD  
Tel: 01273 327210

ST JOSEPH’S RESIDENTIAL HOME  
3–7 Bristol Road, Brighton BN2 1AP  
Tel: 01273 626151

ST MARY’S HOUSE  
38–39 Preston Park Avenue, Brighton BN1 6HG  
Tel: 01273 556035

SUMMER LODGE  
2–4 Sackville Road, Hove BN3 3FA  
Tel: 01273 775577

SWANBOROUGH HOUSE  
Swanborough Drive, Whitehawk, Brighton BN2 5PH  
Tel: 01273 696391

VALANCE GARDENS, 4  
Hove BN3 2DD  
Tel: 01273 749626

VALANCE RESIDENTIAL CARE HOME  
7–9 Vallance Road, Hove BN3 2DA  
Tel: 01273 326053

WALSINGHAM ROAD, 72–74  
Hove BN3 4FF  
Tel: 01273 888077

WAVERTREE HOUSE  
Somerhill Road, Hove BN3 1RN  
Tel: 01273 262200

WAYFIELD AVENUE RESOURCE CENTRE  
2 Wayfield Avenue, Hove BN3 7LW  
Tel: 01273 295880

WESTWOOD CARE HOME  
9 Knoyle Road, Brighton BN1 6RB  
Tel: 01273 553077

WHITEHAWK WAY, 39–41  
Brighton BN2 5QL  
Tel: 01273 699776

WHITEHOUSE, THE  
1 Chichester Drive West, Saltdean, Brighton BN2 8SH  
Tel: 01273 302614

OAKLEIGH LODGE  
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Excellent position close to all amenities and sea.  

• En-suite rooms TV/ Telephone points  
• Passenger lift  
• Visiting Chiropodist, Hairdresser & Library  
• Hydrotherapy bath  
• Large South-facing Conservatory & gardens  
• Inspection Welcome  
• Dedicated staff 24 hours

For a colour brochure information pack, please contact:  
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36 New Church Road,  
Hove, East Sussex BN3 4FJ  
Tel: (01273) 205199/502482

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

Visit www.carechoices.co.uk for further assistance with your search for care
Caring for you in East Sussex

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.

For further information, please visit www.fshc.co.uk/lp/eastsussex
Or contact the Home Manager at your local home:

Bon Accord
79-81 New Church Road
Hove, East Sussex BN3 4BQ
T: 01273 721120
E: bon.accord@fshc.co.uk

Dane House
52 Dyke Road Avenue
Brighton, East Sussex BN1 5LE
T: 01273 564851
E: dane.house@fshc.co.uk

Lydfords
23 High Street, East Hoathly
East Sussex BN8 6OR
T: 01825 840259
E: lydfords@fshc.co.uk

WILBURY GARDENS, 13
Hove BN3 6HQ
Tel: 01273 205044

WILBURY REST HOME
66 Wilbury Road, Hove BN3 3PA
Tel: 01273 326170 Advert adjacent

WINDLESHAM ROAD, 20
Brighton BN1 3AG
Tel: 01273 294319

PRINCESS ALEXANDRA HOUSE
34 Preston Park Avenue, Brighton BN1 6HG | www.princessalexandrahouse.co.uk

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
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<tbody>
<tr>
<td><strong>Older people (65+)</strong></td>
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<tr>
<td>WINDMILL VIEW</td>
<td>8 Royles Close, Rottingdean, Brighton BN2 7DQ</td>
<td>01273 3434554</td>
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<tr>
<td>YELLOW HOUSE CARE HOME</td>
<td>154–158 Sackville Road, Hove BN3 7AG</td>
<td>01273 727211</td>
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<tr>
<th>Name</th>
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<tr>
<td><strong>Physical disability</strong></td>
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<tr>
<td>ADELAIDE NURSING HOME, THE</td>
<td>203–205 New Church Road, Hove BN3 4ED</td>
<td>01273 410530</td>
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<tr>
<td>ARUNDEL PARK LODGE</td>
<td>22–24 Arundel Drive East, Saltdean, Brighton BN2 8SL</td>
<td>01273 303449</td>
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<tr>
<td>ASHER NURSING HOME</td>
<td>33 Wilbury Gardens, Hove BN3 6HQ</td>
<td>01273 823310</td>
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<tr>
<td>BARFORD COURT</td>
<td>157 Kingsway, Hove BN3 4GR</td>
<td>01273 777736</td>
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<tr>
<td>BIRCH GROVE NURSING HOME</td>
<td>1-3 Stanford Avenue, Brighton BN1 6AD</td>
<td>01273 566111</td>
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<tr>
<td>BLIND VETERANS UK</td>
<td>Ian Frasier House, Greenways, Ovingdean BN2 7BS</td>
<td>01273 307811</td>
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<tr>
<td>BON ACCORD CARE HOME</td>
<td>79–81 Church Road, Hove BN3 4BB</td>
<td>01273 721120</td>
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<tr>
<td>DANE HOUSE CARE HOME</td>
<td>52 Dyke Road Avenue, Brighton BN1 5LE</td>
<td>01273 564851</td>
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<tr>
<td>DEAN WOOD NURSING AND RESIDENTIAL HOME</td>
<td>Warren Road, Brighton, East Sussex BN2 6DX</td>
<td>01273 761262</td>
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<tr>
<td>GLENTWORTH HOUSE</td>
<td>40–42 Pembroke Avenue, Hove BN3 5DB</td>
<td>01273 720044</td>
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<tr>
<td>HAZELGROVE NURSING HOME</td>
<td>Heath Hill Avenue, Brighton BN2 4FH</td>
<td>01273 886788</td>
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<th>Name</th>
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<tr>
<td><strong>Mental health</strong></td>
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<tr>
<td>HIGHBURY HOUSE NURSING HOME</td>
<td>Steyning Road, Rottingdean, Brighton BN2 7GA</td>
<td>01273 309447</td>
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<tr>
<th>Name</th>
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<tr>
<td><strong>Learning disability, autism</strong></td>
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<tr>
<td>HYMAN FINE HOUSE</td>
<td>20 Burlington Street, Brighton BN2 1AU</td>
<td>01273 688226</td>
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<tr>
<td>LINDRIDGE</td>
<td>Laburnum Avenue, Hove BN3 7JW</td>
<td>01273 746611</td>
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<tr>
<td>MAYCROFT MANOR</td>
<td>2-8 Carden Avenue, Brighton BN1 8NA</td>
<td>01273 799622</td>
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<tr>
<td><strong>Younger adults</strong></td>
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<tr>
<td>MIDDLETON GROVE NURSING HOME</td>
<td>11 Portland Road, Hove BN3 5DR</td>
<td>01273 325705</td>
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<tr>
<td>PARTRIDGE HOUSE NURSING AND RESIDENTIAL CARE HOME</td>
<td>Leybourne Road, Off Heath Hill Avenue, Bevendean, Brighton BN2 4LS</td>
<td>01273 674499</td>
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<tr>
<td>PATCHAM NURSING HOME</td>
<td>Eastwick Barn, Eastwick Close, Brighton BN1 8SF</td>
<td>01273 501358</td>
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<td>PINES, THE</td>
<td>Furze Hill, Hove BN3 1PA</td>
<td>01273 820275</td>
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<tr>
<td>REGENERAL HOUSE NURSING HOME</td>
<td>107–109 The Drive, Hove BN3 6GE</td>
<td>01273 220888</td>
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<tr>
<td><strong>People who misuse alcohol or drugs</strong></td>
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<tr>
<td>ROTTINGDEAN NURSING AND CARE HOME</td>
<td>30–32 Newlands Road, Rottingdean, Brighton BN2 7GD</td>
<td>01273 308073</td>
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<tr>
<td>SEAWEIGHT NURSING HOME</td>
<td>33 Vallance Gardens, Hove BN3 2DB</td>
<td>01273 730024</td>
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</tbody>
</table>

### Advertisers are highlighted

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
With dementia, one can still engage and aspire to a full and active life. Family relationships can be supported when caring for someone with dementia.

Seaford Care Ltd

THE EXPERIENCED DEMENTIA CARE PROVIDER

At Seaford Care we recognise the needs of the elderly and a residents wellbeing is our biggest priority. We pride ourselves in helping them to maintain their dignity, privacy and respect in all aspects of daily life.

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Please call your desired location to discuss individual requirements

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Our entire team is committed to meeting the needs of our residents providing a flexible family atmosphere with home cooked food, meeting dietary requirements.

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www.holmlodgeresthomelewes.co.uk | info@holmlodgeringmer.co.uk

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Tel: 01323 891004

• 24 hour friendly fully trained staff
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• Excellent home cooked food & menus
• Activities & entertainment
• Long & short term stays plus day care
• Sea views of the English Channel

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RESIDENTIAL CARE
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Polegate 01273 487931

www.chanctonbury-care.com
“We Care About Caring”
Lewes and Seaford

Care homes

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37 Headland Avenue, Seaford BN25 4PZ
Tel: 01323 873270  LDA MH SI YA

ASHRING HOUSE
Lewis Road, Rigmer BN8 5ES
Tel: 01273 814400  PD LDA

AVIS ROAD, 50A
Newhaven BN9 0PN
Tel: 01273 612171  LDA

BARCLAY HOUSE RESIDENTIAL HOME
St Peter’s Road, Seaford BN25 2HS
Tel: 01323 873421  PD LDA MH SI YA

BEACHLANDS RESIDENTIAL CARE HOME
Marine Parade, Seaford BN25 2PY
Tel: 01323 891004 Advert page 52

BEACHSIDE REST HOME
Cricketfield Road, Seaford BN25 1BU
Tel: 01323 893756  OP MH

BEVERN VIEW
The Willows, Barcombe BN8 5FJ
Tel: 01273 400752  PD LDA SI YA

BLATCHINGTON COURT
13 St Peters Road, Seaford BN25 2HS
Tel: 01323 896939 Advert page 52  OP D

BURDYKE LODGE
Southdown Road, Seaford BN25 4JS
Tel: 01323 490880  OP

BYBUCKLE COURT
Marine Parade, Seaford BN25 2PZ
Tel: 01323 898094  OP

CLAREMONT HOUSE
40–42 Claremont Road, Seaford BN25 2BD
Tel: 01323 893591  OP

CLIFDEN HOUSE, DEMENTIA CARE CENTRE
80–88 Claremont Road, Seaford BN25 2QD
Tel: 01323 896460 Advert page 52  OP D

CLIFF COURT CARE HOME
70 The Promenade, Peacehaven BN10 8ND
Tel: 01273 583764  OP D

CORNFIELD HOUSE
3 Cornfield Road, Seaford BN25 15W
Tel: 01323 892973  MH YA

EAST DEAN GRANGE
Lower Street, East Dean BN20 0DE
Tel: 01323 886589 Advert page 70  OP

FAIRLIGHT MANOR
48 Fairlight Avenue, Telscombe Cliffs, Peacehaven BN10 7BS
Tel: 01273 582786  D

Useful questions to ask providers feature in the care homes checklist on page 29.

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

Care homes continued

GREENACRES
Mill Lane, South Chailey, Lewes BN8 4PY
Tel: 01273 890863

GROSVENOR ROAD, 3A
Seaford BN25 2BL
Tel: 01323 890435

HARISON ROAD, 10
Seaford BN25 3PN
Tel: 01323 490511

HILLERSDON COURT
18 College Road, Seaford BN25 1JD
Tel: 01323 897706

HOLM LODGE
Butlers Way, Lewes Road, Ringmer, Lewes BN8 5ES
Tel: 01273 813933 Advert page 52

LIME TREE HOUSE RESIDENTIAL HOME
Lewes Road, Ringmer, Lewes BN8 5ES
Tel: 01273 813755

MALDON HOUSE
26 Belgrave Road, Seaford BN25 2EG
Tel: 01323 491102

MAPLES, THE
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Tel: 01273 582070

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East Sussex RH18 5JN
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Tel: (01323) 442727

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an ideal environment of peace and tranquillity.
Residents are offered the informal atmosphere of
a warm and comfortable country home.

A purpose built Nursing Home dedicated to the
very highest standard of care. Ersham House
offers long-term, palliative and respite care
provided in beautiful surroundings.

A small friendly Nursing Home, Barons Down
offers residents the highest standards of Nursing
Care, in a relaxed and friendly environment. We
welcome long and short term stays and also
offer respite and convalescent care.

Brooklands

Ersham House

Barons Down

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

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Care homes continued

NIGHTINGALES RESIDENTIAL CARE HOME
38 Western Road, Newick BN8 4LF
Tel: 01825 721120
OP

SEAGULLS, THE
6 Crowborough Road, Saltdean BN2 8EA
Tel: 01273 390610
LDA YA

NORTH CORNER
1 Prince Edwards Road, Lewes BN7 1BJ
Tel: 01273 474642
OP

SOUTHDOWN ROAD, 28
Seaford BN25 4PG
Tel: 01323 897877
LDA

NOVA HOUSE
Belgrave Road, Seaford BN25 2EG
Tel: 01323 896629
OP

STEYNE ROAD, 103
Seaford BN25 1AL
Tel: 01323 490508
LDA

ROCLYN'S REST HOME
344 South Coast Road, Telscombe Cliffs, Peacehaven BN10 7EW
Tel: 01273 583923
OP

SUTTON LEAZE
Eastbourne Road, Seaford BN25 4BB
Tel: 01323 894301
LDA

SEAFORD HEAD RETIREMENT HOME
107 Steyne Road, Seaford BN25 1AS
Tel: 01323 490851 Advert page 52
OP D

WEBB HOUSE
Claremont Road, Newhaven BN9 0NQ
Tel: 01273 514007 PD LDA SI

Care homes with nursing

ABUNDANT GRACE NURSING HOME
Firle Road, Seaford BN25 3JE
Tel: 01323 875500 Advert page 39
OP D YA

FRESHFORD COTTAGE NURSING HOME
Dane Road, Seaford BN25 1DU
Tel: 01323 897845
OP

BARONS DOWN NURSING HOME
Brighton Road, Lewes BN7 1ED
Tel: 01273 472357 Advert page 54
OP PD

HAVEN NURSING CENTRE
29 Telscombe Cliffs Way, Peacehaven BN10 7DX
Tel: 01273 806141 Advert page 70
OP PD

BLATCHINGTON HOUSE
Firle Road, Seaford BN25 2HH
Tel: 01323 891702
OP PD

ST MARY'S CARE HOME
St George's Park, Ditchling Common,
Burgess Hill RH15 0SF
Tel: 01444 873710
OP D PD MH SI

BRAMBER NURSING HOME LTD
1 Bramer Avenue, Peacehaven BN10 8LR
Tel: 01273 584594
D

ST RITA'S CARE HOME
St George's Park, Ditchling Road,
Burgess Hill RH15 0GT
Tel: 01444 873740
OP D PD MH SI

CLAYDON HOUSE
8 Wallands Crescent, Lewes BN7 2QT
Tel: 01273 474844
OP D

THREEWAYS NURSING HOME
Beacon Road, Seaford BN25 2LT
Tel: 01323 893112 LDA
OP PD

DANEMERE
Dane Road, Seaford BN25 1DU
Tel: 01323 890696
LDA

WESTERLEIGH NURSING HOME
18 Corsica Road, Seaford BN25 1BD
Tel: 01323 892335
OP PD

FOURWAYS NURSING HOME
3 Bramer Avenue, Peacehaven BN10 8LR
Tel: 01273 585670
OP PD YA

Advertisers are highlighted

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

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- Family owned and run since 1989
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- Traditional home cooking with a choice of menu
- Large garden with ramped access
- Respite care provided

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www.harecombemanor.co.uk
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PRIVATE RESIDENTIAL CARE HOME

- Fully-trained staff providing individual personal care.
- All rooms are appointed to a high standard, light and airy.
- Stimulating, interesting and well-planned events and activity programmes which cater for all residents on a regular basis.

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Care homes

ASHGLEN HOUSE
Market Street, Hailsham BN27 2AG
Tel: 01323 645813
OP PD MH SI AD

BARONSMED
Queens Road, Crowborough TN6 1EJ
Tel: 01892 667457
LDA YA

BEACONGATE
Beacon Road, Crowborough TN6 1AZ
Tel: 01892 669579
OP PD LDA YA

BERNHARD BARON COTTAGE HOMES
Lewes Road, Polegate BN26 5HB
Tel: 01323 483613
OP

BIRCH HOLT RETIREMENT HOME
Marlpits Lane, Ninfield, Battle TN33 9LD
Tel: 01424 892352
OP

CAROLINE HOUSE
7–9 Ersham Road, Hailsham BN27 3LG
Tel: 01323 841073
OP D

CHARDWOOD REST HOME
127 Eastbourne Road, Pevensey, Pevensey BN24 6BN
Tel: 01323 766058
OP

CROWBOROUGH LODGE RESIDENTIAL CARE HOME
2 Crowborough Road, Saltdean BN2 8EA
Tel: 01273 302614
OP

DALLING HOUSE
Croft Road, Crowborough TN6 1HA
Tel: 01892 662917
OP

DUNSFOLD LTD
West End, Herstmonceux, Hailsham BN27 4NX
Tel: 01323 832021
D

GABLES, THE
22 Beacon Close, Crowborough TN6 1DX
Tel: 01892 655260
LDA

HAILSHAM HOUSE
New Road, Hellingly, BN27 4EW
Tel: 01323 442050
Advert page 58
OP PD MH SI YA

HALLAND HOUSE
Eastbourne Road, Halland, Lewes BN8 6PS
Tel: 01825 840268
LDA

HANKHAM LODGE RESIDENTIAL CARE HOME
Hankham Hall Road, Westham, Pevensey BN24 5AG
Tel: 01323 766555
OP

HARECOMBE MANOR NURSING HOME
Southview Road, Crowborough TN6 1HG
Tel: 01892 652114 Advert page 56
OP PD

HIGH BROOM
High Broom Road, Stone Cross, Crowborough TN6 3SL
Tel: 01892 654027
OP

HILL VIEW
213 Eastbourne Road, Polegate BN26 5DU
Tel: 01323 488616
LDA

INDEPENDENCE
Bowley Road, Hailsham BN27 2DB
Tel: 01323 365746
LDA YA

LINDEN COTTAGE
Linden Chase, Uckfield TN22 1EE
Tel: 01825 768395
PD LDA SI

LYDFORDS CARE HOME
23 High Street, East Hoathly, Lewes BN8 6DR
Tel: 01825 840259 Advert page 50
OP

LYNFORDS
3a Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843
LDA

MARLOWE HOUSE
School Lane, Hadlow Down, Uckfield TN22 4HY
Tel: 01825 830224
OP

MARSHES, THE
3b Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843
LDA

MARSHVIEW
77 Marshfoot Lane, Hailsham BN27 2RB
Tel: 01323 849207
OP

NEW INN, THE
Lewes Road, Ridgewood, Uckfield TN22 5SL
Tel: 01825 765425
LDA

NUTLEY HALL
Nutley, Uckfield TN22 3NJ
Tel: 01825 712696
OP LDA YA

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

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism

User Bands
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
Our purpose built facilities and specialist nursing staff provide a warm and friendly environment for people with dementia and mental health issues.

- **Care Suites with lounge area and kitchenette**
  People with dementia can live as a tenant in a “care suite” with space to socialise with friends and family.

- **Separate Working Age Mental Health Unit**
  This unit is specifically for working age adults with on-going mental health issues, and it is supported by our in-house consultant psychiatrist.

- **Social Programme**
  Our Social Co-ordinators build a “life story” of each resident and develop a tailored programme of stimulation and activities based on this.

- **Specialist Equipment**
  Alternating pressure mattresses, profiling beds, disabled baths, manual handling aids, etc.

**Part of the Graham Care Group, family owned by Ernie and Dr Karen Graham (a practising GP)**

**Website:** [www.hailshamhouse.co.uk](http://www.hailshamhouse.co.uk)
**Phone:** 01323 442050  **Fax:** 01323 849134  **Email:** enquiries@hailshamhouse.co.uk

---

**Warren Drive Residential Care Home - “We Care”**

An established, family-owned traditional country home offering relaxed retirement living in superior accommodation with the highest standards of individually tailored 24-hour care, support & customer service.

- Home-like Feel with Exacting Standards
- Elegantly Appointed Rooms & Suites all with En-Suite
- Dedicated & Compassionate Staff
- Long & Short Stay
- Landscaped Gardens & Terraces with views of Ashdown Forest
- Freshly-prepared, Nutritious Menu by In-House Chefs

**Warren Drive, Fielden Road, Crowborough, East Sussex TN6 1TP**

**01892 654586**

**www.warrendrive.com**

---

**WOODSIDE HALL NURSING HOME**

Purpose built Independent Nursing Home situated in a tranquil setting surrounded by woodlands.

- Long and short-term stays including respite and convalescence
- Fully trained and qualified staff
- En-suite rooms and suites with TV and telephone facilities in all rooms
- Freshly prepared meals from our chef
- Visiting chiropodist, hairdresser, opticians and dentists
- Attractive gardens with large patio areas and conservatory
- Full activity and entertainment programme

See us at [www.woodsidehall-nh.co.uk](http://www.woodsidehall-nh.co.uk)

**Contact us on 01323 841670 or Email: info@woodsidehall-nh.co.uk**

**Woodside Hall**
Polegate Road
Hailsham
East Sussex BN27 3PQ

---

**New Road, Hellingly, East Sussex BN27 4EW**
**Tel: 01323 442090**
**enquiries@hailshamhouse.co.uk**
Care homes continued

OAK LODGE
213 Eastbourne Road, Polegate BN26 5DU
Tel: 01323 488616

OLD HAYBARN, THE
Cooks Corner Farm, London Road, Crowborough TN6 1TQ
Tel: 01892 667457

QUEENSMead RESIDENTIAL CARE HOME, THE
Victoria Road, Polegate BN26 6BU
Tel: 01273 487931 Advert page 52

QUINNELL HOUSE
Harebeating Drive, Hailsham BN27 1JE
Tel: 01323 849913

SANDBANKS
1 Cacklebury Close, Hailsham BN27 3LF
Tel: 01323 464600

SAXON COURT
The Manor, Buxted, Uckfield TN22 4DT
Tel: 01825 732438

ST ANTHONY
Church Road, Crowborough TN6 1BL
Tel: 01892 669520

TABLEHURST FARM COTTAGE
Off London Road, Forest Row RH18 5DP
Tel: 01342 823536

THORBURY RESIDENTIAL HOME
Hempstead Road, Uckfield TN22 1DT
Tel: 01825 765502

TINKERS HATCH
New Pond Hill, Cross-in-Hand, Heathfield TN21 0LX
Tel: 01435 863119

VICTORIA HOUSE CARE HOME
71–73 Victoria Road, Polegate BN26 6BX
Tel: 01323 487178

VINES, THE
Innhams Wood, Crowborough TN6 1TE
Tel: 01892 610414

WARREN DRIVE
Fielden Road, Crowborough TN6 1TP
Tel: 01892 654586 Advert page 58

WEALD HALL
Mayfield Lane, Wadhurst TN5 6HX
Tel: 01892 782011

WINDLESHAM MANOR RESIDENTIAL CARE HOME
Hurtis Hill, Crowborough TN6 3AA
Tel: 01892 611000 Advert page 56

WOODCOTE
Heathfield Road, Five Ashes, Mayfield TN20 6JJ
Tel: 01825 830130

WOODLANDS
Beacon Road, Crowborough TN6 1UD
Tel: 01892 653178

YORK LODGE
3 Myrtle Road, Crowborough TN6 1EY
Tel: 01892 661457

Visit 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.

Bowes House care home, 25 Battle Road, Hailsham BN27 1DU
Heather View care home, Beacon Road, Crowborough TN6 1AS
## Care homes with nursing

### Wealden

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Advert Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ALFRISTON COURT LUXURY CARE HOME</strong></td>
<td>Sloe Lane, Alfriston BN26 5UR</td>
<td>01323 874140</td>
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<tr>
<td><strong>BOWES HOUSE</strong></td>
<td>25 Battle Road, Hailsham, East Sussex BN27 1DU</td>
<td>0333 434 3091</td>
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<tr>
<td><strong>BROOKLANDS NURSING HOME</strong></td>
<td>Wych Cross, Forest Row RH18 5JN</td>
<td>01825 712005</td>
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<tr>
<td><strong>COPPER BEECH HOUSE NURSING CENTRE</strong></td>
<td>Eastbourne Road, Ridgewood, Uckfield TN22 5ST</td>
<td>01825 818519</td>
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<tr>
<td><strong>ERSHAM HOUSE NURSING HOME</strong></td>
<td>Ersham Road, Hailsham BN27 3PN</td>
<td>01323 442727</td>
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<tr>
<td><strong>FILSHAM LODGE</strong></td>
<td>137–141 South Road, Hailsham BN27 3NN</td>
<td>01323 844008</td>
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<tr>
<td><strong>FOREST LODGE</strong></td>
<td>Horney Common, Nutley, Nr Uckfield TN22 3EA</td>
<td>01825 712514</td>
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<tr>
<td><strong>HAILSHAM HOUSE</strong></td>
<td>New Road, Hellingly BN27 4EW</td>
<td>01323 442050</td>
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<tr>
<td><strong>HARECOMBE MANOR NURSING HOME</strong></td>
<td>Southview Road, Crowborough TN6 1HG</td>
<td>01892 652114</td>
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<tr>
<td><strong>HAVELOCK HOUSE NURSING HOME</strong></td>
<td>57–59 Victoria Road, Polegate BN26 6BY</td>
<td>01323 482291</td>
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<tr>
<td><strong>HEATHER VIEW</strong></td>
<td>Beacon Road, Crowborough,TN6 1AS</td>
<td>0333 321 8843</td>
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<td><strong>HEFFLE COURT</strong></td>
<td>Station Road, Heathfield TN21 8DR</td>
<td>01435 864101</td>
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<td><strong>HOLY CROSS CARE HOME</strong></td>
<td>Lewes Road, Cross-in-Hand, Heathfield TN21 0DZ</td>
<td>01435 863764</td>
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<tr>
<td><strong>HURSTWOOD VIEW</strong></td>
<td>Linum Lane, Five Ash Down, Uckfield TN22 3FH</td>
<td>01825 573728</td>
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</tr>
<tr>
<td><strong>LYDFORDS CARE HOME</strong></td>
<td>23 High Street, East Hoathly, Lewes BN8 6DR</td>
<td>01825 840259</td>
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<tr>
<td><strong>MANOR GARDENS</strong></td>
<td>Herons Ghyl, Uckfield TN22 4BY</td>
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<td><strong>OAKLANDS COURT NURSING HOME</strong></td>
<td>Vines Cross Road, Horam TN21 0HD</td>
<td>01435 813030</td>
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<tr>
<td><strong>PINEWOOD MANOR</strong></td>
<td>Old Lane, St Johns, Crowborough TN6 1RX</td>
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<tr>
<td><strong>POLEGATE NURSING CENTRE, THE</strong></td>
<td>Blackpath, Polegate BN26 5AP</td>
<td>01323 886542</td>
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<tr>
<td><strong>ST CLARE’S CARE HOME</strong></td>
<td>St George’s Park, Ditchling Road, Burgess Hill RH15 0GU</td>
<td>01444 873730</td>
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<tr>
<td><strong>ST RAPHAEL’S CARE HOME</strong></td>
<td>Church Lane, Danehill, Haywards Heath RH17 7EZ</td>
<td>01825 790485</td>
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<tr>
<td><strong>WADHURST MANOR</strong></td>
<td>Station Road, Wadhurst TN5 6RY</td>
<td>01892 628193</td>
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<tr>
<td><strong>WISTERIA LODGE</strong></td>
<td>Horney Common, Nutley, Uckfield TN22 3EA</td>
<td>01825 714080</td>
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<td><strong>WOODSIDE HALL NURSING HOME</strong></td>
<td>Polegate Road, Hailsham BN27 3PQ</td>
<td>01323 841670</td>
<td>58</td>
</tr>
</tbody>
</table>

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Sussex Health Care is an award winning group of care homes providing 28 years of healthcare in Sussex. The Group operates 20 homes, predominantly in the West Sussex area, providing over 550 placements, incorporating specialist care provision as well as care for older people.

CARE HOMES FOR PEOPLE WITH LEARNING DISABILITIES/PHYSICAL DISABILITIES/NEUROLOGICAL CONDITIONS

- Beechcroft Care Centre and Hazel Lodge 01342 300499
- Beech Lodge and Oak Lodge 01403 791725
- Horncastle Care Centre 01342 813910
- Kingsmead Care Centre 01403 265335
- Kingsmead Lodge 01403 211790
- Norfolk Lodge 01403 218876
- Orchard Lodge and Boldings Lodge 01403 242278
- Rapkyns Care Centre 01403 276756
- Rapkyns Care Home 01403 265096
- Redwood House 01403 790948
- Sycamore Lodge 01403 240066
- White Lodge 020 8763 2586
- Wisteria Lodge and Stable Lodge 01825 714080
- Woodhurst Lodge 01444 401228

CARE FOR OLDER PEOPLE

- Clemsofold House 01403 790312
- Forest Lodge 01825 712514
- Horncastle House 01342 810219
- Kingsmead Care Centre 01403 265335
- Longfield Manor 01403 786832
- Rapkyns Care Home 01403 265096
- Upper Mead 01273 492870

STOP PRESS: Two brand new purpose-built units opening Spring 2014. 10 bed unit for younger adults with profound multiple learning disabilities plus an additional 10 bed unit specialising in acquired brain injury and neurological conditions.

To find out more about our homes and the services we offer, contact: Corrine Wallace
Head of Operational Care Services
01403 217338
corrine.wallace@sussexhealthcare.co.uk

Sussex Health Care
Care Centres & Support Services
www.sussexhealthcare.co.uk
Eastbourne

Care homes

ALMA LODGE CARE HOME
Staveley Road, Eastbourne BN20 7LH
Tel: 01323 734208

ARUNDEL ROAD, 27
Eastbourne BN21 2EG
Tel: 01323 431367

ASHBERRY COURT
39 Lewes Road, Eastbourne BN21 2BU
Tel: 01323 722335

ASHDALE HOUSE
14 Silverdale Road, Eastbourne BN20 7AU
Tel: 01323 728000

ASHGRANGE HOUSE
9 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 732544

ASHLEY GARDENS
Willoughby Crescent, Eastbourne BN22 8RA
Tel: 01323 411466

ASTON HOUSE RESIDENTIAL CARE HOME
14 Lewes Road, Eastbourne BN21 2BT
Tel: 01323 638855

BEECHES RETIREMENT HOTEL
4 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 731307

BERRY POMEROY
26–28 Compton Street, Eastbourne BN21 4EN
Tel: 01323 720721

CAMELOT RESIDENTIAL CARE HOME
7 Darley Road, Eastbourne BN20 7PB
Tel: 01323 735996

CARLISLE LODGE
103 Carlisle Road, Eastbourne BN20 7TD
Tel: 01323 646149 Advert page 66

CHASE REST HOME, THE
5–6 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 722855

DEN HILL, 38
Eastbourne BN20 8SZ
Tel: 01323 646282

DORLEY HOUSE RESIDENTIAL CARE HOME
19–20 Bedfordwell Road, Eastbourne BN21 2BG
Tel: 01323 729545

EASTBOURNE GRANGE
2 Grange Gardens, Blackwater Road, Eastbourne BN20 7DE
Tel: 01323 733466

EASTBOURNE ROAD, 111
Lower Willingdon, Eastbourne BN20 9NE
Tel: 01323 482174

ELM LODGE
107–109 Enys Road, Eastbourne BN21 2ED
Tel: 01323 419257

EMILIE GALLOWAY REST HOME
Tweed, 8–10 Silverdale Road, Eastbourne BN20 7AL
Tel: 01323 733223

ENNIS HOUSE
59–65 Enys Road, Eastbourne BN21 2DN
Tel: 01323 720719

FELIX HOLME RCH
15 Arundel Road, Eastbourne BN21 2EL
Tel: 01323 641848 Advert page 66

GREENSLEEVES
11 Friday Street, Eastbourne BN23 8AP
Tel: 01323 461560

HAMPDEN TERRACE, 3
Latimer Road, Eastbourne BN22 7BL
Tel: 01424 777833

HARDWICK HOUSE
6 Hardwick Road, Eastbourne BN21 4NY
Tel: 01323 721230

HARTFIELD HOUSE REST HOME
5 Hartfield Road, Eastbourne BN21 2AP
Tel: 01323 731322

HEATHERDENE
13–14 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 731646

HIGHWOOD
5 Pashley Road, Eastbourne BN20 8DU
Tel: 01323 729050

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Southfields House Residential Care Home

"The dedicated and hard working staff provide an extremely professional, caring and friendly environment for their residents and their families and friends."

David Jackson, son of resident at Southfields House

Southfields House Residential Care Home consists of two dwellings converted into a single unit. Situated in a refined residential area, we are 5 minutes level walk from Eastbourne's railway station and town centre and a 15 minute walk from Eastbourne's seafront promenade, pier and iconic bandstand. Close by are libraries, doctors' surgeries, chemists and the amenities of Gildredge Park.

Our Residential Care Home's gardens afford privacy to our residents, who are encouraged to enjoy them. In summer, al fresco meals are provided, with barbecues, shared by staff, residents, friends and neighbours.

Please contact Mrs Bree or Carlene Fox:
3 Mill Road, Eastbourne, East Sussex BN21 2LY
Tel: (01323) 723333
Fax: (01323) 733900
Mob: 07909 642299
07709 543283

Our mission is to provide a secure, agreeable, and tasteful home, to those of advancing years, who are enduring the transition from total independence, to the need for progressive assistance.

Tel: 01323 732077  •  Mob: 07885 484499  •  Fax: 01323 722802  •  www.southfieldshouse.com
Southfields Road, Eastbourne, East Sussex BN21 1BZ

Rosebery House Residential Care Home

High quality 30 bedded Care Home specialising in care for sufferers of all forms of Dementia, located in a serene setting next to Hampden Park.

- Professionally trained & friendly staff
- Lift access to all floors
- Nutritious meals & special diets catered for
- Well kept level gardens with green house, raised flower beds and vegetable patch
- Wide range of activities - inside & out, with a dedicated activities co-ordinator
- Easy access to the shops & railway station
- Visiting Chiropodist & Hairdresser
- Social Service Funded Residents welcomed

2 Rosebery Avenue, Hampden Park, Eastbourne, East Sussex BN22 9QA
Email: enquiries@rosebery-carehome.co.uk

01323 501026 www.rosebery-carehome.co.uk

SHANDON HOUSE

We provide a safe, homely, friendly environment, with highly developed staff to encourage residents to remain as independent as possible. Our pleasantly designed single rooms, with facilities such as en-suite to shared wc, TV sockets, central heating, telephone facilities, and you may also bring any favourite items of furniture to personalise your room.

Meals are served in a flexible way allowing a choice of menu. Particular dietary needs are catered for where possible. All personal laundry is undertaken by the home.

Please contact
Mrs Bree or Carlene Fox:
3 Mill Road, Eastbourne, East Sussex BN21 2LY
Tel: (01323) 723333
Fax: (01323) 733900
Mob: 07909 642299
07709 543283

Other services include:
- Visits from a doctor, dentist, chiropodist, physiotherapist, hairdresser
- Daily paper/magazine delivered
- Visiting library
- Regular social activities & outings arranged

01323 732 077 www.southfieldshouse.com

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Care homes continued

HOMELEA RESIDENTIAL CARE HOME
15–17 Lewes Road, Eastbourne BN21 2BY
Tel: 01323 722046  

INGHAM HOUSE LTD
10–12 Carlisle Road, Eastbourne BN20 7EJ
Tel: 01323 734009  

JASMINE HOUSE
4 Park Avenue, Eastbourne BN22 9QN
Tel: 01323 509059  

JEMINI RESPONSE LIMITED
17 & 41 Jerome Close Eastbourne BN23 7QY
Tel: 01323 765030 & 01323 767399  

KELLER HOUSE RESIDENTIAL CARE HOME
52 Carew Road, Eastbourne BN21 2JN
Tel: 01323 722052  

LEBRUN HOUSE
9 Prideaux Road, Eastbourne BN21 2NW
Tel: 01323 734447  

LITTLE ACORNS
43 Silverdale Road, Eastbourne BN20 7AT
Tel: 01323 720520  

MEADS HOUSE RESIDENTIAL CARE HOME
26 Denton Road, Eastbourne BN20 7ST
Tel: 01323 732632  

MILTON GRANGE
Milton Road, Eastbourne BN21 1SL
Tel: 01323 466466  

MOUNT LODGE
5 Upper Avenue, Eastbourne BN21 3UY
Tel: 01323 411312  

ORCHARDOWN REST HOME
4–6 Old Orchard Road, Eastbourne BN21 1DB
Tel: 01323 726829  

PERCIVAL ROAD, 53
Eastbourne BN22 9JN
Tel: 01323 502829  

PRIDEAUX HOUSE
21 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 726443 Advert page 66  

RANWORTH HOUSE
1 Prideaux Road, Eastbourne BN21 2NW
Tel: 01323 644860  

RAVELSTON GRANGE CARE HOME
10 Denton Road, Eastbourne BN20 7SU
Tel: 01323 728528 Advert page 76  

RIVENDALE LODGE EMI CARE HOME
14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575  

ROSEBERY HOUSE
2 Rosebery Avenue, Hampden Park, Eastbourne BN22 9QA
Tel: 01323 501026 Advert page 64  

SAFFRONS CARE HOME
20 Saffrons Road, Eastbourne BN21 1DU
Tel: 01323 720430  

SEDGEMOOR & FRAMLEY
2–4 Mill Road, Eastbourne BN21 2LY
Tel: 01323 725828  

SHALOM
8 Carew Road, Eastbourne BN21 2BE
Tel: 01323 410926  

SHANDON HOUSE
3 Mill Road, Eastbourne BN21 2LY
Tel: 01323 723333 Advert page 64  

SHINEWATER COURT
Milfoil Drive, Eastbourne BN23 8ED
Tel: 01323 769196  

SHIRES, THE
Gorringe Road, Eastbourne BN22 8XL
Tel: 01323 721032  

SOUTHFIELDS HOUSE RESIDENTIAL CARE HOME
Southfields Road, Eastbourne BN21 1BZ
Tel: 01323 732077 Advert page 64  

ST ANNE’S RESIDENTIAL CARE HOME
4 St Anne’s Road, Eastbourne BN21 2DJ
Tel: 01323 728349  

ST MARGARET’S CARE HOME
99 Carlisle Road, Meads, Eastbourne BN20 7TD
Tel: 01323 639211  

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

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

Advertisers are highlighted
**Carlisle Lodge**

Large Victorian house offering a caring and homely environment, providing the highest standards of professional nursing and residential care. Spacious, well-furnished single rooms with en-suite facilities.

Contact: The Manager
103 Carlisle Road, Eastbourne BN20 7TD
Tel: 01323 646149
Web: www.crollgroup.co.uk

"Care with comfort, dignity, privacy and independence"

---

**FELIX HOLME**

The elegant Victorian House is located within beautiful grounds and gardens and run by a reliable understanding and well-trained staff. Particular emphasis is placed on caring for each individual resident's every need within a safe, homely and friendly environment. Our pleasantly designed single rooms, with facilities such as en-suite to shared w.c., TV sockets, central heating, telephone facilities, and you may also bring any favourite items of furniture to personalise your room.

Meals are served in a flexible way allowing a choice of menu. Particular dietary needs are catered for where possible. All personal laundry is undertaken by the home.

Please contact
Mrs Bree or Carlene Fox:
15 Arundel Road, Eastbourne,
East Sussex BN21 2EL
Tel: (01323) 641848
Fax: (01323) 735900
Mob: 07909 642299

**Prideaux House**

An Edwardian detached care home specialising in the care for those suffering from all forms of Dementia and Alzheimer's.

- A traditionally styled home with a secure, relaxed and homely environment.
- Professional, friendly and well-trained staff committed to provide person-centred care.
- Special diets catered for.

Telephone: 01323 726443

Web: www.prideauxhouse.co.uk
Email: prideauxhouse@hotmail.co.uk
Prideaux House, 21 Prideaux Road, Eastbourne BN21 2ND

---

**NEED HELP IN YOUR SEARCH FOR CARE?**

With so many providers to choose from, where do you start? [www.carechoices.co.uk](http://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.
## Care homes continued

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel.</th>
<th>User Bands</th>
<th>Service</th>
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<tbody>
<tr>
<td><strong>ST MARGUERITE</strong></td>
<td>10 Ashburnham Road, Eastbourne BN21 2HU</td>
<td>01323 729634</td>
<td>OP</td>
<td>Older people (65+)</td>
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<tr>
<td><strong>SUNNYHILL RESIDENTIAL CARE HOME</strong></td>
<td>14 Selwyn Road, Eastbourne BN21 2LJ</td>
<td>01323 430386</td>
<td>OP D</td>
<td>Dementia</td>
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<tr>
<td><strong>THREE GABLES</strong></td>
<td>2 Brand Road, Eastbourne BN22 9PX</td>
<td>01323 501883</td>
<td>OP MH</td>
<td>Physical disability</td>
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<tr>
<td><strong>UPPERTON GARDENS</strong></td>
<td>44 Upperton Gardens, Eastbourne BN21 2AQ</td>
<td>01323 439001</td>
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## Care homes with nursing

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<tbody>
<tr>
<td><strong>AVALON NURSING HOME</strong></td>
<td>3–5 Nevill Avenue, Hampden Park, Eastbourne BN22 9PR</td>
<td>01323 501256</td>
<td>OP D</td>
<td>Dementia</td>
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<tr>
<td><strong>BENDIGO NURSING HOME</strong></td>
<td>22 Arundel Road, Eastbourne BN21 2EL</td>
<td>01323 642599</td>
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<td>Physical disability</td>
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<tr>
<td><strong>CARLISLE LODGE</strong></td>
<td>103 Carlisle Road, Eastbourne BN20 7TD</td>
<td>01323 646149</td>
<td>Advert page 66</td>
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<tr>
<td><strong>CHASELEY</strong></td>
<td>South Cliff, Eastbourne BN20 7JH</td>
<td>01323 744200</td>
<td>OP PD</td>
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<tr>
<td><strong>CHASELEY BUNGALOWS</strong></td>
<td>9 The Sidings, Eastbourne BN22 8QX</td>
<td>01323 645795</td>
<td>OP PD</td>
<td></td>
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<tr>
<td><strong>COPPICE COURT NURSING CENTRE</strong></td>
<td>220 Willington Road, Eastbourne BN21 1XR</td>
<td>01323 886541</td>
<td>Advert page 70</td>
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<tr>
<td><strong>DEVONSHIRE NURSING HOME, THE</strong></td>
<td>95 Carlisle Road, Eastbourne BN20 7TB</td>
<td>01323 731279</td>
<td>OP PD</td>
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</tr>
<tr>
<td><strong>ELSTREE COURT NURSING CENTRE</strong></td>
<td>64 Meads Road, Eastbourne BN20 7QJ</td>
<td>01323 886527</td>
<td>Advert page 70</td>
<td></td>
</tr>
<tr>
<td><strong>FIRWOOD HOUSE</strong></td>
<td>Brassey Avenue, Hampden Park BN22 9QJ</td>
<td>01323 503758</td>
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<tr>
<td><strong>GRANGE HOUSE</strong></td>
<td>21 Grange Road, Eastbourne BN21 4HE</td>
<td>01323 430831</td>
<td>OP D MH YA</td>
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<tr>
<td><strong>INGLEWOOD NURSING HOME</strong></td>
<td>7–9 Nevill Avenue, Hampden Park, Eastbourne BN22 9PR</td>
<td>01323 501086</td>
<td>Advert outside back cover</td>
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<tr>
<td><strong>LONGWORTH HOUSE NURSING HOME</strong></td>
<td>28 Eversfield Road, Eastbourne BN21 2DS</td>
<td>01323 729700</td>
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<tr>
<td><strong>MANOR HALL NURSING HOME</strong></td>
<td>Borough Lane, Eastbourne BN20 8BB</td>
<td>01323 722665</td>
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<tr>
<td><strong>MOORINGS, THE</strong></td>
<td>Rattle Road, Westham BN24 5DS</td>
<td>01323 71671</td>
<td>PD YA</td>
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<tr>
<td><strong>PALM COURT NURSING HOME</strong></td>
<td>17 Prideaux Road, Eastbourne BN21 2ND</td>
<td>01323 721911</td>
<td>D PD</td>
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<tr>
<td><strong>PENTLOW NURSING HOME</strong></td>
<td>59–63 Summerdown Road, Eastbourne BN20 8DQ</td>
<td>01323 722425</td>
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<tr>
<td><strong>QUEEN ALEXANDRA COTTAGE HOMES</strong></td>
<td>Care Wing, 557 Seaside, Eastbourne BN23 6NE</td>
<td>01323 737816</td>
<td>Advert inside back cover</td>
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</tr>
<tr>
<td><strong>SOVEREIGN LODGE CARE CENTRE</strong></td>
<td>2 Carew Road, Eastbourne BN21 2DW</td>
<td>01323 412285</td>
<td>OP D YA</td>
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</tr>
<tr>
<td><strong>SUNRISE OF EASTBOURNE</strong></td>
<td>6 Upper Kings Drive, Eastbourne BN20 9AN</td>
<td>01323 525000</td>
<td>OP</td>
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</tr>
<tr>
<td><strong>TREDEGAR CARE HOME</strong></td>
<td>13 Upper Avenue, Eastbourne BN21 3UY</td>
<td>01323 412808</td>
<td>OP PD</td>
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</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Abbey House has a warm, friendly and comfortable environment. It is kept meticulously clean and feels very much like home from home.

Food is home cooked on the premises by our very own Chefs who are happy to cater for all dietary requirements.

Our rooms are en-suite and have the latest Nurse Call system in place, ensuring help is at hand from our fully trained staff when required.

There is level access throughout via the passenger lift.

Abbey House is brilliantly situated within a few minutes walk of the Seafront, Town Centre, De La Warr Pavilion and Train Station. It is also next door to a Doctors Surgery.

Telephone: 01424 222534
Email: abbey@angelhealthcare.co.uk

20-22 Albert Road • Bexhill-on-Sea • TN40 1DG

Glenmuir House is a stunning Victorian House. Furnished and decorated to a very high standard and surrounded by professionally kept gardens.

Glenmuir only caters for 17 Clients, meaning each and every client is very much treated as individuals.

We know your likes/dislikes and preferences.

Our emphasis is on your wellbeing, happiness and comfort.

The staff at Glenmuir take great pride in their home and ensure each and every Client lives life to the full.

Telephone: 01424 430203
Email: glenmuir@angelhealthcare.co.uk

4 Branksome Road • St Leonards-on-Sea • TN38 0UA

Arden House has a unique character all of its own. The overall atmosphere has a relaxing and homely feel. If you chat to the Clients you will discover how content, happy and fulfilled they are.

The majority of rooms are extremely large and all rooms are en-suite. There is level access throughout via the passenger lift. The rooms at the rear of the Home benefit from wonderful sea views and views over the bowling green.

Arden House has a spectacular garden with ample seating; the garden is very pretty with lots of colourful flowers, it also hosts an enclosed beautiful coy carp pond.

Arden House is situated within a few minutes of the town centre with all its amenities and transport links.

Telephone: 01424 211189
Email: arden@angelhealthcare.co.uk

4-6 Cantelupe Road • Bexhill-on-Sea • TN40 1JG

‘Quality Care in a Prime Location’

Please visit our website

www.stnectans.co.uk

Email: info@stnectans.co.uk

3-9 Cantelupe Road, Bexhill-on-Sea, East Sussex TN40 1JG

Tel: 01424 220030    Evenings: 07834 837558

St Nectans Residential Care Home

St Nectans is a privately run home, registered with the Care Quality Commission and East Sussex County Council as a Preferred Provider. So you can relax knowing you have chosen the very best quality care when you choose St Nectans.

- Town centre location, close to railway and bus stations
- Respite or long term care in superior accommodation
- 24 hour professional care from a highly qualified team
- A warm & friendly atmosphere with fresh, home cooked food
- Visiting library, hairdresser, chiropodist, physiotherapist, audiologist, doctor & dentist
- Weekly entertainment & outings programme
- A warm & friendly atmosphere with fresh, home cooked food
- 24 hour professional care from a highly qualified team
- Respite or long term care in superior accommodation
- Visiting library, hairdresser, chiropodist, physiotherapist, audiologist, doctor & dentist
- Weekly entertainment & outings programme
- Most rooms are en-suite, many with sea views, all have a telephone and TV.
- Traditional home cooked food including full English breakfast and special diets are catered for.
- Right on the seafront, level walks to shops and all amenities. Short stays welcome.

Freephone 0800 174 963 for full brochure
Website www.normanhurst.com

De La Warr Parade, Bexhill-on-Sea, East Sussex TN40 1LB

Caring for the elderly since 1968

NORMANHURST

Three separate individual registered care homes on one two-acre site
Offering three levels of care RESIDENTIAL, NURSING AND EMI.

- All homes have qualified staff in attendance 24 hours a day
- A full time activities organiser employed.
- Each home has a lift, separate lounges and dining rooms.
- Most rooms are en-suite, many with sea views, all have a telephone and TV.
- Traditional home cooked food including full English breakfast and special diets are catered for.
- Right on the seafront, level walks to shops and all amenities. Short stays welcome.

Tel: 01435 883 492

For more information, phone the Manager on 01424 217688
Richmond, Collington Lane East, Bexhill on Sea, East Sussex TN39 3RJ
www.mha.org.uk

Supporting Vulnerable adults is our strength

Oakdown House & Carricks Brook

Specialising in Learning Disabilities,
Autism, ASD, Aspergers & Bespoke Day Service Packages

Oakdown House
Ticehurst Road, Burwash Common, East Sussex, TN19 7JR
Tel: 01435 883 492
www.oakdownhouse.co.uk

Richmond offers outstanding care in exceptional surroundings. With 58 en-suite rooms in a light and airy building, we offer residential and Dementia care to the highest of standards

Why not come and visit us and have a look around Richmond’s rooms and grounds, share a coffee and meet our staff?

Methodist Homes (MHA), Registered as a Charity - No. 1033195

Richmond Residential Home
**Care homes**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
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**Bexhill and Rother**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>OP</td>
<td>D</td>
<td>OP PD</td>
<td>LDA</td>
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### AARON MANOR
26–28 Penland Road, Bexhill-on-Sea TN40 2JG
Tel: 01424 223839

### ABBEY HOUSE RESIDENTIAL CARE HOME
20–22 Albert Road, Bexhill-on-Sea TN40 1DG
Tel: 01424 222534 [Advert page 68]

### AMBLESIDE RESIDENTIAL CARE HOME
122 De La Warr Road, Bexhill-on-Sea TN40 2JL
Tel: 01424 219821

### AMHERST COURT
39 Amherst Road, Bexhill-on-Sea TN40 1QN
Tel: 01424 217622

### ARDATH
27 Hastings Road, Bexhill-on-Sea TN40 2HJ
Tel: 01424 210538

### ARDEN HOUSE RESIDENTIAL CARE HOME
4–6 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 211189 [Advert page 68]

### ASHCROFT HOUSE
11 Elmstead Road, Bexhill-on-Sea TN40 2HP
Tel: 01424 736020

### ASHLEE LODGE
5 Jameson Road, Bexhill-on-Sea TN40 1EG
Tel: 01424 220771

### ASHLodge
83–85 Cantelupe Road, Bexhill-on-Sea TN40 1PP
Tel: 01424 217070

### BEECHWOOD LODGE
148 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 844989

### BELLE HOUSE
Belle Hill, The Old Town, Bexhill-on-Sea TN40 2AP
Tel: 01424 221624

### BISHOP’S CROFT
Bishop’s Lane, Robertsbridge TN32 5BA
Tel: 01580 880556

### BRITANNIA HOUSE
7–11 Jameson Road, Bexhill-on-Sea TN40 1EG
Tel: 01424 217419

### BURTON COTTAGES
Bishop’s Lane, Robertsbridge TN32 5BA
Tel: 01580 881715

### CAMBER LODGE
93 Lydd Road, Camber TN31 7RS
Tel: 0208 668 6469

### CARRICKS BROOK
Carricks Hill, Dallington, East Sussex TN21 9JL
Tel: 01435 831633 [Advert page 68]

### CEDARWOOD HOUSE
Hastings Road, Battle TN33 0TG
Tel: 01424 772428

### CREGG NA BA
Chain Lane, Battle TN33 0HG
Tel: 01424 777280

### CROSS LANE HOUSE
Cross Lane, Ticehurst, Wadhurst TN5 7HQ
Tel: 01580 200747

### ELIZABETH COURT REST HOME
4 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 219105

### ERIDGE HOUSE REST HOME
12 Richmond Road, Bexhill-on-Sea TN39 3DN
Tel: 01424 214500

### FRINTON HOUSE
22 Buckhurst Road, Bexhill-on-Sea TN40 1QE
Tel: 01424 214430

### GREEN BANK
11 Hastings Road, Bexhill-on-Sea TN40 2HJ
Tel: 01424 211704

### GREENHILL
Station Road, Crowhurst, Battle TN33 9DB
Tel: 01424 830295

### GREENWOOD
16 Dalmeny Road, Bexhill-on-Sea TN39 4HP
Tel: 01424 210383

### HIGHBEECH CARE HOME
124 Dorset Road, Bexhill-on-Sea TN40 2HT
Tel: 01424 221034

### HOLMESDALE HOUSE
3 Holmesdale Road, Battle TN39 3QE
Tel: 01424 217953

### JASMINE LODGE
Station Road, Northiam, Rye TN31 6QL
Tel: 01797 252614

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Questions about aged care? We’ll help you find the answers

Many people have questions when they are thinking about aged care for themselves or for a loved one. From understanding the different options available to finding out how to pay for care – we can help.

Bupa offers free, expert advice to help you make the right decision for you and your loved ones.

Our friendly team of specially trained advisors are here to help, 7 days a week

0333 220 4922†

†Monday to Friday, 8am - 8pm, or Saturday and Sunday, 9am - 5pm. Calls from any line to 03 numbers are charged at no more than UK national rates and count towards any inclusive minutes from mobiles.

John’s comfort isn’t our only priority.
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• Compassionate, stable team
• 3 acres of beautiful grounds

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or email gm.peterhouse@nabs.org.uk

A care home where your loved ones come first

www.peterhousecare.com

Service  OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism
User Bands  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs
LAWN COURT CARE HOME
26–27 Park Road, Bexhill-on-Sea TN39 3HZ
Tel: 01424 211476

LENNOX LODGE
37 The Highlands, Bexhill-on-Sea TN39 5HL
Tel: 01424 215408

LUCERNE HOUSE
12 Mitten Road, Bexhill-on-Sea TN40 1QL
Tel: 01424 224181

MARINERS, THE
15 High Street, Rye TN31 7JF Tel: 01797 223503

MILLCROFT
Vines Cross Road, Horam TN21 0HF
Tel: 01435 812170

MOUNTAIN ASH
Fairlight Gardens, Fairlight TN35 4AY
Tel: 01424 812190

NORMANHURST
De La Warr Parade, Bexhill-on-Sea TN40 1LB
Tel: 01424 217577 Advert page 68

OAKDOWN HOUSE
Ticehurst Road, Burwash Common TN19 7JR
Tel: 01435 883492 Advert page 68

OAKSIDE
Main Street, Northiam, Near Rye TN31 6NB
Tel: 01797 252165

OLD RECTORY, THE
Stubb Lane, Brede, Rye TN31 6EH
Tel: 01424 882600

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Tel: 01424 211898

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Tel: 01424 773251

PEASMARSH PLACE
Church Lane, Peasmarsh TN31 6XE Tel: 01797 230555

PRIORY EGERTON ROAD
18 Egerton Road, Bexhill-on-Sea TN39 3HH
Tel: 01424 223757

RICHMOND
Collington Lane East, Bexhill-on-Sea TN39 3RJ
Tel: 01424 217688 Advert page 68

RIPPLESIDE REST HOME
41 Jameson Road, Bexhill-on-Sea TN40 1EG
Tel: 01424 217092

ROOKHURST
17 Rookhurst Road, Bexhill-on-Sea TN40 2NZ
Tel: 0208 224 3166

ROSELANDS RESIDENTIAL HOME
Cackle Street, Brede TN31 6EB Tel: 01424 882338

SANDHURST REST HOME
142 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 844405

SAXONWOOD
Saxonwood Road, Battle TN33 0EY Tel: 01424 774336

ST MICHAEL'S REST HOME
107 Cooden Drive, Bexhill-on-Sea TN39 3AN
Tel: 01424 210210

ST MORITZ
8 Mitten Road, Bexhill-on-Sea TN40 1QL
Tel: 01424 731150

ST NECTANS RESIDENTIAL CARE HOME
3–9 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 220030 Advert page 68

ST VINCENT'S REST HOME
Down Road, Bexhill-on-Sea TN39 4HD
Tel: 01424 211244

SUMMER WOOD RESIDENTIAL CARE HOME
18 Magdalen Road, Bexhill-on-Sea TN40 1SB
Tel: 01424 221641

TALL TREES
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Tel: 01424 211990

THORNWOOD CARE LTD
Turkey Road, Bexhill-on-Sea TN39 5HZ
Tel: 01424 223442

TRAFALGAR HOUSE
9 Sutherland Avenue, Bexhill-on-Sea TN39 3LT
Tel: 01424 222911

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

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

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

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.

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Burwash, TN19 7BE
01435 667 721

Hurstwood View
Linum Lane,
Uckfield, TN22 3FH
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Wadhurst Manor
Station Road,
Wadhurst, TN5 6RY
01892 628 193

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www.barchester.com
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Tel: 01424 869129

**WARREN, THE 23–25**
Ticehurst TNS 7QY Tel: 01580 201448

**WATCHBELL HOUSE**
14 Watchbell Street, Rye TN31 7HA Tel: 01797 222059

**WELL HOUSE, THE**
Golden Cross, Hailsham BN27 4AJ
Tel: 01825 873389

**WHITEBRIARS CARE HOME**
20 Bedford Avenue, Bexhill-on-Sea TN40 1NG
Tel: 01424 215335

**WHITEGATES RETIREMENT HOME**
Westfield Lane, Westfield, Hastings TN35 4SB
Tel: 01424 754865

**WILLOWS, THE**
30a The Finches, Bexhill-on-Sea TN40 1UF
Tel: 01424 217026

**WILTON LODGE RESIDENTIAL CARE HOME**
55 Wilton Road, Bexhill-on-Sea TN40 1HX
Tel: 01424 216250

**WOODVILLE REST HOME**
8-10 Woodville Road, Bexhill-on-Sea TN39 3EU
Tel: 01424 730497

**Care homes with nursing**

**ANCASTER COURT NURSING HOME**
24 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 869129 Advert page 70

**ASHRIDGE COURT CARE CENTRE**
163 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 842357 Advert outside back cover

**ASHWOOD NURSING HOME**
Burwash Common, Etchingham TN19 7LT
Tel: 01435 883434

**BAY HOUSE CARE LTD**
2–3 Middlesex Road, Bexhill-on-Sea TN40 1LP
Tel: 01424 210202

**DUDWELL ST MARY CARE HOME**
Etchingham Road, Burwash TN19 7BE
Tel: 01435 667721 Advert page 72

**GLOTTENHAM MANOR CARE HOME**
Bishop’s Lane, Robertsbridge TN32 5EB
Tel: 01580 880212

**GROSVENOR PARK NURSING AND RESIDENTIAL HOME**
26 Brookfield Road, Bexhill-on-Sea TN40 1NY
Tel: 01424 869128 Advert page 70

**HAZELMERE NURSING HOME**
9 Warwick Road, Bexhill-on-Sea TN39 4HG
Tel: 01424 214988

**HEATHERDENE NURSING HOME**
30 The Highlalnds, Bexhill-on-Sea TN39 5HL
Tel: 01424 224518

**LINDSAY HALL NURSING HOME**
128 Dorset Road, Bexhill-on-Sea TN40 2HT
Tel: 01424 219532

**MAIS HOUSE**
18 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 215871

**NORMANHURST**
De La Warr Parade, Bexhill-on-Sea TN40 1LB
Tel: 01424 217577 Advert page 68

**PETERHOUSE**
Church Street, Old Town, Bexhill-on-Sea TN40 2HF
Tel: 01424 730809 Advert page 70

**RYE MEMORIAL HOSPITAL**
Peasmarsh Road, Rye TN31 7UD
Tel: 01797 224499

**ST MARGARET’S NURSING HOME**
20 Twiss Avenue, Hythe, Kent CT21 5NU
Tel: 01303 267557

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

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• Premier and deluxe accommodation
• Single en-suite facilities including wet rooms
• Private patios
• Beautiful landscaped gardens
• 2 large lounges
• Cinema room
• Hairdressing salon
• Daily entertainment and activities
• Excellent cuisine prepared in house
• Dementia friendly
• Homely and friendly atmosphere
• Individual 24 hour nursing care from qualified staff
• Respite available
• Investors in People Gold Standard Award
• Excellent CQC report
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St Leonards-on-Sea TN37 6LD
Tel: 01424 446914

**ALEXANDRA ROAD, 25**
St Leonards-on-Sea TN37 6LD
Tel: 01424 720749

**ALEXANDRA ROAD, 27**
St Leonards-on-Sea TN37 6LD
Tel: 01424 714014

**BANNOW RETIREMENT HOME**
Quarry Hill, St Leonards-on-Sea TN38 0HG
Tel: 01424 433021

**BARCHESTER TOWER**
31 De Cham Road, St Leonards-on-Sea TN37 6JA
Tel: 01424 435398

**BARRINGTON HOUSE**
Rye Road, Hastings TN35 5DG
Tel: 01424 422228

**BECKLEY CLOSE, 14**
St Leonards-on-Sea TN38 9TA
Tel: 01424 854104

**BETHUNE COURT**
30 Boscobel Road, St Leonards-on-Sea TN38 0LX
Tel: 01424 719393

**BISHOPS CORNER**
23 Boscobel Road, St Leonards-on-Sea TN38 0LX
Tel: 01424 201643

**BISHOPS GATE**
58 Springfield Road, St Leonards-on-Sea TN38 0TZ
Tel: 01424 721021

**BISHOPS LODGE**
19 Fearon Road, Hastings TN34 2DL
Tel: 01424 719011

**BISHOPS WAY**
36 St Peters Road, St Leonards-on-Sea TN37 6JQ
Tel: 01424 720320

**BLAIR HOUSE**
24 Pevensey Road, St Leonards-on-Sea TN38 0LF
Tel: 01424 437608

**BRIDGEWATER HOUSE / OAK VIEW**
21 Old Roar Road, St Leonards-on-Sea TN37 7HA
Tel: 01424 756803

**CANTU ROAD, 76**
Hastings TN35 5HT
Tel: 01424 457761

**CASTLEMAINE CARE HOME**
4 Avondale Road, St Leonards-on-Sea TN38 0SA
Tel: 01424 422226

**CHAPEL PARK ROAD, 51**
St Leonards-on-Sea TN37 6JQ
Tel: 01424 201340

**CHAPEL PARK ROAD, 51A**
St Leonards-on-Sea TN37 6JQ
Tel: 01424 425846

**CLIFTON COURT**
8–10 Clifton Road, Hastings TN35 5AJ
Tel: 01424 428708

**COLLIER ROAD, 63**
Hastings TN34 3JS
Tel: 01424 430743

**CREST HOUSE CARE HOME**
St Matthews Road, St Leonards-on-Sea TN38 0TN
Tel: 01424 436229
Advert page 76

**CUMBERLAND COURT RESIDENTIAL HOME**
6 Cumberland Gardens, St Leonards-on-Sea TN38 0QL
Tel: 01424 432949
Advert page 76

**CUMBERLAND HOUSE**
21 Laton Road, Hastings TN34 2ES
Tel: 01424 422458

**DERWENT RESIDENTIAL CARE HOME**
38 Sedlescombe Road South,
St Leonards-on-Sea TN38 0TB
Tel: 01424 436044

**EDENDALE CARE HOME**
5–6 The Green, St Leonards-on-Sea TN38 0SY
Tel: 01424 429908

**FABEE NURSING HOME**
35 Fearon Road, Hastings TN34 2DL
Tel: 01424 436485

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

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- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Tusker House
57 Pine Avenue, Hastings, East Sussex TN34 3PP  •  Telephone 01424 421573

This specialist family run care home offers a warm, friendly and relaxed atmosphere with a high degree of personal comfort for residents suffering from Dementia.

Spacious accommodation with attractive landscaped gardens.
Rooms on ground and first floor.
Visiting Chiropodist, Optician and Hairdresser.

Quality Care in a Homely Environment

- Small family run homes with a warm friendly atmosphere
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- Attractive gardens
- Organised activities and regular trips
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- Long term or respite care (after leaving hospital or to give family or other carers a break)

Raverton Grange
Residential Care Home
10 Denton Rd, Meads, Eastbourne BN20 7SU
Tel: 01323 728 528

Email: paul.piercy@cumberlancourt.co.uk  |  www.pjpcare.co.uk
Preferred Provider to East Sussex County Council

Crest House Care Home
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Tel: 01424 814551
OP LDA YA

FERNWOOD
30 Fern Road, St Leonards-on-Sea TN38 0UH
Tel: 01424 460689
LDA

GENSING REST HOME
76–78 London Road, St Leonards-on-Sea TN37 6AS
Tel: 01424 712982
PD MH AD

GLENMAR
2–3 Charles Road, St Leonards-on-Sea TN38 0QA
Tel: 01424 436864
MH

GLENMUIR HOUSE RESIDENTIAL CARE HOME
4 Branksome Road, St Leonards-on-Sea TN38 0UA
Tel: 01424 430203
Advert page 68
OP PD SI

GROSVENOR HOUSE
11–14 Grosvenor Gardens, St Leonards-on-Sea TN38 0AE
Tel: 01424 423831
Advert page 76
OP D PD

HAZELBRAE CARE HOME
76 St Saviours Road, St Leonards-on-Sea TN38 0AR
Tel: 01424 425080
D

HAZELWOOD
9 Church Road, St Leonards-on-Sea TN37 6EF
Tel: 01424 423755
LDA

HEALEY HOUSE
3 Upper Maze Hill, St Leonards-on-Sea TN38 0LQ
Tel: 01424 436359
OP SI

HIGH BEECH CLOSE, 5
St Leonards-on-Sea TN37 7TT
Tel: 01424 850785
LDA

HIGH BEECH CLOSE, 6
St Leonards-on-Sea TN37 7TT
Tel: 01424 852464
LDA

HURST RESIDENTIAL HOME, THE
124 Hoadswood Road, Hastings TN34 2BA
Tel: 01424 425693
MH

JOHNSON CLOSE, 1
St Leonards-on-Sea TN37 7BG
Tel: 01424 853339
LDA

LIGHTHOUSE REHABILITATION CENTRE, THE
St Leonards-on-Sea TN37 6AS
Tel: 01424 430111
MH AD

MARLBOROUGH LODGE
253 Wishing Tree, St Leonards-on-Sea TN38 9LA
Tel: 01424 854103
LDA

MOUNTSIDE RESIDENTIAL CARE HOME
9–11 Laton Road, Hastings TN34 2ET
Tel: 01424 424144
Advert page 76
OP

NEWLANDS CLOSE, 20
Hastings TN34 2QW
Tel: 01424 755717
LDA

OLD HASTINGS HOUSE
132 High Street, Hastings TN34 3ET
Tel: 01424 452640
OP

PARK BECK, THE
21 Upper Maze Hill, St Leonards-on-Sea TN38 0LG
Tel: 01424 445855
OP D PD SI

RIDGE, THE, 361
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LDA

RIDGE, THE, 368
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SANCTUARY, THE
36 Ashburnham Road, Hastings TN35 5JL
Tel: 01424 200353
OP MH YA

ST HELEN’S DOWN
46 St Helen’s Down Hastings TN34 2BQ
Tel: 01424 432958
PD LDA MH SI YA

ST MARK’S
23 Collier Road, Hastings TN34 3JR
Tel: 01424 200854
LDA MH YA

ST MATTHEW’S ROAD, 3–5
St Leonards-on-Sea TN38 0TN
Tel: 01424 445924
LDA YA

ST PETER’S ROAD, 22
St Leonards-on-Sea TN37 6JG
Tel: 01424 447851
LDA MH YA

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

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

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Director of Creative Operations: Lisa Werthmann. Assistant Production Manager: Jamie Harvey.

82 This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
Queen Alexandra Cottage Homes is Eastbourne’s oldest Charity and provides high quality nursing and residential care for up to 28 residents, as well as award-winning accommodation for independent living, all set within beautifully landscaped gardens.

The Homes promote an ethos of independence, dignity and choice, and nursing care is provided within a warm, safe and friendly environment. The management and staff are always available for help and advice, and family and friends are welcome to visit at any time.
Quality Nursing Care Across East Sussex

Ashridge Court Care Centre
163 Barnhorn Road
Bexhill-on-Sea, TN39 4QL
BEXHILL-ON-SEA: 01424 842357
WWW.ASHRIDGECOURT.CO.UK

Pentlow Nursing Home
59-63 Summerdown Rd
Eastbourne, BN20 8DQ
EASTBOURNE: 01323 722245
WWW.PENTLOW.CO.UK

Inglewood Nursing Home
7&9 Nevill Avenue, Hampden Park
Eastbourne, BN22 9PR
EASTBOURNE: 01323 501086
WWW.INGLEWOODCARE.CO.UK

Community Care Services

Community Care Services in Eastbourne, Bexhill & surrounding areas.
Care packages from half an hour to 24 hours tailored to your needs.

Ashridge Community Care
BEXHILL-ON-SEA
01424 863851
WWW.PENTLOWCOMMUNITY.CO.UK

Pentlow Community Care
EASTBOURNE
01323 431810

The Canford Healthcare team has a well-established reputation for providing nursing and care for the elderly to the very highest standards. Canford Healthcare’s main mission is to promote a friendly and relaxing atmosphere of care and support which both encourages and enables our residents to live a fulfilled and interesting lifestyle, whilst providing professional nursing care.