Buckinghamshire
Care and Support Services Directory 2015/16

Information and advice on choosing and paying for your care and support
Home support • Housing options • Care helpline • Care homes

www.buckscc.gov.uk
At Centurion Care we aim to provide a quality service to meet residents' individual care needs - social, emotional, spiritual and physical. Our approach is one that allows residents to retain the right to dignity, privacy, choice, independence and fulfilment.

Chilterns Manor
24 hour residential care
• Single rooms, all with call bells
• Highly trained staff and Personalised Care Plans
• Comfortable lounge and dining areas
• Beautiful landscaped gardens
• Home cooked food prepared by our chef
• Activities programme

Telephone: 01628 528676
Northern Heights, Bourne End, Buckinghamshire SL8 5LE

Chartridge Lane
Residential care for adults with learning disabilities
• Person-centred approach
• Residents are actively supported to maintain their skills
• Promotes "self direction, social inclusion and participation"
• Empowering individuals to make informed decisions

69 Chartridge Lane, Chesham, Bucks HP5 2RG

Telephone: 01494 810117

Brook House
24 hour nursing care
• Qualified nursing staff and Personalised Care Plans
• 35 bedrooms offer all the facilities to ensure comfort and care
• Positive approach to individual care
• Nurse call systems are fitted in all bedrooms
• Varied activities programme
• Home cooked meals prepared by our chef

28 The Green, Wooburn Green, Buckinghamshire HP10 0EJ

Telephone: 01628 528228

Penley Grange
Residential care for adults with learning disabilities
• Specialising in challenging behaviour and/or autism
• Professional and dedicated fully trained support workers
• Holistic approach to service provision in accordance with each person’s needs and aspirations, which encompasses all aspects of social support, leisure and recreation.
• We aim to empower service users by enabling them to make informed choices in all aspects of their lives.

Marlow Road, Stokenchurch, Buckinghamshire HP14 3UW

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To obtain extra copies of this Directory, free of charge, call Buckinghamshire County Council on 01296 387821.

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

Visit www.carechoices.co.uk for further assistance with your search for care.
Welcome to the 2015/16 edition of the Buckinghamshire Care and Support Services Directory.

Getting the right advice and information can be daunting when you are looking for care and support, either for yourself or for a person you care for. We hope the information in this directory will guide you through the options and help you to make the right decisions.

From April 2015, care and support in England is changing for the better. The Care Act will help to make care and support more consistent across the country and brings in changes which make it fairer for everyone.

Whether you receive support at home or you are living in a care home the changes are designed to make sure you are in control. It will make it easier for you to make plans for your care now, and in the future.

Many of the things the Care Act now makes statutory for the local authority are things we are already doing here in Buckinghamshire, such as having a Safeguarding Board and a prevention programme called Prevention Matters which helps people avoid or delay the need for greater health and social care involvement.

A new website www.careadvicebuckinghamshire.org is also being launched in April 2015 so that it will be easier to find the information you need to make the right decisions. The website will also have information about support and services across the county and a secure area for you to purchase goods and services that will help you with your care.

There are two stages for the implementation of the Care Act, April 2015 and April 2016.

The main themes of the Care Act are:

**From April 2015**

1. Carers have more rights to get support for themselves and can be assessed for support whether or not the person they care for receives care.

2. Deferred payments to cover the cost of care home fees. We will, in effect, loan you the fees until you choose to sell your home or you pass away.

3. Everyone has a right to an assessment of their care needs regardless of their financial situation, and should receive information, advice and guidance whether eligible for our support or not.

4. Information, advice and guidance to help you make decisions about the right care and support for you, how to get more information and where to go for financial advice.

**From April 2016**

1. £72,000 Cap on care fees. Excludes living costs - currently £12,000 per annum.

2. A Care Account must be set up by us, to start counting towards the Cap. You must have eligible needs assessed by us.

3. Assets and savings limit, currently between £14,250 and £23,250, changes to between £17,000 and £118,000 to receive financial help from us.

Please note that the figures quoted above are the amounts advised by the Government and subject to confirmation prior to implementation in April 2016.

Our thanks go to Care Choices who produced this Directory at no cost to Buckinghamshire County Council. If you wish to make any comments about this Directory, please write to:

The Communications Officer
Vulnerable Adults
Policy, Performance and Communications
Buckinghamshire County Council
County Offices, Walton Street
Aylesbury HP20 1YU

Every effort has been made to ensure that the information is accurate at the time of going to print. However, no responsibility can be held by Buckinghamshire County Council for verifying claims made by the advertisers.

For more information about the range of services delivered by Adult Social Care you can visit our website at www.bucksc.gov.uk or www.careadvicebuckinghamshire.org

Email: customerservices@buckscc.gov.uk
Tel: 0845 370 8090

Write to: Communications, Vulnerable Adults, Policy, Performance & Communications, County Hall, Walton Street, Aylesbury HP20 1YU
Residents of Aylesbury Vale, Chiltern and South Bucks and Wycombe districts who find it difficult or impossible to use public transport can become members of their local Dial-A-Ride scheme. You must register by calling:

- **Aylesbury Vale**: 01296 330088
- **Chiltern and South Bucks**: 01494 766123

There is an annual cost to join your local scheme as well as a cost per journey.

Services are available Monday to Friday from 8.00am to 5.00pm. There are different arrangements in each area regarding the hire of vehicles for special trips so please contact your local scheme for details.

Members can go shopping, to work, visit friends, attend day centres, doctors’ surgeries or social events. Dial-A-Ride provides a door to door service, so charges will be higher than the bus fare for a similar journey, but generally will be considerably less than a taxi fare.

All vehicles are fully accessible and have passenger lifts, shallow steps, grab rails, enhanced safety equipment and safety locking secure tracking for wheelchairs.

**Blue Badges**

This scheme offers national on-street parking concessions for severely disabled people. Blue Badge holders do not need to be the driver of the vehicle to use the badge.

**How to apply**

You can complete the Blue Badge application form on the Government’s website: [www.gov.uk](http://www.gov.uk). The application needs to be completed in full whether the applicant has previously held a Blue Badge or is applying for the first time. To complete the form you’ll need (where relevant):

- your National Insurance number;
- driving licence number;
- expiry date of your Higher Rate Mobility Allowance/PIP* or War Pension;
- details of your doctor and any specialists you see; and
- details of any medication you take, including the dosage.

Please make a note of the tracking reference number. You can upload a photo online (passport photo rules apply) and pay online.

Once you’ve completed the application, please send the following documents and quote your tracking reference number:

- proof of address, as stated in the application;
- proof of identity, as stated in the application;
- other supporting documentation requested during the application (proof of HRM, War Pension etc.);
Blue Badges continued

• £10 cheque or postal order made payable to Buckinghamshire County Council; and a recent photo (if not submitted online).

Please allow two to four weeks for your badge to be issued. You can check the progress of your application online by using your tracking reference number.

If you’re making a renewal application it is recommended you apply four weeks before the expiry date on your current badge. All applications are processed, with the exception of critically ill applicants, in the order that they are received.

You don’t need to contact your doctor, the service will contact your doctor directly if it needs to.

If you do not have access to the internet and need an application form please call Buckinghamshire County Council on 0845 370 8090.

* Since 2013 a new Personal Independence Payment replaced Disability Living Allowance for disabled people aged 16 to 64.

Support with Confidence

Direct Payments give you the choice and control to have the care and support you need. They can be used to help pay for a range of support, including home and day care. You can also use a Direct Payment to employ a Personal Assistant.

To help give you confidence to employ a Personal Assistant, Buckinghamshire Trading Standards together with Adult Social Care have set up a joint initiative - Support with Confidence - which approves people offering these services.

Background checks, including Disclosure and Barring Service checks, are carried out on all applicants to ensure they are trained in the range of relevant skills needed.

All Support with Confidence approved Personal Assistants and Support Brokers agree to follow a Code of Conduct ensuring confidentiality and protection of their customers’ interests.

If you are eligible for support from the council and want a Personal Assistant you can ask an approved Support Broker (see page 25) to visit you and discuss who would best fulfil your needs.

To find out more call: 08453 708090.

Day services

Day services are currently undergoing a programme of modernisation. Most of the day centres in the county are being replaced by six Day Opportunities Centres. The first new Day Opportunities Centre opened in Aylesbury in January 2014, followed by Buckingham in October 2014 and Chesham in April/May 2015. The Centre for Beaconsfield will be used mainly for respite and offers day activities for people with severe learning difficulties. Two further centres are planned for Burnham (late 2015) and High Wycombe (2016).

The Day Opportunities Centres will be more available to the community while providing vulnerable adults who need a building-based service a secure place to receive a day service that meets all their needs.

People who have attended a day centre but who do not necessarily need to be in a building all day are able to choose from a wide range of services and activities that are more community-based.

For younger adults these might be opportunities to learn new skills, do volunteer work, or take part in activities that add to their quality of life. Older people will also have opportunities to meet and socialise with their friends and peers and take part in activities that encourage a more independent lifestyle.

We have developed services to help people identify these more community-based activities, including an accredited brokerage service which assists people with planning their support (explained on page 25).

Day services, in the new Centres and in the community are being delivered by our trading company, Buckinghamshire Care. Although wholly owned by the Council, Buckinghamshire Care can provide services to people who fund their own care and support, as well as to people who are supported by Adult Social Care.

To find out more about Buckinghamshire Care visit the website at www.buckinghamshirecare.co.uk email: info@buckinghamshirecare.co.uk or call: 0333 121 0201.
### Making life easier in your home

### In the living room

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<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Get in and out of chairs | • Standing up from sitting is difficult | • Block of foam in chair base  
• Buy a new chair – get professional help to make sure the height is right  
• Regular gentle exercise  
• Get up regularly, to keep mobile | • Buy electric riser chair | • Ready made chair raisers if your chair is low |
| Open and close windows | • Can't reach windows  
• Not secure to leave windows open | • Move furniture out of the way  
• Gadget to open/close window | • Environmental controls | • Remove window opener  
• Install extractor fan  
• Install new windows |
| Control heating | • Can't reach controls for fire or heating | • Change switches  
• Fit timer switch | • Install new or additional heating system | • Move heating controls |
| Switch lights on and off | • Can't reach switch  
• Switch is difficult to use | • Light switch toggle  
• Socket extension  
• Handi-plugs | • Environmental controls | • Move light switches  
• Replace light switches |
| Keep warm | • Affording the fuel  
• Carrying the fuel  
• Control heating | • Insulate your home  
• Ask for a winter fuel payment  
• Use a trolley – if you can safely lift the fuel into the trolley | • Get a grant  
• Change to a cheaper heating system | • Replace the fire |
| Watch TV | • Hear the sound of the TV | • Use subtitles | • Get a room loop  
• Request an assessment for a hearing aid | • See GP |

To find out more about using technology to help you in the home call: **0845 370 8090**

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

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

To find out more about using technology to help you in the home call: 0845 370 8090
### In the kitchen

#### WHAT YOU HAVE TO DO

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

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

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<th>COMPLEX SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
</tr>
</thead>
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<tr>
<td>Wash hands, face and body</td>
<td>• Turning the taps&lt;br&gt;• Standing at the basin&lt;br&gt;• Basin is too low or too high&lt;br&gt;• Can’t reach all parts of the body</td>
<td>• Tap turners&lt;br&gt;• Long-handled sponge&lt;br&gt;• Flannel strap&lt;br&gt;• Contact (see key below) (see key below) for further information</td>
<td>• Raise or lower basin&lt;br&gt;• Showers</td>
<td>• Lever taps or new taps&lt;br&gt;• Stool</td>
</tr>
<tr>
<td>Have a bath</td>
<td>• Turning the taps&lt;br&gt;• Stepping into the bath&lt;br&gt;• Risk of slipping in the bath&lt;br&gt;• Getting up out of the bath&lt;br&gt;• Difficulty washing your back</td>
<td>• Strip wash&lt;br&gt;• Non-slip mat in bath&lt;br&gt;• Tap turners&lt;br&gt;• Buy a long-handled sponge&lt;br&gt;• Half-step</td>
<td>• Bath lift&lt;br&gt;• Mobile hoist&lt;br&gt;• Ceiling track hoist&lt;br&gt;• Replace bath with shower&lt;br&gt;• Convert bathroom to a wet room&lt;br&gt;• Consider care in your own home</td>
<td>• Grab rails&lt;br&gt;• Bath board&lt;br&gt;• Bath seat&lt;br&gt;• Lever taps or new taps</td>
</tr>
<tr>
<td>Dry yourself</td>
<td>• Floor is slippery&lt;br&gt;• Room is too cold&lt;br&gt;• Difficulty in drying body</td>
<td>• Heat bathroom&lt;br&gt;• Non-slip mat&lt;br&gt;• Towelling gown</td>
<td>• Hot air body dryer</td>
<td>• Change floor covering</td>
</tr>
<tr>
<td>Use the toilet</td>
<td>• Toilet is too high or too low&lt;br&gt;• Difficult to clean yourself&lt;br&gt;• Flush lever is awkward&lt;br&gt;• Toilet is hard to get to</td>
<td>• Raised toilet seat&lt;br&gt;• Combined toilet seat and support frame&lt;br&gt;• Flush lever extension&lt;br&gt;• Contact (see key below) (see key below) for further information</td>
<td>• Specialist toilet&lt;br&gt;• Alter position of toilet&lt;br&gt;• Request short-term loan of commode</td>
<td>• Buy a commode&lt;br&gt;• Buy a portable urinal&lt;br&gt;• Grab rails</td>
</tr>
<tr>
<td>Clean teeth</td>
<td>• Gripping the toothbrush&lt;br&gt;• Standing at the basin</td>
<td>• Toothbrush gripper</td>
<td></td>
<td>• Electric toothbrush&lt;br&gt;• Stool</td>
</tr>
<tr>
<td>Have a shower</td>
<td>• Difficult to stand for long shower&lt;br&gt;• Shower too high&lt;br&gt;• Shower controls are awkward&lt;br&gt;• Shower is slippery&lt;br&gt;• Not enough room to move</td>
<td>• Strip wash&lt;br&gt;• Non-slip mats&lt;br&gt;• Half-step</td>
<td></td>
<td>• Shower board&lt;br&gt;• Shower chair or stool&lt;br&gt;• Replace shower controls</td>
</tr>
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To find out more about using technology to help you in the home call: 0845 370 8090
Telecare and specialist equipment

We work with agencies across the county to bring Telecare and Telehealth technology into people’s homes so that effective and efficient equipment and systems can be used to increase, maintain or improve the capability and independence of people who may have cognitive, physical or communication difficulties.

In addition to pendant alarms, Telecare equipment can include a:

- natural and carbon dioxide gas detector;
- medicine reminder;
- sounder beacon that flashes when a door bell, telephone or alarm rings;
- temperature alarm;
- bed/chair occupancy sensor;
- flood detection for baths or sinks;
- pressure mat;
- under pillow vibrating alarm;
- bogus caller alarm;
- smoke detector;
- fall detector; and
- movement detector.

Falls
It is generally recognised that speedy response and attendance to a fall can impact on the future health of the patient. Falls can cause loss of confidence which may affect older people’s independence and willingness to remain within their own home.

Dementia
Telecare can be used to support people with dementia and their carers to remain and feel safer within their own home through the use of sensory technology.

Telehealth
This technology, introduced by the NHS, is used to involve patients in monitoring their own health (e.g. chronic obstructive pulmonary disease, congestive heart failure, diabetes) using home-based equipment linked with health professionals.

Telehealth services are likely to become a common feature of NHS care in the future and this service promotes joint working between health, social services and GP practices.

Specialist equipment at home
There is a wide range of equipment available to make life easier for you if you are struggling with your mobility. SAFE+WELL is a new service offered by the our contracted equipment suppliers NRS Healthcare.

The service is available to all residents either online or by telephone. Through a simple and straightforward set of questions the short survey will help you choose the right daily living aids, suggest places you can buy them, and let you know where you can try them locally.

To find out more visit www.safeandwell.co.uk/buckinghamshire or call: 0300 100 0247.

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk can help.

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

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

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

Reablement is a short-term, free service, delivered in your
own home, to help you get back on your feet, for example
after an illness or operation. The service is provided by
trained staff who support you to rebuild confidence in
the skills you need for day-to-day living and become as
independent as possible. This may be support with your
personal care, to manage medication, prepare a meal,
shopping, light household tasks, and getting out and
about.

How it works
A member of the team will visit you to agree what
support you need and how it will be provided. They will
discuss with you what your goals are and work out a
programme to help you achieve them and also undertake
a risk assessment to make sure that the work done with
you is safe and secure.

The aim during the time the Reablement Team work
with you is to give you as much support as you need and
encourage you to be as independent as possible. If your
needs change during the reablement period then, with
your agreement, a care manager/worker will carry out a
full assessment for your longer-term needs.

How you get the service
Your GP, hospital staff or care manager/worker will ask
Adult Social Care to provide you with short-term support
to help you regain skills and confidence so that with extra
support, you should be able to continue to live at home.

What you can expect
Support staff are fully trained and regularly supervised. Our
reablement service works between 7:00am and
10:00pm every day of the year.

Contacting the service
The Reablement service is delivered through our trading
company Buckinghamshire Care and can be contacted on:

Wycombe: 0300 777 1001
Aylesbury: 0300 777 2002

Care in your own home

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

Daily care/ domestic support
Care workers can call in on a daily basis to assist with any
of the tasks described above. Depending on the level of
help required their visits can be just half an hour or up to
several hours. Generally, visits are available from 7:00am
until 10:00pm. Some people will need multiple visits per
day. Night services can also be provided. The hourly rate
for these types of services are dependent on the services
required, the time of day and the location. Rural areas
may present particular difficulties and a travel charge will
probably be made in addition to the normal hourly rate.

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

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

All home care providers are regulated and inspected by
the Care Quality Commission which publishes inspection
reports on its website www.cqc.org.uk. Inspectors have
also started issuing quality ratings. When considering a
service it’s always a good idea to check their report.

Before you make any decisions regarding the provision
of care, be sure to contact several providers and ask for
a ‘Service User’s Guide’ and their charges and a draft
contract between you and the care provider.
Do you need a Helping Hand?

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

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

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

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

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

To find out how we can help you, call:

01296 752630

or visit: www.helpinghands.co.uk

“We are incredibly fortunate to have such dedicated people, like the staff at Helping Hands, caring for the vulnerable and the elderly members of the communities.”

Lisa Carr, Director of The Great British Care Awards

Helping Hands 25th Anniversary

25 Years
We can help you choose the right daily living aids, suggest places you can buy them, and let you know where you can try them out locally.

Whether you’re getting older, have recently been in hospital, have a disability or are caring for someone.

We’re here to HELP

www.safeandwell.co.uk/buckinghamshire
Tel: 0300 100 0247  Email: bucks@safeandwell.co.uk

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Your Lifestyle, Your Health, Our Support.....

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- 24hr Live-In Carers
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Specialist Care Services
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- Mental Health Support
- Palliative Care

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Chiltern Support & Housing | 20 Benjamin Road | High Wycombe | Bucks | HP13 6SR
Chiltern Jigsaw Resource Centre | 101 Draycott Avenue | Harrow | HA3 0DA
www.chilternsupport.com | mail@chilternsupport.com

Safe+Well™ is a service run by NRS Healthcare and supported by Buckinghamshire County Council. We’re here to help people who wish to buy their own daily living aids – these are products designed to make everyday tasks easier.
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.

People arranging and funding their own care either privately or through a Direct Payment or a Personal Budget are able to choose their own worker or care agency.

### Agencies

- **What experience does the agency have in your particular field of need? Can they supply references for you to check?**

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

- **How long has the agency been operating?**

- **How many care workers 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 care worker goes on holiday or is sick, will you be notified in advance that a different care worker will be attending?**

- **How can you contact the agency in an emergency or outside office hours?**

- **How hard or easy would it be to make a complaint and how are things then put right?**

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

### Care workers

- **You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable care workers for your particular care are chosen. Can you talk to them before deciding?**

- **Care workers 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 care workers will work to. Ask how often this plan will be reviewed by the agency.**

- **Care workers must be checked with the Disclosure and Barring Service and have a criminal records disclosure – make sure this is the case.**

### Paying

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

See page 32 for more information on paying for care.

See page 17 for lists of local home care providers
A more caring approach to care at home.

Have you ever wondered if there’s an alternative to residential or respite care for a loved one?

With EdenCare there is.

We offer quality care at home for you, or your loved one, whether a child, young adult or an elderly person.

We are a local and independent provider of care and understand the importance of choice.

If you would like further details of our individually tailored care-at-home packages please contact us for a no obligation chat or visit our website.

EdenCare at home
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www.EdenCareatHome.co.uk

Personalised quality home care in Aylesbury & High Wycombe

- Personal care and support
- Domestic help
- Companionship
- Medication assistance
- Live-in care

01296 641662
aylesbury@caremark.co.uk
www.caremark.co.uk/ aylesbury-and-wycombe

Classic Care
homecare services
www.classiccarehcs.com

Providing home care for Aylesbury, Buckingham & the surrounding villages

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23 Hemingway Road, Aylesbury, HP19 8SD
Email us at: info@classiccarehcs.com
Call us on: 01296 488860

Lovely Rose Care Services Ltd

Our young, dynamic and innovative approach to supported living and residential care makes Lovely Rose Care Services the perfect choice for individuals with physical and sensory disabilities and those that live around them.

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- Shared Housing
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e: info@lovelyrosecareservices.com
www.lovelyrosecareservices.com
### Home care providers

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<td>ABBEYFIELD SOUTH BUCKS - CARE AT HOME SERVICE</td>
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<td>01844 221200</td>
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<td>EPILEPSY SOCIETY SUPPORTED LIVING AND DOMICILIARY CARE SERVICE</td>
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**Service 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 and drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
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Our experienced carers are reliable and fully trained and have undergone enhanced Disclosure and Barring checks.

For more information please contact us on
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   OP D PD SI

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Aylesbury
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YOUR OWN HOME CARE
Berkhamsted
Tel: 07920 887414
   OP YA

Service 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 and drugs

MKB Care - Member of Milton Keynes and Buckinghamshire Care Association – see page 43.
Visit www.carechoices.co.uk for further assistance with your search for care
If you are finding it difficult to manage at home but do not qualify or do not want support from Adult Social Care, we can still help with our in-Touch service or Prevention Matters programme.

‘in-Touch’
If you’re having difficulty staying independent and are not receiving any of our services, we may still be able to help you.

We offer a telephone assessment, advice, information and review service. We can also give you advice to help you plan for the near future.

We can signpost you to voluntary and community services or information that will allow you to make informed choices about your needs.

After your initial contact we’ll call you approximately twice a year to see if you need any further support.

You, your carer or your GP can contact us and we will assess how we can help you.

To find out more about this service and to the many ways in which it can help you can visit the website at www.buckscc.gov.uk, call: 01296 383204 or email: customerservices@buckscc.gov.uk

Prevention Matters
When all that’s needed is a little help to stay independent and active we can find ways to support you.

Our leading-edge prevention service changes the way we meet people’s needs. It is a complete and free advice service to help you before personal health or social problems become critical. Prevention Matters can help if you are:

- struggling to maintain your independence;
- recovering from an illness;
- unable to get out and about;
- feeling lonely and isolated;
- feeling anxious and lacking in self-confidence.

One of our Community Practice Workers (CPWs) will visit you to see how they can support you and work with you to help you find the right support for you. This may be linking you to local activities or support groups, which the CPW will then, with your agreement, arrange and make the first visit with you if appropriate.

You can contact Prevention Matters direct or ask your GP or health professional to refer you to a Community Practice Worker (CPW) who will give you one-to-one support.

Support for carers
There is a wide range of support and services provided directly by us and/or by Carers Bucks, who are funded by us to provide services on our behalf.

We may be able to provide:

- information and advice – for example, about the services for the person you care for, Direct Payments, advocacy services, residential placements;
- a carer’s Direct Payment – may be available to help you in a specific way, for example to help you pursue leisure, social or educational activities;
- services for the person you care for – for example day services, domiciliary care or respite and short breaks away from your caring role;
- information about adaptations, equipment and assistive technology;
- how to make your views known; and
- how to report concerns about you or someone you know being hurt or otherwise harmed.

We may also be able to provide you with a range of universal or specialist services through Carers Bucks, funded by and delivering services for us:

- emotional support through county-wide peer/network groups;
- information about local and national support organisations;
- benefit advice and information;
- training to help you in your caring role;
- future planning;
- information about the cared-for person’s condition; and
- specialist advice and support – for example, power of attorney, emergency planning, support with employment.

To find out more or to request a carer’s assessment you can speak to the social care manager involved with the assessment, or call our Community Care and Response Team on 01296 383204 or Carers Bucks on 0300 777 2722.
Memory Advice Service

Do you, or someone you know, have problems with remembering things? If so, you may benefit from the Memory Advice Service, run on behalf of the NHS and Buckinghamshire County Council by Age UK Bucks. A Memory Adviser can offer essential information, advice and support.

To discuss your concerns, call the Memory Advice Service on: 01296 428415.

Dementia Services and Dementia Friendly Communities

During 2015 we are reviewing and improving our services for dementia. In partnership with the NHS, we have introduced local clinics in the south of the county to help people get an early diagnosis and funded the Alzheimer’s Society to offer dementia diagnosis in a person’s own home.

In January 2015, we launched the first Dementia Friendly Community in Stokenchurch. Two further communities will be launched in Great Missenden and Buckingham during 2015 with further communities encouraged to become Dementia Friendly during the next two years.

A dementia friendly community means that local businesses and residents will gain a better understanding of the disease and how they can be more helpful to people with dementia and their carers. This will help those with dementia to keep their independence for longer and live more safely and with confidence at home.

Bucks Stroke Support

Bucks Stroke Support helps you if you have had a stroke to make the best possible recovery. This includes support to leave hospital, home visits to help recovery and training to help regain speech.

Stroke survivors, carers and family members can also join an Expert Stroke Programme to help them manage the condition. This is a free six week course (two hours a week) run throughout the year across the county.

Whether you have had a stroke recently or in the last few years, you can call: 0300 330 0761 or email: bucksstrokesupport@stroke.org.uk for information, advice and support, or to book a place on the Expert Stroke Programme.

Sheltered housing

This is provided by the district councils and housing associations across Buckinghamshire. Sheltered housing is a practical step if you would like more security and companionship but do not need to move into a residential or nursing home.

Sheltered housing offers independent living, in a flat or bungalow, within a complex with most schemes having access to a resident or non-resident warden or manager who can provide support, advice and a link to services.

Extra Care housing

Extra Care housing, like sheltered housing, is based on self-contained accommodation, usually with communal extensive facilities. A higher level of support is provided which includes 24-hour support and the provision of meals on site.

We opened our first Extra Care housing scheme in 2012, in Aylesbury. The scheme offers 28 flats and communal areas for vulnerable and disabled adults over 55. The level of care and support is tailored to individual needs and two of the flats have two bedrooms so that their carer can live with them. For more information about Extra Care housing in Buckinghamshire phone: 0845 370 8090.

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

We hope to introduce this new scheme to Buckinghamshire during 2015. It will be operated by ‘ategi’ who organise this service in other parts of the country.

In Homeshare, someone who needs a small amount of help to live independently in their own home is matched with someone who has a housing need and can provide support or companionship. Homeshare schemes arrange the matching process between the ‘Householder’, who typically owns their home but has developed some support needs or has become isolated or anxious about living alone, with the ‘Homesharer’, typically a younger student or key public service worker who cannot afford housing.

Usually no rent is charged, but the household bills are shared, and in return the Homesharer will help out around the house, for example by cooking meals, running errands, shopping trips and providing company. Homeshare works because a new relationship, designed to bring benefits to both people, is balanced with clarity and safeguards to protect everyone.

The Benefits of Homeshare

Homeshare can benefit people who own or rent a home, for example: older people who need low level support, older people who are anxious or isolated; disabled people who need support to move towards or maintain independent living; family carers who are struggling with isolation or who juggle work and caring.

For more information visit www.sharedlivesplus.org.uk

Patient Advice and Liaison Service (PALS)

The free and confidential Patient Advice and Liaison Service (PALS) aims to guide patients, their relatives, friends and carers through NHS services.

PALS officers provide advice, support and information. They help to resolve concerns as they occur, tell you about the complaints procedure or provide you with information about the services available to the public. They are also interested in suggestions from the public on how to improve services. See page 43 for details of your local PALS.

Care Advice Buckinghamshire - www.careadvicebuckinghamshire.org

Whether you are getting help from Adult Social Care or arranging your own care and support, you need good information and advice so that you can make the right decisions for you.

Care Advice Buckinghamshire will be available from 1st April 2015 and is a new website from Buckinghamshire County Council giving you information, advice and guidance on a wide range of services and an online eMarket to purchase care and support services as well as equipment.

When the fee Cap is introduced in April 2016, you will also be able to manage your Care Account through Care Advice Buckinghamshire and more information about this will be made available later in 2015. Residents, service users and carers can use the website to find out about a wide range of services, activities and events - things to do, how to play an active role in their community and ways to get around the county.

Information can be found on health and wellbeing, including services and organisations to help people maintain their independence in their own homes, with information on local and national charities, community groups and organisations offering advocacy services, money advice and day care opportunities. Care home and supported housing providers advertise their services so you can find more out about the options available for short and long-term care.
Self-Directed Support

Self-Directed Support is the way social care is provided by local authorities all over the country. It is part of the ‘Personalisation’ programme by the Government to give more choice and control over the support people need to live the lives they want.

More information on how Self-Directed Support works and who is eligible is below and can also be found on the website www.buckscc.gov.uk

The Self-Directed Assessment process

In Buckinghamshire, Adult Social Care is committed to helping people live safe and fulfilling lives in their own homes. The aim is to help people who need care and support to live as independently as possible and they may be able to help if you or someone you know cannot look after themselves properly because of:

- physical disability;
- mental health issues;
- learning disability;
- sight or hearing loss;
- dementia;
- frailty in old age; or
- serious illness.

Priority is given to people with the greatest needs, with support also available for carers.

When you request assistance from us we will take some details about you and your situation. This will usually be done by the Community Care and Response Team over the phone. They will arrange for someone from the care management team to visit you at a convenient time and location, normally in your own home so that they can carry out an assessment.

The Self-Directed Assessment is when you, the people who help you and a care manager work out the needs you have. It includes:

- what you are able to do on your own;
- what you need help with;
- what help you have already;
- what support you need now, to live independently, to stay at home, or be where you want to be.

A family member, a friend, or an advocate is welcome to be with you.

If a friend or family member provides care for you, they can be assessed as well. A carer’s assessment looks at how we can help them care for you. Adult Social Care can assess you both together or separately, depending on what you or your carer prefer.

The council uses national guidance called eligibility criteria to decide if you have eligible needs.

If you do not have eligible needs we will give you information, advice and guidance to help you make the right decisions.

You will also need to have a financial assessment to find out whether the help available from us is free, we will need a contribution from you or if you have to pay for all the care and support you need.

It is your choice whether or not you take your Personal Budget as a Direct Payment so that you can arrange your own care and support, or choose to let us arrange this for you.

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

Once you know how much money is available we will then help you to work out your ‘Support Plan’. You will be able to say who and what is important to you to live the life you want and you will be able to choose how your care and support is provided.

If you wish to take a Direct Payment you can take advantage of the Brokerage service. Brokers are fully trained advisers, working within the voluntary or charity sector, or as individuals. You will be able to choose which broker can help with your support plan and organise your care and support.

For example you could:

- employ a Personal Assistant – someone of your choice to support you in your own home, help you with activities that you like to do, or go with you when you want to go out;
- learn new skills that will help you be more independent, or take up a new interest to give you more confidence;
- be more active in your local community; or
- be able to offer a small reward to a friend or neighbour in exchange for them helping you, for instance by them giving you a lift somewhere or accompanying you on an outing.

You can still have services, such as residential care, domiciliary care, meals delivered to you at home or you can choose different ways of getting the support you need. For more information on Brokerage, see page 25.

You can take as much control as you wish over the care and support you need, or you can ask us to do it for you. You can choose to have some or all of your Personal Budget through a Direct Payment so that you can arrange and pay for the care and support which has been agreed between us and you, or someone can do this on your behalf.

There are many ways in which we can provide support. Some examples include:

- care in your own home;
- Direct Payments;
- Telecare and specialist equipment; and
- support for carers.

If you are not eligible to get help paid for by us, or if you do not want any help, we can always offer you advice or put you in touch with our Prevention Matters service (see page 20).

For more information call: 01296 383204, visit the website at www.careadvicebuckinghamshire.org or email: customerservices@buckscc.gov.uk

Personal Budgets

A Personal Budget is the money agreed by us to meet the cost of the eligible needs for all adults who are assessed as needing support by local councils.

The Personal Budget can be:

- managed by us or our commissioned providers, who will arrange for the services needed using their contracted providers;
- taken as a Direct Payment so that you can choose who provides your care and the support we have agreed you need.

The Direct Payment can be managed by:

- the person who needs the care;
- someone acting on their behalf, such as a relative or close friend;
- an independent voluntary organisation; or
- a Trust; or
- part managed by us and part Direct Payment.

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

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

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

If you are assessed as eligible for support, we will let you know how much money is available for your care. This is called a ‘Personal Budget’. If you wish to arrange part or all of your own care and support you can receive your Personal Budget through a Direct Payment. However, Direct Payments may not be used to pay for residential or nursing care.

If you choose to have a Direct Payment, we will arrange for you to have a Payment Card. This works like a Chip and Pin debit card which you will use to pay for goods and services you purchase for your care and support needs. You will be given a dedicated account, which is monitored by us and run by the Royal Bank of Scotland (RBS), for you to manage your Direct Payment with the Payment Card.

With your Direct Payment you can:

• employ a care worker(s) or personal assistant(s);
• pay the care agency you choose to provide your care or personal assistant;
• pay people in your family who care for you – but this cannot be a person who lives with you, for example your husband or wife; and
• buy equipment or pay for activities agreed in your Support Plan.

Direct Payments are available to all eligible adults, including people with a physical or sensory disability, older people, people with a learning disability and people with mental health needs.

Brokerage

Brokerage supports you if you take your Personal Budget as a Direct Payment to organise and find services and activities to meet your needs.

You will be referred to fully trained and accredited brokers, who may be independent or from voluntary and charitable organisations. They work with individuals and groups of people with common interests or friendships who may want to do something together.

Brokers do not decide how much funding you are entitled to or provide actual services, they help you get the best out of your Personal Budget.

This service is free to those with an eligible need for social care and to people who need support when being discharged from hospital. We pay for the brokers and monitor their work.

Residential care

Choosing a care home

In addition to the many residential homes in the county, Buckinghamshire County Council in partnership with housing association Housing Solutions and care provider the Fremantle Trust, have built eight new care homes across the county. These homes provide care in a modern environment for younger adults with learning disabilities as well as residential and nursing care for older people.

Choosing a care home

If you are choosing a care home or care home with nursing it is essential to consider your needs and preferences.

All care providers in the country must be registered with the Care Quality Commission (CQC). Homes are categorised by the type of care they provide and are listed in this Directory, starting on page 45. All homes are inspected by the CQC, who report on their findings and have started to award quality rating. These inspection reports and ratings are available at the home or from the CQC: www.cqc.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
There are two types of care home:

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

From April 2016 the thresholds for getting financial support from Buckinghamshire County Council will change under the Care Act, see the Welcome page at the beginning of this Directory for more information.

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

If a care home providing nursing care is the best solution for you, your care manager will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £112.00 per week for the lower rate and £154.14 for the higher rate. You can contact the Nurse Care Management Teams for your area at your local Clinical Commissioning Group (CCG) - formerly the Primary Care Trust.

Aylesbury Vale Clinical Commissioning Group
Verney House, Gatehouse Road
Aylesbury HP10 8ET
Tel: 01296 585900

Chiltern Clinical Commissioning Group
(covers Amersham, Wycombe and South Bucks)
Room XR37, 2nd Floor Amersham Hospital, Whieldon Street, Amersham HP7 0JD
Tel: 01494 586600
Email: chilternccg@nhs.net

(The above contact information was correct at the time of going to press.)
First impressions
- 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
- 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/secure place for valuables?
- Is there a separate dining room? Bar?
- Are there both adapted showers and baths?
- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas safe and accessible (eg for wheelchair users)?
- Is there adequate provision for sight or hearing difficulties?
- Are the grounds/gardens attractive and/or quiet?

Life within the home
- What arrangements are there for religious observance (eg are places of worship nearby/is there a prayer room)?
- Can you handle your own money?
- Does a hairdresser/chiropodist visit?
- Does the home provide its own transport?
- Do staff have appropriate language skills/knowledge?
- Are the staff formally trained?
- Is there an adequate number of staff on both 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 (eg Black and Minority Ethnic diets, vegetarian, vegan)?
- Can you have snacks or drinks any time? In your room?
- Can you continue to pursue your hobbies?
- What activities and entertainment are organised?
- Are outings and holidays arranged? At what cost?

Fees and contract terms
- How much are the fees? Do they cover all services available?
- Under what circumstances will the fees alter?
- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?
Specialist care

In this Directory the type of care that each home offers is explained in full in the listings starting on page 45.

Physical disability

Following an assessment of your needs, you may be eligible for help from us. This could include short-term reablement services, a Personal Budget and assistance with support planning to help you meet your needs, advice and guidance on how best to plan and undertake adaptations to your home, or how to access supported housing as well as advice and help for the person caring for you.

Information about day support services is available which can assist and support people to take part in activities, meet with others and regain their confidence. A short break away from home can provide a welcome change for yourself and anyone caring for you. There are a variety of types of accommodation for people who need to live away from home. Short breaks might also be available to support you in your own home (through a ‘live-in’ carer).

The support you require if you have a physical disability must be tailored to your specific needs and can be provided by the independent and not-for-profit sectors as well as by us. Help at home with personal care is available during the day and night, seven days a week.

There are also private agencies offering help at home with personal care and housework. Listings of home care agencies start on page 17.

Learning disability

Adults with a learning disability may still be young when they enter residential or nursing care and they will have a whole range of different needs. Homes often specialise and a good home will provide opportunities to learn and maintain skills and opportunities to take part in enjoyable and stimulating activities.

In Buckinghamshire, we are also able to provide supported living accommodation which gives much greater independence than in a residential setting while still giving support to the individual.

Care managers and community nurses can give information to enable people to make the right choices for themselves and offer help and support for people with learning disabilities by offering assessments, coordinating care, working with legislation and guidance for safeguarding adults, developing services for people with a learning disability and by promoting rights, independence, choice and inclusion within the community.

We also offer a wide range of day opportunities which can give you the chance to learn new skills and become involved in the community.

Housing with care

If you are considering moving out of your family home, there are a number of options that could be explored before considering a care home. You may be able to have your own flat with support. There is also the option of supported living, where you can share a property with other people with support provided for all. Support can include learning independent living skills like cooking, cleaning and money management as well as help with health needs. Either of these options may give you greater independence and choice than care homes may be able to offer. There are other alternatives too such as Shared Lives (formerly Adult Placement) or Shared Ownership schemes that could be considered and we can set these up for you.

An important change affecting people with learning disabilities is the use of Personal Budgets (explained on page 24), putting people at the centre of how they choose to pay for their support. This may be in their own flat or house, a supported living scheme or a care home or care home with nursing which specialises in this type of care.

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

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

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

People with dementia can benefit from a range of group or individual therapies. Most people benefit from social interaction and mental stimulation, including reminiscence. Activity coordinators and occupational therapists can provide people with dementia with reality orientation, reminiscence and validation therapy. Music therapy, art therapy approaches and other creative therapies can also be helpful. Behaviour management approaches that promote understanding of the person with dementia can also be helpful and trained staff can offer this service within many establishments.

Mental health

If you have mental health needs, residential care can help improve the quality of your life – the structured environment and activities provided can build up your confidence. The care providers should assess you carefully to make sure the placement is right for you. A qualified member of the residential care staff may visit you at home, talk to you and look at your assessments of health/social care need.

To find out more about mental health, organise visits to prospective care homes. Ask the residents about the care they receive.

- Are psychiatric nurses available if needed?
- Do the activities provided assist rehabilitation?
- What are the attitudes to medication and other therapies?

Visit www.carechoices.co.uk for further assistance with your search for care
Laughter is the Best Medicine

Milton Court
It’s time to think differently about care

Residential, Dementia & Nursing Care Home
Milton Keynes | Buckinghamshire

Milton Court Care Home, adjacent to the main A421 Standing Way, is under new ownership. Run by leading care provider Avery Healthcare, the Home brings to Milton Keynes, and the surrounding areas, care provision from a national company with an award winning reputation.

With hotel standard interiors and dining, the best in clinical care and a varied programme of daily activities our aim at Milton Court is to make life fun and interesting.

Milton Court offers:
• Generously proportioned en-suite bedrooms
• Restaurant standard food prepared daily
• Vibrant lounges, comfortable quiet rooms & communal dining areas
• Hotel standard support services including a daily programme of therapeutic activities
• Landscaped garden with raised beds.

Come and see for yourself, please call 01908 699555

Gladys gets the giggles
Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 27.

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 use equipment or adaptations you may want to check:

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

Bedrooms

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

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

Activities

Residents should be stimulated without feeling stressed.

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

Staff

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

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

Manager/head of home

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

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

We have a factsheet ‘Do you have to pay?’ which explains what contribution (if any) you will have to make towards paying for any services you need.

Contact Adult Social Care at Buckinghamshire County Council, County Hall, Aylesbury HP20 1YU or phone 01296 383204 for a current factsheet. More information can be found on the website: www.careadvicebuckinghamshire.org

Paying for your own care

From April 2016, the Care Cap will be introduced which means that no one should have to pay more than £72,000 for their care.

In Buckinghamshire around 15 per cent of people paying for their own care in a care home turn to the local authority for help because they have run out of money. Through careful planning most self-funders could avoid this situation.

There are schemes to help people who are not eligible for financial assistance from us, but need care in their own home or are considering moving into a care home, to get the best advice available to fund their care and ensure:

- they avoid the disruption of having to move to a less expensive care home because their fees are above our contracted rates; and
- they preserve their family legacy.

As well as advice about what welfare benefits may be available, for example the Attendance Allowance, it is important to get independent financial advice on the options to pay for long-term care.

For free advice on paying for care, planning and debt advice go to www.moneyadviseservice.org.uk or call the Money Advice Service on 0300 50 5000.

Adult Social Care’s contribution towards care in private sector care homes

We appreciate that the current financial climate in the care sector is challenging. It is recognised that considerable pressure exists for both those who purchase and those who provide care home placements.

Complex or variable needs are assessed individually and can attract additional funding.

Fees charged by some homes may be higher than the maximum rates that we can pay for reasons other than complex or variable needs. In these cases the difference will need to be met by an agreed third party contribution called a ‘top-up’ or ‘third-party top-up’.

Where we are funding the placement in a care home the law says that you are not allowed to make this additional payment yourself, except in limited circumstances. Therefore, the additional payment normally has to be made by someone else, for example a family member or charity.

Before anyone agrees to make additional payments on your behalf they should be aware that the amount could increase and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid for any reason, then you should seek help and advice from the local authority. Once it has been established that someone is willing and able to make these payments they will be asked to sign an agreement with us to formalise the arrangement.

Your care manager will be able to give you more information and see ‘Running out of money’ on page 34.

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk can help.

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Self-funding advice

If you have capital or savings of more than £23,250 you will have to pay for any care services you require in full but you are still entitled to an assessment of your needs by us.

If you have assets of less than £14,250, your contribution will be assessed only on your income and we meet the shortfall subject to local funding limits. Between these two figures, a sliding scale operates whereby you must pay £1 per week for each £250 you have above the lower figure.

Please note that these limits will change in April 2016, see the Welcome at the beginning of this Directory for more information or visit www.careadvicebuckinghamshire.org

Assuming you will be needing care, you may be entitled to some of the following financial assistance and support, subject to an assessment of your need:

12 week property disregard
If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, we will help with the cost for the first 12 weeks of permanent care provided they agree that care is needed.

Deferred Payment Agreements
After the 12 week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold. However, we may limit how much we pay and 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 of Work and Pensions (DWP).

From April 2015 all local authorities will offer a Deferred Payment Agreement under the Care Act. This means that no one should have to sell their home during their life time in order to pay for their care.

A set up fee and a low interest rate is charged for a Deferred Payment Agreement but the rate will only be enough to cover the cost of administering the agreement. For more information go to www.careadvicebuckinghamshire.org or speak to our Finance Team by calling 0845 370 8090.

Attendance Allowance
This is a non-means tested, non-taxable benefit from the DWP paid at the lower rate of £55.10 per week for those needing care by day or night, and at the higher rate of £82.30 per week for those needing care both during the day and night. Everyone can, and should, claim this benefit.

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 a non-means-tested NHS Nursing Care Contribution (currently £112.00 per week) towards the cost of your nursing care. This is paid directly to the home.

NHS Continuing Care Funding
You can receive continuing healthcare services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home like having a bath or dressing.

If you live in a care home with nursing (traditionally called a ‘nursing home’), you may qualify for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. If you live in a residential home and need help from a registered nurse, this will be free, covered by the NHS again.
Running out of money

If your capital is likely to reduce to £23,250, you must let us know well in advance as we may step in to help with your care fees. We must conduct an assessment of your situation and may make a contribution.

If you are in a care home and it charges more than we will contribute, you must find someone to help pay the difference – a ‘top-up’ payment. Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home.

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

What will you have to pay for your care?

Do you have capital or savings of more than £23,250?

The value of your home is included when assessing capital unless:

- Your partner or
- a relative who is over 60 or incapacitated or
- a child under 16 who you or a former partner are responsible for still live there.

No...

We will contribute financially towards your care costs.

How much?

To work out how much it will pay, you must arrange an assessment of your needs.

This will define your care needs and how they will be best met and your financial situation. Any homes you consider must be able to meet these needs.

Your choice of care home will be limited to those that accept our funding level. More expensive homes will expect you to arrange a third party to ‘top-up’ the difference. You are not allowed to do this yourself if your capital is below £23,250.

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

With capital between £14,250 and £23,250 you will be expected to contribute £1 per week from your savings, for every £250 you have above £14,250, in addition to the contribution from your income.

Yes...

Arrange for an assessment with us to define your care needs. Whichever homes you consider, they must be able to meet your assessed care needs.

If, apart from your property, your savings are less than £23,250 we can help with your care costs for the first 12 weeks. After this time, any money from us will be regarded as a loan and will need to be repaid once your house is sold. See Deferred Payments Agreement on page 33.

Whatever your circumstances...

Remember:

- If your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed.
- Your assessment will be made up of two elements, a care part and a financial one.
- A nursing home will generally be more expensive than a care home offering ‘personal care’ only.

Consider claiming:

- Income support
- Pension Credit

Definitely claim:

- Attendance Allowance, worth either £55.10 or £82.30 per week depending on your care needs.
What will you have to pay for your care? continued

Moving into a nursing home?

• You will be eligible for the NHS Nursing Care Contribution – currently £112.00 per week.

Always seek advice:

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

If you need care and support, either at home or if you are considering moving into a care home it is recommended you seek advice.

You can contact the Money Advice Service on www.moneyadviceservice.org or call 0300 500 5000, or to find an independent financial adviser contact the Society of Later Life Advisers at societyoflaterlifeadvisers.org or call 0845 303 2909.

To request an assessment or for more information please contact Adult Social Care.
Telephone: 01296 383204
Some of the figures mentioned here may change over the life of this Directory.

Essential information

This Directory’s helpline

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

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

The website www.carechoices.co.uk contains a database which allows visitors to search for care by postcode, region or establishment name.

Advocacy

Under the Care Act, if needed, you have the right to an advocate when contacting us for care and support.

Advocates help people to make changes and take control of their own lives. They are there to listen and help people feel valued in their own community. Support is available for any age, young or old, whatever their disability, religion, culture or gender.

You may find an advocate helpful if you are:

• in a situation where you feel vulnerable, discriminated against, or at risk of abuse (financial, emotional, physical, sexual, psychological, or institutional);

• finding it difficult to put your views across or don’t feel you are being listened to;

• feeling that you do not have support from someone who has your best interests at heart;

• facing a major life change that could mean that you will need to access support services;

• eligible for care or support services from us;

• struggling with an issue and feel that you would benefit from some support.

Support is also provided for Independent Mental Capacity Advocacy (IMCA) and Independent Mental Health Advocacy (IMHA).

IMCA

If you are over the age of 16 and lack mental capacity and do not have an appropriate family member or friend to represent your views, you are legally entitled to an independent mental capacity advocate (if decisions are being made about serious medical treatment or a change of accommodation).

In some cases, if you are in a vulnerable position, you can have an advocate even if you have family or friends able to help you.

Advocates are also there to protect your human rights.
Advocacy continued

if you have been admitted to hospital, or live in residential care, lack mental capacity and it appears you are being deprived of your liberty for your own safety (this is called Deprivation of Liberty Safeguards (DoLS)).

**IMHA**
The Mental Health Advocacy Service is for people who have been sectioned under the Mental Health Act. You have a legal right to receive information and support if you are:

- currently detained under certain sections of the Mental Health Act;
- subject to Guardianship or a Community Treatment Order; or
- considering certain treatments which have been suggested to you.

Advocates can be:

- volunteer or paid advocates; or
- people with specialist knowledge like doctors, lawyers or solicitors a group of people with the same needs.

We have a contract with POhWER to provide independent and confidential advocacy services for clients of adult social care.

You can talk to POhWER advocates in the strictest confidence either by asking for a referral by your care manager or you can contact them direct:

Tel: 0300 020 0092 (charged at local rate)
Email: pohwer@pohwer.net
Skype: pohwer.advocacy
Fax: 0300 456 2365
Post: PO Box 14043, Birmingham B6 9BL

You can also find out more about POhWER on the website: www.pohwer.net

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**How solicitors can help**

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

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

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

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

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

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

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

Solicitors for the Elderly (SFE) is an independent, national organisation of lawyers, such as solicitors, barristers, and legal executives who provide specialist legal advice for older and vulnerable people, their families and carers.

If you are a member of the public wishing to find a solicitor please visit: www.solicitorsfortheelderly.com/public/search
End-of-life care

‘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 co-ordination 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 your 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 GP 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

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. Website has a comprehensive support section.
[www.dyingmatters.org](http://www.dyingmatters.org)

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

Marie Curie Cancer Care
Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.
[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

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

Complaints, comments and compliments

If you are being harmed in some way by the person who is supposed to be looking after you or if you think someone you know is being mistreated call the Council’s Careline on 0800 1379 15.

If you receive a care service in your home or are living in a care home, you should feel able to complain about any aspect of your care that affects your happiness or comfort. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and other carers.

If you need to make a complaint you should initially tell the manager of the service to see if things can be put right.

If you or your relatives continue to be worried about any aspect of your care or treatment then you should contact the Adult Social Care Complaints Officer or the Care Quality Commission (CQC), see below for contact details. The same applies, of course, if you wish to make a compliment or constructive comment.

In Buckinghamshire, we welcome your feedback, whether you have a complaint, comment or compliment. You can contact us by phone: 01296 383 350 or post:
Freepost RRBS-EBKU-LJXR, Statutory Complaints Officer, Adult Social Care, Buckinghamshire County Council, County Hall, Aylesbury HP20 1YU

You can also ask the Local Government Ombudsman to take up your case if you are not happy about how a care home or service has dealt with your complaint about care that you pay for yourself.

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

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.
The Care Quality Commission (CQC)

The CQC registers people who want to run care services for adults, including care homes and home care agencies. They check whether they meet legal requirements. For example, if the owner or manager of a service has a criminal record, the CQC can refuse to give them a registration certificate. The CQC makes information about all registered services available to the public.

Before a home can be registered the CQC must be satisfied that:

- the proprietor and the person in charge of the homes are suitable people;
- the building is fit to be used as a care home;
- the staffing, services and facilities to be provided are of a reasonable standard; and
- care homes can offer nursing care to people if they have been registered to provide this facility, in addition to the provision of residential care.

Inspection reports and new quality ratings can be found on their website at www.cqc.org.uk or by contacting them at:

National Customer Service Centre
Tel: 03000 616161
Fax: 03000 616171

Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays. Calls will be charged at the standard rate.

Safeguarding adults in Buckinghamshire

Buckinghamshire County Council and partners in Thames Valley Police, the NHS and service provider organisations have a Safeguarding Adults Board to ensure that vulnerable people are protected from abuse, and that where abuse exists, every effort is made to bring abusers to justice.

They have multi-agency policies and procedures to ensure that they work together to make life better for the most vulnerable citizens. All agencies in the statutory, voluntary and private sectors have agreed to follow these procedures.

If you believe that you are being abused – physically, financially, emotionally, sexually or through neglect – or if you believe that someone else is being abused, please contact one of the following:

Careline
A confidential telephone reporting line, available from 9.00am until 5.00pm, Monday to Friday. Tel: 0800 137915.

Out-of-Hours Social Work Team
Outside office hours, including weekends and bank holidays. Tel: 0800 999 7677.

Thames Valley Police
Tel: 0845 850 5505 (in an emergency, dial 999).

Any Social Work Team or your social worker or care worker, if you have one.

More information is available on the Buckinghamshire County Council website: www.careadvicebuckinghamshire.org
The Mental Capacity Act

This Act legalises current best practice and common law principles concerning people who may lack mental capacity and those who make decisions on their behalf. The Act affects everyone aged 16 and over and provides a statutory framework to empower and protect people who may not be able to make some decisions for themselves, for example, people with dementia, learning disabilities, mental health issues, stroke or head injuries.

Most importantly, it aims to help protect the rights of people who may lack the capacity to make a decision for themselves. The Deprivation of Liberty Safeguards Act forms part of the Mental Capacity Act 2007 and refers to the rights that individuals have to be cared for and live in a way that doesn't limit their rights or freedom.

The Government has made a commitment that people with ongoing care needs such as old age, illness or disability should be cared for in ways that promote their independence, well-being and choice.

Further information about this Act can be found on our website: www.buckscc.gov.uk or by telephoning customer services on: 0845 370 8090.

‘Deprivation of Liberty Safeguards’

This legislation became effective in April 2009 and impacts on many of those people working in care homes or hospitals.

Most importantly, it aims to help protect the rights of people who may lack the capacity to make a decision for themselves. The Deprivation of Liberty Safeguards Act forms part of the Mental Capacity Act 2007 and refers to the rights that individuals have to be cared for and live in a way that doesn't limit their rights or freedom.

The Government has made a commitment that people with ongoing care needs such as old age, illness or disability should be cared for in ways that promote their independence, well-being and choice.

Further information about this Act can be found on our website: www.buckscc.gov.uk or by telephoning customer services on: 0845 370 8090.
Useful local contacts

**Adult Social Care**
Buckinghamshire County Council  
Tel: 01296 383204  
Email: customerservices@buckscc.gov.uk  
Web: www.buckscc.gov.uk  
Web: www.careadvicebuckinghamshire.org

**Age UK Buckinghamshire**  
(previously called Age Concern)  
Confidential, up-to-date, independent information and advice on all issues of concern, including dementia, for older people, their families, friends and carers.  
Helpline Tel: 01296 431911 open between 9.30am and 12.30am each weekday morning.  
Web: www.ageuk.org.uk/buckinghamshire

**Alzheimer’s Society**  
Alzheimer’s Society works to improve the quality of life of people affected by dementia by providing advice, information and support.  
Aylesbury and Buckingham  
Tel: 01296 331722  
Email: aylesbury@alzheimers.org.uk  
Milton Keynes  
Tel: 01908 232612  
Email: miltonkeynes@alzheimers.org.uk  
South Buckinghamshire  
Tel: 01494 670909  
Email: southbuckinghamshire@alzheimers.org.uk  
Buckinghamshire Hospitals NHS Trust  
Tel: 01494 434411  
Email: buckshospitals.info@buckshosp.nhs.uk  
Web: www.buckinghamshirehospitals.nhs.uk

**Care Quality Commission, The**  
An independent body set up by Government to carry out inspections, report on care services and councils with the aim of improving social care.  
Tel: 03000 616161  
Web: www.cqc.org.uk

**Carers Bucks**  
Supports carers in their caring role by providing information, advice and emotional support.  
Tel: 01296 392711  
Web: www.carersbucks.org

**Citizens Advice Bureau**  
A registered charity offering advice and information to the public on a wide range of topics. The service is free, confidential and independent.  
Amersham  
Tel: 0344 245 1289  
Aylesbury and District  
Tel: 0344 411 1444  
Buckingham, Winslow and District  
Tel: 0344 245 1289  
Chiltern  
Tel: 0344 245 1289  
High Wycombe and District  
Tel: 0344 245 1289  
Milton Keynes Central  
Tel: 01908 604475  
Web: www.citizensadvice.org.uk

**Crossroads**  
Provides a reliable, tailored service, for each carer and the person they care for; this charity improves the lives of carers by giving them a break from their caring responsibilities.  
Crossroads Care Central and South Buckinghamshire  
Tel: 01494 568980  
Email: info@buckscrossroads.org.uk  
Web: www.bucks.crossroads.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Healthwatch
In 2013, Healthwatch Bucks was launched to help you get the best out of your local health and social care services. The public has few ways to use its powerful voice and may not realise the difference it can make to services. The health and social care system is going through massive change. People may not believe that they have real power and rarely speak up for fear of repercussions through the lack of engagement or because they don’t think they can make a difference. Healthwatch is an opportunity for the public to use its voice to have real influence.

If you want advice or information about your health and social care options in Buckinghamshire contact Healthwatch Bucks. If you have something to share about your experience of health or social care services in Buckinghamshire please let Healthwatch know.

Tel: 0845 260 6216 or 01844 348849
Web: www.healthwatchbucks.co.uk

NHS 111
Since March 2013 NHS 111 has been the new three-digit number which is making it easier for patients to access local NHS healthcare services.

NHS 111 will get you through to a team of trained call advisers, who are supported by experienced clinicians.

They will ask questions to assess your symptoms and provide the healthcare advice you need or direct you to the right local service. The NHS 111 team will, where possible, book you an appointment or transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately, just as if you had originally dialled 999.

You should call NHS 111 if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.
Milton Keynes and Buckinghamshire Care Association

MKB Care Association exists to support anyone who is involved in Adult Social Care in the Buckinghamshire and Milton Keynes area whether you are:

- a care provider organisation (private, voluntary or charitable);
- Personal Assistants in care;
- staff working in care;
- looking for care;
- a family carer; or
- receiving care.

MKB Care Association provides information, training, support and guidance and promotes high standards of care within the county.

MKB Care Association is committed to ensuring that all providers can access good quality and cost-effective training. This training and support is available to all private, voluntary and independent organisations within Buckinghamshire irrespective of whether they have chosen to become a paid member of the Association.

Please note that our paid members are marked within this Directory as MKB Care Association Members (MKB Care).

For further details please visit:

www.mkbcare.org.uk
Email: training@mkbcare.org.uk
Tel: 01494 300104

Current members are listed on the website:
www.mkbcare.org.uk/looking-for-care.html

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

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Feel right at home
with Barchester care homes

At Barchester we pride ourselves on independence, dignity and choice for the individuals we support. We look after people with a wide variety of needs. Our compassionate and caring staff make sure that everyone is treated as an individual and they have comfort, security and the best quality of life.

Nursing care • Residential care • Dementia care
Respite breaks and short stay care • Day care

If you would like a tour of one of our homes or just need some friendly advice, your local Barchester care home will be happy to help.

Ashby House
Milton Keynes, MK6 5LS
01908 824 932

Chalfont Lodge
Chalfont St. Peter, SL9 0QQ
01753 468 147

Shelburne Lodge
High Wycombe, HP11 2LJ
01494 840 343

Juniper House
Brackley, NN13 6JZ
01280 428 060

“*We make the time to understand how to enrich the lives of our residents.*”

We offer short and long term placements in a comfortable, caring and relaxed setting with first class 24hr residential care alongside expert care for people with dementia.

Call our friendly team at Burlington Hall
01908 289700

Burlington Hall is registered and regulated by Buckinghamshire County Council and the Care Quality Commission

burlingtoncare.co.uk

Getting to know your elderly care options in Milton Keynes

We know that personalised care in a warm and welcoming care home, that’s close to your family and friends is really important.

That’s why we offer long and short stay aged care options at **Highclere Nursing Home** in Milton Keynes. What’s more, you don’t need our health insurance to stay with us.

To find out more about your elderly care options at Highclere
Call 01908 886102*

*B r i n g  y o u r e l d e r y  c a r e  h o m e  t o  y o u

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10 HAWTHORNE ROAD</strong></td>
<td>10 Hawthorne Road, High Wycombe HP13 7EP</td>
<td>Tel: 01494 472599</td>
</tr>
<tr>
<td><strong>215 HUGHENDEN ROAD</strong></td>
<td>215 Hughenden Road, High Wycombe HP13 3PG</td>
<td>Tel: 07771 373240</td>
</tr>
<tr>
<td><strong>33 NEW ROAD</strong></td>
<td>Aston Clinton, Aylesbury HP22 5JD</td>
<td>Tel: 01296 632749 MBK Care</td>
</tr>
<tr>
<td><strong>4 OLD BARN CLOSE</strong></td>
<td>Gawcott, Buckingham MK18 4JH</td>
<td>Tel: 01280 821006 MBK Care</td>
</tr>
<tr>
<td><strong>4 TRINITY COURT</strong></td>
<td>Ardenham Lane, Bicester Road, Aylesbury HP19 8AB</td>
<td>Tel: 01296 486444 MBK Care</td>
</tr>
<tr>
<td><strong>ABBEEFIELD HADDENHAM SOCIETY LIMITED</strong></td>
<td>Stonehill House, 106 Churchway, Haddenham, Aylesbury HP17 8DT</td>
<td>Tel: 01844 290028 MBK Care</td>
</tr>
<tr>
<td><strong>ALDE HOUSE</strong></td>
<td>Church Road, Penn HP10 8NX</td>
<td>Tel: 01494 813365 MBK Care</td>
</tr>
<tr>
<td><strong>ALPHA COMMUNITY CARE</strong></td>
<td>Green Tiles, 5 Green Lane, Stokenchurch, High Wycombe HP14 3TU</td>
<td>Tel: 01494 482229 MBK Care</td>
</tr>
<tr>
<td><strong>BARTLETT'S RESIDENTIAL HOME</strong></td>
<td>Peverel Court, Portway Road, Stone Aylesbury HP17 8RP</td>
<td>Tel: 01296 747000 MBK Care</td>
</tr>
<tr>
<td><strong>BEECH TREE HOUSE</strong></td>
<td>65 Beech Tree Road, Holmer Green, High Wycombe HP15 6UR</td>
<td>Tel: 02031 953561</td>
</tr>
<tr>
<td><strong>BIRCHWOOD</strong></td>
<td>Fullers Close, Chesham HP5 1DP</td>
<td>Tel: 01494 794112</td>
</tr>
<tr>
<td><strong>BRADBURY HOUSE</strong></td>
<td>Windsor End, Beaconsfield HP9 2JW</td>
<td>Tel: 01494 671780 MBK Care</td>
</tr>
<tr>
<td><strong>BURLINGTON HALL CARE HOME</strong></td>
<td>9 Station Road, Woburn Sands MK17 8RR</td>
<td>Tel: 01908 289700 MBK Care</td>
</tr>
<tr>
<td><strong>CAREY LODGE</strong></td>
<td>Church Street, Wing LU7 0NY</td>
<td>Tel: 01296 689870 MBK Care Advert page 50</td>
</tr>
<tr>
<td><strong>CEELY ROAD</strong></td>
<td>34 Ceely Road, Aylesbury HP21 8JA</td>
<td>Tel: 01296 485756 LDA</td>
</tr>
<tr>
<td><strong>CHARTRIDGE LANE, 69</strong></td>
<td>69 Chartridge Lane, Chesham HP5 2RG MBK Care Advert inside front cover</td>
<td>Tel: 01494 810117 LDA</td>
</tr>
<tr>
<td><strong>CHERITON CARE HOME</strong></td>
<td>9 Stubbs Wood, Chesham Bois, Amersham HP6 6EY</td>
<td>Tel: 01494 726829 MBK Care OP D PD SI</td>
</tr>
<tr>
<td><strong>CHERRIES, THE</strong></td>
<td>Heath End Road, Flackwell Heath, High Wycombe HP10 9DY</td>
<td>Tel: 01628 530657 LDA</td>
</tr>
<tr>
<td><strong>CHERRY GARTH</strong></td>
<td>Orchard Way, Holmer Green HP15 6RF</td>
<td>Tel: 01494 711681 MBK Care OP D PD MH SI</td>
</tr>
<tr>
<td><strong>CHERRY TREE HOUSE</strong></td>
<td>49 Dobbins Lane, Wendover, Aylesbury HP22 6DH</td>
<td>Tel: 01296 623350 MBK Care OP</td>
</tr>
<tr>
<td><strong>CHESHAM BOIS MANOR</strong></td>
<td>Amersham Road, Chesham HP5 1NE</td>
<td>Tel: 01494 783194 MBK Care OP D</td>
</tr>
<tr>
<td><strong>CHESTNUTS, THE</strong></td>
<td>Lavric Road, Aylesbury HP21 8JN</td>
<td>Tel: 01296 414980 MBK Care OP D PD SI</td>
</tr>
<tr>
<td><strong>CHILTERN HOUSE - CARE HOME PHYSICAL DISABILITIES</strong></td>
<td>82 Packhorse Road, Gerrards Cross SL9 8JT</td>
<td>Tel: 01753 480950 MBK Care PD YA</td>
</tr>
<tr>
<td><strong>CHILTERN VIEW</strong></td>
<td>Oving Road, Whitchurch, Aylesbury HP22 4ER</td>
<td>Tel: 01296 641146 LDA</td>
</tr>
<tr>
<td><strong>CHILTERN MANOR</strong></td>
<td>Northern Heights, Bourne End SL8 SLE MBK Care Advert inside front cover</td>
<td>Tel: 01628 528676 OP</td>
</tr>
<tr>
<td><strong>CHILWORTH HOUSE</strong></td>
<td>7 Rectory Avenue, High Wycombe HP13 6HN</td>
<td>Tel: 01494 526867 MBK Care OP LDA MH SI YA</td>
</tr>
</tbody>
</table>

**Service 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 and drugs

*MKB Care* - Member of Milton Keynes and Buckinghamshire Care Association – see page 43.

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

Friendly, highly-trained staff on hand 24 hours a day, seven days a week.

Care plans designed around you, with as little or as much support as you desire.

Purpose built, tastefully furnished en-suite rooms.

Beautifully kept, wheelchair accessible gardens for you to enjoy.

Experienced cooks ready to prepare the meals you love, the way you like them.

A range of activities and day trips in each home because life is for living.

Rooms that can be funded privately or through social services.

‘It’s a happy place’ said Barbra, a longstanding resident.

Heritage Care is a registered charity; we provide high quality residential and dementia care plus extra care schemes for older people. We will make the transition into care as easy as possible by providing:

For more information or to arrange a visit, contact:

**Hazlemere Lodge**
Barn Lane, Off Cedar Avenue, Hazlemere, High Wycombe HP15 7BQ
Tel: 01494 767800
Residential, dementia and nursing care for older people. Extra care flats available in the adjoining St James Court.

**Holmers House**
Holmers Farm Way, Cressex Road, High Wycombe HP12 4PU
Tel: 01494 769560
Residential and dementia care for older people. Extra care flats available in the adjoining Jasmine Court.

**Swan House**
High Street, Winslow MK18 3DR
Tel: 01296 711400
Residential and dementia care for older people. Extra care flats available in the adjoining Swan Court.

**The Chestnuts**
Lavric Road, Aylesbury HP21 8JN
Tel: 01296 414980
Residential and dementia care for older people. Extra care flats available in the adjoining Willowmead Court.

**The Croft**
The Penningtons, Chestnut Lane, Amersham HP6 6EJ
Tel: 01494 732500
Residential and dementia care for older people.

www.heritagecare.co.uk

Heritage Care - Supporting independent and choice
COTSWOLD COTTAGE
Grange Road, Hazlemere, High Wycombe HP15 7QZ
Tel: 01494 527642

CROFT COTTAGE
17 Rickmansworth Lane, Chalfont St Peter, Gerrards Cross SL9 0JY
Tel: 01494 601374

CROFT, THE
The Penningtons, Chestnut Lane, Amersham HP6 6EJ
Tel: 01494 732500 Advert page 46

CROSSINGS, THE
108a Aylesbury Road, Wendover HP22 6LX
Tel: 01296 625928

CULWOOD HOUSE RESIDENTIAL HOME
FOR THE ELDERLY
130 Lye Green Road, Chesham HP5 3NH
Tel: 01494 771012 MKB Care

EPILEPSY SOCIETY CROFT COTTAGE
17 Rickmansworth Lane, Chalfont St Peter, Gerrards Cross SL9 0JY
Tel: 01494 601374 MKB Care Advert page 29

EPILEPSY SOCIETY GREENE HOUSE
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 MKB Care Advert page 29

EPILEPSY SOCIETY MICHELL’S HOUSE
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 MKB Care Advert page 29

EPILEPSY SOCIETY MILTON HOUSE
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 MKB Care Advert page 29

EPILEPSY SOCIETY MORTON HOUSE
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 MKB Care Advert page 29

EPILEPSY SOCIETY RUSSELL HOUSE
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 MKB Care Advert page 29

FARNHAM COMMON HOUSE
Beaconsfield Road, Farnham Common, Slough SL2 3HU
Tel: 01753 669900 MKB Care Advert page 50

FREMANTLE TRUST, THE - BUCKINGHAM ROAD
199 Buckingham Road, Aylesbury HP19 9QF
Tel: 01296 437469 Advert page 50

GABLES, THE
49 Moreland Drive, Gerrards Cross SL9 8BD
Tel: 01753 890399 Advert page 50

HARRIANS HOUSE RESIDENTIAL CARE HOME
Hedgerley Lane, Beaconsfield HP9 2SD
Tel: 01494 674204 MKB Care

HARVEY ROAD (86)
86 Harvey Road, Aylesbury HP21 9PL
Tel: 01296 399341

HOLMERS HOUSE
Holmers Farm Way, Cressex Road, High Wycombe HP12 4PU
Tel: 01494 769560 MKB Care Advert page 46

ICKNIELD COURT
Berryfield Road, Princes Risborough HP27 0HE
Tel: 01844 275563 MKB Care Advert page 50

KEEP HILL RESIDENTIAL HOME
17 Keep Hill Drive, High Wycombe HP11 1DU
Tel: 01494 528627

KENT HOUSE
1 Haslerig Close, Aylesbury HP21 9PH
Tel: 01296 330101

LANE END ROAD
Lane End Road, 80 Lane End Road, High Wycombe HP12 4HX
Tel: 01494 527347 MKB Care

LIME TREE COURT LTD
Church Street, Twyford MK18 4EX
Tel: 01296 730556 MKB Care

LINDENS, THE
Stoke House, Stoke Road, Stoke Hammond MK17 9BN
Tel: 01908 371705 MKB Care

LITSLADE FARM
2 Bletchley Road, Newton Longville MK17 0AD
Tel: 01908 648143 MKB Care

LITTLE OAKS RESIDENTIAL HOME
Daws Lea, High Wycombe HP11 1QG
Tel: 01494 446878 MKB Care

---

Service User

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

Bands

MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol and drugs

MKB Care - Member of Milton Keynes and Buckinghamshire Care Association – see page 43.

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Tel: 01494 530042

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Tel: 01628 898068 MKB Care

MILTON COURT CARE CENTRE  
Tunbridge Grove, Kents Hill, Milton Keynes MK7 6JD  
Tel: 01908 699555 MKB Care Advert page 30 OP D PD YA

MULBERRY COURT  
Gold Hill East, Chalfont St Peter SL9 9DL Advert page 50 OP D YA

NICHOLAS HOUSE  
147 Lent Rise Road, Burnham, Slough, Berkshire SL1 7BN  
Tel: 01628 603222

OAKMEAD  
World Ends Lane, Weston Turville HP22 5SA  
Tel: 01296 615364 PD LDA

OLD BARN CLOSE  
5 Old Barn Close, Gawcott, Buckingham MK18 4JH  
Tel: 01280 824799 MKB Care

OLD FORGE, THE  
Mill Road, Slapton LU7 9BT  
Tel: 01525 221506 LDA

OLD SCHOOL HOUSE, THE  
Thame Road, Longwick, Princes Risborough HP27 9SF  
Tel: 01844 343620 OP D

ORCHARD, THE  
56 High Street, Stewkley, Leighton Buzzard LU7 0HR  
Tel: 01525 240240 MKB Care

PENLEY GRANGE  
Marlow Road, Stokenchurch HP14 3UW  
Tel: 01494 483119 MKB Care Advert inside front cover LDA

PENNENFATHER COURT  
Croft Road, Aylesbury HP21 7RA  
Tel: 01296 484810 PD

PONDSIDE  
Christmas Lane, Farnham Common, Slough, Berkshire SL2 3JE  
Tel: 01753 324603 LDA MH YA

POPPY COTTAGE  
Poppy Cottage, Denham Green Lane, Denham UB9 5LG  
Tel: 01895 833104 PD LDA SI

PRATT HOUSE  
Quill Hall Lane, Amersham HP6 6LU  
Tel: 01494 722940

RADIAN SUPPORT LIMITED - 14 DRAYTON ROAD  
Newton Longville, Milton Keynes MK17 0BJ  
Tel: 01908 649592 PD LDA

RADIAN SUPPORT LIMITED - 4 ASHLEY DRIVE  
Ashley Drive, Tylers Green HP10 8BQ  
Tel: 01494 817307 LDA

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

RAYNERS RESIDENTIAL CARE HOME  
Weedon Hill, Hyde Heath, Amersham HP6 5UH  
Tel: 01494 773606 MKB Care

REACH - BIERTON ROAD  
22 Bierton Road, Aylesbury HP20 1EJ  
Tel: 01296 429586

REACH - IVY COTTAGE  
1 Bierton Road, Aylesbury HP20 1EE  
Tel: 01296 434646

REACH - SISTINE MANOR  
Sistine Manor, Stoke Green, Stoke Poges SL2 4HN  
Tel: 01753 531869

REACH - VALE ROAD CHESHAM  
17 Vale Road, Chesham HP5 3HH  
Tel: 01494 793185

REACH - WENDOVER ROAD  
46 Wendover Road, Aylesbury HP21 9LB  
Tel: 01296 394926

ROCK HOUSE RESIDENTIAL CARE HOME  
Austenwood Lane, Chalfont St Peter SL9 9DF  
Tel: 01753 882194 MKB Care OP D MH

ROYAL MENCAP SOCIETY - PINEAPPLE ROAD  
9 Pineapple Road, Amersham HP7 9JN  
Tel: 01494 765079

RUSHYMEAD RESIDENTIAL CARE HOME  
Tower Road, Coleshill, Amersham HP7 OLA  
Tel: 01494 727738 MKB Care

RYEVIEW MANOR CARE HOME  
Keep Hill Road, High Wycombe HP11 1DW  
Tel: 01494 761586 OP D

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Step inside a Sunrise community and you’ll know you’ve arrived somewhere special - a vibrant place where life is lived to the full. Whether it’s assisted living or specialist dementia care, everything we do stems from a commitment to providing only the very best care for the elderly.

Don’t just take our word for it. Come and see for yourself how rewarding life can be with Sunrise.

See page 17 for a comprehensive list of local home care providers

See page 53 for a comprehensive list of local care homes with nursing.

Specialists in care

The Fremantle Trust is a Buckinghamshire-based charity with over 22 years’ experience of delivering exceptional care.

We provide residential, nursing, dementia and respite* care in our purpose built care homes across Buckinghamshire, including our brand new homes in Stoke Mandeville, Chalfont St Peter and Chesham. *may be booked up to six months in advance subject to availability

Our care-at-home service Connect, provides assistance and support for individuals who prefer to receive care in their own home.

To find out more about any of our services or to arrange a visit, please call our Family Liaison Manager on 01296 737371.

www.fremantletrust.org
SŒELEYS RESPITE CENTRE
Seeleys House, Campbell Drive, Beaconsfield HP9 1TF
Tel: 01494 475340
LDA YA

SHAFTESBURY COURT (HIGH STREET)
High Street, Winslow MK18 3HA
Tel: 01296 714858
LDA

SHAKESPEARE WAY
4 Shakespeare Way, Aylesbury HP20 1JF
Tel: 01296 246332
LDA

SIR AUBREY WARD HOUSE
Prospect Road, Marlow SL7 2PJ
Tel: 01628 890150 MKB Care
Advert page 50
OP D

SOUTHERNWOOD
148 Plantation Road, Amersham HP6 6JG
Tel: 01494 721607
LDA

ST LEONARDS CARE HOME
86 Wendover Road, Aylesbury HP21 9NJ
Tel: 01296 337765 MKB Care
OP D

SUNNYBROOK CLOSE
6 Sunnybrook Close, Aston Clinton, Aylesbury HP22 5ER
Tel: 01296 630038 MKB Care
LDA

SUNRISE OF BEACONSFIELD LTD
30-34 Station Road, Beaconsfield HP9 1AB
Tel: 01494 854299
Advert page 50
OP D

SWAN HOUSE
High Street, Winslow MK18 3DR
Tel: 01296 711400 MKB Care
Advert page 46
OP D PD SI

SWARTHMORE HOUSING SOCIETY LTD
31 Marsham Lane, Gerrards Cross SL9 8HB
Tel: 01753 885663 MKB Care
OP

TURNING POINT - FOLLYBRIDGE HOUSE
Bulbourne Road, Tring, Hertfordshire HP23 5QG
Tel: 01442 828285
LDA YA

WENDOVER ROAD
87 Wendover Road, Stoke Mandeville, Aylesbury HP22 5TD
Tel: 01296 615403 MKB Care
LDA

WHITE HILL HOUSE RESIDENTIAL HOME
FOR THE ELDERLY
128 White Hill, Chesham HP5 1AR
Tel: 01494 782992 MKB Care
OP D SI

WHITE LEAF CARE LIMITED
8 and 10 Priory Avenue, High Wycombe HP13 6SH
Tel: 01494 452676
LDA YA

WHITE PLAINS CARE HOME
Tilehouse Lane, Denham UB9 5DE
Tel: 01895 832190 MKB Care
OP D

WILLOW, THE
110 Charrtridge Lane, Chesham HP5 2RG
Tel: 01494 773451 MKB Care
OP

WINDSOR LODGE CARE HOME
Windsor Road, Gerrards Cross SL9 8SS
Tel: 01753 662342 MKB Care
OP

WOODLANDS PARK CARE CENTRE
Aylesbury Road, Great Missenden HP16 9LS
Tel: 0844 472 5138
OP D PD MH SI

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info@westgatehc.co.uk

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Hampden Hall Care Centre
Weston Turville
01296 616 600

Byron House Care Home
Wendover Road
01296 737 530

nursing care | residential care | respite care | dementia care

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Care homes with nursing

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Notes</th>
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<tbody>
<tr>
<td><strong>AUSTENWOOD NURSING HOME</strong></td>
<td>29 North Park, Chalfont St Peter, Gerrards Cross SL9 8JA</td>
<td>Tel: 01753 890134</td>
<td><strong>MKB Care Advert page 54</strong></td>
</tr>
<tr>
<td><strong>AVONDALE CARE HOME</strong></td>
<td>Gatehouse Road, Aylesbury HP19 8EH</td>
<td>Tel: 01296 438032</td>
<td><strong>Advert page 54</strong></td>
</tr>
<tr>
<td><strong>BRENDONCARE CHILTERN VIEW</strong></td>
<td>St John's Drive, Stone, Aylesbury HP17 8PP</td>
<td>Tel: 01296 747463</td>
<td><strong>MKB Care</strong></td>
</tr>
<tr>
<td><strong>BROOK HOUSE</strong></td>
<td>28 The Green, Wooburn Green, High Wycombe HP10 0EJ</td>
<td>Tel: 01628 528228</td>
<td><strong>Advert inside front cover</strong></td>
</tr>
<tr>
<td><strong>BUCKINGHAM HOUSE</strong></td>
<td>Oxford Road, Gerrards Cross Buckinghamshire SL9 7DP</td>
<td>Tel: 01753 468200</td>
<td><strong>OP PD SI YA</strong></td>
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<tr>
<td><strong>BURNHAM LODGE</strong></td>
<td>Parliament Lane, Burnham SL1 8NU</td>
<td>Tel: 01268 667345</td>
<td><strong>MKB Care</strong></td>
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<tr>
<td><strong>BYRON HOUSE CARE HOME</strong></td>
<td>141-143 Wendover Road, Aylesbury, Buckinghamshire HP21 9LP</td>
<td>Tel: 01296 737530</td>
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<tr>
<td><strong>CATHERINE COURT</strong></td>
<td>Cressex Road, High Wycombe HP12 4QF</td>
<td>Tel: 01494 524850</td>
<td><strong>OP DP LDA MH</strong></td>
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<td><strong>CHALFONT LODGE</strong></td>
<td>Denham Lane, Chalfont St Peter SL9 0QQ</td>
<td>Tel: 01753 468147</td>
<td><strong>OP D PD YA</strong></td>
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<tr>
<td><strong>CHANDOS LODGE NURSING HOME</strong></td>
<td>Blackpond Lane, Farnham Common, Slough SL2 3ED</td>
<td>Tel: 01753 643224</td>
<td><strong>OP</strong></td>
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<tr>
<td><strong>CHERRY TREE NURSING HOME</strong></td>
<td>Bledlow Road, Saunderton, Princes Risborough HP27 9NG</td>
<td>Tel: 01844 346259</td>
<td><strong>MKB Care</strong></td>
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<tr>
<td><strong>CHESHAM LEYS</strong></td>
<td>Cameron Road, Chesham, Buckinghamshire HP5 3BP</td>
<td>Tel: 01296 737371</td>
<td><strong>OP D SI YA</strong></td>
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<tr>
<td><strong>CHILTERN COURT CARE HOME</strong></td>
<td>Aylesbury Road, Wendover, Aylesbury HP22 6BD</td>
<td>Tel: 01296 625503</td>
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</tr>
<tr>
<td><strong>CHILTERN GRANGE CARE HOME</strong></td>
<td>Ibstone Road, Stokenchurch, High Wycombe HP14 3GG</td>
<td>Tel: 01494 480292</td>
<td><strong>Advert page 54</strong></td>
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<tr>
<td><strong>CHILTON HOUSE</strong></td>
<td>Chilton, Aylesbury HP18 9LR</td>
<td>Tel: 01844 265200</td>
<td><strong>OP</strong></td>
</tr>
<tr>
<td><strong>CLIVEDEAN MANOR</strong></td>
<td>210 Little Marlow Road, Marlow, Buckinghamshire SL7 1HX</td>
<td>Tel: 01628 401100</td>
<td><strong>OP D YA</strong></td>
</tr>
<tr>
<td><strong>COOMBE LODGE CARE HOME</strong></td>
<td>Nash Lee End, Wendover, Aylesbury HP22 6BH</td>
<td>Tel: 01296 696944</td>
<td><strong>OP D MH YA</strong></td>
</tr>
<tr>
<td><strong>DENHAM MANOR</strong></td>
<td>Hailings Lane, Denham, Uxbridge UB9 5DQ</td>
<td>Tel: 01895 834470</td>
<td><strong>OP</strong></td>
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<tr>
<td><strong>EPILEPSY SOCIETY QUEEN ELIZABETH HOUSE</strong></td>
<td>Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RU</td>
<td>Tel: 01494 601374</td>
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<tr>
<td><strong>FREMANTLE COURT</strong></td>
<td>Risborough Road, Stoke Mandeville, Aylesbury Buckinghamshire HP22 5XL</td>
<td>Tel: 01296 615278</td>
<td><strong>Advert page 50</strong></td>
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<tr>
<td><strong>GABLES NURSING HOME, THE</strong></td>
<td>123 Wendover Road, Aylesbury HP21 9LW</td>
<td>Tel: 01296 423077</td>
<td><strong>MKB Care</strong></td>
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<tr>
<td><strong>HAMILTON HOUSE CARE HOME</strong></td>
<td>West Street, Buckingham MK18 1HL</td>
<td>Tel: 01280 813414</td>
<td><strong>MKB Care</strong></td>
</tr>
<tr>
<td><strong>HAMPDEN HALL CARE CENTRE</strong></td>
<td>Tamarisk Way, Weston Turville, Aylesbury HP22 5ZB</td>
<td>Tel: 01296 616600</td>
<td><strong>MKB Care Advert page 52</strong></td>
</tr>
<tr>
<td><strong>HAZLEMERE LODGE</strong></td>
<td>Barn Lane, Hazlemere, High Wycombe HP15 7BQ</td>
<td>Tel: 01494 767800</td>
<td><strong>MKB Care Advert page 46</strong></td>
</tr>
<tr>
<td><strong>HEIGHTS, THE</strong></td>
<td>5 Langley Close, Downley, High Wycombe HP13 5US</td>
<td>Tel: 01494 885460</td>
<td><strong>MKB Care</strong></td>
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<tr>
<td><strong>HILLSIDE</strong></td>
<td>Ardenham Lane, Bicester Road, Aylesbury HP19 8AB</td>
<td>Tel: 01296 710011</td>
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<tr>
<td><strong>HULCOTT NURSING HOME</strong></td>
<td>The Old Rectory, Hulcott, Aylesbury HP22 5AX</td>
<td>Tel: 01296 488229</td>
<td><strong>OP</strong></td>
</tr>
<tr>
<td><strong>KENTS HILL CARE HOME</strong></td>
<td>50 Tunbridge Grove, Kents Hill, Milton Keynes MK7 6JD</td>
<td>Tel: 01908 880774</td>
<td><strong>MKB Care Advert page 55</strong></td>
</tr>
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At Porthaven we are proud to have been described as running the best care homes in the country. Our homes are beautifully designed, clean and spacious. We provide a range of interesting, enjoyable activities and an excellent menu of food.

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We are able to meet the needs of residents living with dementia, through to end of life and we are able to support families through the journey. Our person-centred care recognises each person as a unique individual, and care and activities are tailored to their needs.

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Please call 01296 747463 or email chilternview@brendoncare.org.uk

BrendonCare Chiltern View, St. John’s Drive, Stone, Aylesbury, Buckinghamshire, HP17 8PP

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Gatehouse Road, Aylesbury HP19 8EH
Tel: 01296 438032

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Tel: 01494 480292

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Tel: 01296 393166

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

LEONARD PULHAM NURSING HOME, THE
Tring Road, Halton, Aylesbury HP22 5PN
Tel: 01296 625188 MBK Care

LEWIN HOUSE
61 Belgrave Road, Aylesbury HP19 9HP
Tel: 01296 397828 MBK Care

MAIDS MORETON HALL
Church Street, Maids Moreton, Buckingham MK18 1QF
Tel: 01280 818710 MBK Care

MANDEVILLE GRANGE NURSING HOME
201-203 Wendover Road, Aylesbury HP21 9PB
Tel: 01296 397512 MBK Care

MILTON COURT CARE CENTRE
Tunbridge Grove, Kents Hill, Milton Keynes MK7 6JD
Tel: 01908 699555 MBK Care Advert page 30 OP D PD YA

RED HOUSE NURSING HOME, THE
Main Street, Maids Moreton MK18 1QL
Tel: 01280 816916 MBK Care

ROYAL BUCKINGHAMSHIRE HOSPITAL, THE
Buckingham Road, Aylesbury, Buckinghamshire HP19 9AB
Tel: 01296 678800

SHELBURNE LODGE
Rutland Street, High Wycombe HP11 2LJ Advert page 44
Tel: 01494 840343

STONE HOUSE NURSING HOME
44 Bishopstone Road, Stone, Aylesbury HP17 8QX
Tel: 01296 747122 MBK Care OP D PD LDA SI

SUNNYSIDE NURSING HOME
140 High Street, Iver SL0 9QA Advert inside back cover
Tel: 01753 653920 MBK Care OP D

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

MKB Care - Member of Milton Keynes and Buckinghamshire Care Association – see page 43.
### Home care providers

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