East Sussex and Brighton & Hove
Care and Support Services Directory 2016/17

Brighton Sunrise

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

www.carechoices.co.uk
Autumn Lodge specialises in providing dementia care on a long term, respite or day care basis in a luxury secure boutique hotel environment. We are a vibrant family run home with over 30 years experience in providing a high standard of friendly individual care.

We pride ourselves on finding the best professional local entertainers of the widest variety, who come in every afternoon, 7 days a week, whether it be a singer, violinist, cellist, arts & crafts teacher or a traveling theatre group.

We love throwing parties for the residents and their relatives. Our Christmas Residents’ Party is a thing of legend with live music and an amazing spread of culinary delights. We should also mention our Summer Western Themed Barbecue Party and our 1950s Vintage Garden Tea Parties.

We regularly organise walks down to the beach for an ice cream, strolls to the pub on the corner for a pint or an amble up the road to pick up the daily newspaper.

Our chefs provide a high standard of traditional home-cooked menus using local quality fresh produce, served in a choice of dining rooms, with full room service available if required.

For Brochures & Availability

Autumn-Lodge.co.uk - Tel: 01273 271786

35-39 Rutland Gardens, Hove, East Sussex BN3 5PD

“We believe every day should be fun and engaging and that’s why entertainment and activities are the heart and soul of our home”
All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC). East Sussex County Council, Brighton & Hove City Council and Care Choices cannot be held liable for any errors or omissions.

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

Welcome to the 2016/17 edition of the East Sussex, Brighton & Hove Care and Support Services Directory. There are many care and support services available in East Sussex and Brighton & Hove, and there is plenty of help to find out what is the most appropriate for you. If you are finding it hard to live independently, you, and your family, need to know where you can go for help and advice about what is available locally. This Directory is an important source of that information.

Our thanks go to Care Choices who produced this Directory at no cost to East Sussex County Council or Brighton & Hove City Council. The two Adult Social Care departments have helped to produce some of the information in this Directory.

If you’re looking for information and advice to support you to live well, contact your local Adult Social Care department.

**East Sussex**
You can contact the Council’s customer contact centre, Health and Social Care Connect (formerly known as Adult Social Care Direct), see page 5.

**Brighton & Hove**
You can look on the website [www.mylifebh.org.uk](http://www.mylifebh.org.uk/) If you’re unable find the information you need, contact the Adult Social Care Access Point, see page 5.

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East Sussex Adult Social Care

East Sussex Adult Social Care produces a range of leaflets and factsheets. You can find them all on the website [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk) or ask Health and Social Care Connect for copies.

IL01 A guide to Adult Social Care
IL02 Paying towards the cost of your care and support: How we work out what you have to pay
IL03 How to make a complaint or give feedback about Adult Social Care services
IL04 Do you look after someone?
IL05 Getting Support from Adult Social Care
If you live in Brighton & Hove, contact the Adult Social Care Access Point. For information about local NHS and social care services in Brighton & Hove, you may find the following downloadable leaflets useful. You can download them all from the website www.brighton.hove.gov.uk/social-care or ask the Access Point for copies.

- Care and Support in Brighton & Hove
- Carers information booklet – looking after someone
- Eligibility for Adult Social Care Services
- What you need to know about your health records
- Charges for Residential & Nursing Home Care 2016-2017

Health and Social Care Connect can be contacted in the following ways:

Tel: 0345 60 80 191 (Calls are charged at your phone company’s local rate and may be recorded)
Minicom via Type Talk: 18001 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Text: 07797 878111

Write to: Health and Social Care Connect
St Mary’s House, 52 St Leonards Road,
Eastbourne BN21 3UU

You can also begin an assessment of your care and support needs online at http://adultsocialcare.eastsussex.gov.uk

Brighton & Hove Adult Social Care Access Point

| FS1 | Who qualifies for our services? Eligibility criteria explained |
| FS2 | Independent Advocacy – someone to speak up for you |
| FS3 | Your information and how we use it – our guarantee about your social care record |
| FS4 | The Supporting People Programme |
| FS5 | What to do if you or someone you know is being neglected or abused |
| FS6 | How we work out your personal budget |
| FS7 | Financial assessments for care at home |
| FS8 | Financial assessments for residential care |
| FS9 | Ways to pay for your care and support |
| FS10 | Direct Payments |
| FS11 | Help with being independent around the home – a practical guide |
| FS12 | Direct Payments – managing the money |
| FS13 | Travel and transport – a practical guide |
| FS14 | Making informed decisions about paying for care |

• Charges for Non-residential services 2016-2017
• Deferred Payments Scheme
• Listening, Responding, Improving: How to make complaints, comments or compliments about Adult Social Care services

Tel: 01273 295555
Out-of-hours: 01273 295555 (answered by Carelink)
Minicom: 01273 296205
Email: accesspoint@brighton-hove.gov.uk

Write to: Access Point, Adult Social Care, 2nd Floor Bartholomew House, Bartholomew Square, Brighton BN1 1JP

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
Health and wellbeing

By making a few small changes to the way you live, you can make big changes to your health and wellbeing. This can have a beneficial impact on the wellbeing of your family members and those you care about. There’s lots of advice, information and help available across the county to help you stay healthy and well.

One You

Our lifestyles can be less healthy than we think. Whether it’s eating the wrong foods, drinking more alcohol than we should, smoking or just not being active enough, these things can add up to an unhealthy you. One You is a website providing information and guidance to help adults across the country live a healthier life.

Making better choices can have a huge influence on your health and could prevent diseases, such as type 2 diabetes, cancer and heart disease, and reduce your risk of stroke, dementia, disability and frailty in later life.

The free online health quiz, ‘How Are You’, can help you identify where changes can be made. It provides personalised recommendations, tools and encouragement to help improve your health right away.

For more information, and to take the ‘How Are You’ online quiz, visit www.nhs.uk/oneyou

Improve your wellbeing

Wellbeing is characterised by feelings of happiness, contentment, enjoyment, curiosity and engagement. Having a sense of control, purpose in life and belonging and having positive relationships with others are also important parts of wellbeing. The ‘Five Ways to Wellbeing’ are actions you can take in your everyday life that have been shown to promote personal wellbeing:

1. Connect

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

2. Be active

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

3. Take notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

4. Keep learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Learning new things will make you more confident as well as being fun.

5. Give

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.
Top tips for staying healthy and well

**Eating well:**
- don’t skip breakfast;
- switch to lower-sugar cereals or those with no added sugar;
- choose wholegrain varieties of pasta, rice and bread and eat potatoes with their skins on when you can. They contain more fibre, and can help you feel full for longer;
- aim to eat at least two portions of fish a week, including at least one portion of oily fish;
- eat less salt – no more than 6g a day for adults;
- drink at least 8 to 10 teacups of fluids a day;
- reduce your saturated fat and sugar intake; and
- aim to have at least five portions of fruit and vegetables every day.

### Staying active

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of ‘feel good’ hormones and reduce stress.

Adults should aim to do at least 150 minutes of moderate physical activity every week, you can build this up over the week in short 10-minute bursts of activity. It is also important to incorporate strength exercises on two days of the week. If you are at risk of falls, you may want to consider doing exercises to help balance and co-ordination twice a week.

You could:
- take regular walks as part of your daily routine;
- use the stairs rather than taking the lift;
- get off the bus one stop before your destination;
- join a dance group or a jogging/walking/games club; or
- do gardening, such as digging or shovelling.

### Stop smoking

For free help, advice and support to give up smoking, contact your local NHS Stop Smoking Service, call 0800 622 6968. Alternatively, your GP should be able to provide advice.

You can also contact the smokefree national helpline on 0300 123 1044, or go to the NHS Smokefree website www.nhs.uk/smokefree/ East Sussex residents can also visit www.quit51.co.uk

WHAT ARE THE CARE OPTIONS? HOW WILL I KNOW WHICH TO CHOOSE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

**CAREselect**
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

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

Drinking less alcohol reduces the longer term risk of serious diseases, such as liver disease and stroke, and could improve the condition of your skin, give you more energy and have a positive effect on sleep. Drinking less also means you’ll be less likely to develop high blood pressure and put on weight.

For help, advice and support to reduce your alcohol intake, contact your GP. Alternatively, visit www.thinkdrinkdrugs.co.uk or use the contacts below.

**East Sussex**

**STAR – East Sussex Drug and Alcohol Recovery Service**

Offers drug and alcohol treatment and recovery support to individuals and their loved ones across East Sussex. All services are free.

Tel: **0300 303 8160**

**Brighton & Hove**

**ru-ok?**

Offers free confidential help and advice to young people and their families.

Tel: **01273 293966**

Email: **ru-ok@brighton-hove.gov.uk**

Web: **www.ruokservice.co.uk**

**Pavilions**

Offers advice for adults who are misusing drugs and/or alcohol.

Tel: **01273 731900 or 0800 014 9819**

Email: **info@pavilions.org.uk**

Web: **www.pavilions.org.uk**

**Keep warm and well**

Being cold at home isn’t just uncomfortable; it can be very bad for your health. The East Sussex Winter Home Check Service is free and available all year for certain people who are on a low income, including:

- older people;
- families with children;
- people with disabilities; and
- people with an ongoing health condition.

The check includes an assessment of your home to identify how to keep warm, small works such as improving insulation or repairing boilers, emergency temporary heating and advice on getting help to pay for heating. Contact Osborne Energy on **0800 085 1674** to arrange a visit.

For more information, go to www.eastsussex.gov.uk/keepwarm

**Reading Well Books on Prescription**

This is a national scheme, working with health professionals and carers to produce booklists of tried and trusted titles to support people living with mild to moderate mental health conditions or dementia. Booklists are available from libraries and the recommended titles can be borrowed free of charge.

Visit **www.reading-well.org.uk/books** for a list of recommended titles.

In Brighton & Hove, the titles are available for library members to download from http://overdrive.brighton-hove-rpml.org.uk

Libraries in East Sussex and Brighton & Hove stock the recommended titles in many formats, including large print, audio and e-books. In East Sussex, further details can be found at www.eastsussex.gov.uk/libraries/books-films-music/self-help-books-adults
Helping you stay independent

Adult Social Care can offer some support to enable you to stay as independent as possible in your own home. This could be through information and advice, daily living equipment or small adaptations to your home.

Some services provided may be free of charge, while other types of support may require a financial assessment to determine whether you are able to pay an assessed contribution, see page 46. This contribution could be any amount up to the full cost of the service and will be payable from the start of the support being provided.

Reablement

Reablement means helping you get back daily living skills you may have lost because of illness or disability. For example, if you’ve just come out of hospital, you might need some short-term support to help you become independent again. Or perhaps having some short-term support at home will prevent you having to go into hospital in the first place. If your assessment indicates that reablement could benefit you, Adult Social Care will put you in touch with the most appropriate type of support.

Reablement and rehabilitation services may last for up to six weeks, depending on your local authority, and are free for the duration of the service. In East Sussex, reablement is usually available for between two and six weeks, depending on your needs. Most people only need to use the service for a few weeks to enable them to reach their goals. However, if you need ongoing care, a review will take place, where options can be discussed and agreed with you. The amount you pay for any ongoing care will depend on your financial circumstances. Adult Social Care will carry out an assessment of your needs and finances, see pages 30 or 46 for more information.

East Sussex

East Sussex Intermediate Care includes reablement and rehabilitation via reabling homecare, provided by the Joint Community Rehab Team (JCR), and bed-based reablement. The support may be available to you if you meet certain criteria. Referrals for intermediate care services are made via your Health Professional or Health and Social Care Connect (HSCC) who can be contacted by telephone on 0345 60 80 191.

Brighton & Hove

There are two residential care homes and a nursing home specialising in rehabilitation. During your stay, nurses, physiotherapists and occupational therapists work with you to help you become medically fitter and regain physical mobility and strength. To arrange an assessment to see if you’re eligible for this service, contact Access Point on 01273 295555.

Other kinds of support to help you remain independent

There are different ways of getting support to remain independent, and the following are just some examples. If you have a personal budget (see page 31) you should use it in a way that’s right for you.

Making the best of your networks

Adult Social Care will work with you to identify your support networks – friends, relatives, neighbours or the wider community – to explore all options to meet your care and support needs. You may also be able to get support from local voluntary and community organisations, for example, having someone come in to check you’re OK and have a chat, practical support with odd jobs around the house and garden, or more regular support such as shopping or bringing round a hot meal. Good Neighbour Schemes, which offer this type of support, are currently developing across the county.
Other kinds of support to help you remain independent continued

**East Sussex**
You can find out if there is a Good Neighbour Scheme in your local area by looking at East Sussex 1Space, visit www.eastsussex1space.co.uk

**Brighton & Hove**
Visit www.bh-impetus.org/projects/Neighbourhood-care-scheme for information about the scheme in Brighton & Hove. You may also wish to visit www.mylifebh.org.uk which is an easy to use online directory listing many local and national organisations and services, including good neighbour and befriending schemes in your area. If you’re looking specifically for community activities, you may wish to look at It’s Local Actually www.itslocalactually.org.uk where you can find free or low-cost activities in your area.

**Day opportunities**
A range of day activities is available for adults with care and support needs. They provide opportunities to socialise with others, take part in activities and do volunteer work. Where needed, they can also offer a break for carers.

Activities may be building-based or community-based and may be provided by Adult Social Care or voluntary, community and independent sector organisations.

There are also opportunities for older adults to meet with friends and peers and take part in activities that encourage a healthier and more independent lifestyle.

Working age adults will have opportunities to socialise, develop skills, and will be offered care that is appropriate to their needs.

In addition to these day opportunities, people with a learning disability can get support to find a job.

**East Sussex**
ChoicES is East Sussex County Council’s supported employment service. There are several projects delivered by the voluntary sector to support employment.
Tel: 01273 336655

**Brighton & Hove**
You can contact the Supported Employment team:
Tel: 01273 295961
Email: SET@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/supportedemployment

For people with mental health conditions, there are opportunities designed to link with the individual’s local area as well as safe and supportive ‘drop-in centres’. The mental health provision has a common goal: to support people according to their personal choices and levels of needs into social, cultural, spiritual, health, educational, voluntary and employment opportunities. It is about enabling the development (or re-establishment) of valuable social networks and coping strategies to enable people to recover, maintain their mental health, and live their life as independently as possible.

**East Sussex**
There is information and support available to help people identify these community based services at www.eastsussex1space.co.uk/ Alternatively, go to www.eastsussex.gov.uk and search for ‘Mental Health Directory of Community Support’. You can also call Health and Social Care Connect on 0345 60 80 191.

**Brighton & Hove**
To find low-cost or free community based activities in Brighton & Hove, visit www.itslocalactually.org.uk

**Falls Prevention**
If you have concerns about falling, or have fallen recently, you should talk to your GP. They will be able to provide you with information and advice and might refer you on to local services which can help to reduce your falls risk.

**East Sussex**
The OTAGO falls exercise programme is a free 16-week exercise programme held at local leisure centres, designed to help improve strength, balance and confidence. This programme is for people who are worried about falling, or have fallen no more
than twice in the past year. You can be referred to the programme by your GP. More information is available from Zest People, on 01903 660073 or at betterbalance@zestpeople.co.uk

The Joint Community Rehabilitation Service can offer free assessments and support to reduce the risk of falling if you meet certain criteria. You can be referred to the service by any healthcare professional, including your GP, social worker or district nurse.

**Brighton & Hove**

There is a wide range of physical activity practitioners and groups that can help with balance and strength. Examples include: Zumba, health walks, Pilates, yoga and chair-based exercise. To find out more, look at the ‘activity finder’ on [www.brighton-hove.gov.uk/sportsdevelopment](http://www.brighton-hove.gov.uk/sportsdevelopment)

Alternatively, for services that can provide information and advice about preventing falls, see [www.itslocalactually.org.uk](http://www.itslocalactually.org.uk) or call Possability People on 01273 894040.

**Age UK Brighton & Hove**

Provides falls prevention advice and can offer assistance through the Horizons service.

Web: [www.ageuk.org.uk/brightonandhove/ourservices-/horizons](http://www.ageuk.org.uk/brightonandhove/ourservices-/horizons)

**Osteoporosis and Falls Prevention Service**

For adults living locally who are at risk of falls. If you wish to discuss whether a referral is appropriate, please contact the service.

Tel: 01273 265574

Email: SC-TR.FallsServiceENQs@nhs.net

**Standing Tall Community Class**

People who have not fallen but may benefit from attending a balance class can be referred directly to this service.

Tel: 07856 407541

**Support in your own home**

You may be finding it difficult to manage at home and need more long-term support. You might need help with personal care, such as washing and dressing, or with practical tasks, such as shopping, cooking, laundry and cleaning.

To help meet these needs, you could employ a personal assistant (PA), or, alternatively, you could use an independent organisation, all of which are registered and checked by the Care Quality Commission (see page 53).

**East Sussex**

East Sussex County Council works with providers of home care (companies they use are regularly reviewed and supported to meet the Council’s criteria for quality of service). These can be found on East Sussex iSpace at [www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk/) Adult Social Care also has a couple of factsheets: ‘Help with being independent around the home’ and ‘Financial assessment for care at home’ which may be useful.

**Brighton & Hove**

For information on the preferred provider scheme in Brighton & Hove, phone the Social Care Contracts Unit on 01273 296207.

Home care services in Brighton & Hove are available for adults (anyone over 18) who need care or support to remain living at home. The service is provided by home care workers who may be employed by Brighton & Hove Adult Social Care or by an independent organisation. For more information and advice, visit [www.mylifebh.org.uk](http://www.mylifebh.org.uk/)

If you’re unable find the information you need, contact the Adult Social Care Access Point on 01273 295555.

Listings of all registered home care providers in East Sussex and Brighton & Hove start on page 21.
Equipment and adaptations

Adult Social Care will work with you to help you stay independent. As part of this, it may consider whether there is any daily living equipment that might help you, or adaptations that could be made to your home.

If you live in East Sussex, you may also like to find out if there is an occupational therapy clinic near you. The clinics will conduct an occupational therapy assessment and can help provide equipment and small adaptations around your home quickly. The clinics will also be able to offer your carer advice on getting a carers assessment. Please contact your local Adult Social Care department to find out more.

Adapting your home

If you, or someone living in your property, have a disability, you may benefit from an adaptation to your home, such as a stairlift or level access shower. If you are eligible, you may be able to receive a disabled facilities grant (DFG) to help with the cost of the adaptation. A DFG is a means-tested grant administered by local councils according to need. You can apply whether you are the owner of the property or a tenant. However, you may have to pay a contribution towards the cost. Adult Social Care will advise you, see contact details below.

You could also contact your local Age UK, listed on page 57. For information about equipment for carers, see page 34.

For more information about the DFG and how to apply, visit www.gov.uk/disabled-facilities-grants

East Sussex Health and Social Care Connect
Tel: 0345 60 80 191

Brighton & Hove Housing Adaptations Service
If you need major adaptations to your home, an occupational therapist will arrange a home visit to assess what adaptations are needed and to discuss the options for meeting your needs with you.

All applications for grant assistance are dealt with by the Housing Adaptations Service. The Council has to be satisfied that the proposed adaptations are all necessary and appropriate, reasonable and practicable and must be satisfied about the overall feasibility of the work if it is to give a DFG.

You should contact the Housing Adaptations Service for more information.
Tel: 01273 292443
Email: adaptations@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/adaptations

Housing-Related Support

Adult Social Care works with district and borough councils, health services and the probation service. Housing-Related Support (previously known as The Supporting People Programme) helps people move from homelessness and rough sleeping to independent living by providing supported accommodation and help to develop the skills needed to manage a tenancy.

Services are provided to people over 16 who are homeless or at risk of homelessness and those who have mental health needs. Services can be accessed by referrals from a range of support agencies such as St Mungo’s Street Outreach Service, Housing Options at Brighton & Hove City Council and Sussex Partnership Trust.

East Sussex
Call Health and Social Care Connect on 0345 60 80 191 for more information.

Brighton & Hove
Get more information by calling the Adult Social Care Access Point on 01273 295555, or by visiting www.brighton-hove.gov.uk/social-care

Support with Confidence

East Sussex
Support with Confidence is an Adult Social Care accreditation scheme run in partnership with Trading Standards. It can help you find a wide range of care and support services that you can trust, from people and organisations that have been checked and approved in terms of quality, safety and staff training.

In East Sussex, providers who can apply to register
with the scheme include:

- personal assistants;
- registered home care providers;
- independent financial advisers;
- legal advice services;
- day services;
- cleaning services;
- prepared meals or cooking services;
- supported housing;
- suppliers of home adaptations and equipment;
- handyperson, home maintenance and gardening services;
- pet services;
- therapeutic support;
- community services; and
- transport providers.

As well as checking on quality standards, the application process includes appropriate background checks, taking up references, and making sure the provider is complying with the law. If approved, their details will appear in the Support with Confidence directory.

To find a service in East Sussex, visit www.eastsussex.gov.uk/supportwithconfidence or phone the Support With Confidence team on 01323 463440.

**Brighton & Hove**

Brighton & Hove Council can help you to find a personal assistant through the Support with Confidence register of approved personal assistants.

A personal assistant who has completed Support with Confidence training will have undergone various checks and will have completed the necessary courses required to receive the accreditation. These include:

- enhanced Disclosure and Barring Service check;
- Trading Standards checks;
- two reference checks;
- ‘Being a Great Personal Assistant’, a course delivered by Possability People (see page 32); and
- training modules that all care workers undertake before they start working, delivered by Halifax Care.

For a list of individual personal assistants, rates of hourly pay and availability, visit www.brighton-hove.gov.uk/content/social-care/support-live-home/finding-approved-personal-assistant

For more information, contact the Brighton & Hove Support with Confidence team:
Tel: 01273 292494
Email: supportwithconfidence@brighton-hove.gov.uk

**East Sussex 1Space**

East Sussex 1Space is an online directory of care, support and wellbeing services and groups available in the county offering solutions from personal care, day activities and getting odd jobs done, to local support groups and information and advice.

East Sussex 1Space helps you, your family, friends or someone you care for to find what you need to help you stay healthy, safe and connected to your community. Visit www.eastsussex1space.co.uk

**My Life Brighton & Hove**

The My Life website is an easy to use, online directory listing local Brighton & Hove and national organisations and services to support everyday living. Visit www.mylifebh.org.uk

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

In the living room

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<td>WATCHING TV</td>
<td>• Use subtitles</td>
<td>• Request an assessment for a hearing aid</td>
</tr>
<tr>
<td></td>
<td>• Purchase wireless headphones</td>
<td>• Install a room loop</td>
</tr>
</tbody>
</table>
In the bedroom

### WHAT IS DIFFICULT? | SIMPLE SOLUTIONS | COMPLEX SOLUTIONS
--- | --- | ---
**GETTING IN AND OUT OF BED**
- Learn new ways of moving safely
- Purchase a leg lifter
- Raise the bed
- Fit grab rails
- Use a transfer board
- Buy an electric adjustable bed
- Install a hospital bed
- Use a hoist

**SITTING UP IN BED, TURNING OR ROLLING OVER**
- Change to less heavy bedding
- Learn new ways of moving safely
- Purchase a pillow raiser
- Change the mattress
- Buy a bed cradle/bed ladder
- Use a bed lever
- Buy a specialised mattress
- Install a drop-down rail
- Install an over-bed pole

**KEEPING WARM IN BED**
- Buy a heavier duvet
- Buy thermal clothing
- Buy an electric blanket (make sure it’s tested regularly)

**GETTING DRESSED**
- Learn new ways of dressing
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handled shoe horn; dressing stick; button hook
- Contact [see below] for an assessment
- Consider home support

**CUTTING YOUR NAILS**
- Buy easy grip scissors
- See a podiatrist

**TAKING YOUR TABLETS**
- Ask for an easy-open bottle
- Keep a note of when you take a tablet
- Get a pill dispenser
- Get an automatic pill dispenser
- Ask someone to prompt you

**READING THE TIME**
- Buy a clock with large numbers
- Buy a clock that ‘speaks’

---

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

---

**Contact Information**

- East Sussex Health and Social Care Connect Tel: 0345 60 80 191
- Brighton & Hove Adult Social Care Access Point Tel: 01273 295555
### Making life easier in the home continued

#### In the kitchen

![Image of kitchen with various items highlighted]

**WHAT IS DIFFICULT?**

**SIMPLE SOLUTIONS**

- Rearrange your cupboards/surfaces
- Buy an Easi-Reacher or Handi-Reacher

**COMPLEX SOLUTIONS**

- Alter the spring in the doors
- Lower or raise the cupboards

#### REACHING INTO CUPBOARDS

- Fit tap turners
- Purchase Handi-Plugs

#### USING TAPS AND SWITCHES

- Sit at a table
- Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper

#### PREPARING/COOKING FOOD

- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight cup/mug
- Use a cup with two handles
- Contact [link] (see below) for an assessment

#### MOVING AROUND KITCHEN

- Re-organise the furniture

#### EATING AND DRINKING

- Use a food processor
- Purchase a perching/high stool
- Buy a trolley
- Raise/lower work surface
- Make space under worktop for your knees when sitting

#### LAUNDRY/IRONING

- Install a wall-fixed ironing board
- Raise/lower washing machine

---

**East Sussex Health and Social Care Connect Tel:** 0345 60 80 191 | **Brighton & Hove Adult Social Care Access Point Tel:** 01273 295555

---

**This Directory’s helpline 0800 389 2077 – assistance with finding care and support**
In the bathroom

<table>
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<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
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</table>
| WASHING HANDS, FACE AND BODY | • Install tap turners  
• Buy a long-handled sponge  
• Purchase a flannel strap  
• Contact (see below) for an assessment | • Install lever taps or new taps  
• Purchase a stool  
• Raise or lower basin  
• Consider home support |
| HAVING A BATH | • Purchase a non-slip mat  
• Buy a long-handled sponge  
• Use a half-step  
• Install grab rails  
• Use a bath board or bath seat | • Install a bath lift  
• Use a hoist  
• Replace the bath with a shower  
• Convert to a wet room  
• Consider home support |
| DRYING YOURSELF | • Use a non-slip mat  
• Purchase a towelling gown | • Change the floor covering  
• Purchase a hot air body dryer |
| USING THE TOILET | • Install a raised toilet seat  
• Use a combined toilet seat and support frame  
• Install a flush lever extension  
• Contact (see below) for an assessment | • Review mobility equipment  
• Consider home support |
| CLEANING TEETH | • Purchase a toothbrush gripper  
• Buy an electric toothbrush  
• Use a stool | |
| HAVING A SHOWER | • Have a strip wash  
• Use non-slip mats  
• Purchase a half-step  
• Contact (see below) for an assessment | • Use a shower board  
• Use a shower chair or stool  
• Replace shower controls  
• Consider home support |
Telecare is technology which can help you live safely and independently and remain at home for longer. The system uses a pendant, alarm button or cord which you can activate to speak to someone when you need help. When you need to, you can use your device and the system will connect you to an officer at a 24-hour monitoring centre. They will assess your situation and arrange the help you need. They may contact a carer, family member or your GP, or an ambulance in an emergency. The alerts can be directed to your carer, family member, friend or neighbour (instead of the monitoring centre) with their agreement.

A range of sensors is also available to help manage risks in your home; they can detect problems such as smoke, carbon monoxide or gas leaks, flooding, dangerous temperatures, or if you have had a fall. These sensors will automatically make an alarm call if they detect an issue.

Telecare can increase your confidence and security, knowing that you have a support system in place day and night. It can also support carers and help improve their wellbeing and reduce anxiety. Telecare is simple to use and is tailored to meet your circumstances.

To find out more, or to arrange an assessment, contact:

**East Sussex**
**Welbeing** (previously known as Wealden and Eastbourne Lifeline) provides telecare across East Sussex to eligible adults. Contact Health and Social Care Connect on **0345 60 80 191**.

**Brighton & Hove – CareLink Plus**
Tel: **0300 123 3301** Text: **07908 823134**
Email: Carelinkplus@brighton-hove.gov.uk
Web: [www.brighton-hove.gov.uk/carelinkplus](http://www.brighton-hove.gov.uk/carelinkplus)
Contact Brighton & Hove Adult Social Care Access Point on **01273 295555** for more information.

There are also a number of independent providers offering telecare which you can buy yourself. These can be found using the Telecare Services Association, visit [www.tsa-voice.org.uk/](http://www.tsa-voice.org.uk/) Some providers are specific to East Sussex and Brighton & Hove, others are national organisations who also operate in this area.
Home care agency checklist

Agency 1
Agency 2
Agency 3

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

About the agency

How long has the agency been operating?
How long are staff allocated per visit?
Can you contact the agency in an emergency or outside office hours?
Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?
Are all staff checked with the Disclosure and Barring Service?
Will you be notified in advance if your care worker is on holiday or sick?
Are staff matched to you specifically, based on your needs and preferences?
Can you meet your care worker(s) before they start?
Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.
Does the agency have a training scheme in place?
Are all staff trained to a certain level?
Are staff able to help with administering medication if required?
Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Can you see the agency’s contract terms?
Can you lodge a complaint easily?
Are complaints dealt with quickly?
Will your support plan be reviewed at regular intervals?
Can you see a copy of the agency’s CQC registration certificate and quality rating?

Notes

*See page 53.

Visit www.carechoices.co.uk for further assistance with your search for care
CARE VISITS AT HOME
We Care Passionately

What we offer
We offer everything from personal care to 24 hour Live In Care, shopping, cleaning and social visits. In fact everything you need to stay in the comfort of your own home.

Bespoke
Care visits range from shorter visits to live-in care and overnight stays. Our bespoke service means customers benefit from as much or as little support as they need.

Alternative
Care at home offers a realistic, cost effective alternative to residential care. Bluebird Care happens seamlessly offering support in your own home with familiar friends, relatives and possessions around you.

Brighton & Hove
01273 208192
brightonandhove@bluebirdcare.co.uk
www.bluebirdcare.co.uk/brighton-hove

Eastbourne & Wealden
01323 727903 or 01435 512121
eastbourne@bluebirdcare.co.uk
www.bluebirdcare.co.uk/eastbourne-wealden

Lewes District
01273 022 055
lewes@bluebirdcare.co.uk
www.bluebirdcare.co.uk/lewes
### Brighton & Hove registered home care providers

All home care providers listed on the next few pages are registered with the regulatory body, the Care Quality Commission, see page 53.

#### Service User Bands

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

### Advertisers are highlighted

#### AGE UK BRIGHTON & HOVE
Brighton
Tel: 01273 720603

#### AGINCARE UK BRIGHTON
Brighton
Tel: 01273 327565

#### ALINA HOMECARE
Brighton
Tel: 01273 390748

#### ALLIED HEALTHCARE BRIGHTON & HOVE
Hove
Tel: 01273 770202

#### ALZHEIMER’S SOCIETY – SUSSEX DEMENTIA CARE AND SUPPORT SERVICE
Brighton
Tel: 01273 726266

#### BARNARDO’S BRIGHTON & HOVE LINK PLUS HOME SUPPORT SERVICE
Brighton
Tel: 01273 295179

#### BETTER HEALTHCARE SERVICES (BRIGHTON)
Brighton
Tel: 01273 203999

#### BLUEBIRD CARE (BRIGHTON & HOVE)
Hove
Tel: 01273 208192

#### BRIGHTON AND HOVE HOME CARE (BRIGHTON & HOVE CITY COUNCIL)
Brighton
Tel: 01273 295950

#### BRIGHTON COMMUNITY CARE SERVICES DCA
Brighton
Tel: 01273 626161

#### BRUNSWICK HEALTHCARE
Hove
Tel: 01273 728888

#### BS HOMECARE – BRIGHTON
Brighton
Tel: 01273 202991

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

#### CAREWATCH (BRIGHTON)
Hove
Tel: 01273 207111

#### CHERITON HOMECARE LTD
Brighton
Tel: 01273 273277

#### COASTAL HOMECARE (HOVE) LTD
Hove
Tel: 01273 410471

#### EAST SUSSEX, BRIGHTON & HOVE CROSSROADS CARE
Brighton
Tel: 01273 234021

#### EMBARK HEAD OFFICE
Hove
Tel: 0843 289 3378

#### FRANCES TAYLOR FOUNDATION HOMECARE SERVICES
Brighton
Tel: 01273 414161

#### GRACE EYRE CHOICES, SUSSEX
Hove
Tel: 01273 201900

#### HALLIFAX CARE LTD
Brighton
Tel: 01273 542200

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
If managing on your own is sometimes a struggle, Martlets Care is here to help

We can provide a personal care and home-help service, either day or night, so that you can continue to enjoy your independence in your own home. We also provide respite for family carers.

To find out more simply call us on 01273 829943, Monday to Friday 9am to 5pm or visit our website.

Martlets Care
www.martletscare.co.uk

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

• 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

Brighton & Hove registered home care providers

HANOVER CARE LTD
Hove
Tel: 01273 723090
OP D PD LDA MH SI YA AD

HOME INSTEAD SENIOR CARE – BRIGHTON, HOVE AND SHOREHAM
Brighton
Tel: 01273 284090
OP D PD MH SI YA

INTERSERVE HEALTHCARE – BRIGHTON
Brighton
Tel: 01273 220660
OP D PD LDA MH SI YA AD

LIVE-IN COMFORT
Hove
Tel: 0800 075 3420
OP D PD LDA SI

MARTLETS CARE
Hove
Tel: 01273 829943
OP D PD SI YA

MENCAP – WEST SUSSEX DOMICILIARY CARE
Brighton
Tel: 01273 234759
LDA YA

MIHOMECARE – WOODINGDEAN
Brighton
Tel: 01273 309393
OP D PD LDA MH SI YA

MONTAGUE HOUSE
Brighton
Tel: 01273 296755
OP D PD LDA MH SI YA

PATCHING LODGE
EXTRA CARE SCHEME
Brighton
Tel: 01273 672388
OP D PD LDA MH SI

PHOENIX BESPOKE SUPPORT
Brighton
Tel: 01273 413672
D PD LDA MH YA

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</tr>
</tbody>
</table>

### East Sussex registered home care providers

#### A & F QUALITY CARE SERVICES
Eastbourne
Tel: 01323 729453

#### AFFINITY TRUST – DOMICILIARY CARE AGENCY – EAST SUSSEX
St Leonards-on-Sea
Tel: 01424 853390

#### AGE UK EAST SUSSEX
Lewes
Tel: 01273 476704

#### AGINCARE UK EASTBOURNE
Eastbourne
Tel: 01323 638042

#### ALANDRA CARE LTD
Uckfield
Tel: 01825 767857

#### ALLIED HEALTHCARE – EASTBOURNE
Eastbourne
Tel: 01323 501700

#### ALLIED HEALTHCARE EAST SUSSEX
Eastbourne
Tel: 01323 649473

#### AQS HOMECARE SUSSEX
Eastbourne
Tel: 01323 727027

#### AQRCC – THE SCHOOL CREATIVE CENTRE
Rye
Tel: 01797 227939

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

#### ASLS (AVENS LTD)
Crowborough
Tel: 01892 669520

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

#### AVENIDA LODGE
Eastbourne
Tel: 01903 843000

#### BLUEBIRD CARE (EASTBOURNE AND WEALDEN)
Advert page 20
Eastbourne
Tel: 01323 727903 or 01435 512121

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

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

Family-run company supporting the ones you care about.
We can help with almost anything!

- Personal care
- Companionship
- Home from hospital support
- Help around the house
- Shopping and meals
- Respite breaks for family carers
- Services include help for children and families, stroke, dementia and end of life
- Live-in Care

"Thank you for everything you have done to keep my mother in her own home for as long as you did. “Care and Support” is a phrase that appears on the invoices, but at Candlelight it means much more. Very many thanks to each and every member of the team."

Mrs R, Ringmer, E Sussex

01825 765008
www.candlelightcare.co.uk

Orchid Care LTD
24 Hour live-in care agency

“We offer a quality service tailored to your individual needs providing carers to support you in your home.”

Please call for a brochure or to discuss your requirements
Orchid Care, The Mallings, 112 Malling Street, Lewes, East Sussex BN7 2RG
Tel: 01903 538 475
Email: orchidcare@btinternet.com
www.orchidcareltd.co.uk

Our Philosophy is to provide a supportive atmosphere in the home which respects the individuality, dignity and right of each client in order to help them lead a more independent life.

We provide domiciliary care for people over a 24 hour period, 7 days a week.

T: 01323 729453
M: 07850 063377
E: info@afqualitycare.co.uk
www.afqualitycare.co.uk

Live-in Care
from £695 per week

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

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info
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**BLUEBIRD CARE (LEWES)**  
Newhaven  
Tel: 01273 022055

**BLUEBIRD CARE (ROther & HASTINGS)**  
Rye  
Tel: 01797 225797

**BLUEBIRD CARE (SUSSCE WEALD)**  
Haywards Heath  
Tel: 01444 414351

**CANDLELIGHT HOMECARE SERVICE LTD (EAST SUSSEX)**  
Uckfield  
Tel: 01825 765008

**CARE AT HOME SERVICES (SOUTH EAST) LTD**  
Bexhill-on-Sea  
Tel: 01424 848088  
Crowborough  
Tel: 01892 655147  
Eastbourne  
Tel: 01323 431314  
Hastings  
Tel: 01424 202400

**CARE REMEDIES LTD**  
Eastbourne  
Tel: 01323 301152

**CARE YOUR WAY LTD (BEXHILL-ON-SEA)**  
Bexhill-on-Sea  
Tel: 01424 218100

**CAREMARK (EASTBOURNE AND WEALDEN)**  
Hailsham  
Tel: 01323 849019

**CAREMARK (ROther)**  
Bexhill-on-Sea  
Tel: 01424 819000

**CAREPLUS 24**  
Eastbourne  
Tel: 01323 500204

**CARING 4 ALL**  
Hailsham  
Tel: 01323 440667

**CARRIANNE CARE**  
Hastings  
Tel: 01424 205432

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

**COUNTRY CARERS LTD**  
Rye  
Tel: 01797 223329

**DELIA ELLIMAN CASE MANAGEMENT LTD**  
Hastings  
Tel: 01424 439589

**DIAMOND CARE**  
Polegate  
Tel: 01323 489100

**DIVERSITY CARE SOLUTIONS LTD**  
Battle  
Tel: 01424 774086

**DOMICILIARY CARE SERVICES SUSSEX LTD**  
St Leonards-on-Sea  
Tel: 0845 548 0367

**EAST SUSSEX DOM CARE AGENCY**  
St Leonards-on-Sea  
Tel: 01424 858156

**EAST SUSSEX HELPING HANDS**  
Eastbourne  
Tel: 01323 730020

**EASTBOURNE COMMUNITY SUPPORT SERVICE**  
Eastbourne  
Tel: 01323 747130

**EVERYCARE**  
Eastbourne  
Tel: 01323 430762

**EXQUISITE HOME CARE LTD**  
Bexhill-on-Sea  
Tel: 01323 461316

**FAMILY MOSAIC – ST LEONARDS**  
St Leonards-on-Sea  
Tel: 01424 839600

Advertisers are highlighted
Home Instead Senior Care is an award-winning organisation devoted to providing the highest quality help and support for older people in the comfort of their own homes. We recently won the Queens Award for Enterprise for our innovative approach to care in the home.

Our relationship-led service is fully bespoke and each visit is a minimum of an hour in length, which enables us to provide a high quality, unhurried service. CAREGivers are carefully matched with each client and we keep the consistency of CAREGivers attending. This enables a relationship of trust to develop and allows our CAREGivers to observe the health and wellbeing of their clients and adapt our service to their needs.

From just an hour a day to full time care, our CAREGivers take great pride in helping our clients to lead a more comfortable and confident life in their own home where they are happiest, giving their families peace of mind.

Services include:
• Companionship
• Light housekeeping
• Local transportation and errands
• Meal preparation
• Respite support
• Convalescence support
• Personal care
• Specialist dementia and Alzheimer’s care
and much more...

Brighton, Hove and Shoreham
01273 284090
www.homeinstead.co.uk/brighton
Maritime House, Basin Road North, Hove BN41 1WR

Eastbourne and Hailsham
01323 819191
www.homeinstead.co.uk/eastbourne
Unit E, Dittons Business Park, Dittons Road, Polegate, Eastbourne, BN26 6HY

Lewes District and Uckfield
01273 437040 / 01825 605030
www.homeinstead.co.uk/lewesdistrict&uckfield
The Cloisters, Broyle Place Farm, Laughton Road, Ringmer, East Sussex BN8 5SD

Bexhill and Hastings
01424 401402
www.homeinstead/bexhill
Charter House, 43 St Leonard’s Road, Bexhill on Sea, TN40 1JA

Each Home Instead Senior Care franchise office is independently owned and operated.
FIRST CLASS HOME CARE  
Hastings  
Tel: 01424 588070

FITZROY SUPPORTED LIVING – UCKFIELD  
Uckfield  
Tel: 01825 762510

GOLDEN HOMECARE SERVICES  
Hailsham  
Tel: 01323 842487

GRACE HOME CARE SERVICES  
Uckfield  
Tel: 01825 508084

HAILSHAM HOUSE  
Hailsham  
Tel: 01323 442050

HASTINGS COMMUNITY SUPPORT SERVICE  
Hastings  
Tel: 01424 724970

HEADWAY HURSTWOOD PARK  
Newick  
Tel: 01825 724323

HEATHFIELD  
Heathfield  
Tel: 01435 866044

HOLY CROSS CARE HOME  
Heathfield  
Tel: 01435 863764

HOME COMFORTS COMMUNITY CARE LTD  
Uckfield  
Tel: 01825 762233

HOME INSTEAD SENIOR CARE – EASTBOURNE AND HAILSHAM  
Polegate  
Tel: 01323 819191

HOME INSTEAD SENIOR CARE LEWES DISTRICT AND UCKFIELD  
Lewes  
Tel: 01273 437040

HOMELIFE CARE LTD CROWBOROUGH  
Crowborough  
Tel: 01892 662444

HOUSING & CARE 21 – BENTLEY GRANGE  
Hailsham  
Tel: 0303 123 1108

HOUSING AND CARE 21 – CRANBROOK  
Eastbourne  
Tel: 0303 123 1358

HURSTWOOD COURT DCA  
Uckfield  
Tel: 01825 731700

INDEPENDENT LIVING PATHWAYS  
St Leonards-on-Sea  
Tel: 0800 043 0460

JIVA HOMECARE, HIGHLANDS HOUSE  
Seaford  
Tel: 07717 441328

JOINT COMMUNITY REHABILITATION SERVICE  
Bexhill-on-Sea  
Tel: 01424 726750

KESTREL HOMECARE LTD  
Burwash Weald  
Tel: 01435 882936

KIND HANDS CARING SERVICES LTD  
Eastbourne  
Tel: 01323 414650

LIGHTHOUSE HOMECARE  
St Leonards-on-Sea  
Tel: 01424 430111

LIVABILITY LIFESTYLE CHOICES SOUTH EAST  
Newhaven  
Tel: 01273 615281

Visit www.carechoices.co.uk for further assistance with your search for care
High quality care from a provider you can trust...

- Home Care
- Pop-In Care
- Specialist Care
- Respite Care

0845 603 4743  apexprimecare.org

Homecare services to assist you to enjoy an independent life

Offering assistance with daily tasks including personal care, domestic work, getting in/out of bed, medication, assistance getting dressed, social inclusion, day trips and more

- Fully trained and DBS checked staff
- Times to suit you
- 7 days a week
- Out of Hours on call service
- No call centres
- Complex and continuous care packages
- Registered with the CQC - Care Quality Commission

Contact your local branch today
01323 726454
eastbourne@homecareplusuk.com
Covering - Eastbourne, Seaford, Hailsham, Uckfield, Lewes, Burgess Hill, Haywards Heath, Brighton and Hove

01424 722877
hastings@homecareplusuk.com
covering - Hastings, Rye, Battle and Rye
www.homecareplusuk.com

Rest assured we care limited
independent living in your own home

Live-in Care in the comfort of your own home
Rest Assured we care Ltd, established in 2002 is a specialist live-in care agency offering a real alternative to a nursing home. We aim to help you maintain your independence and quality of life in your familiar home environment.

What we offer:
• Companionship
• Help with personal care, washing and dressing
• Experienced, well-trained carers
• Assisting with mobility
• Cooking wholesome and nutritious meals
• Shopping, light housework, laundry
• Someone to accompany you on outings
• Someone to drive your car
• Support of a friendly professional care team

Our care workers are of the highest standard and are fully trained, referenced, police checked (DBS), fully supported and selected for their caring nature and practical abilities.

T: 01483 481000  F: 01483 489888
E: enquires@restassured-wecare.com
W: www.restassured-wecare.com

Prestige Nursing+Care
Denton 0132 389 3756
denton@prestige-nursing.co.uk
www.prestige-nursing.co.uk

Flexible and comprehensive care designed with you in mind
• Personal care • 24 Hour care
• Companionship • Respite care
• Registered Nursing care • Specialist care
• Home from hospital • Support with daily living
• Assisting with shopping
• Support with domestic tasks
• Personal health budgets • Direct payments
### MY LIFE LIVING ASSISTANCE (LEWES)
Lewes  
Tel: 01273 483111  
**User Bands:** OP D PD LDA MH SI YA

### NURSE PLUS & CARER PLUS (UK) LTD
Eastbourne  
Tel: 01323 726454  
**User Bands:** OP D PD LDA MH SI YA AD

### OLD COACH WORKS, THE
Wadhurst  
Tel: 01634 723007  
**User Bands:** OP D PD SI

### PENTLOW COMMUNITY CARE
Eastbourne  
Tel: 01323 431810  
**User Bands:** OP D PD LDA MH SI

### POSITIVE HOMECARE
Hastings  
Tel: 01424 813700  
**User Bands:** OP

### PRESTIGE NURSING – DENTON
Newhaven  
Tel: 01323 893796  
**User Bands:** OP D PD LDA MH SI YA AD

### PRIME CARE COMMUNITY SERVICES LTD – EAST SUSSEX
Hailsham  
Tel: 01323 407010  
**User Bands:** OP D PD MH YA

### QRC DOM CARE
Heathfield  
Tel: 01435 813954  
**User Bands:** OP PD LDA YA

### QUALITY HOMECARE
Hastings  
Tel: 01424 754739  
**User Bands:** OP D PD LDA MH SI YA AD

### SANCTUARY HOME CARE LTD – RYE
Rye  
Tel: 07967 009307  
**User Bands:** OP D PD LDA MH SI YA AD

### SEASIDE CARE SERVICES
Eastbourne  
Tel: 01323 409100  
**User Bands:** OP PD MH YA

### SOS HOME SERVICES
Bexhill-on-Sea  
Tel: 01424 211276  
**User Bands:** OP D PD MH SI

### SOUTHDOWN SUPPORT
Lewes  
Tel: 01273 405800  
**User Bands:** LDA

### SOUTHOVER COMMUNITY CARE
Lewes  
Tel: 01273 470616  
**User Bands:** OP D PD SI

### SPRING CARE PAS BATTLE LTD
Battle  
Tel: 01424 777135  
**User Bands:** OP D PD LDA MH SI YA AD

### ST GEORGE’S PARK LTD
Burgess Hill  
Tel: 01444 259719  
**User Bands:** OP PD

### SUNSHINE COAST SUPPORT LTD
Eastbourne  
Tel: 01323 733122  
**User Bands:** OP D LDA YA

### UNIT 11 WAINWRIGHT CLOSE
St Leonards-on-Sea  
Tel: 01424 850033  
**User Bands:** LDA

### UNITY CARE SOLUTIONS
Eastbourne  
Tel: 0845 034 6410  
**User Bands:** OP D PD LDA SI YA

### VINE HOUSE
Hastings  
Tel: 01424 201230  
**User Bands:** OP D PD SI YA

### WEALDEN COMMUNITY CARE LTD
Heathfield  
Tel: 01435 812003  
**User Bands:** OP D LDA YA

### WEALDEN COMMUNITY SUPPORT SERVICE
Uckfield  
Tel: 01273 336580  
**User Bands:** OP LDA YA

### WINDLESHAM MANOR
Crowborough  
Tel: 01892 611000  
**User Bands:** Advert page 76 OP

### WOURLIFE (SEAFORD)
Seaford  
Tel: 01323 873253  
**User Bands:** OP D PD SI

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

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

Anyone can ask Adult Social Care to look at their care and support needs. This is called a needs assessment. Priority must be given to people with the greatest need for support, so the support you are eligible for will depend on your level of need. If you are not eligible for support from Adult Social Care, you will be given information and advice and told where you may be able to get the help you need.

You may want to ask for an assessment if you:

- think you need support to live independently in your own home;
- are a carer, looking after someone else in their own home (see page 33);
- have sight, hearing or communication difficulties;
- have concerns about your own, or someone else’s, mental health;
- have a learning disability (sometimes called a learning difficulty);
- have a physical disability or find it difficult to get around; or
- are affected by drug or alcohol misuse.

You can ask for an assessment yourself, or a relative, friend, social worker, doctor or other health professional can ask on your behalf, with your agreement. The assessment is about you, and Adult Social Care will make sure that you are involved.

If you are a carer and would like an assessment, see page 33.

**East Sussex**

If you want to ask about an assessment, contact Health and Social Care Connect on 0345 60 80 191. You can also begin an assessment online at http://adultsocialcare.eastsussex.gov.uk

**Brighton & Hove**

If you think you have any care and support needs, or you are a carer for someone who does, contact Access Point on 01273 295555 and ask for an assessment. You can also fill in the online application form at www.brighton-hove.gov.uk/applyforcare

If at any point you have concerns about your own or another person’s safety, please contact Adult Social Care on the numbers above. They will be able to give you advice and information about what to do. See page 51 for more information on safeguarding.

**What happens in the assessment?**

An assessment of your needs can take place face-to-face or over the phone. Adult Social Care will talk with you, your carer if you have one, and anyone else involved in supporting you, about what needs you have that could be met through care and support. The assessment will be used to identify:

- your care and support needs and how they impact on your wellbeing – for instance, if you need help with getting dressed or support to get to work;
- the outcomes that matter to you – for example, whether you are lonely and feel isolated;
- your other circumstances – for example, whether you live alone or whether someone supports you; and
- how urgent it is that you get some support.

You can have a family member, carer or friend to help you put forward your views and wishes, or you could use an advocacy service. Call Health and Social Care Connect on 0345 60 80 191 or the Brighton & Hove Adult Social Care Access Point on 01273 295555 for more information about advocacy, or see page 50.
Assessing your needs continued

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

After the assessment, Adult Social Care uses eligibility criteria set by the Government to work out whether you qualify for support. If the assessment shows you have eligible care and support needs which significantly impact on your wellbeing, you will be offered support in finding ways to meet these needs.

East Sussex Adult Social Care produces a factsheet ‘Who qualifies for our services? Eligibility criteria explained’, which explains more about the national eligibility criteria for carers and adults with care and support needs. You can find this at [http://adultsocialcare.eastsussex.gov.uk](http://adultsocialcare.eastsussex.gov.uk) or by contacting Health and Social Care Connect.

Brighton & Hove City Council has produced a leaflet called ‘Are you entitled to Adult Social Care Services?’

You can find this leaflet by visiting [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

**Having your say in your support**

If, following an assessment of your needs and finances, you qualify for support and financial help from Adult Social Care, you should have as much choice and control as possible over your support, within the limitations of the current financial climate. For example, you should have a say in what type of support you get, and who provides it. Adult Social Care will discuss with you:

- the type of support you need and when you need it;
- your own preferences;
- any particular needs you have, such as cultural or religious needs;
- how your support could be provided; and
- when your needs will be reviewed.

For information on paying for care and financial assessments see page 46.

**Personal budgets**

Adult Social Care can provide you with a personal budget, which is the amount of money it would cost to pay for support that meets your assessed eligible needs. The amount of your personal budget is determined by your care and support needs, as identified by your needs assessment. Depending on your financial circumstances, it is likely you will have to contribute at least part of the cost of your support. However, you should have a financial assessment to see whether the Council will contribute to the costs, see page 46 for more information.

You can choose how much control you want over your personal budget. If you are eligible, you can manage your budget and plan and organise your support yourself using a Direct Payment, where any council contribution is paid directly to you. Alternatively, you can ask Adult Social Care, or another person or organisation, to manage your budget and buy support for you.

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

**East Sussex**

East Sussex Adult Social Care publishes a leaflet called ‘Getting support from Adult Social Care’, and a factsheet on ‘Direct Payments’ which provide more information. These are available from Health and Social Care Connect.

East Sussex County Council has a contract with two organisations, PeoplePlus and Possability People, to provide support to people using Direct Payments. For further information, contact East Sussex County Council’s Health and Social Care Connect on 0345 60 80 191 or one of the following:

**PeoplePlus**

Charter House, Courtlands Road, Eastbourne, East Sussex BN22 8TR

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

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

If you qualify for financial support from Adult Social Care, and you receive a Direct Payment (see page 31), you could use it to employ a PA. PAs offer support with various everyday activities such as shopping, leisure activities, washing and personal care. They will fit around your needs and your schedule and can support you when it suits you.

Employing staff might sound difficult, but there is plenty of help available. In East Sussex, PeoplePlus or Possability People can help you with everything from finding the right person, to understanding your responsibilities as an employer. Possability People also does this in Brighton & Hove.

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

If you are paying for your own support, you can, of course, still employ a PA and get help to do that. The Support with Confidence schemes (see page 12) can help you find people you can trust, whatever kind of support you need, to help you live independently.

You can also look online for a PA, for example on East Sussex’s online directory, East Sussex 1Space at www.eastsussex1space.co.uk/ For Brighton & Hove, visit www.brighton-hove.gov.uk/personal-assistant

There are lots of PAs registered and looking for work in the county on PeoplePlus and Possability People’s PA Noticeboards. You can use these to recruit a PA yourself, or, if you would like support with this, PeoplePlus or Possability People’s Direct Payments Support Service advisers can help.

If you have any questions about the PA Noticeboard, contact PeoplePlus or Possability People, see above. Peopleplus does not operate in Brighton & Hove.

**Personal budgets continued**

Tel: 01323 414674
Email: ilseastsussex@peopleplus.co.uk
Web: www.peopleplus.co.uk

Possability People
Montague House, Somerset Street, Brighton BN2 1JE
Web: www.possabilitypeople.org.uk

If you don’t yet have a Direct Payment or would like some general information:
Tel: 01273 894040
Email: hello@possabilitypeople.org.uk

If you already have a Direct Payment, contact the Direct Payments Support Service:
Tel: 01273 894050
Email: dp@possabilitypeople.org.uk

Brighton & Hove
Brighton & Hove City Council has a contract with Possability People, which supports people using Direct Payments. For further information, contact Brighton & Hove City Council’s Adult Social Care Access Point on 01273 295555 or Possability People on the contact details above.

**Employing a personal assistant**

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If you have any questions about the PA Noticeboard, contact PeoplePlus or Possability People, see above. Peopleplus does not operate in Brighton & Hove.
Services for carers

A carer looks after, helps or supports someone who wouldn’t be able to manage everyday life without their help. The carer doesn’t have to be living with the person, and the help they give doesn’t have to be physical. They may be caring for a partner, relative, friend or neighbour. It may be someone who:

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

The carer may be helping them with:

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

Having a carer’s assessment

If a person provides, or plans to provide unpaid support to someone who could not manage without their help, the law says that they, as a carer, have a right to have their own needs assessed. A carer’s assessment is a way of identifying a person’s needs as a carer and making sure they get the support that they’re eligible for. Carers are entitled to an assessment even if the person they care for has refused support services or an assessment of their own needs.

A carer’s assessment is an essential first step in helping carers to understand their situation. It looks at how caring responsibilities affect their life, including their health and wellbeing, and the different types of support that could be available.

The carer’s assessment allows Adult Social Care to find out about the carer’s needs, gives the carer an opportunity to say what they think are the needs of the person they care for, and helps identify things that could help them in their caring role. For example, it might be possible for the carer to have a break from their caring responsibilities, or just help to give them some free time during the day. Carers may also be entitled to other services via a personal budget.

**East Sussex Health and Social Care Connect**
Tel: 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Web: www.eastsussex.gov.uk/socialcare

**Brighton & Hove Adult Social Care Access Point**
Tel: 01273 295555
Email: accesspoint@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/carers-assessments

Carers’ personal budgets

A carer’s personal budget is a one-off payment a carer may receive to meet their eligible needs where they cannot be met in other ways. The carer could use the payment for:

- leisure activities;
- education and training;
- improving their own care or wellbeing; or
- a short break.

A carer may be offered a carer’s personal budget once they have had a carer’s assessment.
Breaks from caring

If a carer needs regular breaks from caring, and the person they look after can’t be left alone, respite care or support could be provided. This could be:

- support in the home of the person being cared for;
- support in a residential care setting; or
- through activities in the community.

Respite care is considered a service for the person being cared for. They might need to have a financial assessment to work out how much they need to pay towards it, or, if the person being cared for already has a personal budget for their own needs (see page 31), they could use that money to pay for respite care. If the person being cared for pays for their own care and support, help is still available to organise respite care. For more information about arranging respite care or support, contact Adult Social Care.

Equipment for carers

There is a wide range of equipment that can make it safer and easier for a carer to provide care and support for a person with a disability. Adult Social Care can give carers advice on what equipment is available, and in many cases will be able to loan out the required specialist equipment. You may choose to attend an occupational therapy clinic, see page 12 for more details.

Respite for healthcare appointments and training

It can be easy for carers to forget about their own health. For example, carers may not be able to leave the person they care for on their own while they go to their GP, the dentist or a hospital appointment. The respite for healthcare appointments service in East Sussex and Brighton & Hove is free. Adult Social Care will cover the cost of replacement care for the person who requires support, so there is no extra cost to the carer or the person they care for. Carers can also use this service to make time for learning new skills to help in their caring role, such as first aid or dealing with stress.

If home care or respite at home is regularly arranged by Adult Social Care, the same provider can be contacted directly to arrange for a care worker while the carer is out, or to accompany the carer and the person they care for to the appointment.

If this service is required, the provider should be contacted in good time so they can arrange replacement care. They will need to be told as soon as possible if the appointment is changed or cancelled.

Carer’s card

The East Sussex Carers Card enables carers to set up a Carers Respite Emergency Support Service (CRESS) plan. This includes contact details for up to three people who could provide short-term support in an emergency. Carers can carry the East Sussex Carers Card with them so that, in an emergency, someone can call the number on the card. When this happens, the local authority will contact the people named in the emergency plan. If none of the contacts are available, Adult Social Care will provide support to take over the carer’s caring responsibilities while they are unable to fulfil them, or at least until an alternative contact is available.

Carers in East Sussex

**East Sussex**
Tel: 01323 738390 • Email: info@cftc.org.uk

**Brighton & Hove**
Tel: 01273 234021
Email: b&hoffice@esbhcrossroads.org.uk
Web: www.esbhcrossroads.org.uk
Carers in East Sussex continued

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

A directory listing all the offers is available at [www.cftc.org.uk](http://www.cftc.org.uk) If you would like more information, or to apply for a Carers Card, contact Care for the Carers:
Tel: 01323 738390
Email: info@cftc.org.uk

Useful contacts
Care for the Carers
Care for the Carers is the independent Carers Centre for East Sussex supporting unpaid carers of all ages. It offers a range of services including:

• information, advice, emotional and practical support;
• help to access other services, including free counselling;
• opportunities to meet other carers and build support networks; and
• training to support carers in their caring role.
Tel: 01323 738390
Email: info@cftc.org.uk
Web: www.cftc.org.uk

Young Carers
East Sussex Young Carers (ESYC) supports the most vulnerable Young Carers aged 5 to 18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol misuse.
Tel: 0300 777 2011
Email: info@eastsussexyoungcarers.org.uk
Web: www.eastsussexyoungcarers.org.uk
Twitter: @ESussexYCarers

More help and information can be found at [www.carersuk.org/help-and-advice](http://www.carersuk.org/help-and-advice)

The East Sussex Adult Social Care leaflet ‘Do you look after someone’ has more information and support available for carers in East Sussex.

Carers’ support services in Brighton & Hove

There is a range of services available to support people living in, or looking after, someone who lives in Brighton & Hove, such as:

• a Carers Card to access discounts on local health and wellbeing activities;
• an Emergency Back-Up Scheme so that you have a plan in place to support the person you care for in the event that you are unable to look after them;
• online tools that may make caring easier, available through partnership with Carers UK; and
• information, advice and support and opportunities to meet other carers through The Carers Centre for Brighton & Hove.

More information is available at [www.brighton-hove.gov.uk/carers](http://www.brighton-hove.gov.uk/carers) and an information booklet for carers can also be downloaded at [www.brighton-hove.gov.uk/content/social-care/carers](http://www.brighton-hove.gov.uk/content/social-care/carers)

Useful contacts
Crossroads Care
Tel: 01273 234021
Email: b&hoffice@esbhcrossroads.org.uk
Web: www.esbhcrossroads.org.uk

If you want to find out more about free training courses that might help you in your caring role, visit [www.brighton-hove.gov.uk/socialcaretraining](http://www.brighton-hove.gov.uk/socialcaretraining)

Emergency Back-Up Scheme
You can find more information about the Emergency Back-Up Scheme online at [www.brighton-hove.gov.uk/planning-for-emergencies](http://www.brighton-hove.gov.uk/planning-for-emergencies) or by calling the Adult Social Care Access Point on 01273 295555.

Carers Card
If you care for someone aged 18 or over, you can get the Carers Card or renew a Carers Card by visiting [www.brighton-hove.gov.uk/carers](http://www.brighton-hove.gov.uk/carers).
The RCA was established in 1980 and has been helping care providers ever since. Changes in regulation, commissioning, training needs and focus on adult protection issues means the role of the RCA has never been more important. Now, more than ever, you cannot afford to operate a care service without the right type of advice and support.

A few of the many benefits the RCA provides its members
ISAs & DBS first Checks, advice on policies and procedures, help in dealing with CQC and local authorities.
FREE access to the Vacancy Register online.

Housing options

Sheltered housing

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

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

Some schemes have a manager or warden to provide housing support, advice and links to other community services. The scheme manager may also provide a daily call service to those who need it.

Sheltered housing differs to residential care, as you have your own home and tenancy or lease. However, if you live in sheltered housing you can still qualify for home care services described on page 11. Adult Social Care might conduct an assessment of your needs for these services.

The Carers Centre
Offers different kinds of services working with and supporting young and adult carers in Brighton & Hove.
Tel: 01273 746222
Web: www.thecarerscentre.org

Carer Expert Project
An opportunity for carers to talk about the experiences of being a carer and helping to raise awareness, at national and local level, of the issues they face. There are also opportunities to receive one-to-one support, guidance and training.
Tel: 01273 746222
Email: jane.burt@thecarerscentre.org
Web: www.thecarerscentre.org/get-involved/carer-expert

Young Carers
The Carers Centre in Brighton & Hove has a specific team of trained and experienced support and outreach workers who can provide a range of support options to young carers and their families.
Tel: 01273 746222
Email: info@thecarerscentre.org
Web: www.thecarerscentre.org/our-services/young-carers

Calling the Adult Social Care Access Point.
Tel: 01273 295555
Email: accesspoint@brighton-hove.gov.uk
You can check the full list of the latest discounts available online at www.brighton-hove.gov.uk/carers-card

Helping to care for the care industry

The RCA is a key source of advice and support for care providers. Whether you need help with compliance, policy development or simply want to keep up to date with the latest developments in the industry, the RCA can provide the answers you need.

Now, more than ever, you cannot afford to operate a care service without the right type of advice and support. A few of the many benefits the RCA provides its members:

- ISA & DBS first Checks
- Advice on policies and procedures
- Links to CQC and local authorities
- FREE access to the Vacancy Register online

This Directory’s helpline 0800 389 2077 – assistance with finding care and support
Extra Care housing provides self-contained accommodation for all adults with additional support needs. It helps to maintain independence, and is an alternative to moving into a care home. The schemes have trained care staff on site or on call 24/7 to provide any extra care and support that may be needed, while residents still have the comfort, security and privacy of their own front door.

Some schemes may also include a restaurant, shop or hairdresser, social clubs or other facilities which can be used by both residents and other people in the community. Most Extra Care accommodation is rented but there are a number of other options, including shared ownership and leasehold sale. Ask your social worker or care manager for details of schemes in your local area.

Who is eligible for Extra Care housing?
If you live locally you can apply, regardless of whether you own your home or are a council or housing association tenant. Adult Social Care will need to do an assessment to work out whether Extra Care housing will be right for you and whether it will meet your needs.

Shared Lives and Supported Accommodation

Shared Lives is a type of accommodation-based support that enables people to live life to the full in their communities.

Adults who need support or care are matched with a compatible Shared Lives provider who agrees to share their home and their family (or community) life with them. Support can include long-term or short-term accommodation and respite. Shared Lives can also be used to provide daytime support.

Shared Lives providers offer support to a variety of people in a wide range of different situations. Individuals supported in Shared Lives arrangements may have learning or physical disabilities, mental health issues, or may be elderly or frail. Shared lives can also support people through transition from children’s to adult services and in East Sussex people who may have misused substances or are ex-offenders.

People who have been assessed as having eligible care and support needs can be referred to the Shared Lives Scheme.

Supported Accommodation
Supported Accommodation aims to enable adults to live more independently in the community. In East Sussex, the Supported Accommodation Team (SAT) supports providers who have houses, flats, or self-contained bedsits to provide accommodation and assists tenants referred by Adult Social Care services.

Approved providers can support clients in the following types of accommodation:
- An independent flat or self-contained bedsit: the client has their own tenancy and the provider or
support staff visit regularly to provide support.

- A shared house: the client has a tenancy or license agreement in their own room with their own key, and shares the communal areas with other clients.
- The provider’s own home: clients have the privacy of their own room with the choice of sharing mealtimes and communal facilities with other people in the house.

If you live, or want to live, in East Sussex and are interested in being considered for a Shared Lives arrangement or Supported Accommodation contact Health and Social Care Connect on 0345 60 80 191.

Both of the above services are also interested to hear from any potential providers of either scheme who have the skills, commitment and accommodation in East Sussex to support adults to live more independently in the community. Contact Dan Boyle (Supported Accommodation) or Lyn Cannings (Shared Lives) on 01323 747 415 for more information.

Residential care homes

Steps to consider

When looking at your care options you should contact Adult Social Care for an assessment of your care needs (see page 30). This is important regardless of who is paying for the support. If you will be paying for your care yourself, Adult Social Care will still give you advice and information. An assessment will help to determine your exact care and support needs and will be necessary if you need to ask the Council for financial assistance later on. See page 46 for more information on financial assessments. You may also benefit from asking a relative or a friend to help with making a decision.

If you are considering a move into a care home:

- make your own checklist before visiting possible care homes. See this Directory’s care homes checklist on page 40. Ensure that your visit is not rushed and take time to talk to the residents;
- look into what State Benefits you can claim, even if you have savings;
- seek advice from your solicitor before making any final decisions (see page 55);
- speak to an independent financial adviser about your financial situation and the costs of care (see page 48);
- find out about the costs of each type of care. Request brochures from possible care providers, with terms and conditions; and
- ensure that you fully understand the rights and responsibilities of any formal contract with a care provider. East Sussex Adult Social Care produces a factsheet ‘The cost of your social care support’ which may help. Brighton & Hove Adult Social Care produces a factsheet: ‘Charges for Residential & Nursing Home Care’ which is downloadable from www.brighton-hove.gov.uk/paying-for-care

Contact any homes you are considering directly to ask for more information. You should ask to speak to the manager of the home. The information homes provide will vary but it should include a guide for residents, an inspection report and quality rating from the Care Quality Commission (CQC), a sample
contract, a ‘statement of purpose’, and details of the care standards offered. If these aren’t included, you should ask for them. You can also get reports and quality ratings direct from the CQC. See page 53 for contact details.

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

For information about organisations who may help with finding a care home, including this Directory’s free helpline, see page 57 or see East Sussex’s factsheet ‘Arranging and funding life in a care home’.

Care homes and care homes with nursing

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

Care homes with nursing
Care homes with nursing offer the same personal care as care homes but with nursing staff on duty 24-hours a day. If you need a home with nursing care, you will be assessed by a nurse, who will determine the level of nursing care that the NHS will pay for. This is paid directly to the home. It is important that this nursing assessment is carried out before you go into a care home with nursing. Contact East Sussex Health and Social Care Connect or the Brighton & Hove Adult Social Care Access Point for more advice.

Out of area care homes

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

Your local authority will tell you how much it may pay to meet your needs in a care home or nursing home. If you choose a home that is more expensive, you will need to discuss with your care manager how the difference in cost can be met. This usually means a ‘third party payment’ which would have to be made by, for example, a member of your family, or a charity. For more information on third party payments, in and out of area, see page 47.

If you are paying the full cost yourself and expect to continue doing so, then of course the choice is yours, but your Adult Social Care department will still help you with advice and information.

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CAREselect
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
We suggest that you take paper with you when visiting care homes so that you can make notes.

<table>
<thead>
<tr>
<th>Home</th>
<th>Fees per week</th>
<th>Quality rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td></td>
</tr>
<tr>
<td></td>
<td>£</td>
<td></td>
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<tr>
<td></td>
<td>£</td>
<td></td>
</tr>
</tbody>
</table>

### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td></td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td></td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td></td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td></td>
</tr>
</tbody>
</table>

### Activities

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there an Activities Co-ordinator?</td>
<td></td>
</tr>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td></td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td></td>
</tr>
<tr>
<td>Are residents escorted to appointments?</td>
<td></td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
<td></td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
<td></td>
</tr>
</tbody>
</table>

### Life in the home

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td></td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td></td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td></td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
<td></td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
<td></td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
</tr>
<tr>
<td>Does the home allow pets?</td>
<td></td>
</tr>
</tbody>
</table>

### Personal preferences

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
<td></td>
</tr>
<tr>
<td>Is the décor to your tastes?</td>
<td></td>
</tr>
<tr>
<td>Are there restricted visiting hours?</td>
<td></td>
</tr>
<tr>
<td>Is there somewhere you can go to be alone?</td>
<td></td>
</tr>
<tr>
<td>Does the home feel welcoming?</td>
<td></td>
</tr>
</tbody>
</table>

### Catering

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the menu change regularly?</td>
<td></td>
</tr>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
<td></td>
</tr>
<tr>
<td>Can you eat when you like, even at night?</td>
<td></td>
</tr>
<tr>
<td>Can you have food in your room?</td>
<td></td>
</tr>
<tr>
<td>Is there a choice of food at mealtimes?</td>
<td></td>
</tr>
<tr>
<td>Is alcohol available/allowed if you want it?</td>
<td></td>
</tr>
<tr>
<td>Can visitors join you for meals?</td>
<td></td>
</tr>
</tbody>
</table>

### Fees

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
</tr>
<tr>
<td>Are fees likely to change regularly?</td>
<td></td>
</tr>
<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
<td></td>
</tr>
<tr>
<td>Could you have a trial period?</td>
<td></td>
</tr>
<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td></td>
</tr>
</tbody>
</table>
Specialist care and support services

Sensory impairments

Anyone with a sensory impairment can feel disconnected from the world, isolated and struggle with daily tasks, communication, or getting out and about. This can lead to a loss of independence which can then affect people’s confidence, especially as the senses decrease.

Levels of sensory impairment vary from person to person. Identifying individual needs is crucial in ensuring that these very specific impairments are recognised and people are supported appropriately.

If you have sight or hearing difficulties, or are deafblind, your local authority may be able to recommend and provide equipment or other support to help you to continue to manage in your home and the community. If you are not eligible for equipment, Adult Social Care can give you advice on where to buy it yourself.

An assessment might be carried out by a specially trained worker. The assessment can identify a wide range of needs and advise as to what services are available.

Adult Social Care can advise you on registering as deaf, hard of hearing, blind or partially-sighted. You do not have to register, however doing so may mean you are eligible for certain benefits or concessions. They can also put you in touch with local partner organisations. These offer a range of services for people with sight or hearing problems, including employment support, advocacy and social support.

For more information, contact:
**East Sussex**
Tel: 0345 60 80 191
Minicom via Type Talk: 18001 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Text: 07797 878111
Write to: St Mary’s House, 52 St Leonards Road, Eastbourne BN21 3UU

**Brighton & Hove**
Tel: 01273 295555
Out-of-hours: 01273 295555
Minicom: 01273 296205
Email: accesspoint@brighton-hove.gov.uk
Write to: Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square, Brighton BN1 1JP

Useful organisations
**East Sussex Association for Blind & Partially Sighted People**
Prospects House, 7-9 George Street, Hailsham, East Sussex BN27 1AD
Tel: 01323 832252
Email: info@eastsussexblind.org.uk

**City Synergy (Social Group – Brighton & Hove only)**
c/o 6a Hove Park Villas, Hove BN3 6HW
Tel: 01273 697339
Email: citysynergy@yahoo.co.uk

Physical disability

If you have a physical disability, the support you need should be tailored to your specific needs. It can be provided by the independent and not-for-profit sectors as well as by Adult Social Care.

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. Other support may include short-term reablement services, equipment, adaptations, advice about accessing supported housing, or information about day opportunities.

Listings of home care agencies start on page 21.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Adults with learning disabilities are supported to live in the community wherever possible to maximise their independence. The range of community-based services available includes support in various types of accommodation, support with finding employment, day activities, advocacy (see page 50), and support for carers, including short breaks.

The Health and Adult Social Care Community Learning Disability Teams in East Sussex, and the Community Learning Disability team in Brighton & Hove are made up of social workers and specialist healthcare workers. These include: nurses, physiotherapists, occupational therapists, speech and language therapists, psychiatrists and psychologists. These teams can work with you and your family to assess your needs and plan your support.

**East Sussex**
People who are already receiving support from Adult Social Care services can contact the Community Learning Disability team on 01424 724900 (Hastings Office) or 01323 747117 (Uckfield Office).

Otherwise contact Health and Social Care Connect on 0345 60 80 191.

There is more information at www.eastsussex.gov.uk/socialcare/disability/learning-disability

**Brighton & Hove**
People who are already receiving support from Adult Social Care services can contact the Community Learning Disability team on 01273 295550. Otherwise, contact the Adult Social Care Access Point on 01273 295555.

**Mental health**

If you are concerned about your own, or someone else’s, mental health, you should contact your GP. They have experience and knowledge about how to treat mental health conditions and can help you find out what treatment, local support or therapy is suitable. This might be in primary care, or they might refer you to a specialist mental health team. If you don’t have a GP there are two walk in health centres in East Sussex and one in Brighton:

- **Eastbourne Railway Station**
  Eastbourne BN21 3QJ • Tel: 01323 726650

- **Station Plaza Health Centre**
  Hastings TN34 1BA • Tel: 01424 884410

- **Brighton Station Health Centre**
  84-87 Queens Road, Brighton BN1 3XE • Tel: 0333 321 0946

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**Supporting Vulnerable adults is our strength**

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

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

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

With so many providers to choose from, where do you start? [www.carechoices.co.uk](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 GP practice and walk-in centres are open between 8:00am and 8:00pm, seven days a week, including bank holidays.

There is also a wide range of services available in the community. These are designed to support people towards improved mental health and enable people to connect (or reconnect) with their social and community networks. These services are free, and available to anyone who needs support regarding their mental health. This doesn’t require a referral, just call a service to discuss your needs, or drop in at a wellbeing centre.

**East Sussex**

You can access the directory of these services for East Sussex by visiting [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk) and searching ‘mental health directory’.

**Brighton & Hove**

You may wish to visit [www.mylifebh.org.uk](http://www.mylifebh.org.uk) which is an easy to use, online directory listing many local Brighton & Hove and national organisations and services to support your mental health.

**Specialist mental health support**

Some people require further support with their mental health and, in some cases, their needs are best met in specialist supported accommodation or residential care. East Sussex has established a Tiered Framework of accommodation support designed to develop and establish skills so that people can live as independently as possible. Contact the Council for an assessment of your needs and to find out what support might be available.

**East Sussex**  
**Supporting someone with a mental health condition**

Improving Carers’ Experience Project (ICE Pro) specialises in information for carers of people with mental health conditions. It offers training for staff and volunteers, as well as free training courses for carers themselves. It also helps carers to be involved in training, and in planning and providing services.

Tel: 01273 617100  
Web: [www.iceproject.co.uk](http://www.iceproject.co.uk)

Alan Stenning:  
Tel: 07435 786182  
Email: alan.icepro@btconnect.com

Jane Lawrence:  
Tel: 07483 133543  
Email: jane.icepro@btconnect.com

To find out more about mental health care in East Sussex, contact Health and Social Care Connect (0345 60 80 191) or, in Brighton & Hove, the Community Mental Health team on 01273 242101.

**Dementia care**

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

If you have concerns about dementia, the first point of contact is your GP. As well as discussing your concerns, your GP will be able to carry out a series of tests and consider referring you to memory assessment services where you may receive a diagnosis. The memory assessment service can also offer advice and refer you to trained dementia advisers for people with dementia and their carers.

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

**Alzheimer’s Society National Dementia Helpline**

Tel: 0300 222 1122  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Alzheimer’s Society – East Sussex**

Ground Floor, Beckett House  
Mitre Way, Battle TN33 0AS  
Tel: 01424 773687  
Email: east.sussex@alzheimers.org.uk

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Support in the community
People with dementia may prefer to stay in their own home for as long as possible, and it is usually helpful to avoid a change from familiar surroundings. There are various community care services to help people stay in their own home. Alzheimer’s Society, Health and Adult Social Care can all help you get access to services in your area. Services can include:

- personalised care, which you choose;
- help from a dementia adviser before or after diagnosis;
- home care (see page 11);
- community meals services;
- befriending services;
- ‘Shared Lives’ day care and respite (care within a family setting);
- sitting services and breaks for carers;
- advice on equipment and adaptations;
- day care centres; and
- respite care (short-stay residential care).

You can find out what’s available in your area from Adult Social Care. Even if you do not qualify for financial help from Adult Social Care, it will still carry out an assessment of your individual needs and tell you about registered providers who can give you the services you need.

You can find guidance and advice on dementia at [www.nhs.uk/conditions/dementia-care](http://www.nhs.uk/conditions/dementia-care) and [www.brighton-hove.gov.uk/dementia-help](http://www.brighton-hove.gov.uk/dementia-help) You can also contact Alzheimer’s Society for information and advice, contact details begin on page 43.

Accommodation options for people with dementia
If the time comes when remaining at home is no longer possible, you may need to consider the benefits of Extra Care housing or residential care. You can ask about this as part of your needs assessment.

Questions to ask of any home registered to care for people with dementia can be found in the residential dementia care checklist adjacent.

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

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

The use of medication to treat dementia can be a difficult choice but, at certain stages of the condition, prescribed and regularly-reviewed drugs may be helpful. It’s important that any care given should meet that person’s needs. They should feel wanted, rested and safe, and able to join in the activities they enjoy. Most people can live well with dementia – Adult Social Care and the NHS aim to help them to do so.

Contact East Sussex Health and Social Care Connect (0345 60 80 191) or the Brighton & Hove Adult Social Care Access Point (01273 295555) for information about services for people with dementia.
### Residential dementia care checklist

**Design**
- Are there clear signs throughout the home? [ ] [ ] [ ]
- Has the home been designed or adapted for people with dementia? [ ] [ ] [ ]
- Are the home and grounds secure? [ ] [ ] [ ]
- Are there prompts outside the residents’ rooms to help people identify their own? [ ] [ ] [ ]
- Is the décor familiar to your loved one? [ ] [ ] [ ]

**Choices**
- Do residents get choice in terms of what they wear each day? [ ] [ ] [ ]
- Are residents encouraged to be independent? [ ] [ ] [ ]
- Can residents decide what to do each day? [ ] [ ] [ ]
- Can residents have a say in the décor of their room? [ ] [ ] [ ]

**Activities**
- Are residents able to join in with household tasks like folding washing? [ ] [ ] [ ]
- Are there activities on each day? [ ] [ ] [ ]
- Can residents walk around outside on their own? [ ] [ ] [ ]
- Are residents sitting in front of the TV or are they active and engaged? [ ] [ ] [ ]
- Are there rummage boxes around? [ ] [ ] [ ]

**Health**
- Can residents get help with eating and drinking? [ ] [ ] [ ]
- How often does the home review residents’ medication? [ ] [ ] [ ]
- Does the home offer help if a resident needs assistance taking medication? [ ] [ ] [ ]
- Do GPs visit the home regularly? [ ] [ ] [ ]

**Staff**
- Are staff trained to identify when a resident might be unwell? [ ] [ ] [ ]
- Are staff trained to spot when someone needs to go to the toilet? [ ] [ ] [ ]
- Do the staff have any dementia specific training/experience? [ ] [ ] [ ]
- Will your loved one have a member of staff specifically responsible for their care? [ ] [ ] [ ]

**Approach to care**
- Does the home follow a specific approach to dementia therapy, for example, validation therapy? [ ] [ ] [ ]
- Will the home keep you informed about changes to your loved one’s care? [ ] [ ] [ ]
- Does the home have a specific approach to end of life care? [ ] [ ] [ ]
- Does the home keep up to date with best practice in dementia care? [ ] [ ] [ ]

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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 40.

*See page 53.
Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the Council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If your capital and savings amount to more than £23,250, you will have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the Council and, in specific circumstances, you may be able to get some assistance self-funding your care, see below.

If you have capital and savings between £14,250 and £23,250, you will contribute £1 per week for each £250 you have in capital and savings above £14,250. This is known as ‘tariff income’ and will be charged in addition to your assessed contribution from your income. These figures may change. Contact your Council for more information on paying for care.

If you are eligible for support from the Council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the Council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 47).

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

Self-funding your care

Paying for care can be an expensive and long-term commitment, so the Council strongly recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 48 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the Council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you will be informed of options for paying for care moving forward; this includes the local authority’s Deferred Payment Agreement. If you are eligible, this may allow you to delay selling your former home during your lifetime. Any fees paid by the Council will be charged against the value of your home, and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there are fees to join the scheme which cover all legal and administrative costs and other costs to meet during the lifetime of the loan.

The Council may limit the amount of the loan,
Self-funding your care continued

depending on the equity in your property. You will also be required to be financially assessed to see what level of contribution you can make towards the loan and therefore offset the level of debt accruing.

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you should let the Council know well in advance. It must undertake an assessment of your needs and finances to determine whether it may make a contribution towards your care costs.

If you become eligible for the Council’s support with funding your care, and the home you are living in charges more than the Council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see below for more information. If funds for a top-up are not available, you may need to find accommodation which can meet your needs at the local authority fee level.

State benefits

Attendance Allowance, Disability Living Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider applying for these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may be entitled to other means-tested benefits such as Employment Support Allowance, Universal Credit, or other benefits (if you are under pension age) and Pension Credit (if you are over pension age).

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 Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for the Council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you want to live in a more expensive home, someone must be able to make an additional payment for you; they will have to pay the difference between the local authority’s rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to show evidence they can support making payments for as long as
they are required and will need to sign a contract with the Council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, or if no one is available to make the payments, then you should seek help and advice from your Council. You may have to move to a less expensive home within the local authority’s funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a different room. You should always contact your local authority before agreeing to any additional top-up with a care provider.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**NHS Continuing Healthcare**

NHS Continuing Healthcare is a package of ongoing care that is arranged and funded solely by the NHS. To be eligible, you must have been assessed as having a ‘primary health need’. Your needs are likely to have arisen as a result of disability, accident or illness, and be complex, unpredictable or intense. NHS Continuing Healthcare can be delivered in any setting. You may be referred by your GP, community nurse or Adult Social Care worker.

**Seeking financial advice**

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk). or you can call 0333 202 0454.

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

**Age UK**
Tel: 0800 169 6565
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice Bureau**
Web: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Money Advice Service**
Tel: 0800 138 7777
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**Paying for Care**
Web: [www.payingforcare.org](http://www.payingforcare.org)
Essential information

Comments or complaints about your care or support service

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

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

If you are concerned about the care that you, or a friend or relative, are getting from a service, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. If someone else is raising a complaint on your behalf, they should ensure that they have your written permission first.

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

If you’re not satisfied with the response you receive, and you pay for the care without assistance from the Local Authority, you can make a complaint to the Local Government Ombudsman (LGO).

Local Government Ombudsman
PO Box 477, Coventry CV4 0EH
Tel: 0300 061 0614
Text: 07624 811595 (just text ‘call back’ to this number and an LGO adviser will call you)
Web: www.lgo.org.uk

If you receive care from a council-approved provider, you can ask your local Adult Social Care complaints team for help or to make a complaint on your behalf.

If you think the service is not meeting national standards or Care Quality Commission (CQC) regulations, you can contact the CQC, see page 53.

Complaints, comments or compliments about Adult Social Care

Adult Social Care is always pleased to hear what you have to say about the services it provides. Please don’t be afraid to raise your concerns, as the team can try to put things right for you as soon as possible. It can also learn from your comments and complaints, which can only help to improve services.

Adult Social Care also wants to hear your compliments about when things go well, or if you have any comments or ideas for how it can do things better.

East Sussex
If you want to make a comment or complaint about Adult Social Care services, the leaflet ‘How to make a complaint or give feedback about Adult Social Care services’ explains the process. You can get it from www.eastsussex.gov.uk or from Health and Social Care Connect, or from the complaints team directly.

Tel: 01273 481242
Email: asccommentscomplaints@eastsussex.gov.uk

Write to: Complaints team, Adult Social Care, East Sussex County Council, County Hall, St Anne’s Crescent, Lewes, East Sussex BN7 1UE

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

Visit www.carechoices.co.uk for further assistance with your search for care
Complaints, comments or compliments about Adult Social Care continued

>> Brighton & Hove

If you wish to make a comment, compliment or complaint, please visit www.brighton-hove.gov.uk/customerfeedback and fill out the online form.

The information you provide will only be used to process your comment or complaint and not for any other purpose. If you prefer not to use this form, you can contact the Customer Feedback team:

Tel: 01273 291229
Email: CustomerFeedback@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/customerfeedback

Write to: Customer Feedback team, Brighton & Hove City Council, Room 146, Kings House, Grand Avenue, Hove BN3 2LS

Advocacy

When important decisions are being made about your life, like decisions about care, support or housing, you must be able to express your own wishes and feelings. If you have substantial difficulty with communicating and do not have an appropriate family member or friend to put your views across, Adult Social Care must arrange an advocate for you when you contact the department for help with care and support.

An advocate will help you say what you want, secure your rights, represent your interests and help you to take more control of your own life. 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 Adult Social Care;
- struggling with an issue and feel that you would benefit from some support; or
- involved in a safeguarding enquiry or planning meeting.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

East Sussex produces a factsheet called ‘Independent advocacy – Someone to speak up for you’. You can get it from Health and Social Care Connect or download it from www.eastsussex.gov.uk/ Support is also provided for people with mental health conditions.

Independent Mental Capacity Advocate (IMCA)

If you are over the age of 16, lack mental capacity and do not have an appropriate family member or friend to represent your views, you are legally entitled to an IMCA (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 who are able to help you.

Advocates are also there to protect your human rights 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), see page 52.

Independent Mental Health Advocate (IMHA)

The Independent Mental Health Advocate 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.

### Advocates – useful contacts

#### East Sussex

East Sussex County Council has a contract with POhWER to provide independent and confidential advocacy services.

You can talk to POhWER advocates in the strictest confidence either by asking your care manager or ward staff for a referral or by contacting them direct.

Tel: 0300 020 0092 (charged at local rate)
Email: pohwer@pohwer.net
Skype: pohwer.advocacy
Web: www.pohwer.net
Write to: PO Box 14043, Birmingham B6 9BL

#### Brighton & Hove

Mind

Advocacy for adults with mental health issues including those affecting older people.

### Safeguarding adults

If you are concerned that you or someone you know may be being abused, neglected or exploited, you should raise your concerns. It is important that everyone knows what to look for, and who they can go to for advice and support. Changes in someone’s physical or emotional state, or injuries that cannot be explained, may be a sign of abuse.

The Sussex Safeguarding Adults Boards have arrangements in place to prevent and protect people who may be at risk of, or are experiencing, abuse or neglect. This is set out in the ‘Sussex Safeguarding Adults Policy and Procedures’ at [http://sussexsafeguardingadults.procedures.org.uk](http://sussexsafeguardingadults.procedures.org.uk)

An adult may be at risk of abuse or neglect if they have needs for care and support because of their age, physical or learning disability, mental health needs, or other illness and are, or may be, unable to protect themselves against harm or exploitation.
because of their care and support needs.

Other adults who may be at risk of abuse or neglect include people who are:

- unpaid carers;
- homeless;
- experiencing domestic violence;
- addicted to drugs or alcohol;
- badly treated and forced to work for little or no pay; or
- forced to marry.

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

If you think this applies to you, or that another adult is at risk of, or is being abused or neglected, please contact your local Adult Social Care department for advice and support.

East Sussex Adult Social Care has a factsheet called ‘Safeguarding adults - protecting adults from abuse’ and a leaflet called ‘What to do if you or someone you know may be being neglected or abused’. Both the factsheet and leaflet are available from Health and Social Care Connect and via www.eastsussex.gov.uk

Brighton & Hove has a leaflet called ‘What to do if you or someone you know may be being neglected or abused’. It is available from the Adult Social Care Access Point. Suspected abuse can be reported directly by filling in a safeguarding concern form at brighton-hove.gov.uk/reportadultabuse or by emailing accesspoint@brighton-hove.gov.uk

By law, care homes and agencies supplying care workers must carry out rigorous checks on anyone they intend to employ. Care providers and suppliers of care workers must also contact the Disclosure and Barring Service (DBS) if, in their view, any person they employ is guilty of misconduct that has harmed, or put at risk of harm, an ‘adult at risk’.

For more information, advice, or to report a safeguarding concern, contact:

**East Sussex**
Health and Social Care Connect
Tel: 0345 60 80 191
Fax: 01323 466567
Text: 07797 878111
Minicom: 01323 466630
Email: HSCC@eastsussex.gov.uk

**Brighton & Hove**
Adult Social Care Access Point
Minicom: 01273 296205
Email: accesspoint@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/access

If you suspect a crime has been committed, contact Sussex Police on 101. In an emergency you should call 999 for immediate help.

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.

**Deprivation of Liberty Safeguards**
This legislation aims to protect the rights of vulnerable people who may lack the mental capacity to make decisions for themselves about their care and accommodation needs. The Deprivation of Liberty Safeguards Act refers to the rights that individuals have to be protected from harm. At the same time, it aims to ensure people are supported to live with the fewest possible restrictions on their rights or freedom.
Inspecting and regulating care services

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety.

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

Inspectors carry out a mixture of announced and unannounced inspections looking at the quality and safety of the care provided. They look at whether the service is: Safe; Effective; Caring; Responsive to people’s needs; and Well-led.

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services and carers.

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. CQC has also started rating services as ‘Outstanding’, ‘Good’, ‘Requires Improvement’ and ‘Inadequate’. By March 2016, CQC expects to have rated every adult social care service in England.

When considering care services, it’s always a good idea to check a service’s inspection report and rating on the Care Quality Commission’s comprehensive website www.cqc.org.uk or ask the care provider you are considering for a copy of their latest inspection report.

For any enquiries or to register a concern or a complaint, phone the CQC on 03000 616161 or email enquiries@cqc.org.uk

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

End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.
It is worth asking care providers whether they are working towards The Gold Standards Framework. 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.

Compassionate Communities
Compassionate Communities aims to help people develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathic ear.
Web: www.compassionatecommunities.org.uk

Dying Matters
Set up by the National Council for Palliative Care, the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.
Web: www.dyingmatters.org

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

Healthwatch East Sussex and Healthwatch Brighton & Hove are the consumer organisations for health and social care in the county. They aim to provide information, refer people to relevant services, help people make informed choices, and gather the views and experiences of patients and social care users.

Brighton & Hove
Community Base, 113 Queens Road, Brighton BN1 3XG
Office Tel: 01273 234041
Helpline: 01273 234040 (10am to 12pm, Mon to Fri)
Office email: office@healthwatchbrightonandhove.co.uk
Helpline email: help@healthwatchbrightonandhove.co.uk
Web: www.healthwatchbrightonandhove.co.uk

Eastbourne
Healthwatch East Sussex, 3VA, 8 Saffrons Road, Eastbourne, East Sussex BN21 1DG
Tel: 01323 643304
Email: info@healthwatcheastsussex.co.uk
Web: www.healthwatcheastsussex.co.uk

Hastings
Healthwatch East Sussex, HVA, Jackson Hall, Portland Place, Hastings, East Sussex TN34 1QN
Tel: 01323 643304
Email: info@healthwatcheastsussex.co.uk
Web: www.healthwatcheastsussex.co.uk

Macmillan – At the end of life
Helping you find practical and emotional support at the end of life and through bereavement.
Web: www.macmillan.org.uk/information-and-support/coping/at-the-end-of-life

Marie Curie Cancer Care
Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.
Web: www.mariecurie.org.uk

NHS Choices – End of life care
A guide for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan in advance for their end of life care.
Web: www.nhs.uk/planners/end-of-life-care/Pages/End-of-life-care.aspx

WidowNet
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.
Web: www.widownet.org
Other sources of help

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 providers, 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.

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

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

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, as well as your property and financial affairs.

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

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

Ask family and friends for their recommendations if you don’t have your own solicitor. It is important to gather as much advice as possible, so contact several firms, explain your situation and get an estimate of the fees and an idea of the timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet whatever needs you may have. It is important to find a solicitor who specialises in this area of law.

Solicitors for the Elderly is an independent national organisation of lawyers, who provide specialist legal advice for older and vulnerable people, their families and carers. They can help you find the right person to advise you free of charge, but solicitors will then make a charge for their services. You can contact them on 0844 567 6173 or www.sfe.legal
Choosing a care provider for yourself or a loved one is not easy. This Association exists to ensure that members’ services offer the highest possible standard of care and facilities.

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

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

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

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

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

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

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

**Eastbourne and Wealden:**
Jenny Essaadi
Rivendale Lodge, 14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575
Useful contacts

About Me, your care, your way
Offers services to people with sensory needs, providing community support/domiciliary care/communicator guides for non-medical appointments for people who live in the community.
Tel: 01733 213490
Email: info@aboutme.org.uk
Web: www.aboutme.org.uk

Action for Blind People
Provides practical and emotional advice and support across England to people who are blind or partially sighted and their friends and family.
Helpline: 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.actionforblindpeople.org.uk

Action on Hearing Loss
Offers community support services to people who are deaf or hard of hearing.
Tel: 0808 808 0123
Textphone: 0808 808 9000
Email: informationline@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk

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

Age UK East Sussex
Services include information and advice, day centres and activities, support when leaving hospital and foot care services.
Web: www.ageuk.org.uk/eastsussex

Lewes office
General enquiries: 01273 476704
Info and advice: 01424 426162

Hastings office
All enquiries: 01424 426162

Age UK national advice line:
Tel: 0800 169 2081
Web: www.ageuk.org.uk

Age Concern Eastbourne
Services include information and advice, befriending, a day club and support when leaving hospital for older people in Eastbourne and surrounding areas.
Tel: 01323 638474
Email: info@ageconcerneastbourne.co.uk
Web: www.ageconcerneastbourne.org.uk

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

Association of Carers, The
An independent local charity and a member of Carers UK. It offers free, volunteer-led services to carers living in Hastings and Rother:

Respite and befriending
A carefully selected volunteer can visit for three hours a week to keep the person you look after company while you go out and have a break. This service does not provide personal care.

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

Talk and support
A specially trained volunteer regularly calls you for
around 30 minutes to give you someone to talk to and offer basic counselling support.
Tel: 0300 330 9498
Email: info@associationofcarers.org.uk
Web: www.associationofcarers.org.uk
Facebook: www.facebook.com/AssociationofCarers

Autism Sussex
Provides support for people who have a family member on the autistic spectrum. Its website offers information, practical advice and information on other services. It runs family support groups in Hastings twice a month.
Tel: 0345 450 0060
Email: familiesupport@autismsussex.org.uk
Web: www.autismsussex.org.uk

British Red Cross
The British Red Cross Carers Respite Scheme provides short-term practical and emotional support to carers, in their own home, to allow them to have a short break from caring.
people who are deaf, deafened, deafblind and hard of hearing and living in East Sussex.  
Tel: 01323 722505  
Email: mail@eshrc.org.uk  
Web: www.eshrc.org.uk

**East Sussex 1Space**  
Online directory of care and support services developed by East Sussex County Council.  
Web: [www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk)

**East Sussex Community Information Service**  
A website of local and community information, developed and managed by East Sussex County Council.  
Web: [www.escis.org.uk](http://www.escis.org.uk)

**East Sussex Young Carers (ESYC)**  
Supports young carers aged 5-18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol issues.  
Tel: 0300 777 2011  
Email: info@eastsussexyoungcarers.org.uk  
Web: [www.eastsussexyoungcarers.org.uk](http://www.eastsussexyoungcarers.org.uk)  
Twitter: @ESussexYCarers

**Headway Hurstwood Park**  
A registered charity which supports anyone affected by a brain injury, including the relatives and carers of those who have suffered a brain injury. It provides a range of free services to support carers, including:  
- telephone support and advice;  
- information and leaflets including a quarterly newsletter;  
- monthly evening support groups in Eastbourne and Brighton;  
- a counselling service available at Newick, Eastbourne and Brighton; and  
- Family Information Days to enable carers to gain an understanding of brain injuries and learn strategies to help them in their role as carers.

In Newick, it also offers daily respite and activities for people with brain injuries. This service is available from 10am to 3.30pm and there is a charge.

Tel: [01825 724323](tel:01825724323) (ask for the Community Support Manager)  
Email: info@headway-hp.co.uk  
Web: [www.headway-hp.org.uk](http://www.headway-hp.org.uk)

**Improving Carers’ Experience Project (ICE Pro) – East Sussex**  
Specialises in information for carers of people with mental health conditions, including training for staff and volunteers, and free training courses for carers themselves.  
Tel: 01273 617100  
Email: alan.icepro@btconnect.com or jane.icepro@btconnect.com  
Web: [www.iceproject.co.uk](http://www.iceproject.co.uk)

**Carer Expert Project – Brighton & Hove**  
An opportunity for carers to talk about the experiences of being a carer and helping to raise awareness, at national and local level, of the issues they face. There are also opportunities to receive one to one support, guidance and training.  
Tel: 01273 746222  
Email: info@thecarerscentre.org  
Web: [www.thecarerscentre.org/get-involved/carer-expert](http://www.thecarerscentre.org/get-involved/carer-expert)

**Library services – East Sussex**  
If you are caring for someone who can’t be left alone, East Sussex Library and Information Services can help you use library services. Contact the service to find out more about the help available such as the Home Library Service or reminiscence boxes.  
Tel: 0345 608 0196  
Web: [www.eastsussex.gov.uk/libraries](http://www.eastsussex.gov.uk/libraries)

**Library services – Brighton & Hove**  
If you are caring for someone and are unable to get out, Brighton & Hove libraries offer a Home Delivery Service. Books in standard print, large print or audio books can be delivered to your home.  
Tel: 01273 294599 (leave a message with your contact details)  
Email: Libraries@brighton-hove.gov.uk

Ask a Librarian is a national scheme, utilised by both Brighton & Hove and East Sussex libraries, where you can find the answer to a query by chatting online.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
with a librarian.
Web: [www.bookmarkyourlibrary.org.uk/ask-a-question](http://www.bookmarkyourlibrary.org.uk/ask-a-question)

**Motor Neurone Disease Association**
Offers support if you are caring for someone with motor neurone disease.
Tel: 01604 250505
MND Connect support line: 0808 802 6262
Email: mdnconnect@mnassociation.org
Web: [www.mnassociation.org](http://www.mnassociation.org)

**My Life Brighton and Hove**
An easy to use, online directory listing local Brighton & Hove and national organisations and services to support everyday living.
Web: [www.mylifebh.org.uk](http://www.mylifebh.org.uk)

**Support With Confidence**
Helps to find a wide range of care and support services from people and organisations that have been approved in terms of quality, safety and staff training.

**East Sussex**
Tel: 01323 463440
Web: [www.eastsussex.gov.uk/supportwithconfidence](http://www.eastsussex.gov.uk/supportwithconfidence)

**Brighton & Hove**
Tel: 01273 292494
Web: [www.brighton-hove.gov.uk/supportwithconfidence](http://www.brighton-hove.gov.uk/supportwithconfidence)

**Sussex Deaf Association**
Offers community support for deaf or deaf/blind people.
Tel: 01273 671899
Text: 07958 655115
Email: info@sussexdeaf.com
Web: [www.sussexdeaf.co.uk](http://www.sussexdeaf.co.uk)

**Terrence Higgins Trust**
Offers support if you are living with HIV, know someone who is, or think you might have put yourself at risk of getting HIV.
Tel: 01273 764200
Web: [www.tht.org.uk](http://www.tht.org.uk)

**The East Sussex Association for the Blind**
Offers independent living skills and support groups to people who are blind/deaf/partially sighted.
Tel: 01323 832252
Email: info@eastsussexblind.org
Web: [www.eastsussexblind.org](http://www.eastsussexblind.org)

**Carers Direct Helpline**
If you are a carer, the helpline advisers can give you information to help make decisions about your personal support needs and the needs of the person you’re looking after.
Lines are open from 9.00am to 8.00pm Monday to Friday (except bank holidays), and 11.00am to 4.00pm at weekends.
Tel: 0300 123 1053

Carers UK
A charity providing information, advice and support for carers.
Adviseline: 0808 808 7777
Phone lines are open Monday to Friday, 10am to 4pm
Email: advice@carersuk.org
Web: www.carersuk.org

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

FirstStop Advice
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.
Tel: 0800 377 7070
Email: info@firststopcareadvice.org
Web: www.firststopcareadvice.org.uk

Independent Age
A national information and advice service for older people, their families and carers, particularly around social care.
Tel: 0800 319 6789
Email: charity@independentage.org
Web: www.independentage.org

My Care My Home
Offers a comprehensive range of services including assessment and advice on how to meet your care and support needs, and signposting to financial or legal advice.
Tel: 0800 731 8470
Web: www.mycaremyhome.co.uk

NHS Choices
Offers an online directory of CQC regulated care services information in addition to lots of information on health and wellbeing.
Web: www.nhs.uk

NHS 111
111 is the NHS non-emergency number. It’s fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will assess your symptoms and immediately direct you to the best medical care for you.
Tel: 111
Web: www.nhs.uk/NHSEngland/AboutNHSservices/EmergencyandUrgentcareservices/Pages/NHS-111.aspx

The Silver Line
The Silver Line is a free confidential helpline for older people, open 24-hours a day, every day of the year.

Launched by Dame Esther Rantzen, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Specially trained helpline staff:
• link callers to local groups and services;
• offer regular befriending calls; and
• protect and support those who are suffering abuse and neglect.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk
# Brighton & Hove care homes

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>ACORN HOUSE</th>
<th>ARLINGTON HOUSE</th>
<th>ARUNDEL PARK LODGE</th>
<th>ASPEN HOUSE CARE HOME</th>
<th>AUTUMN LODGE – HOVE</th>
<th>BEACH HOUSE, THE (\text{(BRIGHTON &amp; HOVE CITY COUNCIL)})</th>
<th>BEACONSFIELD VILLAS, 83 (\text{(BRIGHTON &amp; HOVE CITY COUNCIL)})</th>
<th>BORRADAILE HOUSE</th>
<th>BRAMBLE COTTAGE RETIREMENT HOME</th>
<th>BRIGHTON &amp; HOVE BETHESDA HOME</th>
<th>BRITTANY LODGE</th>
<th>CARLTON HOUSE</th>
<th>CHARLES LODGE</th>
<th>CHARLESWORTH REST HOME</th>
<th>CLOVERDALE HOUSE</th>
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<td>OP D</td>
<td>198 Ditchling Road, Brighton BN1 6JE</td>
<td>10 Tennis Road, Hove BN3 4LR</td>
<td>22-24 Arundel Drive East, Saltdean, Brighton BN2 8SL</td>
<td>17 Wilbury Avenue, Hove BN3 6HS</td>
<td>35-39 Rutland Gardens, Hove BN3 5PD</td>
<td>29 Westbourne Villas, Hove BN3 4GQ</td>
<td>Brighton BN1 6HF</td>
<td>13 Walpole Road, Brighton BN2 0AF</td>
<td>18 Carden Avenue, Patcham, Brighton BN1 8NA</td>
<td>5 Hove Park Gardens, Old Shoreham Road, Hove BN3 6HN</td>
<td>32 Brittany Road, Hove BN3 4PB</td>
<td>44 St Aubyns, Hove BN3 2TE</td>
<td>75 New Church Road, Hove BN3 4BB</td>
<td>37 Beaconsfield Villas, Brighton BN1 6HB</td>
<td>19 Vallance Gardens, Hove BN3 2DB</td>
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<td>LDA</td>
<td>Tel: 01273 271237</td>
<td>Tel: 01273 413222</td>
<td>Tel: 01273 303449</td>
<td>Tel: 01273 772255</td>
<td>Tel: 01273 271786</td>
<td>Tel: 01273 295288</td>
<td>Tel: 01273 295297</td>
<td>Tel: 01273 244000</td>
<td>Tel: 01273 565821 Adsvert below</td>
<td>Tel: 01273 735735</td>
<td>Tel: 01273 413413</td>
<td>Tel: 01273 738512</td>
<td>Tel: 01273 777797</td>
<td>Tel: 01273 565561</td>
<td>Tel: 01273 725185</td>
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</tbody>
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**Bramble Cottage Residential Care Home - ‘We Care’**

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

- Good CQC Inspection Rating
- Unrivalled Reputation in the Local Community
- Traditionally Furnished Large Rooms & Suites all with Full Bathroom
- Dedicated & Compassionate Staff
- Long & Short Stay
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- Freshly-prepared, Nutritious Menu by In-House Chefs

18 Carden Avenue, Patcham, Brighton, East Sussex BN1 8NA

[www.bramblecottagebrighton.com](http://www.bramblecottagebrighton.com)  [www.facebook.com/BrambleCottage](http://www.facebook.com/BrambleCottage)  01273 565821

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**Service User Bands**

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<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>D</td>
<td>Dementia</td>
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<tr>
<td>PD</td>
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<td>MH</td>
<td>Mental health</td>
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<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>

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This Directory’s helpline 0800 389 2077 – assistance with finding care and support
<table>
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<tr>
<th>Service</th>
<th>User Bands</th>
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</thead>
<tbody>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>CONIFER LODGE</td>
<td>95-99 Pembroke Crescent, Hove BN3 5DE</td>
<td>01273 701888</td>
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<tr>
<td>CRAVEN VALE RESOURCE CENTRE (BRIGHTON &amp; HOVE CITY COUNCIL)</td>
<td>Craven Road, Brighton BN2 0FE</td>
<td>01273 295772</td>
</tr>
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<td>CRESCEINT HOUSE</td>
<td>108 The Drive, Hove BN3 6GP</td>
<td>01273 732291</td>
</tr>
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<td>CRISTOS</td>
<td>27 Medina Villas, Hove BN3 2RN</td>
<td>01273 773717</td>
</tr>
<tr>
<td>DAVIGDOR LODGE REST HOME</td>
<td>56-58 Tisbury Road, Hove BN3 3BB</td>
<td>01273 726868</td>
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<td>DROVEWAY, THE, 3 (CARE MANAGEMENT GROUP)</td>
<td>Hove BN3 6LF</td>
<td>01273 563935</td>
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<td>DROVEWAY, THE, 3A (CARE MANAGEMENT GROUP)</td>
<td>Hove BN3 6LF</td>
<td>01273 541229</td>
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<td>DYKE ROAD, 287 (CARE MANAGEMENT GROUP)</td>
<td>Hove BN3 6PD</td>
<td>01273 566804</td>
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<td>DYKE ROAD, 290 (CARE MANAGEMENT GROUP)</td>
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<td>01273 552069</td>
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<td>FAIRDENE LODGE</td>
<td>14-16 Walsingham Road, Hove BN3 4FF</td>
<td>01273 735221</td>
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<td>GATE COTTAGE REST HOME</td>
<td>Bazehill Road, Rottingdean, Brighton BN2 7DB</td>
<td>01273 301890</td>
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<td>GOLDSSTONE CRESCENT, 100 (CARE MANAGEMENT GROUP)</td>
<td>Hove BN3 6BE</td>
<td>01273 553718</td>
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<td>GRANGE REST HOME LTD, THE</td>
<td>11 Sackville Gardens, Hove BN3 4GJ</td>
<td>01273 298746</td>
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<tr>
<td>GROSVENOR LODGE</td>
<td>40 Old Shoreham Road, Hove BN3 6GA</td>
<td>01273 739739</td>
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<td>HIGHVIEWS, THE</td>
<td>47 Saltdean Drive, Saltdean, Brighton BN2 8SD</td>
<td>01273 390610</td>
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<td>IRELAND LODGE (BRIGHTON &amp; HOVE CITY COUNCIL)</td>
<td>Lockwood Crescent, Woodingdean, Brighton BN2 6UH</td>
<td>01273 296120</td>
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<tr>
<td>KNOLL HOUSE (BRIGHTON &amp; HOVE CITY COUNCIL)</td>
<td>Ingram Crescent West, Hove BN3 5NX</td>
<td>01273 296443</td>
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<tr>
<td>LADY ANNE TREVES MEMORIAL HOME (PILGRIM HOMES)</td>
<td>35-36 Egremont Place, Brighton BN2 0GB</td>
<td>0300 303 1440</td>
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<tr>
<td>LANDOMSOWNE ROAD</td>
<td>Marina, 3d Lansdowne Road, Hove BN3 1DN</td>
<td>01273 731380</td>
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<tr>
<td>LAVENDER HOUSE</td>
<td>17 Walsingham Road, Hove BN3 4FE</td>
<td>01273 321962</td>
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<tr>
<td>LEICESTER VILLAS, 19 (BRIGHTON &amp; HOVE CITY COUNCIL)</td>
<td>Hove BN3 5SP</td>
<td>01273 295840</td>
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</table>
LOXWOOD HOUSE RESIDENTIAL HOME  
17 Old Shoreham Road, Hove BN3 6NR  
Tel: 01273 503586

LUSTRELLS, THE  
27 Lustrells Crescent, Saltdean, Brighton BN2 8AR  
Tel: 07539 068759

LYNDHURST ROAD, 4-10 (Z & M CARE LTD)  
Hove BN3 6FA  
Tel: 01273 323814

LYNDHURST ROAD, 12 (Z & M CARE LTD)  
Hove BN3 6FA  
Tel: 01273 323814

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

MILL LANE, 52  
(SOUTHDOWN HOUSING ASSOCIATION)  
Portslade BN41 2DE  
Tel: 01273 439156

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

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

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

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

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


tel: (01273) 326170
E: enquiries@wilburycarehome.co.uk
www.wilburycarehome.co.uk

Wilbury Care Home truly is a “home from home” with the highest standards of individual care and comfort
• Charming Victorian town house
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• Comfortable bedrooms - en-suite facilities
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8-10 Aymer Road, Hove BN3 4GA  
Tel: 01273 777286

PIER VIEW HOUSE  
St Johns School and College,  
17 Walpole Road, Brighton BN2 0AF  
Tel: 01273 244000

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

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

PRESTON DROVE  
88 Preston Drove, Brighton BN1 6LB  
Tel: 01273 244000

PRESTON DROVE, 15  
(BRIGHTON & HOVE CITY COUNCIL)  
Brighton BN1 6LA  
Tel: 01273 294310

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

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

RUTLAND GARDENS, 53  
(CARE MANAGEMENT GROUP)  
Hove BN3 5PD  
Tel: 01273 328707

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

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

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

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

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

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

VALLANCE GARDENS, 4  
(CARE MANAGEMENT GROUP)  
Hove BN3 2DD  
Tel: 01273 749626

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

WALSINGHAM ROAD, 72-74  
(CARE MANAGEMENT GROUP)  
Hove BN3 4FF  
Tel: 01273 888077

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

WAYFIELD AVENUE RESOURCE CENTRE  
(BRIGHTON & HOVE CITY COUNCIL)  
2 Wayfield Avenue, Hove BN3 7LW  
Tel: 01273 295880

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

WHITEHAWK WAY, 39–41  
(SOUTHDOWN HOUSING ASSOCIATION)  
Brighton BN2 5QL  
Tel: 01273 699776

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Visit www.carechoices.co.uk for further assistance with your search for care
We are a group of four small to medium care homes; small enough to retain a friendly and family feel. We mostly cater for elderly residents with nursing needs in Adelaide Nursing Homes, Downlands Nursing Home, Seaway Nursing Home and Glottenham Manor.

However, Bannow Retirement Home does not provide nursing care, but focuses on elderly residents with dementia.

Our homes are privately owned and are situated in residential areas close to local shops. They offer a warm friendly atmosphere with high standards of care.

Each home has their own dedicated manager with the support of an area manager overseeing the group. The managers work closely with one another offering support and sharing expertise. The manager within each home is supported with a dedicated team of nurses, health care assistant and ancillary staff. Together they provide a professional and compassionate service, which is individually tailored for residents with health care needs in a friendly and welcoming environment.

We are more than just a group of care homes, we strive to make it our client’s home, a place where they can retain independence and personal freedom and live their lives with enjoyment and fulfilment.

Our aim is to provide all the necessary care and attention for those who wish to spend their stay in a secure and caring atmosphere. We aim to treat all our clients as we would wish to be treated ourselves and believe that, while poor health might mean they can no longer live alone it should not mean any loss of privacy, dignity or respect. Privacy and dignity are paramount to ensure individuals can lead their own life as to their choice.

The owners and management have many years’ experience of providing expert care to older and vulnerable people in a homely, family atmosphere. Everything is geared towards ensuring that our care home’s residents are happy and our overall aim is to provide dedicated, personal care, tailored to individual needs.

We provide full support to relatives including the opportunity to visit at any time.

Please visit our website for more information: www.brighthelmcare.com
WHITFIELD HOUSE, THE
1 Whitfield Drive, Saltdean, Brighton BN2 6LW
Tel: 01273 777712

WHITEHOUSE, THE
1 Chichester Drive West, Saltdean, Brighton BN2 8SH
Tel: 01273 302465

WINDLESHAM ROAD, 20
(BRIGHTON & HOVE CITY COUNCIL)
Brighton BN1 3AG
Tel: 01273 295477

WILBERFORD COURT
79-81 Church Road, Hove BN3 4BB
Tel: 01273 721120

WILDERNESS LODGE
66 Wilbury Road, Hove BN3 3PA
Tel: 01273 326170 Advert page 64

WILFRED NURSING HOME
8-10 Wilberforce Road, Hove BN3 3TQ
Tel: 01273 723937 Advert page 68

WINNEY HOUSE
5 Clipsal Drive, Hove BN3 6EU
Tel: 01273 326170

WOOLTON HOUSE
96 The Drive, Hove BN3 6GP
Tel: 01273 205044

WRIGHT HOUSE
65-67 Woodingdean Road, Hove BN2 0JY
Tel: 01273 326170

XANTHIA
109-111 New Road, Hove BN3 4DE
Tel: 01273 730024

YORK HOUSE
203-205 New Church Road, Hove BN3 4ED
Tel: 01273 309447

YELLOW HOUSE CARE HOME
154-158 Sackville Road, Hove BN3 7AG
Tel: 01273 727211

Visit www.carechoices.co.uk for further assistance with your search for care
We understand how confusing and emotionally taxing arranging care services for a loved one can be. A Care Directory can only take you so far on this journey so we have published a further information guide, Care Select.

TO CLAIM YOUR FREE COPY OF CARE SELECT (USUALLY £9.95), JUST CALL OUR HELPLINE 0800 389 2077*
MAYCROFT MANOR
2-8 Carden Avenue, Brighton BN1 8NA
Tel: 01273 799622

MIDDLETON GROVE NURSING HOME
11 Portland Road, Hove BN3 5DR
Tel: 01273 325705

OAKLANDS
39 Dyke Road Avenue, Hove BN3 6QA
Tel: 01273 544184

PARTRIDGE HOUSE NURSING AND RESIDENTIAL CARE HOME
Leybourne Road, off Heath Hill Avenue, Bevendean,
Brighton BN2 4LS
Tel: 01273 674499

PATCHAM NURSING HOME
Eastwick Barn, Eastwick Close, Brighton BN1 8SF
Tel: 01273 501358

REGENT HOUSE NURSING HOME
107-109 The Drive, Hove BN3 6GE
Tel: 01273 220888

ROTTINGDEAN NURSING AND CARE HOME
30-32 Newlands Road, Rottingdean,
Brighton BN2 7GD
Tel: 01273 308073

SEAWAY NURSING HOME
33 Vallance Gardens, Hove BN3 2DB
Tel: 01273 730024 Advert page 66

SYCAMORE COURT
Fitzherbert Drive, Bear Road, Brighton BN2 4DU
Tel: 01273 697331

VICTORIA CHARTWELL
81 Dyke Road Avenue, Hove BN3 6DA
Tel: 01273 551355

VICTORIA CHATSWORTH
63 Dyke Road Avenue, Hove BN3 6DA
Tel: 01273 564471

VICTORIA HIGHGROVE
59 Dyke Road Avenue, Hove BN3 6QD
Tel: 01273 562739

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

Lewes and Seaford care homes

APPLEWOOD RESIDENTIAL HOME (SEEABILITY)
37 Headland Avenue, Seaford BN25 4PZ
Tel: 01323 873270

ASHRING HOUSE
Lewes Road, Rigmer, Lewes BN8 5ES
Tel: 01273 814400

AVIS ROAD, 50A
(SOUTHDOWN HOUSING ASSOCIATION)
Newhaven BN9 0PN
Tel: 01273 612171

BARCLAY HOUSE RESIDENTIAL HOME (SEEABILITY)
St Peter’s Road, Seaford BN25 2HS
Tel: 01323 873421

BEACHLANDS RESIDENTIAL CARE HOME
Marine Parade, Seaford BN25 2PY
Tel: 01323 891004 Advert page 70

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

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

Advertisers are highlighted
What matters to you, matters to us

We believe every resident is a unique and special person, so our highly skilled care teams take time to get to know them and their families to provide a real home from home environment.

If you’re looking for a care home that offers personalised care on a short stay or permanent basis, or you’d like some advice about funding the cost of care, come and discover how we can meet your needs today.

Claydon House Lewes, BN7 2QT
Offering nursing, dementia and residential care.

Heffle Court Heathfield TN21 8DR
Offering nursing, dementia and residential care.

Southlands Place Bexhill-on-Sea TN40 2HJ
Offering nursing, dementia and residential care.

Looking for quality care in East Sussex?

0808 223 5356
carechoices@caringhomes.org
www.caringhomes.org/carechoices

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.

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• 24 hour friendly fully trained staff
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T: 01273 813 393 | E: info@holmlodgingmer.co.uk
Holm Lodge Rest Home, Lewes Road, Lewes, BN8 5ES

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When you’re looking for a care home for the elderly, finding a trustworthy, warm, and friendly home should be one of your most important priorities.

Our care home is like a home away from home for your family members.
BEVERN VIEW  
The Willows, Barcombe, Lewes BN8 5FJ  
Tel: 01273 400752  
PD LDA SI YA  

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

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

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

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

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

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

CORNFIELD HOUSE  
3 Cornfield Road, Seaford BN25 1SW  
Tel: 01323 892973  
MH YA  

EAST DEAN GRANGE CARE HOME  
Lower Street, East Dean BN20 0DE  
Tel: 01323 888514  
Advert page 90  
OP  

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

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

GROSVENOR ROAD, 3A (SOUTHDOWN HOUSING ASSOCIATION)  
Seaford BN25 2BL  
Tel: 01323 890435  
LDA  

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

HOLM LODGE  
Lewes Road, Ringmer, Lewes BN8 5ES  
Tel: 01273 813393  
Advert page 70  
OP  

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

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

MAPLES, THE  
27 South Coast Road, Peacehaven BN10 8SZ  
Tel: 01273 582070  
OP  

NARCONON UNITED KINGDOM  
Grange Court, Maynards Green, Heathfield TN21 0DJ  
Tel: 01435 512460  
YA AD  

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

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

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

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

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Private Nursing Homes providing Quality Care for the elderly

Brooklands Nursing Home, Wych Cross, Forest Row, East Sussex RH18 5JN
Tel: (01825) 712005

Ersham House Nursing Home, Ersham Road, Hailsham, East Sussex BN27 3PN
Tel: (01323) 442727

Barons Down Nursing Home, Brighton Road, Lewes, East Sussex BN7 1ED
Tel: (01273) 472357

3*** rating awarded by CQC
Situated on the Ashdown Forest, set in landscaped grounds of over five acres, Brooklands offers an ideal environment of peace and tranquillity. Residents are offered the informal atmosphere of a warm and comfortable country home.

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

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

• Fully trained and qualified staff • 24 hour Nursing Care • En-suite rooms & suites • Visiting library • Private balconies & patios • Own furniture & personal possessions welcome • Home cooked food • Regular visits by registered G.Ps • Visiting Chiropodist, Hairdresser, Opticians and Dentists • Unrestricted visiting for family and friends • Long & short term stays including respite & convalescence • TV & telephone facilities in all bedrooms • Occupational therapy, activities & entertainment

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

CAREselect
Lewes and Seaford care homes continued

SOUTHDOWN ROAD, 28
(SOUTHDOWN HOUSING ASSOCIATION)
Seaford BN25 4PG
Tel: 01323 897877

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

WYNFORD HOUSE
112 Firle Road, Seaford BN25 2JA
Tel: 01323 899663

Lewes and Seaford care homes with nursing

ABUNDANT GRACE NURSING HOME
Firle Road, Seaford BN25 3JE
Tel: 01323 875500

BARONS DOWN NURSING HOME
Brighton Road, Lewes BN7 1ED
Tel: 01273 472357 Advert page 72

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

CLAYDON HOUSE
8 Wallands Crescent, Lewes BN7 2QT
Tel: 0808 223 5356 Advert page 70

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

FOURWAYS NURSING HOME
3 Bramber Avenue, Peacehaven BN10 8LR
Tel: 01273 585670

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

HAVEN CARE HOME
29 Telscombe Cliffs Way, Peacehaven BN10 7DX
Tel: 01273 805816 Advert page 90

ORCHARD BUNGALOW CHAILEY HERITAGE FOUNDATION
Haywards Heath Road, North Chailey,
Lewes BN8 4EF
Tel: 01825 724444

ST MARY’S CARE HOME
St George’s Park, Ditchling Common,
Burgess Hill RH15 0SF
Tel: 01444 873710

ST RITA’S CARE HOME
St George’s Park, Ditchling Road,
Burgess Hill RH15 0GT
Tel: 01444 873740

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

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

WILLOWS BUNGALOW CHAILEY HERITAGE FOUNDATION
Haywards Heath Road, North Chailey,
Lewes BN8 4EF
Tel: 01825 724444

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

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

### Wealden care homes

<table>
<thead>
<tr>
<th>Service</th>
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</table>

#### ABBEY LODGE
Hastings Road, Telham, Battle TN33 0SH
Tel: 07801 786592

#### BARONSMEDE
Queens Road, Crowborough TN6 1EJ
Tel: 01892 654057

#### BEACONGATE
Beacon Road, Crowborough TN6 1AZ
Tel: 01892 669579

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

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

#### CAROLINE HOUSE
7-9 Ersham Road, Hailsham BN27 3LG
Tel: 01323 841073

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

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

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

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

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

#### HAILSHAM HOUSE
New Road, Hellingly, BN27 4EW
Tel: 01323 442050 Advert page 78

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

#### HANKHAM LODGE RESIDENTIAL CARE HOME
Hankham Hall Road, Westham, Pevensey BN24 5AG
Tel: 01323 766555
HEATHFIELD NEURO REHABILITATION SERVICE
Tottingworth Park, Broad Oak, Heathfield TN21 8UN
Tel: 01435 864545

HIGH BROOME CARE HOME
High Broom Road, Crowborough TN6 3SL
Tel: 01892 611542

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

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

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

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

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

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

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

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

MAYFIELD ADULT SERVICES
East Street, Mayfield TN20 6TZ
Tel: 01435 872201

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

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

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

OLD HAYBARN, THE
London Road, Crowborough TN6 1TQ
Tel: 01892 669322

QUEENSMEAD RESIDENTIAL CARE HOME, THE
Victoria Road, Polegate BN26 6BU
Tel: 01323 487931

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

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

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

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

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

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

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

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

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

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

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**Warren Drive**  Residential Care Home - ‘We Care’

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

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

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

www.warrendrive.com

01892 654586
ALFRISTON COURT LUXURY CARE HOME
Sloe Lane, Alfriston BN26 5UR
Tel: 01323 874140

BOWES HOUSE
25 Battle Road, Hailsham BN27 1DU
Tel: 0333 321 0925

BROOKLANDS NURSING HOME
Wych Cross, Forest Row RH18 5JN
Tel: 01825 712005 Advert page 72

COPPER BEECH CARE HOME
Eastbourne Road, Ridgewood, Uckfield TN22 5ST
Tel: 01825 818430 Advert page 90

ERSHAM HOUSE NURSING HOME
Ersham Road, Hailsham BN27 3PN
Tel: 01323 442727 Advert page 72

FILSHAM LODGE
137-141 South Road, Hailsham BN27 3NN
Tel: 01323 844008

FOREST LODGE
Horney Common, Nutley, Uckfield TN22 4EA
Tel: 01825 712514 Advert page 82

HAILEY COURT
New Road, Hellingly BN27 4EW
Tel: 01323 442050 Advert page 70

HEATHER VIEW
Beacon Road, Crowborough TN6 1AS
Tel: 01892 653634 OP D PD MH

HEFFLE COURT
Station Road, Heathfield TN21 8DR
Tel: 0808 223 5356 Advert page 70 OP D

HOLY CROSS CARE HOME
Lewes Road, Cross-in-Hand, Heathfield TN21 0DZ
Tel: 01435 863764 OP Y

HURSTWOOD VIEW
Linum Lane, Five Ash Down, Uckfield TN22 3FH
Tel: 01825 573728 Advert page 90 OP D PD YA

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

MANOR GARDENS
Heron’s Ghyll, Uckfield TN22 4BY
Tel: 01825 714400

OAKLANDS COURT NURSING HOME
Vines Cross Road, Horam TN21 0HD
Tel: 01435 813030

PINEWOOD MANOR
Old Lane, St Johns, Crowborough TN6 1RX
Tel: 01892 653005 OP D SI

POLEGATE CARE HOME, THE
Blackpath, Polegate BN26 5AP
Tel: 01323 886520 Advert page 90

NEED HELP IN YOUR SEARCH FOR CARE?

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

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

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

Service  OP Older people (65+)
User Bands  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs
Wealden care homes with nursing

QUINNELL HOUSE
77 Quinnell Drive, Hailsham BN27 1QN
Tel: 01323 849913

ST CLARE’S CARE HOME
St George’s Park, Ditchling Road, Burgess Hill RH15 0GU
Tel: 01444 873730

ST RAPHAEL’S CARE HOME
Church Lane, Danehill, Haywards Heath RH17 7EZ
Tel: 01825 790485

WADHURST MANOR
Station Road, Wadhurst TN5 6RY
Tel: 01892 628193

WISTERIA LODGE
Horney Common, Nutley, Uckfield TN22 3EA
Tel: 01825 713082

WOODSIDE HALL
NURSING HOME
Polegate Road, Hailsham BN27 3PQ
Tel: 01323 841670

Our purpose built facilities and specialist nursing staff provide a warm and friendly environment for people with dementia and mental health issues

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

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

- A home for life
  The care staff support residents as their needs develop so that they do not need to move elsewhere.

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

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

Please visit our website or contact us to obtain a brochure and arrange a visit.

Website: www.hailshamhouse.co.uk
Phone: 01323 442050 Fax: 01323 849134 Email: enquiries@hailshamhouse.co.uk

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 or drugs

This Directory’s helpline 0800 389 2077 – assistance with finding care and support
Eastbourne care homes

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

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

ASHGRANGE HOUSE  
9 De Roos Road, Eastbourne BN21 2QA  
Tel: 01323 734489

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

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

AUTISM AND ASPERGERS CARE SERVICES LTD  
38 Den Hill, Eastbourne BN20 8SZ  
Tel: 01323 646282

AUTISM AND ASPERGERS CARE SERVICES LTD  
53 Percival Road, Eastbourne BN22 9JN  
Tel: 01424 777833

AUTISM AND ASPERGERS SUPPORT LTD  
3 Hampden Terrace, Latimer Road, Eastbourne BN22 7BL  
Tel: 01424 777833

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

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

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

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

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

EASTBOURNE AND DISTRICT MENCAP – ARUNDEL ROAD  
27 Arundel Road, Eastbourne BN21 2EG  
Tel: 01323 431367

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

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

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

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

FELIX HOLME RCH  
15 Arundel Road, Eastbourne BN21 2EL  
Tel: 01323 641848  
Advert page 80

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

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

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

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

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

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

Other services include:
• Visits from a doctor, dentist, chiropodist, physiotherapist, hairdresser
• Daily paper/magazine delivered
• Visiting library
• In-house massage, aromatherapy and relaxation therapies
• Regular social activities & outings arranged

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

FELIX HOLME

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

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• Daily paper/magazine delivered
• Visiting library
• In-house massage, aromatherapy and relaxation therapies
• Regular social activities & outings arranged

Please contact
Mrs Bree or Edward Fox:
15 Arundel Road,
Eastbourne,
East Sussex BN21 2EL
Tel: (01323) 641848
Fax: (01323) 733900
Mob: 07909 642299

Other services include:
• Visits from a doctor, dentist, chiropodist, physiotherapist, hairdresser
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3 Mill Road, Eastbourne,
East Sussex BN21 2LY
Tel: (01323) 723333
Fax: (01323) 733900
Mob: 07909 642299
07709 543283
HEATHERDENE
13-14 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 731646
OP MH SI

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

INGHAM HOUSE
10-12 Carlisle Road, Eastbourne BN20 7EJ
Tel: 01323 734009
OP D YA

JEROME CLOSE, 17 (JEMINI RESPONSE LTD)
17 Jerome Close, Eastbourne BN23 7QY
Tel: 01323 765030
LDA YA

JEROME CLOSE, 41 (JEMINI RESPONSE LTD)
41 Jerome Close, Eastbourne BN23 7QY
Tel: 01323 767399
LDA YA

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

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

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

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

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

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

PARK LODGE
4 Park Avenue, Eastbourne BN22 9QN
Tel: 01323 507606
OP D LDA MH YA AD

PRIDEAUX HOUSE
21 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 726443 Advert page 84 OP D

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

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

REGARD PARTNERSHIP LTD, THE – EASTBOURNE ROAD
111 Eastbourne Road, Lower Willingdon, Eastbourne BN20 9NE
Tel: 01323 482174 LDA

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

ROSEBERY HOUSE
2 Rosebery Avenue, Hampden Park, Eastbourne BN22 9QA
Tel: 01323 501026 Advert page 94 OP D

SAFFRONS CARE HOME
20 Saffrons Road, Eastbourne BN21 1DU
Tel: 01323 720430 Advert page 84 OP

SEDGEMOOR & FRAMLEY
2-4 Mill Road, Eastbourne BN21 2LY
Tel: 01323 725828 LDA YA

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

SHANDON HOUSE
3 Mill Road, Eastbourne BN21 2LY
Tel: 01323 723333 Advert page 80 OP

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

Visit www.carechoices.co.uk for further assistance with your search for care
Sussex Healthcare is an award winning group of care homes providing over 30 years of healthcare in Sussex. The Group operates 20 homes, predominantly in the West Sussex area, providing over 600 placements, incorporating specialist care provision as well as care for older people.

Care for older people:

Clemsfold House  Horsham  01403 790312
Forest Lodge  Nutley  01825 712514
Horncastle House  Sharpham  01342 810219
Kingsmead Care Centre  Horsham  01403 265335
Longfield Manor  Billingshurst  01403 786832
Rapkynes Care Home  Horsham  01403 265096
Upper Mead  Henfield  01273 492870

Care homes for people with learning and/or physical disabilities, neurological conditions, acquired brain injury and autism:

Beechcroft Care Centre and Hazel Lodge  East Grinstead  01342 300499
Beech Lodge and Oak Lodge  Horsham  01403 791725
Horncastle Care Centre  Sharpham  01342 813910
Kingsmead Care Centre  Horsham  01403 265335
Kingsmead Lodge  Horsham  01403 211790
Norfolk Lodge  Horsham  01403 218876
Orchard Lodge and Boldings Lodge  Horsham  01403 242278
Rapkyns Care Centre (The Grange)  Horsham  01403 276756
The Laurels  Horsham  01403 220770
Rapkyns Care Home  Horsham  01403 265096
Sycamore Lodge  Horsham  01403 240066
White Lodge  Croydon  02087 632586
Wisteria Lodge and Stable Lodge  Nutley  01825 713082
Woodhurst Lodge  Crawley  01444 401228

STOP PRESS: Brand new purpose built facilities now available to view for anyone wishing to arrange a visit. The service provisions include specialist care facilities for people with acquired brain injury, profound learning and physical disabilities and residential services for people with Autism.

Great care starts with great people – are you one of them?

Due to expansion, Sussex Healthcare has fantastic opportunities to become part of a leading healthcare company that provides exemplary care to the service users in a positive and friendly environment.

If you are thinking of a career in care please visit our website www.sussexhealthcare.co.uk and submit your CV to recruit@sussexhealthcare.co.uk stating the position you are interested in working in.

To find out more about our homes and the services we offer, contact: Corrine Wallace Director of Operations

01403 217 338
enquiries@sussexhealthcare.co.uk | www.sussexhealthcare.co.uk
Eastbourne care homes continued

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

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

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

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

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

ST MARGUERITE
10 Ashburnham Road, Eastbourne BN21 2HU
Tel: 01323 729634

SUMMERHEATH ROAD, 52
(JEMINI RESPONSE LTD)
Hailsham BN27 3DR
Tel: 01323 847835

SUNNYHILL RESIDENTIAL CARE HOME
14 Selwyn Road, Eastbourne BN21 2LJ
Tel: 01323 430386

THREE GABLES
Brand Road, Eastbourne BN22 9PX
Tel: 01323 501883

UPPERTON GARDENS
44 Upperton Gardens, Eastbourne BN21 2AQ
Tel: 01323 439001

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Eastbourne care homes with nursing

AVALON NURSING HOME
3-5 Nevill Avenue, Hampden Park,
Eastbourne BN22 9PR
Tel: 01323 501256

BENDIGO NURSING HOME
22 Arundel Road, Eastbourne BN21 2EL
Tel: 01323 642599

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

CHASELEY
South Cliff, Eastbourne BN20 7JH
Tel: 01323 744200 Advert page 84

COPPICE COURT CARE HOME
220 Willingdon Road,
Eastbourne BN21 1XR
Tel: 01323 888615 Advert page 90

DEVONSHIRE NURSING HOME, THE
95 Carlisle Road, Eastbourne BN20 7TB
Tel: 01323 731279

ELSTREE COURT CARE HOME
64 Meads Road, Eastbourne BN20 7QJ
Tel: 01323 888548 Advert page 90

FIRWOOD HOUSE
Brassey Avenue,
Hampden Park BN22 9QJ
Tel: 01323 503758

GRANGE HOUSE
21 Grange Road, Eastbourne BN21 4HE
Tel: 01323 430831

INGLEWOOD NURSING HOME
7-9 Nevill Avenue, Hampden Park,
Eastbourne BN22 9PR
Tel: 01323 501086

MANOR HALL NURSING HOME
Borough Lane, Eastbourne BN20 8BB
Tel: 01323 722665

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

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

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

User Bands
MH
SI
YA
AD

83
Saffrons is a family-run residential care home, registered with CQC for older people.

We offer quality accommodation ideal for retired ladies and gentlemen who wish to benefit from living in a caring, homely environment. Respite or trial stays are welcome, and we have both private and social services funded residents. Visitors are always made very welcome with complimentary light refreshments.

The Saffrons was one of the first care homes to achieve East Sussex’s prestigious “Preferred Provider” status. The home enjoys an open aspect over parkland as well as distant views of the South Downs. The Saffrons is within walking distance of the town centre, doctors’ surgeries, Eastbourne train station and the famous seafront.

20 Saffrons Road, Eastbourne, East Sussex, BN21 1DU
Telephone (01323) 720430
For further information please email dagmarwilliams@btinternet.com
www.care-home-eastbourne.co.uk

Prideaux House
Making Our Home, Your Home
An Edwardian detached care home specialising in the care for those suffering from all forms of Dementia and Alzheimer’s.

- A traditionally styled home with a secure, relaxed and homely environment.
- Professional, friendly and well trained staff committed to provide person-centred care.
- Freshly prepared nutritious menu and special diets catered for.
- Day Care Service also provided.

21 Prideaux Road, Eastbourne BN21 2ND | T: 01323 726443 | W: www.prideauxhousecarehome.co.uk | E: prideauxhouse@hotmail.co.uk

The Chaseley Trust
Supporting People with Disabilities

Chaseley cares for adults over the age of 18 with a range of physical disabilities, including spinal injury, acquired brain injury, stroke and loss of limbs. We also care for those with progressive conditions, such as Multiple Sclerosis, Motor Neurone Disease and Parkinson Disease.

Whether you have long term, short term or daycare requirements, we promote a person-centred approach and encourage everyone to take an active part in fulfilling an enhanced quality of life. Many of our rooms have sea views and some can accommodate two persons.

Our therapy team provides specialist rehabilitation programmes, physiotherapy and occupational therapy for people with high level and complex neurological disabilities.

Whether you are a permanent or short term resident, here for a respite period, or come to Chaseley as an outpatient, we provide you with a flexible and tailored programme to suit your individual needs.

Call us on 01323 744200 to ask any questions or arrange a tour of our facilities.

The Chaseley Trust, South Cliff, Eastbourne, BN20 7JH
Tel: 01323 744200 Email: info@chaseleytrust.org www.chaseley.org.uk

NEED HELP IN YOUR SEARCH FOR CARE?

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

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

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
MOORINGS, THE
Rattle Road, Westham, Pevensey BN24 5DS
Tel: 01323 741671

PALM COURT NURSING HOME
17 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 721911

PENTLOW NURSING HOME
59-63 Summerdown Road, Eastbourne BN20 8DQ
Tel: 01323 722245

QUEEN ALEXANDRA COTTAGE HOMES
Care Wing, 557 Seaside, Eastbourne BN23 6NE
Tel: 01323 737816

SOVEREIGN LODGE CARE CENTRE
2 Carew Road, Eastbourne BN21 2DW
Tel: 01323 412285

SUNRISE OPERATIONS EASTBOURNE LTD
Sunrise of Eastbourne, 6 Upper Kings Drive, Eastbourne BN20 9AN
Tel: 01323 525000

TREDEGAR CARE HOME
13 Upper Avenue, Eastbourne BN21 3UY
Tel: 01323 412808

A countywide list of home care providers starts on page 21.
Ashlodge Care Home

83/85 Cantelupe Road, Bexhill-on-Sea, East Sussex TN40 1PP
T: 01424 217070
E: ashloderesthome@btconnect.com

This family run home offers ‘person centered care’ for the residents suffering from Dementia and Alzheimer’s

- Close to seafront
- En-suite rooms, some with sea view
- Dedicated and compassionate staff
- Long and Short stay
- Passenger lift
- Beautiful large garden
- Visiting chiropodist, hairdresser, optician and dentist
- Wide range of activities and outings
- Home cooked meals, special diet catered for

Cross Lane House is a beautiful old country mansion, standing in two acres of mature landscaped gardens set in the heart of Rural Sussex.

We provide quality care for older people with a focus on promoting independence in caring environment. The provision of professional standards of healthcare, hygiene, nutrition and safety are the philosophies of the owners, the management and our carers a like.

Activities and a pleasant social atmosphere give residents a sense of community and the chance to make new friends within the home.

T: 01580 200 747 E: admin@crosslanecare.co.uk www.crosslanecare.co.uk

Glenmuir House is a stunning Victorian house, situated in a quiet residential area and is surrounded by attractive, professionally kept gardens. This House is highly recommended to clients who prefer the quieter life.

The rooms are all en-suite with level access throughout. Many rooms have beautiful coastal views.

The staff here are all long standing and are well trained. They take great pride in their Home and the happiness of their residents.

Glenmuir House only accommodates 18 clients, which means that each and every resident is treated as an individual. Our staff know your individual preferences, likes and dislikes. We will create your own personal care plan with you that is tailored to you and your needs.

Telephone: 01424 430203
Email: glenmuir@angelhealthcare.co.uk
4 Branksome Road • St Leonards-on-Sea • TN38 0UA

Care you can trust

www.angelhealthcare.co.uk

We provide a range of care options. Whether you require full time care or part time day care, we can provide for your needs.

- High Quality Nursing Care • Palliative Care
- Dementia, EMI & Alzheimer’s Care
- Physical Disability • Sensory Impairment

The provision of Nursing Care is carried out by fully qualified and experienced Registered Nurses.

“I have tremendous appreciation for the care, consideration and compassion shown to my mother by all the staff during her short stay. They ensured she was constantly monitored, washed and kept tidy and fed, particularly her favourite dish - ice cream, thus ensuring that she passed away peacefully, painlessly and with dignity which is all I wanted for her last days.”

Arden House

Enjoy a busy social life, meeting new people and going out regularly!

With a unique character of its own Arden House is at the heart of our care group. It keeps its residents active by regularly hosting a wide variety of activities. These include: Theatre Productions, Arts and Crafts, Bingo, Keep Fit, Pets as Therapy and a Massage Day! Or go out for a trip to the theatre, local pubs, tea dances and much more!

Arden House has disabled level access throughout the property and boasts spectacular, professionally kept gardens with a fish pond and ample seating. The Home is nestled just a short walk from the town centre benefiting from all its amenities and transport links.

Telephone: 01424 211189
Email: arden@angelhealthcare.co.uk
4-6 Cantelupe Road • Bexhill-on-Sea • TN40 1JG

If you like the hustle and bustle of a town centre then Abbey House is the Residential Care Home for you. Conveniently placed in the middle of Town, Abbey House is just a short walk from the local attractions, such as: The De La Warr Pavilion, shopping centre, banks, local pub and is right next door to a doctor’s surgery!

All our rooms are en-suite and are fitted with the latest call systems to ensure that help is at hand, from our fully trained staff, when you need it.

Offering the highest standard of quality residential care, whilst creating a warm, friendly and comfortable environment for you to live in.

We pride ourselves on exceeding professional standards of healthcare, hygiene, nutrition and security.

Telephone: 01424 222534
Email: abbey@angelhealthcare.co.uk
20-22 Albert Road • Bexhill-on-Sea • TN40 1DG

If you like to have the peace and quiet of the country then Glenmuir House is just a short walk from the local attractions, such as: The De La Warr Pavilion, shopping centre, banks, local pub and is right next door to a doctors surgery!

All our rooms are en-suite and are fitted with the latest call systems to ensure that help is at hand, from our fully trained staff, when you need it.

Offering the highest standard of quality residential care, whilst creating a warm, friendly and comfortable environment for you to live in.

We pride ourselves on exceeding professional standards of healthcare, hygiene, nutrition and security.

Telephone: 01424 211189
Email: arden@angelhealthcare.co.uk
4-6 Cantelupe Road • Bexhill-on-Sea • TN40 1JG

Visit our website for full details of our care packages and facilities.

www.angelhealthcare.co.uk

Contact us today to discuss your care requirements.

www.angelhealthcare.co.uk

Contact us today to discuss your care requirements.
CARE MANAGEMENT GROUP – TRAFALGAR HOUSE
9 Sutherland Avenue, Bexhill-on-Sea TN39 3LT
Tel: 01424 222911

CARRICKS BROOK
Carricks Hill, Dallington TN21 9JL
Tel: 01435 831633 Advert page 42

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

COAST HOME CARE (WHITEBRIARS)
20 Bedford Avenue, Bexhill-on-Sea TN40 1NG
Tel: 01424 215335

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

CROSS LANE HOUSE
Cross Lane, Ticehurst, Wadhurst TN5 7HQ
Tel: 01580 200747 Advert page 86

CROWHURST CARE HOME
Old Forewood Lane, Crowhurst, Battle TN33 9AE
Tel: 01424 830754

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

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

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

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

GREEN HILL
Station Road, Crowhurst, Battle TN33 9DB
Tel: 01424 830295

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

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

HOLMESDALE HOUSE
3 Holmesdale Road, Bexhill-on-Sea TN39 3QE
Tel: 01424 217953

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

JUBILEE COURT
1-5 Eversley Road, Bexhill-on-Sea TN40 1EU
Tel: 01424 211982

LANGLEY HOUSE
47 Collington Avenue, Bexhill-on-Sea TN39 3NB
Tel: 01424 212934

LAWN COURT
6-8 Albert Road, Bexhill-on-Sea TN40 1DG
Tel: 01424 211476

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

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

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

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

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

Service
User Bands
Older people (65+)
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
Dementia
Learning disability, autism
Physical disability
Visit www.carechoices.co.uk for further assistance with your search for care

Advertisers are highlighted
Bexhill and Rother care homes continued

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

OAKDOWN HOUSE
Ticehurst Road,
Burwash Common TN19 7JR
Tel: 01435 883492 Advert page 42

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

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

ORCHARD HOUSE
RESIDENTIAL CARE HOME
St Johns Road, Bexhill-on-Sea TN40 2EE
Tel: 01424 211898

PARKGATE MANOR
Main Road, Catsfield, Battle TN33 9DT
Tel: 01424 773251

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

PRIDEAUX LODGE
148 Barnhorn Road,
Bexhill-on-Sea TN39 4QL
Tel: 01424 844989 Advert below

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

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

rippleside rest home
41 Jameson Road, Bexhill-on-Sea TN40 1EG
Tel: 01424 217092

ROOKHURST
17 Rookhurst Road, Bexhill-on-Sea TN40 2NZ

Prideaux Lodge is a large, detached Edwardian house situated in Little Common, within close proximity to the town centre and seafront. We specialise in elderly care and people living with early stages of Dementia.

• Newly renovated en-suite rooms plus suites.
• Homemade freshly cooked meals.
• Dedicated and caring staff 24 hours a day.
• In house activities provided daily, plus entertainer and trips out.
• Long term and respite care.
• Day care facilities available 7 days a week.

148 Barnhorn Road, Little Common, Bexhill-on-Sea TN39 4QL | T: 01424 844989 | W: www.prideauxlodge.co.uk | E: prideauxlodge@hotmail.com

Caring for the elderly since 1968

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

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

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

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

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

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

This Directory’s helpline 0800 389 2077 – assistance with finding care and support

88
ROSELANDS RESIDENTIAL HOME  
Cackle Street, Brede TN31 6EB  
Tel: 01424 882338

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

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

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

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

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

ST VINCENT’S CARE LTD  
Down Road, Bexhill-on-Sea TN39 4HD  
Tel: 01424 211244

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

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

VIEWS, THE  
3 Chitcombe Road, Broad Oak, Rye TN31 6EU  
Tel: 01424 882079

WARREN, THE  
23-25 The Warren, Ticehurst TN5 7QY  
Tel: 01580 201448

WATCHBELL HOUSE  
14 Watchbell Street, Rye TN31 7HA  
Tel: 01797 222059

WELL HOUSE, THE  
Golden Cross, Hailsham BN27 4AJ  
Tel: 01825 873389

WHITEGATES RETIREMENT HOME  
Westfield Lane, Westfield, Hastings TN35 4SB  
Tel: 01424 754865

WILLOWS, THE  
30a The Finches, Bexhill-on-Sea TN40 1UF  
Tel: 01424 217026

WOODVILLE REST HOME  
8-10 Woodville Road, Bexhill-on-Sea TN39 3EU  
Tel: 01424 730497

ASHRIDGE COURT CARE CENTRE  
163 Barnhorn Road, Bexhill-on-Sea TN39 4QL  
Tel: 01424 842357

BAY HOUSE CARE LTD  
2-3 Middlesex Road, Bexhill-on-Sea TN40 1LP  
Tel: 01424 210202

BEXHILL CARE CENTRE LTD  
154 Barnhorn Road, Bexhill-on-Sea TN39 4QL  
Tel: 01424 844201

DUDWELL ST MARY  
Etchingham Road, Burwash TN19 7BE  
Tel: 01435 667721

GLOTTENHAM MANOR CARE HOME  
Bishops Lane, Robertsbridge TN32 5EB  
Tel: 01580 880212

GROSVENOR PARK CARE HOME  
26 Brookfield Road, Bexhill-on-Sea TN40 1NY  
Tel: 01424 864102

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

Visit www.carechoices.co.uk for further assistance with your search for care
Questions on elderly care in East Sussex?

We’re only a phone call away.
If you’re thinking about long or short-term care for an elderly loved one, it can be difficult to know where to start. Whether it’s advice on choosing the right care, or covering the costs, our trained care advisers are here to talk through your options, whether you’ve got our health insurance or not.

For friendly advice about your options, call our Elderly Care Support Line free on:

📞 0808 231 2295

Lines are open seven days a week. We may record or monitor our calls.

Amazing people...deserve amazing care

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Nursing Care • Residential Care • Dementia Care • Respite Breaks • Assisted Living

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 24 years’ experience.

Dudwell St Mary
Burwash, TN19 7BE
Call: 01435 667 721

Hurstwood View
Uckfield, TN22 3FH
Call: 01825 573 728

Wadhurst Manor
Wadhurst, TN5 6RY
Call: 01892 628 193
HAZELMERE NURSING HOME  
9 Warwick Road, Bexhill-on-Sea TN39 4HG  
Tel: 01424 214988

HEATHERDENE NURSING HOME  
30 The Highlands, Bexhill-on-Sea TN39 5HL  
Tel: 01424 224518

LINDSAY HALL NURSING HOME  
128 Dorset Road, Bexhill-on-Sea TN40 2HT  
Tel: 01424 219532

MAIS HOUSE  
18 Hastings Road, Bexhill-on-Sea TN40 2HH  
Tel: 01424 215871

NORMANHURST NURSING HOME  
Brassey Road, Bexhill-on-Sea TN40 1LB  
Tel: 01424 217577 Advert page 88 OP D

PETERHOUSE  
Church Street, Old Town, Bexhill-on-Sea TN40 2HF  
Tel: 01424 730809 Advert page 90 OP PD

RYE MEMORIAL HOSPITAL  
Peasmarsh Road, Rye TN31 7UD  
Tel: 01797 224499

SOUTHLANDS PLACE  
33 Hastings Road, Bexhill-on-Sea TN40 2HJ  
Tel: 0808 223 5356 Advert page 70 OP D PD YA

BEXHILL AND ROTHER CARE HOMES WITH NURSING CONTINUED

Hastings

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9 Warwick Road, Bexhill-on-Sea TN39 4HG  
Tel: 01424 214988

HEATHERDENE NURSING HOME  
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Tel: 01797 224499

SOUTHLANDS PLACE  
33 Hastings Road, Bexhill-on-Sea TN40 2HJ  
Tel: 0808 223 5356 Advert page 70 OP D PD YA

ALEXANDRA ROAD, 19  
(EAST VIEW HOUSING MANAGEMENT LTD)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 446914 LDA

ALEXANDRA ROAD, 25  
(EAST VIEW HOUSING MANAGEMENT LTD)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 720749 LDA

ALEXANDRA ROAD, 27  
(EAST VIEW HOUSING MANAGEMENT LTD)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 714014 LDA

BANNOCK RETIREMENT HOME  
Quarry Hill, St Leonards-on-Sea TN38 0HG  
Tel: 01424 433021 Advert page 66 OP D

BANNOCK RETIREMENT HOME  
Quarry Hill, St Leonards-on-Sea TN38 0HG  
Tel: 01424 433021 Advert page 66 OP D

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Queen Alexandra Cottage Homes is Eastbourne’s oldest Charity and provides high quality nursing and residential care for up to 28 residents, as well as award-winning accommodation for independent living, all set within beautifully landscaped gardens.

The Homes promote an ethos of independence, dignity and choice, and nursing care is provided within a warm, safe and friendly environment. The management and staff are always available for help and advice, and family and friends are welcome to visit at any time.

For further information please contact Peter Buckland, General Manager

01323 737816
peter@qachomes.plus.com

Queen Alexandra Cottage Homes
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Eastbourne
East Sussex BN23 6NE
www.qach.co.uk

Patron: Duchess of Devonshire DL
Registered Charity: 209208
About us

Woodside Hall is an independent nursing home and the only home owned and managed by our company. This allows us to focus and give our full commitment to the wellbeing of the residents.

At Woodside Hall, the friendly atmosphere ensures that everyone continues their daily life with personal privacy and dignity.

- 24 Hour Trained Nursing Staff
- Tastefully decorated en suite rooms with colour TV & telephone
- Catering for special diets
- Visiting hairdresser, chiropodist, opticians and other Health Care specialists
- Respite, convalescence and continuing care welcome
- Events and outings organised
- Extensive gardens and seating areas

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