Isle of Wight
Care Services Directory 2014/15

The comprehensive guide to choosing and paying for care

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

Old fort in The Solent

IN ASSOCIATION WITH

ISLE of WIGHT COUNCIL

ALSO AVAILABLE ELECTRONICALLY AT WWW.CARECHOICES.CO.UK
AND IN SPOKEN WORD THROUGH BROWSAUDI

Care Choices Publications
OFFERING HIGH QUALITY ACCOMMODATION in a Caring and Homely Environment

With 32 care homes across the South of England, including the Isle of Wight, Somerset Care is a leading not-for-profit provider. Whether you are looking for day care, short-term respite care or a long-term move to a residential home, we provide a welcoming ‘home from home’ environment.

With friendly, professional staff experienced in providing high quality care and support, including specialist dementia care, our aim is to ensure that we provide a service that meets our clients’ individual needs.

For more information or to arrange a visit to any of our care homes, please contact one of our dedicated teams.

Inver House
Foreland Road, Bembridge (01983) 875700 enquiries.inverhouse@somersetcare.co.uk

Osborne Cottage
York Avenue, East Cowes (01983) 293523 enquiries.osborne cottage@somersetcare.co.uk

Polars
Staplers Road, Newport (01983) 522523 enquiries.polars@somersetcare.co.uk

Steephill
Steephill Court Road, Ventnor (01983) 852652 enquiries.steephill@somersetcare.co.uk

www.somersetcare.co.uk
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Isle of Wight Council’s distribution of this publication does not constitute their support or recommendation of any of the products or services advertised within. 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) and neither Isle of Wight Council nor Care Choices can be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 206953.

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

Welcome to the 2014/15 Isle of Wight Care Services Directory which provides information on a range of social care services for adults which are available across the Island.

We want people to have as much choice and control over their lives as they are able, remaining as independent as possible, living in their own home and communities for as long as they can, safe in the knowledge that they can get the right care and support to meet their needs when they need it.

When living at home is no longer an option, we want people to be able to find affordable, good quality care to meet their needs.

Many people will be able to get the care and support they need from family, friends and other members of their communities. However, we know that some people will need more help than this, and this is when the Council can carry out an assessment and decide how much it will contribute towards your care.

The Directory can help you make an informed decision about your care and support by providing brief information about what support is available and where to go for that support. It also provides information that will help family members in their caring roles.

The Directory lists organisations which are registered to provide care, however, we appreciate many of you will have many other ways of receiving support, such as support groups, leisure services and faith organisations.

For more detailed information you can contact People Matter IW (see below for contact details) and they will be happy to discuss your requirements and provide details of organisations that offer a range of care and support to meet all levels of need.

The Directory has been produced with you in mind. However, we know that there are many other organisations on the Island that can give you information and advice on how to live a full and happy life – far too many to mention – but we hope you find this Directory useful and interesting as a starting and future reference point.

Mark Howell
Nominated Director of Adult Social Care & Head of Commissioning – Community Wellbeing

Staying independent, being safe

If you are beginning to find everyday tasks more difficult or you have a disability, then you may need some additional support to help you. It might be easy to identify the care and support you need, or you may need some help to do this. You should speak with people who know you well to see what support they think you need – they may notice areas where you need help that you hadn’t thought about.

Once you’ve thought about the areas you need help with, there are lots of ways to find that support. You can use this Directory, look on the internet, including this Directory’s website www.carechoices.co.uk, speak to other people who have help and support or speak with organisations like People Matter IW.

People Matter IW

People Matter IW is the Island’s user-led organisation. Its primary aim is to support Island residents to shape, direct and manage the support and services they need to live the life they choose. It provides information about the many different organisations on the Island that offer help, advice and support. It also has an Independent Living Centre which helps people to remain independent in their own homes for as long as possible by providing information and advice and the opportunity to ‘try before you buy’ across a wide range of aids and equipment.

People Matter IW is building a strong, independent collective voice for individuals and relevant organisations, to influence policy and practice and to be heard at higher strategic levels.

People Matter IW is a member organisation and welcomes anyone who defines themselves as having support needs, or organisations that support people with support needs - including disabilities (temporary or permanent), people with mental health concerns, family carers and people in receipt of personal budgets, as well as those who fund their own support.

People Matter IW also provides a free employment information and advice service for anyone considering recruiting a Personal Assistant (someone who is paid to support a person with a range of tasks to help them live their lives and achieve their goals).
People Matter IW continued

>> They also offer a low cost Personal Assistant facilitation service, where they can support people with the recruitment, contract writing and risk assessing of an identified Personal Assistant.

People Matter IW
Independent Living Centre

Downside Community and Learning Centre
Furrlongs
Isle of Wight PO30 2AX
Telephone: 01983 241494
Email: admin@peoplematteriw.org
Web: www.peoplematteriw.org

Aids and equipment

There are lots of aids and equipment which help people to remain independent. They include things that will help you to:
- use the toilet, wash or bathe;
- manage eating or drinking;
- do household chores like cooking or tidying up; and
- get around your home or garden.

To make sure you get the right equipment to help you, you can arrange an appointment to attend People Matter IW’s Independent Living Centre where you can have your needs assessed by trained staff and then ‘try before you buy’.

For more information or to arrange a meeting, contact People Matter IW’s Independent Living Centre on: 01983 241494.

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, which are placed in the home, are triggered, and an alert is received either by trained operators at a 24 hour call centre, or directly by a relative or carer.

Telecare can allow users to remain independent with relatives and carers feeling reassured, safe in the knowledge that should an incident occur, they will know. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

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

For more information please call People Matter IW on: 01983 241494 or Wightcare on: 01983 821105 (24 hours a day, 7 days a week).

For more information about paying for your care please see page 9.

Community Alarms

A Community Alarm provides peace of mind for people who feel at risk in their own home. It is run by Wightcare and operates 24 hours a day, 365 days a year. This service can give you the freedom to live your life independently knowing that you can obtain assistance when you need it.

The service is available to purchase by anyone who feels at risk in their own home because of their age, disability, isolation, illness or vulnerability.

It works via a special alarm unit connected to the telephone line. The alarm unit has a built-in button, which you press to obtain assistance. Alternatively, the alarm can be activated by a pendant which is worn around the neck or on a wrist band. The range of the pendant allows you to live normally in your home.

For more information please call Wightcare on: 01983 821105 (24 hours a day, 7 days a week).

For more information about paying for your care please see page 9.

Adapting your home

If you have mobility problems and aids and equipment are not enough to help you get around, then adaptations to your home may help.

In order to see if you are eligible for funding for an adaptation, an assessment will be carried out. If it is agreed that you need adaptations to your home a referral will be made to Occupational Therapy who will look at your needs in depth.

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

If you are worried that your memory – or that of someone you know – is getting noticeably worse, or if memory loss is beginning to have an effect on everyday life, it is worth sharing your worries and seeking advice. Although there are many reasons for memory loss, it can sometimes be an early sign of a medical condition such as dementia. The earlier you seek help the better as there may be support or treatment available that can help you.

You should first have a chat with your GP, who will address your concerns or arrange for further investigation. You may be referred to a local memory monitoring service where a formal diagnosis can be made.

People Matter IW can provide information about services and support available for people with dementia and their families. This can include support such as social activities, assistive technology, aids and equipment, home care and short respite breaks that will help you feel safe and remain independent at home.

For more information please contact People Matter IW on: 01983 241494.

Being safe – safeguarding adults at risk

Everyone should be able to live their lives free from fear and harm – it is important that people are as safe as possible. This is sometimes more difficult for people who are vulnerable, whether that’s because of their age, mental or physical problems, sensory loss, or physical or learning disabilities.

If you have heard or seen something that worries you, or if you think someone is being abused, please tell us about it.
You can report your concerns by telephoning the Safeguarding Team on: 01983 814980 or emailing them at: safeguarding.referrals@iow.gov.uk. If it is outside normal office hours, then you can call the Emergency Duty Team on: 01983 821105. If you feel that the person is in immediate danger contact the police by telephoning 999.

Short-term help

Sometimes we need a little extra help and care at certain times in our lives. This can be because of falling or tripping, going into hospital or because of a general decrease in our mobility and wellbeing. When this happens, there are a number of short-term solutions which will help you to regain as much independence as possible.

‘Out of Hours’

The Isle of Wight Council operates an ‘Out of Hours’ service to deal with crises in people’s care or with any welfare emergency involving adults, that occur outside normal office hours and Bank Holidays including Christmas and New Year. In the case of a major incident affecting residents or visitors the ‘Out of Hours’ service will facilitate crisis support.
To contact them in an emergency out of normal hours call: 01983 821105.

Leaving hospital

Patients, their families and carers may be offered a range of services to help make discharge from hospital quicker and safer. Referrals are made by the wards to the Hospital Social Work Team for an assessment. Services may be provided as follows:

- domiciliary care/reablement – care and support at home to help you regain or maintain your independence;
- occupational therapist – who assesses your ability to undertake daily tasks at home and give advice on how you can maintain and improve your independence.

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

As part of a joint health and social care reablement service, support is provided in someone’s own home to enable them to recover and regain their independence following a period of illness or significant deterioration. This is a short-term service, funded jointly by health and social care and is free at the point of delivery, lasting between one and six weeks. The service will cease at the point the person has regained their independence or as soon as it is apparent that there is a long term support need.

For more information please contact the Reablement Support Team on: 01983 567552.

If you need more help

Assessments

If, after initial short-term help, it is felt that you require ongoing care and support, the Council will work with you to identify your needs. We will do this by carrying out an assessment, which will include discussions around:

• health – including mental health, physical disability, sensory impairments, for example your eyesight and hearing and mobility, such as how far you can walk, can you manage the stairs to get to bed, etc;
• personal care or activities of daily living, home environment and where you live;
• social support and relationships including if you have someone who cares for you;
• involvement in work, education and learning; and
• wellbeing, abuse or neglect.

If you have a family carer they will also be offered an assessment of their needs.

The Council often needs to take advice from health professionals. If you have other people involved in your care and support, for example, your doctor, district nurse or occupational therapist, we will talk to them to get the fullest picture of your needs.

Support planning

Once your completed assessment has been agreed by your care manager, you will need to prepare your support plan. You should be at the centre of developing your support plan, with the help, if you want and need it, of people who know you well, people like family and friends, or your care manager.

Your support plan will record what help you need, your desired outcomes and what difference it will make to your life and will be fully costed so that we can see how the money the Council contributes towards your care is being used. Isle of Wight Council will give you a copy of your plan.

Self-Directed Support

Self-Directed Support is about people being in control of the support they need to live the life they choose.

You may have heard it being referred to as ‘personalisation’ or ‘personal budgets’. There are different ways to describe it, but whatever name’s given to it - it’s about giving people real power and control over their lives.
**Personal budgets**

A personal budget is the amount of money the Council contributes towards your eligible care needs and is designed to help you take control over your life, so that you can meet your care needs and manage your own support. Personal budgets are designed for people who live in their own homes and cannot be used to pay for residential care.

There are three different personal budget options:

- **Direct payment personal budget**
  Your personal budget will be paid into a bank account which has been set up specifically for this purpose. You can use the money to organise, buy and manage your agreed care and support. Please note that you will not be able to use this funding to purchase services provided directly by the Isle of Wight Council. You don’t have to manage the direct payment personal budget on your own; you could ask a friend or relative to help you. There are also organisations that will manage the money for you and use it to pay for the things on your support plan.

- **Split personal budget**
  This is where you choose to have a direct payment personal budget but want to use services provided directly by the Isle of Wight Council. The Council will keep the money needed to pay for any internal services provided by the Council and you will receive the remainder of your personal budget as a direct payment personal budget.

- **Managed account personal budget**
  Under this option, you will not be given the money agreed in your personal budget, instead the Isle of Wight Council will use the money to organise, buy and manage your agreed care and support for you.

For more information about paying for your care please see page 9.

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**The Care Quality Commission (CQC)**

To help to keep people safe, the Government has a system that checks and regulates adult social care services. Registration is at the centre of this system. The organisation that manages this system on behalf of the Government is called the Care Quality Commission (CQC).

All health and social care organisations that deliver services must be registered with the CQC. Organisations must show they are meeting essential standards of quality and safety across all the activities and services they provide. It ensures that people can expect services to meet essential standards that respect their dignity and protect their rights. Inspection reports for individual organisations are available to view on their website.

For further information, visit: [www.cqc.org.uk](http://www.cqc.org.uk)

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**Carers**

Caring for someone who is dependent on you can place extra demands on your day-to-day life and you may need some help to enable you to cope. Most of the help available will be designed for the person you care for, but it should always help to take the strain off you a little too.

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**Emergency Alert Card**

It is important to let others know you are a carer to ensure the person you care for will be properly supported and cared for in cases of an emergency.

The Emergency Alert Card is a card that you can carry with you in case you have an accident or an emergency when away from home. You register your details with Wightcare giving details of what should be done to ensure the wellbeing of the person you care for. No details appear on the card, just a registration number and the Wightcare telephone number. The service is completely free of charge and can provide great peace of mind. For more information contact Wightcare on: **01983 821105**.
Support and care in your own home

If you need help to live independently in your own home, or you are finding it difficult to manage at home, family and friends may be able to help. Alternatively, you could consider using the services of a home care/support provider. Home care providers employ care assistants to provide help in people’s homes.

Care assistants can provide help with personal care such as bathing, washing and dressing, and/or meals. They are trained in personal care, moving and handling, food hygiene and infection control. They must be checked with the Disclosure and Barring Service (DBS) and have had their references checked by their employers. If you require nursing care at home, some home care providers can provide this. Some people may also require assistance with other day-to-day needs.

A list of home care providers operating on the Island starts on page 22.

Alternatively, you can choose to employ a Personal (care) Assistant (PA). This is a care assistant who works just for you and you employ them directly. This can offer a greater degree of flexibility, choice and control over your care. To find out more about employing a PA you can speak with People Matter IW on: 01983 241494 or look on: www.iwight.com/adults.

For more information about paying for your care please see page 9.

Supported Living

Supported Living schemes offer a wide range of support to enable people to live in their own home, helping them to maintain home life and live as independently as possible, helping them to sustain their tenancy. They provide support through a care support worker with things such as:

- household tasks;
- personal care;
- maintaining a tenancy;
- taking medication;
- money management;
- building links with friends, family and the community;
- social and leisure activities; and
- making healthy lifestyle choices.

Sheltered housing

If help in your own home is a challenge and you want more control than residential care offers, then sheltered housing might be a good option.

There are different types of sheltered housing schemes. Some will have a scheme manager (a warden) who lives on or off site. All of them should provide 24-hour emergency help through an alarm system.

Each scheme usually has between 20 and 40 self-contained flats or bungalows, but there will often be communal areas, such as the lounge, laundry room and garden. Many schemes run social events for residents.

With so many providers to choose from, it can be hard to know where to 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.
Respite care

Everyone needs to be able to take a break from time to time and, as a carer, you are no exception. Don’t feel guilty about wanting some time to yourself – you may want a few hours to relax and catch your breath, or you may want a weekend (or even longer) to get away without the person you care for. This is all very normal – if you don’t take some time off, you may find that your ability to cope with caring starts to decline.

The type and length of break you have can also be assessed along with those of the person you care for. There are a number of options:

- support in your home for the person you care for can be arranged so you can have a short break from your caring role;
- overnight or short stays in a residential placement;
- if you have sufficient funds, you may wish to arrange home-based respite care where another carer moves into your home for a short period.

For more information on services for carers contact the First Response Team on: 01983 814980.

Paying for your care

Financial assessment

Whatever your circumstances, whether you receive care in your own home or residential care, the Isle of Wight Council will financially assess each person on an individual basis to determine how much we need to contribute towards the cost of their care. Some people may have a minimal amount to pay and some people may have to pay the full amount.

To help you understand the financial aspects, the Isle of Wight Council has produced some fact sheets which can be accessed on: www.iwight.com/adults under Adult Finances or copies can be sent to you by calling: 01983 823340.

People who come under Section 117 of the Mental Health Act 1983 will continue to be exempt from making a contribution to their support costs. This means that they do not have to pay for any of their mental health services.

NHS Nursing Care Contribution

If you are a temporary or permanent resident who lives in a care home that provides nursing care you may be able to get the NHS Nursing Care Contribution towards the cost of that care. It is not means-tested and is paid directly to the home.

Eligibility

There is a national framework, set by the Department of Health, which councils use to decide who is eligible for services, called Fair Access to Care Services (FACS). FACS is the eligibility criteria – the Council only has a duty to provide services to people who meet the FACS level it has set. We do this by only making a contribution to the cost of the care and support for those people who fall within the ‘critical’ and ‘substantial’ categories of the criteria.

You can find out more information about eligibility either from the Social Care Institute for Excellence’s (SCIE) website at: www.scie.org.uk (search for Fair Access to Care Services) or locally at: www.iwight.com/adults.

Please don’t worry if you are not eligible, People Matter IW will be able to signpost you to other organisations that may be able to help. Please contact People Matter IW on: 01983 241494.
Extra Care housing

If you need more support than you would get in sheltered housing, then Extra Care sheltered housing may be an option. This allows you more independence than living in a care home, as you would still live in a self-contained flat but would have your meals provided and may also receive personal care.

Residential care homes

Inspecting care services

All care services, including residential care homes, are required by law to register with the Care Quality Commission (CQC). Homes are categorised by the type of care they provide and are listed in this Directory, starting on page 23.

The latest inspection reports for care homes and care homes with nursing on the Isle of Wight can be viewed on the CQC website: www.cqc.org.uk.

Is a care home the right option for me?

If you need greater assistance with personal care such as bathing, feeding, dressing and help with moving, and your needs cannot be met in your own home, a care home offering personal care may be the answer.

You will need to think about how you are going to pay for your residential care placement. Based on your financial assessment, you may have to pay for all or just some of the cost of your residential care. An important consideration when choosing a care home is that if eligible for financial assistance, the Isle of Wight Council will only pay a set amount for residential care, so if the cost of your residential care placement is more than this, you will need to make up the difference. This is usually done through what is called a ‘top-up’ – that is, the extra cost being met from a family member or good friend.

Care homes with nursing

If your needs are too great to be met in a care home that offers personal care only you may need a care home which offers nursing care. A care professional or a registered nurse will visit you to look at what care you will need. This visit might be in your own home, a hospital if you’ve been ill, or a residential care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, a care professional will give you information to help you find a home which meets your care needs. The cost of the nursing care part of your fees is paid by the NHS directly to the care home. It is important that you get your nursing care needs identified before you go into a care home with nursing. You may be entitled to ‘fully funded continuing healthcare’. This will be looked at during the assessment process. You may want a carer, family member or friend to be part of this. This Directory contains details of residential care homes and care homes with nursing on the Island starting on pages 23 and 26 respectively.
The Briars is a large, modernised, Victorian house set in interesting and attractive gardens in Sandown, Isle of Wight, with good transport links to the rest of the island.

All the bed-sitting rooms are for single occupancy and have en-suite facilities.

The home has a team of highly qualified, dedicated carers, and offers a variety of activities. The home is able to provide care for older people with dementia and our extensive redevelopment programme means we can now offer day & respite care.

T: 01983 403777
www.greensleeves.org.uk

Looking for care or support?

For independent, impartial information on your care options, call this Directory’s helpline on freephone 0800 389 2077

We can generate a personalised report with details of care homes or housing with care schemes that meet your needs and send you additional information on choosing and funding care too.
FALLOWFIELDS
Care home

Fallowfields prides itself on its excellent care provided in a warm, homely environment & atmosphere by highly trained staff.

Tel 01983 611531 Email fallowfields@btconnect.com
14 Great Preston Road, Ryde, Isle of Wight PO33 1DR

INDEPENDENT LIVING CENTRE
at Downside Community and Learning Centre
Furrlongs, Newport, Isle of Wight PO30 2AX

We provide:

- Aids & adaptations advice and/or demonstration
- Personal assistant recruitment/employment assistance

We are open between
10.00 and 16.00 Monday to Thursday &
10.00 and 13.00 on Friday

Ring 01983 241 494 to make an appointment

QUANTITY NURSING HOMES
for a better tomorrow, today

13 Queen’s Road, Ryde
Isle of Wight PO33 1BG
Tel 01983 862934

We are a unique, friendly and personalised domiciliary care agency providing tailored care and support in your own homes, 7 days a week up to 24 hours a day, including:

- Personal care
- Domestic care and shopping
- Night sits
- Transport to and from appointments
- Assistance with administering medication

Competitive care rates & charges are available on request. Carefirst IW supports people receiving personal budgets

CAREFIRST IW LTD

17 Prospect Business Centre,
Prospect Road, Cowes,
Isle of Wight PO31 7AD
Tel: 01983 290718
Email: carefirstiw@btconnect.com
Web: www.carefirstiw.co.uk

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

has been developed by the publisher of the Isle of Wight Care Services Directory

With so many providers to choose from, it can be hard to know where to start. www.carechoices.co.uk can help.

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Looking for care or support?

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

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

Call 0800 389 2077

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

Live-in Care
from £675 per week

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

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info
Isle of Wight - 01983 327 011

For more information on care home providers please see the lists on page 22

For more information on care home providers please see the lists on page 23

WALTER GRAY
SOLICITORS
FOR OATHS

Appointments available at our offices in Cowes and Ryde, also the use of premises in Ventnor High Street and Shanklin Regent Street.

Ryde Office
34 St Thomas Street, Ryde
Isle of Wight
PO33 2ND
01983 563765
ryde@waltergray.co.uk

Cowes Office
13 Denmark Road
Cowes
Isle of Wight
PO31 7DS
01983 563765
cowes@waltergray.co.uk

• Wills and Probate
• Elder Client Issues
• Conveyancing
• Lasting Powers of Attorney
• Property Disputes

Authorised and Regulated by The Solicitors Regulation Authority Number 515176 Established in 1947

Isle of Wight - 01983 327 011
• Wills and Probate
• Elder Client Issues
• Conveyancing
• Lasting Powers of Attorney
• Property Disputes

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Cowes Office
13 Denmark Road
Cowes
Isle of Wight
PO31 7DS
01983 563765
cowes@waltergray.co.uk

Ryde Office
34 St Thomas Street, Ryde
Isle of Wight
PO33 2ND
01983 563765
ryde@waltergray.co.uk

For more information on care home providers please see the lists on page

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This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
PROVIDING QUALITY CARE AND SUPPORT ACROSS THE ISLE OF WIGHT

Realise Domiciliary Care Services supports people with learning disabilities to have fulfilling, enjoyable, and healthy lives. We support people to take as much control of their lives as possible.

Realise Supported Living Services supports people with individualised support packages in their own homes, shared housing, or accommodation based supported living services. Our motivated and experienced teams aim to maximise the quality of life for the people we support.

www.somersetcarelearningdisabilities.co.uk

Stonehaven
Care Home of Distinction

We provide 24 hour residential care, respite and day care of the elderly by trained, experienced staff. All bedrooms are individually furnished and have call bell systems. The chef discusses the menu with residents daily. We have an activities organiser arranging outings, games, talks, musical entertainment as well as shopping and coach trips.

We are registered under the new October 2010 CQC Regulatory Body and are contracted with the IW Social Services.

23 Carter Street, Sandown, Isle of Wight PO36 8DG
For more information or to request a brochure please call us on 01983 402213

Sandown Nursing Home

Here at Sandown Nursing Home we recognise the importance of quality care for the elderly, and we ensure our standards are of the highest in a comfortable, homely environment. We provide quality nursing and palliative care at a reasonable price; with highly skilled and friendly staff, who are there for your needs. Our dedicated activities co-ordinator provides one to one activities to encourage mental and physical stimulation.

For more information contact us on 01983 408574 / 402946
E-mail: admin@sandownnursinghome.co.uk Web: www.sandownnursinghome.co.uk
28 Grove Road • Sandown • Isle of Wight • PO36 9BE

Visit www.carechoices.co.uk for further assistance with your search for care
If you are being funded by the Council you will be placed on a Council contract which would cover the 'fees' and 'contract terms' elements. A care provider may not alter fees without the Council’s approval.

<table>
<thead>
<tr>
<th>First impressions</th>
<th>1</th>
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<tbody>
<tr>
<td>Were you met when you first arrived?</td>
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<tr>
<td>Do staff seem warm, friendly and polite?</td>
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<tr>
<td>Do the residents seem happy, active and sociable?</td>
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<tr>
<td>Does the home feel comfortable and welcoming?</td>
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<tr>
<td>Is the home fresh, clean and well-furnished?</td>
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<tr>
<th>Fees</th>
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<tr>
<td>How much are the fees?</td>
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<tr>
<td>Do the fees cover all the services available?</td>
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<td>Under what circumstances will the fees alter – e.g. annually or according to increasing needs?</td>
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<tr>
<td>Is the notice to terminate reasonable?</td>
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<thead>
<tr>
<th>Transport</th>
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<tbody>
<tr>
<td>Is the home easy to get to for relatives and friends?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Does the home provide its own transport?</td>
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<table>
<thead>
<tr>
<th>Accommodation</th>
<th>1</th>
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<tbody>
<tr>
<td>Are bedrooms single or shared? Is there a choice?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can you decorate and re-arrange your room to suit yourself?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can you bring your own furniture and TV?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is there a call system for emergencies?</td>
<td>☑</td>
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<tr>
<td>Are there enough sockets in your room?</td>
<td>☑</td>
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<tr>
<td>Can you control the heating in your room?</td>
<td>☑</td>
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<tr>
<td>Can you lock your room and is there a secure place for valuables?</td>
<td>☑</td>
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<tr>
<td>Is there a separate dining room?</td>
<td>☑</td>
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<tr>
<td>Are there toilet facilities within easy reach of the communal facilities?</td>
<td>☑</td>
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<tr>
<td>Are there both showers and baths?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are bathrooms adapted to help people in and out of the bath?</td>
<td>☑</td>
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<table>
<thead>
<tr>
<th>Accessibility</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Does the home have the right adaptations and equipment to meet your needs?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are all areas accessible for wheelchair users?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Does the home have extra wheelchairs and walking aids?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is there adequate provision for people with sight or hearing difficulties?</td>
<td>☑</td>
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<table>
<thead>
<tr>
<th>Life within the home</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Are there any rules and restrictions (e.g. going out, time of return etc)?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can you choose when to get up and retire every day?</td>
<td>☑</td>
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<tr>
<td>How are residents involved in decisions about life in the home?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is there a telephone where you can make and take calls in private and comfort?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is alcohol served or permitted?</td>
<td>☑</td>
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<thead>
<tr>
<th>Staff</th>
<th>1</th>
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<tbody>
<tr>
<td>Do the staff appear clean, cheerful and respectful?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Do the staff talk to residents and how do they talk to them?</td>
<td>☑</td>
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<tr>
<td>Are the staff formally trained?</td>
<td>☑</td>
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<tr>
<td>Is there an adequate number of staff on day and night?</td>
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<thead>
<tr>
<th>Visitors</th>
<th>1</th>
<th>2</th>
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<tbody>
<tr>
<td>Are visitors welcome at all times?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is there somewhere to see them in private?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>May your visitors join you at meals?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can your visitors stay overnight?</td>
<td>☑</td>
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<table>
<thead>
<tr>
<th>Food</th>
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<tbody>
<tr>
<td>Do you have a choice about meals?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is the food varied and interesting?</td>
<td>☑</td>
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<tr>
<td>Can the home cater for your dietary needs?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can you have snacks or drinks any time of the day or night?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Can you eat in your room?</td>
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<thead>
<tr>
<th>Activities</th>
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<th>2</th>
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<tbody>
<tr>
<td>Can you continue to pursue your hobbies and interests?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are there organised activities and entertainment?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are outings and holidays arranged?</td>
<td>☑</td>
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<tr>
<td>How much do they cost?</td>
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<td>Are escorts available if necessary?</td>
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<tr>
<td>Is a library service available?</td>
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<tr>
<td>Can you have your own flower bed or help in the garden?</td>
<td>☑</td>
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<tr>
<td>Can you stay in your own room if you want to?</td>
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<thead>
<tr>
<th>Gardens</th>
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<tbody>
<tr>
<td>Are the grounds/gardens attractive?</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are all areas safe and accessible?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Is there somewhere to sit?</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
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<tr>
<td>Are they quiet?</td>
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<thead>
<tr>
<th>Contract terms</th>
<th>1</th>
<th>2</th>
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<tbody>
<tr>
<td>Can you retain your own room if away?</td>
<td>☑</td>
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<tr>
<td>Can you have a short-stay or trial period?</td>
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<tr>
<td>Will you be given a statement of terms on admission?</td>
<td>☑</td>
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<tr>
<td>Are all procedures, such as complaints, clearly spelt-out?</td>
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### Residential dementia care checklist

#### Residents

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

- Are residents involved in activities or chatting?
- Are residents clean comfortably dressed?
- Do they seem alert and interested?
- Do they talk to you as you walk round?
- Are they encouraged to do as much for themselves as they can? Can you see any examples of this?

#### Access

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

- The corridors and toilets are wide enough for a walking frame or wheelchair.
- There are suitably adapted toilets and baths.
- There are ramps or a lift.
- There is adequate signage and cues for different parts of the home such as dining room and bathroom.

#### Bedrooms

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

- Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.
- The bedrooms are bright and pleasant.
- Residents can go to their rooms when they wish to be alone.
- Residents are able to keep pets in their room or in other areas of the home.
- Staff respect the right to privacy and knock on bedroom doors.

#### Toilets

Getting to the toilet in time can sometimes be a problem as dementia progresses.

- Are there enough toilets within easy reach of the bedrooms and living areas?
- Are staff trained to spot the signs when someone needs to go to the toilet?
- Are staff cheerful and tactful about helping residents use the toilet and changing them if they are incontinent?

#### Living areas

Look to see whether chairs are arranged in groups to encourage talking rather than placed in a circle round the outside of the room.

- Is there a TV or radio left on when no one is watching or listening?
- Is there more than one room where residents can sit or where they can be quiet or see visitors?
- Is there a garden where residents can walk safely?

#### Health

You will want to know what happens if residents are unwell or need medication.

- Which doctor or doctors can residents see?
- Can a relative stay overnight if a resident is unwell?
- What happens if residents need help with taking medication?
- Are changes in medication discussed with the family carers?

#### Visitors

You will want to make sure that there is good communication between relatives and the home and that phone calls and visits are encouraged.

- Are visitors welcomed at any time?
- Are visitors encouraged to take residents out or join them for a meal?
- Are children made to feel at home?
- Are relatives involved in care planning and the general life of the home?

#### Activities

Residents should be stimulated without feeling stressed.

- Are there opportunities for residents to help staff with small tasks if they wish?
- Are the activities individualised and peoples’ likes/dislikes recorded in care plans?
- Are activities available each day?
- Are residents left to sit in front of the TV?
- Are reminiscence activities available?
- Are residents able to compile memory boxes?

#### Staff

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

- Do they have any training and experience in dementia care?
- Do they make time to sit and chat to residents or talk to them while they are helping them with physical tasks such as washing and dressing?
- Do they know about residents’ backgrounds, habits and interests?
- Will the person with dementia have a member of staff particularly responsible for their care?
- Is there a member of staff you can talk to about your own worries about the person with dementia?

#### Manager/head of home

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

- Does the manager have a friendly manner with staff and residents?
- Do they answer your questions openly and seem to understand your concerns?
- Do they have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
- Is there a full assessment at home before a resident is admitted?
- Does each resident have a care plan and are their needs regularly reviewed?
Essential information

‘Making it Real’

‘Making it Real’ sets out what people who use services and carers expect to see and experience if support services are truly personalised. It is a set of ‘progress markers’ - written by real people and families - that can help an organisation to check how well they are doing towards transforming adult social care. The aim of ‘Making it Real’ is for people to have more choice and control so they can live full and independent lives.

The Isle of Wight Council signed up to ‘Making it Real’ in November 2012 and now holds a yearly workshop to identify the top three priorities for those people on the Island who use services and their carers. People involved in the workshops represent multiple client groups as service users, carers and those who fund their own care and support. The Council develops an action plan based on the priorities identified and works to improve on these areas.

For more information please visit the ‘Making it Real’ website: www.thinklocalactpersonal.org.uk/Browse/mir/

‘My Life a Full Life’

‘My Life a Full Life’ is a new initiative on the Island where health professionals, including GPs, social care professionals and voluntary sector organisations are looking at new ways of working together to deliver coordinated care and support for people on the Island.

People will have access to more information and advice to help them plan their care needs and to keep themselves healthy and well, they will have to deal with fewer people to secure the right kind of care and more choice about the kind of care and support they receive. They will also be able to get more of their support locally, from a greater variety of sources.

For more information please visit: www.iowight.com/Residents/Care-and-Support/Adults-Services/My-Life-a-Full-Life/About-the-Programme

Why your views are important

All organisations need to know how they are performing. They are happy to receive your feedback on their services whether they are compliments or complaints. Feel free to tell them what you think and your comments can be used constructively to improve the service.

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

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

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

If your complaint is about a breach of regulations, contact the Care Quality Commission at: www.cqc.org.uk/contact-us.

If the Council has arranged and funded care and support for you, another option is to speak with your care manager or the department’s designated complaints manager (call: 01983 821000) or visit: www.iowight.com/council/publicServices/councilComplaints.aspx
This Directory’s free helpline

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

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

Useful contacts

Isle of Wight Council
Customer Service Centre
County Hall
High Street
Newport PO30 1UD
Tel: 01983 821000
Email: customer.services@iow.gov.uk
Web: www.iwight.com

Help Centres
These enable residents and visitors to access a wide range of services from a single point of contact. Help Centre Advisers can offer advice and guidance about any Council service.

Freshwater
Freshwater Library
41 School Green Road
Freshwater PO40 9AP
Tel: 01983 821000
Opening times:
Tuesday 9.30am - 12.30pm; 1.30pm - 4.30pm

Newport
Customer Service Centre

Useful Council contacts

Floor 1
County Hall
High Street
Newport PO30 1UD
Tel: 01983 821000
Opening times:
Monday - Thursday 8.30am - 5.00pm
Friday 8.30am - 4.30pm

Ryde
Ryde Library
101 George Street
Ryde PO33 2JE
Tel: 01983 821000
Opening times:
Monday, Tuesday and Friday 9.00am - 5.00pm
Closed: Thursday, Wednesday, Saturday and Sunday

Sandown
Council Offices , Broadway, Sandown PO36 9EA
Tel: 01983 821000
Opening times:
Monday, Wednesday and Thursday 8.30am - 5.00pm
Friday 8.30am - 4.30pm Closed: Tuesday

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

**Action on Hearing Loss**
Aims to improve life for residents who are hard of hearing or deaf and their families.
17B River Way
Newport
PO30 5UX
Tel: 01983 529533
Minicom: 01983 529998

**Age UK Information & Advice Drop-in Surgeries**
These are held on Tuesdays between 2.00pm and 4.00pm and on Wednesdays from 10.00am to 1.00pm. All other enquiries will be dealt with by appointment only, or if a client cannot get into the Newport office, a home visit may be arranged.
147 High Street
Newport
PO30 1TY
Tel: 01983 525282
Web: www.ageuk.org.uk/isleofwight

**Alzheimer’s Society**
(Portsmouth, SE Hants and the Isle of Wight)
If you have concerns about Alzheimer’s disease or any other form of dementia, Alzheimer’s Society National Dementia Helpline on 0300 222 1122 can provide information, support, guidance and signposting to other appropriate organisations.
The Helpline is usually open from 9.00am to 5.00pm Monday to Friday and Saturday and Sunday 10.00am - 4.00pm. However the service may be closed occasionally during these times for operational reasons or because of a staff shortage. Callers will speak to trained advisers.
John Pounds Centre
23 Queen Street
Portsmouth
Hampshire
PO1 3HN
Tel: 02392 892035
Email: portsmouth@alzheimers.org.uk

**Carers UK Isle of Wight Branch**
Carers UK is a national charity set up to help the millions of people who care for family or friends and provides information and advice about caring alongside practical and emotional support for carers. There are an estimated 14,000 carers on the Island.

**Carers Office**
The Riverside
The Quay
Newport
PO30 2QR
Tel: 01983 533173
Web: www.iow-carers.moonfruit.com

**Citizens Advice Bureau**
Free, independent, impartial and confidential advice.
Tel: 0844 411 1444
Web: www.adviceguide.org.uk/england.htm
Opening times: Monday to Friday 9.30am to 3.30pm

**Community Action IW**
Supported by the Isle of Wight Council, the Community Action IW is a registered charity aiming to promote and organise co-operation in the achievement of any charitable purpose for the benefit of the community.
One of the services offered is the **Optio Voluntary Car Service** - a membership scheme with an annual fee. It aims to help elderly, frail or less mobile residents who are unable to access public transport to get to appointments and access the services and support they need.
Phone the helpline to book your trip. Journeys must be arranged in advance (at least 48 hours if possible). The helpline is open from 9.00am to 3.00pm Monday to Thursday and 9.00am to 2.00pm on Fridays.
Helpline: 01893 522226
Web: www.communityactioniw.org.uk

**Independent Arts**
Local charity founded in 1987 working predominantly with older people, addressing the main issues faced by the Island’s ageing community: dementia, social isolation and disadvantage.
Uses therapeutic arts activities to improve health, wellbeing and quality of life. Run free projects in the community which include singing and dance for well-being and dementia and paid-for workshops in care homes.
Downside Community and Learning Centre Furlongs
Newport
Isle of Wight
Useful local contacts continued

>> PO30 2AH
Tel: 01983 822437
Web: http://independentarts.org.uk

Isle of Wight NHS Trust
Formally established in April 2012, the Trust provides a unique portfolio of services across acute hospital services, ambulance services, community services, mental health services and prison health care.
St Mary’s Hospital
Parkhurst Road
Newport
PO30 5TG
Tel: 01983 524081
Email: general@iow.nhs.uk
Web: www.iow.nhs.uk

Isle of Wight Society for the Blind
An independent registered charity providing support and rehabilitation services, through advice and equipment, to blind and partially-sighted residents.
Millbrooke House
137 Carisbrooke Road
Newport
PO30 1DD
Tel: 01983 522205
Email: enquiries@iwsb.org.uk
Web: www.iwsightconcern.org.uk

Isle of Wight Scope
Offers advice, information and support to adults with cerebral palsy and provides parent support, grants to individuals and local service development.
35 Shamblers Road
Cowes
PO31 7HE
Tel: 01983 200343
Email: sarah.wheeler@talktalk.net
Web: www.scope.org.uk/services/isle-wight-scope

Southern Advocacy Service
Provide volunteer and paid advocates to support residents with learning disabilities. Work creatively with individuals based on their needs and abilities and can provide Independent Mental Health Advocacy (IMHA).
Quay House

The Quay
Newport
PO30 2QR
Tel: 01983 559299
Email: info@southernadvocacyservices.co.uk
Web: www.southernadvocacyservices.co.uk

Wight MIND
Local charity that helps people with mental health issues and part of the national MIND network. It is the only service-user led organisation providing advice, support and services for residents recovering from mental health problems and provides a wide range of activities for clients and members.
Quay House
The Quay
Newport
PO30 2QR
Tel: 01983 822209
Email: info@wightmind.org.uk
Home care providers

ACORN CARE SERVICE
12 Redstone Business Centre, Marsh Close, Sandown PO36 8EU
Tel: 01983 409820

ADELAIDE, THE
Adelaide Place, Ryde PO33 3DQ
Tel: 01983 568621

ANGELCARE DOMICILIARY SERVICES LTD
Suite 2, Unit 1, Nicholson Road, Ryde PO33 1BE
Tel: 01983 616251

BEAULIEU OUTREACH TEAM
Beaulieu House, Fairlee Road, Newport PO30 2EW
Tel: 01983 533024

BETTER AT HOME (IOW) LTD
College House, College Close, Sandown PO36 8EB
Tel: 01983 401515

BLUEBIRD CARE
Suite 6, 30 Quay Street, Newport PO30 5BA
Tel: 01983 526776

CAREFIRST IW LTD
17 Prospect Business Centre, Prospect Road, Cowes PO31 7AD
Tel: 01983 290718

CAREWATCH ISLE OF WIGHT
28 Daish Way, Dodnor Industrial Estate, Newport PO30 5XJ
Tel: 01983 530981

DOLPHIN CARE (IOW) LTD
Willowbrook House, Appuldurcombe Road, Wroxall, Ventnor PO38 3EN
Tel: 01983 853478

EASTHILL HOME FOR DEAF PEOPLE
7 Pitt Street, Ryde PO33 3EB
Tel: 01983 564068

EMERALD AGENCY
15 West Hill Road, Ryde PO33 1LG
Tel: 01983 564969

ESPLANADE HOUSE
19-20 The Strand, Ryde PO33 1JE
Tel: 01983 616683

EVERYCARE (ISLE OF WIGHT)
36 Union Street, Ryde PO33 2LE
Tel: 01983 611390

GOULDINGS, THE
St Andrews Way, Freshwater PO40 9NH
Tel: 01983 752135

ISLE OF WIGHT CARE AT HOME PROVIDER
Fortis House, Westridge Business Park, Cothey Way, Ryde PO33 1QT
Tel: 01983 566134

ISLE OF WIGHT CARE AT HOME SERVICE
28 Daish Way, Dodnor Industrial Estate, Newport PO30 5XJ
Tel: 01983 617724

MILFORD DEL SUPPORT AGENCY LTD
Unit B16, Whitecross Business Centre, Whitecross Lane, Shanklin PO37 7EJ
Tel: 01983 866055

NEWCROSS HEALTHCARE SOLUTIONS LTD
Corner House, 60-70 Lugley Street, Newport PO30 5ET
Tel: 01983 220024

NEWTON LODGE
Appley Rise, Ryde PO33 1LF
Tel: 01983 611324

SOMERSET CARE COMMUNITY
Unit C2, Innovation Centre, St Cross Business Park, Newport PO30 5WB Advert inside front cover & page 15
Tel: 01983 550490

SOUTHERN HOUSING GROUP DCA
The Courtyard, St Cross Business Park, Newport PO30 5BF
Tel: 01983 539081

ST CATHERINE’S
Grove Road, Ventnor PO38 1TT
Tel: 01983 852722

TWO COUNTIES COMMUNITY CARE LTD
Cavendish Court, Melville Street, Sandown PO36 8LF
Tel: 01983 400900

WIGHT HOME CARE LTD
Fortis House, Cothey Way, Ryde PO33 1QT
Tel: 01983 813000

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

Advertisers are highlighted

This Directory’s helpline 0800 389 2077 – information on choosing and paying for care
22 ARGYLL STREET
Ryde PO33 3BZ
Tel: 01983 565964

ACACIA CARE HOME
1 Arthurs Hill, Shanklin PO37 6EW
Tel: 01983 863845 Advert page 12

ADELAIDE, THE
Adelaide Place, Ryde PO33 3DQ
Tel: 01983 568621

ANCONA CARE HOME
The Square, Freshwater PO40 9QG
Tel: 01983 753284 Advert page 12

APPLEY CLIFF
8 Popham Road, Shanklin PO37 6RG
Tel: 01983 862193

AUTUMN HOUSE RESIDENTIAL HOME
21-27 Avenue Road, Sandown PO36 8BN
Tel: 01983 402125

BLACKWATER MILL RESIDENTIAL HOME
Blackwater, Newport PO30 3BJ
Tel: 01983 520539

BRIARS, THE
33 Broadway, Sandown PO36 9BD
Tel: 01983 403777 Advert page 12

BRIGHTSTONE CARE LIMITED
Brightstone Grange, Brightstone, Newport PO30 4DZ
Tel: 01983 740236

BROADHURST RESIDENTIAL CARE HOME
35 Broadway, Sandown PO36 9BD
Tel: 01983 403686

BYRNHILL GROVE REGISTERED CARE HOME
Byrnhill Grove, Park Avenue, Ventnor PO38 1LR
Tel: 01983 852300

CAMERON HOUSE
78 Pellhurst Road, Ryde PO33 3BS
Tel: 01983 564184

CAPRI
48 St Johns Road, Sandown PO36 8HE
Tel: 01983 402314

CARTER AVENUE, 31
Shanklin PO37 7LG
Tel: 01983 867845

CHERRY BLOSSOM CARE HOME
252-257 Arctic Road, Cowes PO31 7PJ
Tel: 01983 293849

CHERRY TREE CARE HOME
149 Park Road, Cowes PO31 7NQ
Tel: 01983 299731

CLIFTON COTTAGE
1 High Street, Ryde PO33 2PN
Tel: 01983 566316

CORNELIA HEIGHTS
93 George Street, Ryde PO33 2JE
Tel: 01983 567265

CORNELIA MANOR RCH
60 Watergate Road, Newport PO30 1XP
Tel: 01983 522964

CROFT (RCH) LIMITED, THE
Hoke Hill, Freshwater PO40 9BG
Tel: 01983 752422

DOWN HOUSE RESIDENTIAL CARE HOME
Alum Bay New Road, Totland Bay PO39 0ES
Tel: 01983 752730 Advert page 12

DOWNSIDE HOUSE
3-4 St Boniface Terrace, St Boniface Road, Ventnor PO38 1PJ
Tel: 01983 854525

EASTHILL HOME FOR DEAF PEOPLE
7 Pitt Street, Ryde PO33 3EB
Tel: 01983 564068

EDEN HOUSE
Eden Road, Totland Bay PO39 0EJ
Tel: 01983 752393

ESPLANADE HOUSE
19-20 The Strand, Ryde PO33 1JE
Tel: 01983 616683

EXCELSIOR
74-76 Mitchell Avenue, Ventnor PO38 1DS
Tel: 01983 856197

FAIRHAVEN CARE HOME
3 High Park Road, Ryde PO33 1BP
Tel: 01983 568929

FAIRVIEW HOUSE
37 Clatterford Road, Newport PO30 1PA
Tel: 01983 718681

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FALLOWFIELDS RESIDENTIAL HOME
14 Great Preston Road PO33 1DR
Tel: 01983 611531 Advert page 13

FIRBANK RESIDENTIAL CARE HOME
8 Crescent Road, Shanklin PO37 6DH
Tel: 01983 862522

GOULDINGS, THE
St Andrews Way, Freshwater PO40 9NH
Tel: 01983 752135

GREYFRIARS CARE HOME
26 Clarence Gardens, Shanklin PO37 6HA
Tel: 01983 864361

HAZELWOOD HOUSE
22 Newbarn Road, East Cowes PO32 6AY
Tel: 01983 280039

HIGHFIELD HOUSE
4 Highfield Road, Shanklin PO37 6PP
Tel: 01983 862195

HIGHMEAD
3 Highfield Road, Shanklin PO37 6PP
Tel: 01983 866575

HOLLY HOUSE
32 Chapel Street, Newport PO30 1PZ
Tel: 01983 825886

HOLMDALE HOUSE
Main Road, Havenstreet, Ryde PO33 4DP
Tel: 01983 882002

INVER HOUSE
Foreland Road, Bembridge PO35 5UB
Tel: 01983 875700 Advert inside front cover

KINGSTON FARMHOUSE CARE HOME
Beatrice Avenue, Whippingham, East Cowes PO32 6LL
Tel: 01983 294145

KYNNANCE RESIDENTIAL HOME
Mentfade Limited, 97 York Avenue, East Cowes PO32 6BP
Tel: 01983 297885

LAURELS, THE
3 Highfield Road, Shanklin PO37 6PP
Tel: 01983 867297

LIMES RESIDENTIAL HOME, THE
43 Foreland Road, Bembridge PO35 5XN
Tel: 01983 873655

LITTLE HAYES REST HOME
Church Hill, Totland Bay PO39 0EX
Tel: 01983 752378

MERRYDALE RESIDENTIAL HOME
90 Spencer Road, Ryde PO33 3AL
Tel: 01983 563017

MOORINGS RETIREMENT HOME, THE
Egypt Hill, Cowes PO31 8BP
Tel: 01983 297129

NEWPORT RESIDENTIAL CARE LIMITED
3 Watergate Road, Newport PO30 1XN
Tel: 01983 520299

NEWTON LODGE
Appley Rise, Ryde PO33 1LF
Tel: 01983 611324

OLD CHARLTON HOUSE RESIDENTIAL HOME
69 Baring Road, Cowes PO31 8DW
Tel: 01983 294453 Advert inside front page 15

ORNCHARD, THE
20 Church Road, Wootton Bridge, Ryde PO33 4PX
Tel: 01983 884092

OSBORNE COTTAGE
York Avenue, East Cowes PO32 6BD
Tel: 01983 293523 Advert inside front cover

OVERBROOK
92 High Street, Wootton, Bridge, Ryde PO33 4PR
Tel: 01983 883390

PENSHURST
24 Spring Hill, Ventnor PO38 1PF
Tel: 01983 853184

PLEAN DENE
2 Luccombe Road, Shanklin PO37 6RQ
Tel: 01983 866015

POLARS
Staplers Road, Newport PO30 2DE
Tel: 01983 552252 Advert inside front cover

PORTLAND LODGE
21 Landguard Manor Road, Shanklin PO37 7HZ
Tel: 01983 862148

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

Adverters are highlighted

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POWYS HOUSE RESIDENTIAL HOME  
121 York Avenue, East Cowes PO32 6BB  
Tel: 01983 291983

QUARRY OAKS CARE HOME  
50-51 Quarry Road, Ryde PO33 2TY  
Tel: 01983 616862

RYDE COTTAGE  
Ryde House Drive, Ryde PO33 3NF  
Tel: 01983 614892

RYDE HOUSE  
Binstead Road, Ryde PO33 3NF  
Tel: 01983 811629

SAXONBURY  
Heathfield Road, Freshwater PO40 9SH  
Tel: 01983 755228

SEA GABLES RESIDENTIAL HOME  
6 Northcliff Gardens, Shanklin PO37 6ES  
Tel: 01983 861473

SEAGULLS  
2 Witbank Gardens, Shanklin PO37 7JE  
Tel: 01983 864850

SEVEN GABLES  
Seven Gables, York Lane, Totland Bay PO39 0ER  
Tel: 01983 754765

SOLENT VIEW CARE HOME  
41-43 Victoria Grove, East Cowes PO32 6DL  
Tel: 01983 290348

ST VINCENTS CARE HOME  
Binstead Road, Ryde PO33 3NB  
Tel: 01983 563248

STEAPHILL  
Steephill Court Road, Ventnor PO38 1UJ  
Tel: 01983 852652 Advert inside front cover

STONEHAVEN RESIDENTIAL HOME  
23 Carter Street, Sandown PO36 8DG  
Tel: 01983 402213 Advert page 15

STONELEIGH  
11 Arthurs Hill, Shanklin PO37 6EU  
Tel: 01983 862931

SUMMERHOUSE  
Guysers Road, Freshwater PO40 9QA  
Tel: 01983 755184

TAUNTON HOUSE  
26 Marlborough Road, Ryde PO33 1AB  
Tel: 01983 611250

TILE HOUSE  
34 Victoria Avenue, Shanklin PO37 6LS  
Tel: 01983 862762

TRENT HOUSE  
42 Newport Road, Cowes PO31 7PW  
Tel: 01983 290596

VENNER AVENUE, 40  
Northwood, Cowes PO31 8AG  
Tel: 01983 293782

VICTORIA HOUSE  
22 Nelson Place, Ryde PO33 2ET  
Tel: 01983 614515

WAXHAM HOUSE  
1 High Park Road, Ryde PO33 1BP  
Tel: 01983 564326

WESTMINSTER HOUSE  
Westminster Lane, Newport PO30 5DP  
Tel: 01983 526310

WESTVIEW HOUSE  
Ward Road, Totland Bay PO39 0BD  
Tel: 01983 753813

WHITLEY BANK HOUSE  
Canteen Road, Whiteley Bank, Ventnor PO38 3AF  
Tel: 01983 863 288

WOODVILLE  
91 West Street, Ryde PO33 2NN  
Tel: 01983 612 521

WORSLEY ROAD, 15A  
15a Worsley Road, Newport PO30 5JF  
Tel: 01983 529 710

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

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

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<td>HIGHFIELD HOUSE NURSING HOME</td>
<td>33 Queens Road, Ryde PO33 3BG</td>
<td>01983 811015</td>
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<td>INGLEFIELD NURSING HOME</td>
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<td>KINLOCH TAY RESIDENTIAL CARE HOME</td>
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<td>01983 882874</td>
<td></td>
<td>OP, PD, MH, SI</td>
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<td>KITE HILL NURSING HOME</td>
<td>Kite Hill, Wootton Bridge, Ryde PO33 4LE</td>
<td>01983 882874</td>
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<td>OP, PD</td>
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<td>NORTHBROOKE HOUSE</td>
<td>Main Road, Havenstreet, Ryde PO33 4DR</td>
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<td>ORCHARD HOUSE CARE CENTRE, THE</td>
<td>189 Fairlee Road, Newport PO30 2EP</td>
<td>01983 623324</td>
<td></td>
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<tr>
<td>SANDOWN NURSING HOME</td>
<td>28 Grove Road, Sandown PO36 9BE</td>
<td>01983 402946</td>
<td>15</td>
<td>OP</td>
</tr>
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<td>SOLENT GRANGE NURSING HOME</td>
<td>Staplers Road, Wootton PO33 4RW</td>
<td>01983 882382</td>
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<td>SPRINGFIELD NURSING HOME</td>
<td>26 Arthurs Hill, Shanklin PO37 6EX</td>
<td>01983 862934</td>
<td>13</td>
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<tr>
<td>VECTA HOUSE CARE HOME</td>
<td>24 Atkinson Drive, Newport PO30 2LJ</td>
<td>01983 623325</td>
<td></td>
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<tr>
<td>WARD HOUSE NURSING HOME</td>
<td>21-23 Alpine Road, Ventnor PO38 1BT</td>
<td>01983 854122</td>
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<tr>
<td>WOODSIDE HALL NURSING HOME</td>
<td>Woodside, Wootton Bridge PO33 4JR</td>
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NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk has been developed by the publisher of the Isle of Wight Care Services Directory.

With so many providers to choose from, it can be hard to know where to 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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Service User Bands:
- OP: Older people (65+)
- D: Dementia
- PD: Physical disability
- LDA: Learning disability, autism
- MH: Mental health
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol and drugs

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Highmead
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Kingston Farmhouse Care Home
Kincloch Tay Residential Care Home
Kite Hill Nursing Home
Kynance Residential Home
Laurels, The
Limes Residential Home, The
Little Hayes Rest Home
Merrydale Residential Home
Milford Del Support Agency Ltd
Moorings Retirement Home, The
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Feel right at home
with Barchester care homes

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

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

We have a range of services and facilities to suit all care needs:

- Nursing care
- Residential care
- Dementia care
- Respite care
- Activities programme
- Beautiful gardens

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

**Orchard House**
189 Fairlee Road,
Newport, PO30 2EP
01983 623 324

**Vecta House**
24 Atkinson Drive,
Newport, PO30 2LJ
01983 623 325

www.barchester.com