Autumn Lodge

Luxury Dementia Retirement Hotel / Home

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 travelling 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.
Regions covered by this Directory

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

- Brighton & Hove 67
- Lewes and Seaford 75
- Wealden 79
- Eastbourne 85
- Bexhill and Rother 91
- Hastings 97

Introduction

Welcome to the 2017/18 edition of the East Sussex and 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 online at [https://adultsocialcare.eastsussex.gov.uk](https://adultsocialcare.eastsussex.gov.uk) or through Health and Social Care Connect (formerly known as 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.

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

CAREselect
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
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.

**Leaflets:**
- IL01 A guide to Adult Social Care
- IL02 What you will need to pay towards the cost of your care and support
- IL03 Your feedback is important to us
- IL04 Do you look after someone?
- IL05 Getting support from Adult Social Care

**Factsheets:**
- Who qualifies for our support?
- Independent advocacy – Someone to speak up for you
- Your information and how we use it – Our guarantee about your social care record
- Housing support: the Supporting People Programme
- What to do if someone you know is being neglected or abused
- How we work out your personal budget
- Financial assessments for care and support other than in a care home
- Financial assessments for residential care
- How to pay your contribution towards your care and support
- Direct Payments in East Sussex
- Types of Direct Payment account
- Getting information and advice about your finances (when paying for care and support)
- Financial hardship assessments
- Attendance allowance (AA) and personal independence payment (PIP)

Health and Social Care Connect can be contacted in the following ways. Opening hours are 8.00am to 8.00pm, seven days a week including bank holidays.

Tel: [0345 60 80 191](tel:03456080191) (Calls are charged at your phone company’s local rate and may be recorded)
Text: [07797 878111](tel:07797878111)
Minicom via Type Talk: [18001 0345 60 80 191](tel:1800103456080191)
Email: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)

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

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**Brighton & Hove Adult Social Care Access Point**

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](http://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 2017-2018
- Charges for non-residential services 2017-2018
- Deferred Payments Scheme
- Listening, Responding, Improving: How to make complaints, comments or compliments about Adult Social Care services

Tel: [01273 295555](tel:01273295555)
Out-of-hours: [01273 295555](tel:01273295555) (answered by Carelink)
Minicom: [01273 296205](tel:01273296205)
Email: [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)

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

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Visit [www.carechoices.co.uk](http://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.

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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.

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 do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

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](http://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](mailto:ru-ok@brighton-hove.gov.uk)  
Web: [www.ruokservice.co.uk](http://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](mailto:info@pavilions.org.uk)  
Web: [www.pavilions.org.uk](http://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 in **East Sussex**, go to [www.eastsussex.gov.uk/keepwarm](http://www.eastsussex.gov.uk/keepwarm)

For more information in **Brighton & Hove**, go to [www.brighton-hove.gov.uk/keep-warm](http://www.brighton-hove.gov.uk/keep-warm)

## 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](http://www.reading-well.org.uk/books) for a list of recommended titles.

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](http://www.eastsussex.gov.uk/libraries/books-films-music/self-help-books-adults)

In Brighton & Hove, the titles are available for library members to download from [www.brightonhove.overdrive.com](http://www.brightonhove.overdrive.com)
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 50. 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 34 or 50 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 35) 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.

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

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.
Other kinds of support to help you remain independent continued

**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 – Crisis Level 2: Empowering and Enabling**

Provides falls prevention advice and reablement.

Web: [www.ageuk.org.uk/brightonandhove/ourservices/crisis_level_2](http://www.ageuk.org.uk/brightonandhove/ourservices/crisis_level_2)

**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, which should be registered and checked by the Care Quality Commission (see page 57).

**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 1Space at [www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk/). Adult Social Care also has a factsheet on ‘Financial assessments for care and support other than in a care 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 to 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 22.
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 Health and Social Care Connect 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 contact your local Age UK, listed on page 61. For information about equipment for carers, see page 38.

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

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

www.carechoices.co.uk

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory
Equipment and adaptations continued

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](http://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](http://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...
Equipment and adaptations continued

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 36); 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

CAREselect
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
VISIT THE CARE SELECT WEBSITE WWW.CARESELECT.CO.UK
### WHAT IS DIFFICULT? | SIMPLE SOLUTIONS | COMPLEX SOLUTIONS
--- | --- | ---
**GETTING IN/OUT OF CHAIRS** | • Block of foam in chair base  
• Buy ready-made chair raisers  
• Buy a chair at the right height  
• Take regular, gentle exercise | • Buy an electric riser chair

**OPENING/CLOSING WINDOWS** | • Move furniture out of the way  
• Install/purchase a fan  
• Buy a tool to open/close windows | • Install environmental controls or air-conditioning  
• Install new windows

**CONTROLLING THE HEATING** | • Change the switches for ease of use  
• Fit a timer switch  
• Purchase a standalone heater | • Move the heating controls  
• Install new or additional heating system

**KEEPING WARM** | • Use a trolley to transport the fuel for your fire  
• Replace the fire with a heater  
• Apply for a winter fuel payment | • Insulate your house  
• Swap to a cheaper heating system  
• Change to a simpler heating system

**TURNING LIGHTS ON/OFF** | • Install a light switch toggle  
• Purchase a socket extension  
• Purchase handi-plugs | • Move the light switches  
• Replace the light switches  
• Install environmental controls

**HEARING THE TV** | • Use subtitles  
• Purchase wireless headphones | • Request an assessment for a hearing aid  
• Install a room loop
### 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’ |

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[![East Sussex Health and Social Care Connect Tel: 0345 60 80 191](image1.png)](image1.png)  
[![Brighton & Hove Adult Social Care Access Point Tel: 01273 295555](image2.png)](image2.png)
In the kitchen

![Image of kitchen with various accessories]

### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

| REACHING INTO CUPBOARDS | • Rearrange your cupboards/surfaces  
|                         | • Buy an Easi-Reacher or Handi-Reacher  |
|                        | • Alter the spring in the doors  
|                        | • Lower or raise the cupboards  |
| USING TAPS AND SWITCHES | • Fit tap turners  
|                        | • Purchase Handi-Plugs  |
|                        | • Change switches  
|                        | • Raise or reposition taps  
|                        | • Fit lever taps or new taps  
|                        | • Alter the kitchen  |
| PREPARING/COOKING FOOD | • Sit at a table  
|                        | • Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper  |
|                        | • 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  |
| MOVING AROUND KITCHEN | • Re-organise the furniture  |
|                        | • Review mobility equipment  
|                        | • Adapt the kitchen  |
| EATING AND DRINKING | • Use large handled cutlery  
|                        | • Use a non-slip mat  
|                        | • Use a lightweight cup/mug  
|                        | • Use a cup with two handles  
|                        | • Contact [East Sussex Health and Social Care Connect Tel: 0345 60 80 191](tel:03456080191)  
|                        | • Buy a trolley  
|                        | • Consider home support for meal times  |
| LAUNDRY/IRONING | • Install a wall-fixed ironing board  |
|                        | • Raise/lower washing machine  |

---

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

- **Grab rail**
- **Tap turners**
- **Long-handled sponges**
- **Shower board**
- **Toilet seat and support frame**
- **Raised toilet seat**

### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

#### 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

---

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

For assistance with finding care and support, call Care Choices on 0800 389 2077
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 arrange an assessment, contact:

**East Sussex**  
Wealbeing (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**  
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.

---

**SEARCHING FOR CARE OPTIONS IN YOUR AREA?**

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on **0800 389 2077** to talk to someone directly.
Delivering quality care in Eastbourne, Bexhill and surrounding areas

Supporting you or your loved ones to live well at home

Our services include:

- Companionship
- Transportation and errands
- Meal preparation
- Light housekeeping
- Help with washing and dressing
- Medication Support
- Personal care
- Post-operative support
- Holiday and respite cover
- Specialist dementia care
- Hospital to home

And much more...

CONTACT US TODAY FOR MORE INFORMATION

01323 414 658
eastbourne@rightathomeuk.com
www.rightathomeuk.com/eastbourne
Home care agency checklist

Agency 1
Agency 2
Agency 3

<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tbody>
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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 57.

Visit www.carechoices.co.uk for further assistance with your search for care
## 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 57.

### Brighton & Hove registered home care providers

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Bright(\text{f})ton Tel</th>
<th>Advert page</th>
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For assistance with finding care and support, call Care Choices on 0800 389 2077

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**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

**APEX PRIME CARE – BRIGHTON**

Advert page 24

**AUTISM SUSSEX DOMICILIARY CARE, BRIGHTON AND HOVE**

Brighton  
Tel: 01273 79856

**ALZHEIMER’S SOCIETY – SUSSEX DEMENTIA CARE AND SUPPORT SERVICE**

Brighton  
Tel: 01273 726266

**APEX PRIME CARE – BRIGHTON**

Advert page 24

**AUTISM SUSSEX DOMICILIARY CARE, BRIGHTON AND HOVE**

Brighton  
Tel: 01273 79856

---

**MartletsCare**

Providing quality home care in and around Brighton & Hove

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

Contact us now to find out more.

Tel: 01273 829943  
Website: www.martletscare.co.uk

---

**Sussex Empowered Living**

Specialist support for adults with learning disabilities, mental health needs and autism throughout and around Brighton. Promoting health, wellbeing and independence is our mission.

Tel: 07804730770  
Email: info@sussexempoweredliving.co.uk  
Web: sussexempoweredliving.co.uk

---

**Live-In Comfort**

Providing the finest care in the comfort of your own home

- ✔️ We provide a service based on reliability, flexibility and continuity
- ✔️ We are regulated by the Care Quality Commission
- ✔️ Flexible experienced care staff providing a high standard of care to suit individual needs

Tel: 0800 075 3420  
Website: www.live-incomfort.co.uk

---

**Martlets Hospice**

Inspected and rated Good by Care Quality Commission

Tel: 01273 829943  
Website: www.martletscare.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
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

BRUNSWICK HEALTHCARE
Hove
Tel: 01273 728888

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

CAREWATCH (BRIGHTON)
Hove
Tel: 01273 207111

CHERITON HOMECARE LTD
Brighton
Tel: 01273 273277

CLECE CARE SERVICES LTD – BRIGHTON
Brighton
Tel: 01273 862227

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 201904

HALLIFAX CARE LTD
Brighton
Tel: 01273 542200

HANOVER CARE LTD
Hove
Tel: 01273 723090

HOME INSTEAD SENIOR CARE – BRIGHTON, HOVE AND SHOREHAM
Brighton
Tel: 01273 284090

INTERSERVE HEALTHCARE – BRIGHTON
Brighton
Tel: 01273 220660

LIVE-IN COMFORT
Hove
Tel: 0800 075 3420

MARTLETS CARE
Hove
Tel: 01273 829943

MEARS CARE BRIGHTON
Brighton
Tel: 01273 626161

MENCAP – WEST SUSSEX DOMICILIARY CARE
Brighton
Tel: 01273 234759

Visit www.carechoices.co.uk for further assistance with your search for care
We provide an extensive range of home care services

- Personal care
- Housework and meal preparation
- Bathing service
- Night sitter/Sleep-ins
- Rehabilitation and home from hospital
- Alzheimer’s and dementia support
- Holiday packages
- Domestic services, such as laundry or shopping
- Companionship
- Prompting/Administration of medication
- Social care and escort to appointments

We also operate a 24-hour on-call service for our service users and staff to provide support to both.

Telephone: 01424 850205 | 24hr on-call 07534 006361
Email: office@apluscare.co.uk | www.apluscareathome.co.uk
25 & 26 Century House, 100 Menzies Road, St Leonards On Sea, East Sussex TN38 9BB

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.

08000 121 247 | www.liveincare.info

High quality care from a provider you can trust...

Agincare
Caring in Your Community

0845 603 4743 | apexprimecare.org

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

Helping people remain in control of their lives

Telephone: 0800 389 2077
For assistance with finding care and support, call Care Choices on 0800 389 2077
East Sussex registered home care providers

A & F QUALITY CARE SERVICES
Eastbourne
Tel: 01323 729453
OP PD

A PLUS CARE LTD
St Leonards-on-Sea
Tel: 01424 850205
Advert page 24
OP D PD SI YA

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

AGE UK EAST SUSSEX
Lewes
Tel: 01273 476704
OP

ALANDRA CARE LTD
Uckfield
Tel: 01825 767857
OP D PD LDA MH YA

APEX PRIME CARE – EASTBOURNE
Eastbourne
Tel: 0845 603 4743
Advert page 24
OP D PD MH SI YA

APEX PRIME CARE – HAILSHAM
Hailsham
Tel: 0845 603 4743
Advert page 24
OP D PD MH SI YA

APEX PRIME CARE – HASTINGS
Hastings
Tel: 0845 603 4743
Advert page 24
OP D PD MH SI YA

APEX PRIME CARE – NEWHAVEN
Newhaven
Tel: 0845 603 4743
Advert page 24
OP D PD MH SI YA

See page 21 for a list of questions to ask when speaking with home care agencies.
Our mission is to meet the needs of people who, either through illness or injury, have difficulty maintaining their independence and quality of life whilst continuing to live in their own homes.

My Homecare currently provide Domiciliary Care Services in the areas of Crowborough, Uckfield, Heathfield and Hartfield as well as many surrounding areas.

t: 01892 653326
e: info@myhomecare-crowborough.co.uk
www.myhomecare-crowborough.co.uk

Shop 3 Lexden Lodge, Crowborough Hill, Crowborough, East Sussex TN6 2EG

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
E: team@restassured-wecare.com
W: www.restassured-wecare.com
Visit www.carechoices.co.uk for further assistance with your search for care
Providing award-winning care at home.

Home Instead Senior Care is devoted to providing the highest quality award-winning help and support for older people in the comfort of their own homes.

Our relationship-led service is tailored to each individual’s needs and our visit duration of an hour or more enables us to provide a high quality, unhurried service.

CAREGivers are individually matched with each client and a relationship of trust is developed through consistency of visits. Through this approach, we can closely observe the health and wellbeing of our clients and adapt our service to any changes required giving families the peace of mind they need.

We take great pride in helping our clients to live comfortably and confidently at home, where they long to be. Our Queens Award for Enterprise says it all, home care that’s good enough for the Queen.

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

96% OF CLIENTS RECOMMEND*

Most CQC Outstanding ratings of any other home care provider

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

Please give us a call to find out more about what makes us different, with no obligation

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

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

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, Broyde Place Farm, Laughton Road, Ringmer, East Sussex BN8 5SD

*Smith & Henderson 2016 PEAQ survey
**Using CQC data, correct at time of publication

Each Home Instead Senior Care® franchise office is independently owned and operated. Copyright © Home Instead 2017.
East Sussex registered home care providers continued

COUNTY MEDICARE
Heathfield
Tel: 01435 866044

DESTINY CARE SUPPORT
Battle
Tel: 01424 830754

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

DOWNLANDS COURT
Peacehaven
Tel: 01424 773366

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

FIRST CLASS HOME CARE
Hastings
Tel: 01424 588070

FITZROY SUPPORTED LIVING – UCKFIELD
Uckfield
Tel: 01825 762510

GOLDEN HOMECARE SERVICES
Hailsham
Tel: 01323 842487

HAILSHAM HOUSE
Hailsham
Tel: 01323 442050

HARLIPOP CARE LTD
St Leonards-on-Sea
Tel: 01424 863111

HASTINGS COMMUNITY SUPPORT SERVICE
Hastings
Tel: 01424 724970

HEADWAY EAST SUSSEX LTD
Newick
Tel: 01825 724323

HOLY CROSS CARE HOME
Heathfield
Tel: 01435 863764

HOME INSTEAD SENIOR CARE – BEXHILL AND HASTINGS
Bexhill-on-Sea
Tel: 01424 401402

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: 0370 192 4000

Visit www.carechoices.co.uk for further assistance with your search for care
Flexible and comprehensive care designed with you in mind.

Personal care • 24 Hour care • Companionship • Respite care • Qualified Nursing Care • Specialist Care • Home from Hospital • Support with Daily Living • Assisting with Shopping • Support with Domestic Tasks • Personal Health Budgets • Direct Payments

East Sussex 01323 893796 • Email: eastsussex@prestige-nursing.co.uk
www.prestige-nursing.co.uk

MyLife Living Assistance

MyLife Living Assistance offers professional and compassionate support in the home to enable a more independent lifestyle.

We can offer you and your family:
✓ Assistance at home
✓ Respite Support
✓ Personal Assistance
✓ Help getting out and about
✓ Companionship Service

Unit 2, The Mallings, 112 Malling Street, Lewes, East Sussex, BN7 2RG
T: 01273 483111
E: enquirieslewes@mylifelivingassistance.co.uk
mylifelivingassistance.co.uk

A Welcome New Approach to Independent Living at Home
HOUSING & CARE 21 – CRANBROOK
Eastbourne
Tel: 0303 123 1358
OP  D  PD  LDA  SI  YA

HURSTWOOD COURT DCA
Uckfield
Tel: 01825 731700
OP  D  PD

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

JOINT COMMUNITY REHABILITATION SERVICE
Bexhill-on-Sea
Tel: 01424 726750
OP  D  PD  MH  SI  YA

KESTREL HOMECARE LTD
Burwash Weald
Tel: 01435 882936
OP

KIND HANDS CARING SERVICES LTD
Eastbourne
Tel: 01323 414650
OP  D  PD  MH  SI  YA

LIVABILITY LIFESTYLE CHOICES SOUTH EAST
Newhaven
Tel: 01273 615281
LDA

MARGARET HOUSE
Uckfield
Tel: 01825 701003
OP  D  PD  LDA  SI  YA

MY HOMECARE CROWBOROUGH
Crowborough
Tel: 01892 653326
OP  D  PD  LDA  MH  YA

MY LIFE LIVING ASSISTANCE (LEWES)
Lewes
Tel: 01273 483111
OP  D  PD  LDA  MH  SI  YA

NEWINGTON COURT EXTRA CARE UNIT
Wadhurst
Tel: 01580 200481
OP  D  PD  MH  SI

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

OLD COACH WORKS, THE
Wadhurst
Tel: 01634 723007
OP  D  PD  SI

PARK LODGE
Eastbourne
Tel: 01323 507606
OP  D  LDA  MH  YA  AD

PENTLOW COMMUNITY CARE LTD
Eastbourne
Tel: 01323 431810
OP  D  PD  LDA  MH

PEOPLE’S CHOICE (SUSSEX) LTD, THE
Newhaven
Tel: 01273 458402
OP  YA

POSITIVE HOMECARE
Hastings
Tel: 01424 813700
OP  D

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

QRC DOM CARE
Heathfield
Tel: 01435 813954
OP  PD  LDA  YA

Visit www.carechoices.co.uk for further assistance with your search for care
YOUR home or a care home?
You do have a choice...

Our expert carers live with you as a companion and friend.

We offer a genuine alternative to residential care homes. We help the elderly and vulnerable adults to remain safely in their own homes by providing dedicated live-in care.

Carers are matched to you based on personality, lifestyle preferences and care needs. Our carers can also help with day-to-day tasks such as cooking, cleaning and shopping.

We can offer complex care packages for more advanced care needs such as Dementia, stroke, Parkinson's and end-of-life care. Our bespoke care packages ensure you retain as much independence and dignity as possible.

Our live-in companionship and care packages start from £695 p/w

To find out more contact Lesley on 07388 326 686 or 01273 257 465 or visit www.promedica24.co.uk/brightonandmidsussex

**CARE select**
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077
VISIT THE CARE SELECT WEBSITE WWW.CARESELECT.CO.UK
QUALITY HOMECARE
Hastings
Tel: 01424 754739  
**OP D PD LDA MH SI YA AD**

RIGHT AT HOME EASTBOURNE
Eastbourne
Tel: 01323 414658  
**OP D PD SI YA**

RIGHT AT HOME MID SUSSEX
Hassocks
Tel: 01444 686060  
**OP D PD SI YA**

SAPPHIRE CARE & SUPPORT SERVICES LTD
St Leonards-on-Sea
Tel: 01424 858112  
**OP D PD LDA MH SI YA**

SANCTUARY HOME CARE LTD – RYE
Rye
Tel: 01797 330593  
**OP D PD LDA MH SI YA AD**

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

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

SOUTHDOWN SUPPORT
Lewes
Tel: 01273 405800  
**LDA**

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

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

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

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

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

VINE HOUSE CARE LTD
St Leonards-on-Sea
Tel: 01424 834154  
**OP D PD SI YA**

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

WEALDEN COMMUNITY SUPPORT SERVICE
Hailsham
Tel: 01273 336580  
**OP LDA YA**

WILLIAM AND PATRICA VENTON CENTRE
Eastbourne
Tel: 01323 406555  
**OP D MH YA**

YOURLIFE (SEAFORD)
Seaford
Tel: 01323 873253  
**OP D PD SI**

Visit www.carechoices.co.uk for further assistance with your search for care
Support from Adult Social 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 37);
• 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 37.

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East Sussex
If you want to ask about an assessment, contact Health and Social Care Connect on 0345 60 80 191. You can also request 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 get social care help online at www.brighton-hove.gov.uk/content/social-care/get-social-care-help-online

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 55 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 54. 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 support?’, 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?’

**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 50 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 in East Sussex’ 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
Personal budgets continued

For assistance with finding care and support, call Care Choices on 0800 389 2077

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

Possability People
Montague House, Montague Place,
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 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
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 35), 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 13) 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.

East Sussex
Tel: 01323 466120

Brighton & Hove
Email: bhccg.nhsfundedcareteam@nhs.net
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
If you want to ask about an assessment, contact Health and Social Care Connect on 0345 60 80 191. You can also complete a carers assessment online at https://adultsocialcare.eastsussex.gov.uk

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 35), 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.

If you are a carer and look after a person who does not receive home care or home-based respite arranged by Adult Social Care, you may still be able to get support to go to healthcare appointments or training.

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

Brighton & Hove
Tel: 01273 234021
Email: bhoffice@esbhcrossroads.org.uk
Web: www.esbhcrossroads.org.uk

Carers in East Sussex

Carers 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

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/ 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

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 and an information booklet for carers can also be downloaded at www.brighton-hove.gov.uk/content/social-care/carers

Useful contacts
Crossroads Care
Tel: 01273 234021
Email: bhoffice@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

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 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...
For assistance with finding care and support, call Care Choices on 0800 389 2077

Carers’ support services in Brighton & Hove

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

Resource for those supporting children with additional needs

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit: www.myfamilyournneeds.co.uk

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 get home care services, described on page 11. Adult Social Care might conduct an assessment of your needs for these services.
More information about sheltered housing and other housing options for older people can be obtained from the Elderly Accommodation Counsel. Freephone: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

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

Extra Care housing

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 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 Lynda Cannings (Shared Lives) on 01323 747415 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 34). 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 50 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 44. 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 59);
- speak to an independent financial adviser about your financial situation and the costs of care (see page 52);
- 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 leaflet ‘What you will need to pay towards the cost of your care and support’ which may help. Brighton & Hove Adult Social Care produces a factsheet: ‘Charges for residential & nursing home care 2017-2018’ 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.
Steps to consider continued

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 57 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 useful contacts and organisations that may help with finding a care home, including this Directory’s free phone service, see page 61.

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 51.

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 can still help you with advice and information.

What do you think about this publication?
Complete our short questionnaire
www.carechoices.co.uk/reader-survey

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.

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐
Are staff respectful, friendly and polite? ☐ ☐ ☐
Do staff have formal training? ☐ ☐ ☐
Are the staff engaging with residents? ☐ ☐ ☐

Activities

Is there an Activities Co-ordinator? ☐ ☐ ☐
Can you get involved in activities you enjoy? ☐ ☐ ☐
Does the home organise any outings? ☐ ☐ ☐
Are residents escorted to appointments? ☐ ☐ ☐
Do the residents seem entertained? ☐ ☐ ☐
Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

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

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐
Is the décor to your tastes? ☐ ☐ ☐
Are there restricted visiting hours? ☐ ☐ ☐
Is there somewhere you can go to be alone? ☐ ☐ ☐
Does the home feel welcoming? ☐ ☐ ☐

Catering

Does the menu change regularly? ☐ ☐ ☐
Can the home cater for any dietary requirements you may have? ☐ ☐ ☐
Can you eat when you like, even at night? ☐ ☐ ☐
Can you have food in your room? ☐ ☐ ☐
Is there a choice of food at mealtimes? ☐ ☐ ☐
Is alcohol available/allowed if you want it? ☐ ☐ ☐
Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐
Are fees likely to change regularly? ☐ ☐ ☐
Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐
Could you have a trial period? ☐ ☐ ☐
Can you keep your room if you go into hospital? ☐ ☐ ☐
Can you handle your own money? ☐ ☐ ☐
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
Text: 07797 878111
Minicom via Type Talk: 18001 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
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
Web: www.eastsussexblind.org

City Synergy (Social Group – Brighton & Hove only)
c/o 6a Hove Park Villas, Hove BN3 6HW
Tel: 01273 697339
Email: citysynergy@yahoo.co.uk
Web: www.citysynergy.org.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 22.
Learning disability

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 54), 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

The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts

To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk
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](mailto:alan.icepro@btconnect.com)  
Jane Lawrence:  
Tel: 07483 133543  
Email: [jane.icepro@btconnect.com](mailto: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](mailto:east.sussex@alzheimers.org.uk)
Support in the community
People with dementia may prefer to live 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 live at 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](http://www.nhs.uk/Conditions/dementia) 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 47.

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.
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 44.

**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? □ □ □

*See page 57.*
Paying for care

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.

If you do not have over £23,250, 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 you have capital and savings of less than £14,250, you will still be asked to contribute towards your care from your income and the local authority may meet any shortfall.

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 usual fee rates, 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 51).

Understanding your rights before moving into residential 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 page 52.

Self-funding your care in a care home

Paying for care can be an expensive and long-term commitment. 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 52 for suggested contacts.

Twelve-week property disregard

If your main or only 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 in a care home 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 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 or email admin@societyoflaterlifeadvisers.co.uk

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 678 1174
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice Bureau**
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.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 & Social Care Ombudsman (LGO).

**Local Government & Social Care Ombudsman**
PO Box 477, Coventry CV4 OEH

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 57.

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. They can also learn from your comments and complaints, which can only help to improve services.

Adult Social Care also wants to hear your compliments when things go well, or if you have any comments or ideas for how things could be done better.

**East Sussex**
If you want to make a comment, complaint or compliment about Adult Social Care services, the leaflet ‘Your feedback is important to us’ 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.
>> 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, Hove Town Hall, Norton Road, Hove BN3 3BQ

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 56.

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.

### 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 456 2370 (charged at local rate)
Email: pohwer@pohwer.net
Web: www.pohwer.net
Skype: pohwer.advocacy
Write to: PO Box 14043, Birmingham B6 9BL

**Brighton & Hove**

*Mind*

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

Tel: 01273 666950
Email: info@mindcharity.co.uk
Web: www.mindcharity.co.uk

**Speak Out**

Advocacy for adults with learning disabilities.

Tel: 01273 421921
Email: info@bhspeakout.org.uk
Web: www.bhspeakout.org.uk

**Interact**

Advocacy for adults with learning disabilities involved in the criminal and civil courts, including parents with learning disabilities involved in child protection proceedings.

Tel: 01273 229008
Email: info@bh-impetus.org
Web: www.bh-impetus.org/projects/interact

**Age UK Brighton & Hove**

Advocacy services for vulnerable older people, including those with sensory impairments.

Tel: 01273 720603
Email: info@ageuk-bh.org.uk
Web: www.ageuk.org.uk/brightonandhove

**Possability People**

Free, confidential and independent issue-based advocacy support to adults with a physical and/or sensory impairment, including people who are deaf and hard of hearing.

Tel: 01273 894040
Email: hello@possabilitypeople.org.uk
Web: www.possabilitypeople.org.uk

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### 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 abuse;
- 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.

The Safeguarding Adults Board (SAB) in East Sussex and Brighton & Hove has a leaflet called ‘What to do if you or someone you know may be being neglected or abused’, which is available from Health and Social Care Connect, the Adult Social Care Access Point or via www.eastsussex.gov.uk

In Brighton & Hove, suspected abuse can be reported directly by filling in a safeguarding concern form at www.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
Text: 07797 878111
Minicom: 01323 466630
Email: HSCC@eastsussex.gov.uk
Fax: 01323 466567

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

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

Healthwatch
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.

East Sussex
Freepost RTTT-BYBC-KCEY,
Healthwatch East Sussex, Greencoat House, Eastbourne BN21 3UT
Tel: 0333 101 4007
Email: enquires@healthwatcheastsussex.co.uk
Web: www.healthwatcheastsussex.co.uk

Brighton & Hove
Community Base, 113 Queens Road, Brighton BN1 3XG
Office Tel: 01273 234041
Information Line: 01273 234040
Office email: office@healthwatchbrightonandhove.co.uk
Helpline email: info@healthwatchbrightonandhove.co.uk
Web: www.healthwatchbrightonandhove.co.uk

SEARCHING FOR CARE OPTIONS IN YOUR AREA?
www.carechoices.co.uk
• find care providers quickly and easily
• search by location and care need
• information on care quality
• links to inspection reports
• additional care provider information, photos and direct website links
• brochure requests
Developed by the publisher of this Directory
Other sources of help

Finding care options in your area

This Directory offers a telephone and website service allowing 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 be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

Please call 0800 389 2077 or visit www.carechoices.co.uk

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.

Solicitors for the Elderly
Tel: 0844 567 6173
Email: admin@sfe.legal
Web: 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.rnib.org.uk

**Action on Hearing Loss**
Offers community support services to people who are deaf or hard of hearing.
Information line: 0808 808 0123  
Text: 07800 000360  
Textphone: 0808 808 9000  
Email: informationline@hearingloss.org.uk  
Web: www.actiononhearingloss.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

**Age UK Brighton & Hove**
Services include advocacy, foot care, information and advice, day trips in the minibus, activities on-site, counselling, computer drop-in courses, reablement, home help and short-term crisis care. It is also the central point for the Dementia Action Alliance.
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

**Hastings office**
All enquiries: 01424 426162

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

**Age UK national advice line:**
Tel: 0800 678 1174  
Web: www.ageuk.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.
Web: www.alzheimers.org.uk

**East Sussex**
Tel: 01424 773687  
Email: east.sussex@alzheimers.org.uk

**Brighton & Hove**
Tel: 01273 726266  
Email: brighton-hove@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

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

>> 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.
Tel: 0800 028 0831
Email: enquirieskentandsussex@redcross.org.uk
Web: www.redcross.org.uk

Care for the Carers
Care for the Carers is the independent carers’ centre for East Sussex. It offers a range of services for carers of all ages including information, advice, emotional and practical support and help to access other services.
Tel: 01323 738390
Email: info@cftc.org.uk
Web: www.cftc.org.uk

Carers Centre
Offers different kinds of services working with and supporting young and adult carers in the area.
Tel: 01273 746222
Email: info@thecarerscentre.org
Web: www.thecarerscentre.org

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.

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

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

For assistance with finding care and support, call Care Choices on 0800 389 2077
Useful contacts continued

Tel: 01273 746222
Email: jane.burt@thecarerscentre.org
Web: www.thecarerscentre.org/our-services/carer-expert

East Sussex 1Space
Online directory of care and support services developed by East Sussex County Council.
Web: www.eastsussex1space.co.uk

East Sussex Association of Blind and Partially Sighted People, The
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

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

East Sussex Hearing Resource Centre
Offers services to improve quality of life for 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 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
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 10.00am to 3.30pm and there is a charge.
Tel: 01825 724323 (ask for the Community Support Manager)
Email: info@headwayeastsussex.co.uk
Web: www.headwayeastsussex.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

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

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

>> Web: 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 with a librarian.
Web: 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 helpline: 0808 802 6262
Email: mndconnect@mndassociation.org
Web: www.mndassociation.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

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

Brighton & Hove
Tel: 01273 292494
Web: www.brighton-hove.gov.uk/supportwithconfidence

Sussex Deaf Association
Offers community support for deaf or deaf/blind people.
Tel: 01273 671899
Text: 07958 655117
Email: info@sussexdeaf.com
Web: 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
Email: info@tht.org.uk
Web: www.tht.org.uk

National helplines

Care Choices’ phone service
Independent, free help to find specialist housing and care for adults in England.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

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, and 11.00am to 4.00pm at weekends. The helpline is closed on bank holidays.
Tel: 0300 123 1053

Carers UK
A charity providing information, advice and support for carers. The adviceline is open Monday to Friday, 10.00am to 4.00pm.
Adviseline: 0808 808 7777
Email: advice@carersuk.org
Web: www.carersuk.org

For assistance with finding care and support, call Care Choices on 0800 389 2077
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.uk
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

My Family Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.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

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
Blatchington Manor, Luxury EMI Residential Home

Blatchington Manor, situated in Firle road, Seaford, East Sussex is currently under development and scheduled to welcome residents from January 2018.

The 43 bedded, purpose-built residential home has been sympathetically designed to offer the highest quality, dedicated and specialised care, devoted to residents who are living with memory loss, including Alzheimer’s or other forms of dementia.

Every feature and element of its stunning design has been considered to offer a relaxing, secure and comfortable environment. Experienced and sensitively deployed care staff will ensure that residents can continue to enjoy life as fully as possible. At South Coast Nursing Homes, we recognise that every person is unique. Working together with families, it is our aim to design a package of care that is specifically designed to consider how we can enable our residents to feel nurtured, content and able to enjoy every aspect of life in their new home.

Communal areas are designed to encourage social interaction alongside calming retreats where residents can enjoy smaller groups of friends or indeed private time with family. An extensive range of activities will provide cognitive stimulation, promote a sense of belonging and connection with others and improve resident well-being.

Bedrooms are exquisitely furnished and include a two way intercom facility, 40” LED screen television with Sky viewing available, underfloor heating and climate control, Wi-Fi, a private telephone and a telephone number.

Gardens and grounds at Blatchington Manor have been expertly created to provide a safe and stimulating environment. Our secure summerhouse can be reached via a covered walkway which residents can enjoy all year round enabling them to safely enjoy a sense of freedom and benefit from invigorating fresh air, just as they please.

Please contact Kate Colville on 01323 875500 or by email on k.colville@scnh.co.uk

Please do visit our website; www.scnh.co.uk for additional updates and developments.

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
- Extensive Landscaped Gardens & Terraces
- Freshly-prepared, Nutritious Menu by In-House Chefs

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

01273 565821

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
ACORN HOUSE
198 Ditchling Road, Brighton BN1 6JE
Tel: 01273 271237

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

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

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

AUTUMN LODGE – HOVE
35-39 Rutland Gardens, Hove BN3 SPD
Tel: 01273 271786

BEACH HOUSE, THE
(BRIGHTON & HOVE CITY COUNCIL)
29 Westbourne Villas, Hove BN3 4GQ
Tel: 01273 295288

BEACONSFIELD VILLAS, 83
(BRIGHTON & HOVE CITY COUNCIL)
Brighton BN1 6HF
Tel: 01273 295297

BORRADAILE HOUSE
13 Walpole Road, Brighton BN2 0AF
Tel: 01273 244000

BRAMBLE COTTAGE RESIDENTIAL CARE HOME
18 Carden Avenue, Patcham,
Brighton BN1 8NA
Tel: 01273 565821

BRIGHTON & HOVE BETHESDA HOME
5 Hove Park Gardens, Old Shoreham Road, Hove BN3 6HN
Tel: 01273 735735

BRITTANY LODGE
32 Brittany Road, Hove BN3 4PB
Tel: 01273 413413

CARLTON HOUSE
44 St Aubyns, Hove BN3 2TE
Tel: 01273 738512

CHARLES LODGE
75 New Church Road, Hove BN3 4BB
Tel: 01273 777977

CHARLESWORTH REST HOME
37 Beaconsfield Villas, Brighton BN1 6HB
Tel: 01273 565561

CHURCHLEY REST HOME LTD, THE
91 New Church Road, Hove BN3 4BB
Tel: 01273 725185

CLOVERDALE HOUSE
19 Vallance Gardens, Hove BN3 2DB
Tel: 0208 502 4466

CONIFER Lodge
95-99 Pembroke Crescent, Hove BN3 5DE
Tel: 01273 701888

CRAVEN VALE RESOURCE CENTRE
(BRIGHTON & HOVE CITY COUNCIL)
Craven Road, Brighton BN2 0FE
Tel: 01273 295772

CRESCEnt HOUSE
108 The Drive, Hove BN3 6GP
Tel: 01273 732291

DAVIGDOR LODGE REST HOME
56-58 Tisbury Road, Hove BN3 3BB
Tel: 01273 726868

DROVEWAY, THE, 3
(CARE MANAGEMENT GROUP)
Hove BN3 6LF
Tel: 01273 563935

Visit www.carechoices.co.uk for further assistance with your search for care
Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

- Understanding their needs
- Choosing care
- Broaching difficult conversations

Your companion through the emotional and practical aspects of choosing and funding care for an ageing relative.

Care Select also from the publisher of this care directory

To claim your free copy of Care Select
Call 0800 389 2077*

*While stocks last
DROVEWAY, THE, 3A  
(CARE MANAGEMENT GROUP)  
Hove BN3 6LF  
Tel: 01273 541229

DYKE ROAD, 287  
(CARE MANAGEMENT GROUP)  
Hove BN3 6PD  
Tel: 01273 566804

DYKE ROAD, 290  
(CARE MANAGEMENT GROUP)  
Hove BN1 5BA  
Tel: 01273 552069

FAIRDENE LODGE  
14-16 Walsingham Road, Hove BN3 4FF  
Tel: 01273 735221

GATE COTTAGE REST HOME  
Bazehill Road, Rottingdean, Brighton BN2 7DB  
Tel: 01273 301890

GOLDSTONE CRESCENT, 100  
(CARE MANAGEMENT GROUP)  
Hove BN3 6BE  
Tel: 01273 553718

GRANGE REST HOME LTD, THE  
11 Sackville Gardens, Hove BN3 4GJ  
Tel: 01273 298746

GROSVENOR LODGE  
40 Old Shoreham Road,  
Hove BN3 6GA  
Tel: 01273 739739

HIGHVIEWS, THE  
47 Saltdean Drive, Saltdean,  
Brighton BN2 8SD  
Tel: 01273 390610

IRELAND LODGE  
(BRIGHTON & HOVE CITY COUNCIL)  
Lockwood Crescent, Woodingdean,  
Brighton BN2 6UH  
Tel: 01273 296120

KNOLL HOUSE  
(BRIGHTON & HOVE CITY COUNCIL)  
Ingram Crescent West, Hove BN3 5NX  
Tel: 01273 296443

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

LADY ANNE TREVES MEMORIAL HOME  
17 Walsingham Road, Hove BN3 4FE  
Tel: 01273 731380

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

LEICESTER VILLAS, 19  
(BRIGHTON & HOVE CITY COUNCIL)  
Hove BN3 5SP  
Tel: 01273 295840

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

LUSTRELLS, THE  
27 Lustrells Crescent, Saltdean, Brighton BN2 8AR  
Tel: 01273 309872

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
For assistance with finding care and support, call Care Choices on 0800 389 2077

Brighton & Hove care homes continued

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

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

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

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

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

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

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

PLACE FARM HOUSE
Ladies Mile Road, 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

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OAKLEIGH LODGE
REGISTERED RESIDENTIAL CARE HOME FOR THE ELDERLY

Excellent position close to all amenities and sea.

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

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

---

WILBURY
EXCELLENCE IN CARE

Wilbury Care Home truly is a “home from home” with the highest standards of individual care and comfort

• Charming Victorian town house
• Close to local amenities
• Lift to all floors and wheelchair access
• Comfortable bedrooms - en-suite facilities
• Beautiful sunny garden
• Delicious home-cooked meals - preferences and diets catered for

T: (01273) 326170
E: enquiries@wilburycarehome.co.uk
www.wilburycarehome.co.uk
66 Wilbury Road, Hove BN3 3PA

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

70 For assistance with finding care and support, call Care Choices on 0800 389 2077
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### Brighton & Hove care homes continued

- **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**: Somerhill 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 Knoble Road, Brighton BN1 6RB. Tel: 01273 553077
- **WHITEHAWK WAY, 39-41 (SOUTHDOWN HOUSING ASSOCIATION)**: Brighton BN2 5QL. Tel: 01273 699776
- **WHITEHOUSE, THE**: 1 Chichester Drive West, Saltdean, Brighton BN2 8SH. Tel: 01273 302465
- **WILBURY**: 66 Wilbury Road, Hove BN3 3PA. Tel: 01273 326170 Advert page 70
- **WINDLESHAM ROAD, 20 (BRIGHTON & HOVE CITY COUNCIL)**: Brighton BN1 3AG. Tel: 01273 295477
- **YELLOW HOUSE CARE HOME**: 154-158 Sackville Road, Hove BN3 7AG. Tel: 01273 727211

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**Brighton & Hove care homes with nursing**

- **ADELAIDE NURSING HOME, THE**: 203-205 New Church Road, Hove BN3 4ED. Tel: 01273 410530 Advert page 72
- **ARUNDEL PARK LODGE**: 22-24 Arundel Drive East, Saltdean, Brighton BN2 8SL. Tel: 01273 303449

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

We are a group of five 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 Home, 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 its 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 clients’ 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 per their choice.

The owners and management have many years’ experience providing expert care to older and vulnerable people in a homely, family atmosphere. Everything is geared towards ensuring that our care homes’ 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
Visit www.carechoices.co.uk for further assistance with your search for care
Private Nursing Homes providing Quality Care for the elderly

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

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

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

**Brooklands 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

**Brooklands**

**Ersham House**

**Barons Down**


- 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.P.s
- 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
- 24 hour friendly fully trained staff
- Excellent home cooked food & menus
- Individual care
- Passenger lift
- Activities & entertainment
- Long & short term stays plus day care
- Sea views of the English Channel

**BEACHLANDS**
Care Home For The Elderly • Registered with the CQC
Member of the Registered Care Homes Association

**Residential Home for the Elderly**
Holm Lodge Rest Home
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.

T: 01273 813 393  |  E: info@holmlodgingmer.co.uk
Holm Lodge Rest Home, Lewes Road, Lewes, BN8 5ES

**What do you think about this publication?**
Complete our short questionnaire

www.carechoices.co.uk/reader-survey

For assistance with finding care and support, call Care Choices on 0800 389 2077
## Lewes and Seaford care homes

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### Advertisers are highlighted

- **APPLEWOOD RESIDENTIAL HOME (SEEABILITY)**
  - Address: 37 Headland Avenue, Seaford BN25 4PZ
  - Tel: 01323 873270
  - LDA MH SIYA

- **ASHRING HOUSE**
  - Address: Lewes Road, Rigmer, Lewes BN8 5ES
  - Tel: 01273 814400
  - PD LDA

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

- **BARCLAY HOUSE RESIDENTIAL HOME (SEEABILITY)**
  - Address: St Peter’s Road, Seaford BN25 2HS
  - Tel: 01323 873421
  - PD LDA MH SIYA

- **BEACHLANDS RESIDENTIAL CARE HOME**
  - Address: Marine Parade, Seaford BN25 2PY
  - Tel: 01323 891004
  - Advert page 74

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

- **BEVERN VIEW**
  - Address: The Willows, Barcombe, Lewes BN8 5FJ
  - Tel: 01273 400752
  - PD LDA SIYA

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

- **BURYKYE LODGE**
  - Address: Southdown Road, Seaford BN25 4JS
  - Tel: 01323 490880
  - OP

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

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

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

- **CLIFF COURT CARE HOME**
  - Address: 70 The Promenade, Peacehaven BN10 8ND
  - Tel: 01273 583764

- **CORNFIELD HOUSE**
  - Address: 3 Cornfield Road, Seaford BN25 1SW
  - Tel: 01273 892973

- **CROCKSTEAD FARM HOUSE**
  - Address: Eastbourne Road, Halland, Lewes BN8 6PT
  - Tel: 01825 840084

- **EAST DEAN GRANGE CARE HOME**
  - Address: Lower Street, East Dean BN20 0DE
  - Tel: 01323 888514

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

- **FUTURES**
  - Address: Haywards Heath Road, North Chailey, Lewes BN8 4EF
  - Tel: 01825 724444

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

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

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

- **HOLM LODGE REST HOME**
  - Address: Lewes Road, Ringmer, Lewes BN8 5ES
  - Tel: 01273 813393

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

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

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

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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 Buxhill-on-Sea TN40 2HJ
Offering nursing, dementia and residential care.

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

Looking for quality care in East Sussex?

CAREselect

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

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

For assistance with finding care and support, call Care Choices on 0800 389 2077
Lewes and Seaford care homes continued

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

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

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

NORTH CORNER RESIDENTIAL CARE HOME
1 Prince Edwards Road, Lewes BN7 1BJ
Tel: 01273 474642

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

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

SEA ad HEAD RETIREMENT HOME
107 Steyne Road, Seaford BN25 1AS
Tel: 01323 490851

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

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

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

Lewes and Seaford care homes with nursing

ABUNDANT GRACE NURSING HOME
Firle Road, Seaford BN25 2JE
Tel: 01323 875500

BARONS DOWN NURSING HOME
Brighton Road, Lewes BN7 1ED
Tel: 01273 472357 Advert page 74

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 76

DA NEMERE
Dane Road, Seaford BN25 1DU
Tel: 01323 890696

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

HAVEN CARE HOME
29 Telscombe Cliffs Way, Peacehaven BN10 7DX
Tel: 01273 761573 Advert page 80

ST CLARE'S CARE HOME
St George’s Park, Ditchling Road, Burgess Hill RH15 0GU
Tel: 01444 873730

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

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

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**SEARCHING FOR CARE OPTIONS IN YOUR AREA?**

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

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

**Abbey Lodge**
Hastings Road, Telham, Battle TN33 0SH
Tel: 01474 772771

**Baronsmeade**
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

**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, Hailsham BN27 4NX
Tel: 01323 832021

**Gables, The**
22 Beacon Close, Crowborough TN6 1DX
Tel: 01892 655260

**Grangemead**
1 Hawthylands Road, Hailsham BN27 1EU
Tel: 01323 464600

**Hailsham House**
New Road, Hellingly, Hailsham BN27 4EW
Tel: 01323 442050

**Halkland 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 Broom Care Home**
High Broom Road, Crowborough TN6 3SL
Tel: 01892 654027

**Hill View**
213 Eastbourne Road, Polegate BN26 5DU
Tel: 01323 488616

**Linden Cottage**
Linden Chase, Uckfield TN22 1EE
Tel: 01825 768395

**Lydfords Care Home**
23 High Street, East Hoathly, Lewes BN8 6DR
Tel: 01825 840259

**Lynfords**
3 Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843

**Marshes, The**
3b Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843

**Marlowe House**
School Lane, Hadlow Down, Uckfield TN22 4HY
Tel: 01825 830224

**Wealden Care Homes**
Visit www.carechoices.co.uk for further assistance with your search for care

<table>
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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

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www.warrendrive.com

01892 654586

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Crowborough East Sussex.

A warm welcoming family atmosphere. We have a team of trained and dedicated staff that bring compassion and experience to every aspect of their work, providing high quality, professional, person centred care. Find out more, go to www.windlesham-manor.co.uk

Tel. 01892 611000

www.windlesham-manor.co.uk • enquiries@windlesham-manor.co.uk

**Bupa care homes**

For a choice of elderly care options in East Sussex

If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why our choice of care homes in East Sussex could be something for you to think about. And, you don't need to be a Bupa customer to stay with us.

To find out more, call our free Elderly Care Support Line seven days a week on ☎ 0808 252 5993

We may record or monitor our calls.

For elderly care. For Living

For assistance with finding care and support, call Care Choices on 0800 389 2077
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

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

WARREN DRIVE RESIDENTIAL CARE HOME
Fielden Road, Crowborough TN6 1TP
Tel: 01892 654586 Advert page 80

WEALD HALL RESIDENTIAL HOME
Mayfield Lane, Wadhurst TNS 6HX
Tel: 01892 782011

WINDLESHAM MANOR
Hurtis Hill, Crowborough TN6 3AA
Tel: 01892 611000 Advert page 80

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

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

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

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

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

T: 01323 841670 • E: info@woodsidehall-nh.co.uk • www.woodsidehall-nh.co.uk
Polegate Road, Hailsham, East Sussex BN27 3PQ

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...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

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

CareChoices
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 74

COPPER BEECH CARE HOME
Eastbourne Road, Ridgewood, Uckfield TN22 5ST
Tel: 01825 818437 Advert page 80

ERSHAM HOUSE NURSING HOME
Ersham Road, Hailsham BN27 3PN
Tel: 01323 442727 Advert page 74

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 84

HAILSHAM HOUSE
New Road, Hellingly, Hailsham BN27 4EW
Tel: 01323 442050 Advert page 78 OP D PD MH SI YA

HAVELOCK HOUSE NURSING HOME
57-59 Victoria Road, Polegate BN26 6BY
Tel: 01323 482291

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 76

HOLY CROSS CARE HOME
Lewes Road, Cross-in-Hand, Heathfield TN21 0DZ
Tel: 01435 863764

HURSTWOOD VIEW
Linum Lane, Five Ash Down, Uckfield TN22 3FH
Tel: 01825 573728 Advert page 82 OP D PD YA

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

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

POLEGATE CARE HOME, THE
Blackpath, Polegate BN26 5AP
Tel: 01323 886790 Advert page 80

QUINNELL HOUSE
77 Quinnell Drive, Hailsham BN27 1QN
Tel: 01323 849913

ST RAPHAEL'S CARE HOME
Church Lane, Danehill, Haywards Heath RH17 7EZ
Tel: 01825 790485

TEMPLE GROVE CARE HOME
Heronsghyll, Uckfield TN22 4BY
Tel: 01825 714400

WADHURST MANOR
Station Road, Wadhurst TN5 6RY
Tel: 01892 628193 Advert page 82 OP D YA

WISTERIA LODGE
Horney Common, Nutley, Uckfield TN22 3EA
Tel: 01825 713082 Advert page 84 PD LDA YA

WOODSIDE HALL NURSING HOME
Polegate Road, Hailsham BN27 3PQ
Tel: 01323 841670 Advert page 82 OP D PD

See page 44 for a list of questions to ask when visiting care homes.

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
Forest Lodge
Horncastle House
Kingsmead Care Centre
Longfield Manor
Rapkyns Care Home
Upper Mead

Horsham 01403 790312
Nutley 01825 712514
Sharphamore 01342 810219
Horsham 01403 265335
Billingshurst 01403 786832
Horsham 01403 265096
Henfield 01273 492870

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.

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

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.
Eastbourne

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: 01323 720871

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 86

GRANGE HOUSE
21 Grange Road, Eastbourne BN21 4HE
Tel: 01323 430831

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

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

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 have facilities such as en-suite to shared w.c, TV sockets, central heating, telephone facilities, and you may also bring any favourite items of furniture to personalise your room.

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

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

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

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 have facilities such as en-suite to shared w.c, TV sockets, central heating, telephone facilities, and you may also bring any favourite items of furniture to personalise your room.

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

Please contact
Mrs Bree or 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
- Daily paper/magazine delivered
- Visiting library
- In-house massage, aromatherapy and relaxation therapies
- Regular social activities & outings arranged
HARTFIELD HOUSE REST HOME
5 Hartfield Road, Eastbourne BN21 2AP
Tel: 01323 731322

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

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

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

JEROME CLOSE, 17
(JEMINI RESPONSE LTD)
Eastbourne BN23 7QY
Tel: 01323 765030

JEROME CLOSE, 41
(JEMINI RESPONSE LTD)
Eastbourne BN23 7QY
Tel: 01323 767399

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

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

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

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

MOORINGS, THE
Rattle Road, Westham, Pevensey BN24 5DS
Tel: 01323 741671

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

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

PARK LODGE
4 Park Avenue, Eastbourne BN22 9QN
Tel: 01323 507606

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

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

REGARD PARTNERSHIP LTD, THE – EASTBOURNE ROAD
111 Eastbourne Road, Lower Willingdon, Eastbourne BN20 9NE
Tel: 01323 482174

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

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

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

SEDGEMOOR & FRAMLEY
2-4 Mill Road, Eastbourne BN21 2LY
Tel: 01323 725825

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

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

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

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<td>AD People who misuse alcohol or drugs</td>
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#### 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

#### Eastbourne care homes with nursing

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#### 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 Advert page 88

#### CHASELEY
South Cliff, Eastbourne BN20 7JH Tel: 01323 744200 Advert page 88

#### COPPICE COURT CARE HOME
220 Willingdon Road, Eastbourne BN21 1XR Tel: 01323 888693 Advert page 80

#### 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 887583 Advert page 80

#### FIRWOOD HOUSE
Brassey Avenue, Hampden Park BN22 9QJ Tel: 01323 503758

#### 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

#### PALM COURT NURSING HOME
17 Prideaux Road, Eastbourne BN21 2ND Tel: 01323 721911

Visit www.carechoices.co.uk for further assistance with your search for care
SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on 0800 389 2077 to talk to someone directly.
e: enquiries@carechoices.co.uk  @CareChoicesLtd

www.carechoices.co.uk
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

Bexhill and Rother

AARON MANOR
26-28 Penland Road,
Bexhill-on-Sea TN40 2JG
Tel: 01424 223839

ABBEY HOUSE
RESIDENTIAL CARE HOME
20-22 Albert Road,
Bexhill-on-Sea TN40 1DG
Tel: 0870 8989 898 Advert page 92

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

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

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

ARDEN HOUSE
RESIDENTIAL CARE HOME
4-6 Cantelupe Road,
Bexhill-on-Sea TN40 1JG
Tel: 0870 8989 898 Advert page 92

ASH GROVE CARE HOME
8-10 Woodville Road,
Bexhill-on-Sea TN39 3EU
Tel: 01424 730497

ASHCROFT HOUSE – BEXHILL-ON-SEA
11 Elmstead Road,
Bexhill-on-Sea TN40 2HP
Tel: 01707 601800

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

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 a 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  
Cross Lane, Ticehurst, East Sussex TN5 7HQ

Care you can trust

Angel Healthcare provides esteemed residential care services for elderly persons in two of Sussex’s most scenic seaside locations. Our three homes provide hospitality and accommodation for both private and public funded residents.

• Person-centred Care Plan packages  
• 24-hour on call, trained care staff  
• En-suite bedrooms and domestic facilities

For further information about our Care Homes in Bexhill and St Leonards, please telephone 0870 8989 898 or email us at info@angelhealthcare.co.uk or visit our website www.angelhealthcare.co.uk

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Complete our short questionnaire

www.carechoices.co.uk/reader-survey
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Tel: 01424 211704

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Station Road, Crowhurst, Battle TN33 9DB  
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Tel: 01424 723020

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Tel: 01424 211982

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Tel: 01424 272579

LAWN COURT  
6-8 Albert Road, Bexhill-on-Sea TN40 1DG  
Tel: 01424 211476

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
LENNOX LODGE
37 The Highlands, Lennos Lodge, Bexhill-on-Sea TN39 5HL
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Bexhill and Rother care homes continued

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Tel: 01424 223757

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Tel: 01424 217688

ROOKHURST
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Tel: 01424 225919

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Tel: 01424 210210

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WILLOWS, THE
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Tel: 01424 217026

See page 44 for a list of questions to ask when visiting care homes.

Bexhill and Rother care homes with nursing

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Tel: 01424 842357

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Tel: 01424 210202

Service
User Bands
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
Welcome home...
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BARRINGTON HOUSE
Rye Road, Hastings TN35 5DG
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Tel: 01424 854104

BETHUNE COURT
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Tel: 01424 719393

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BISHOPS WAY
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Tel: 01424 720320

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Tel: 01424 437608

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Tel: 01424 756803

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Hastings TN34 2RD
Tel: 01424 755803

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Tel: 01424 222226

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Tel: 01424 201340

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St Leonards-on-Sea TN37 6JB
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Tel: 01424 777422

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Tel: 01424 436229 Advert page 98

CUMBERLAND COURT CARE HOME
6 Cumberland Gardens, St Leonards-on-Sea TN38 0QL
Tel: 01424 432949 Advert page 98

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

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Tel: 01424 422458
OP MH

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Tel: 01424 436044
OP D

EDENDALE CARE HOME
5-6 The Green, St Leonards-on-Sea TN38 0SY
Tel: 01424 429908
D MH

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Tel: 01424 436485
OP

FAIRMOUNT
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Tel: 01424 814551
OP LDA YA

FERNWOOD
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Tel: 01424 460689
LDA

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Tel: 01424 850033

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The Laurels Nursing Home is a private family owned home situated in its own beautiful gardens and just a short distance from the picturesque Old Town of Hastings, in the heart of the South East of England’s 1066 countryside.

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- Private patios
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- Cinema Room
- Daily entertainment and activities
- Excellent cuisine prepared in house
- Homely and friendly atmosphere
- Individual 24 hour nursing care from qualified staff
- Investors in People Gold Standard Award
- Excellent CQC report
- Working towards Gold Standard Framework
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### TUSKER HOUSE
57 Pine Avenue, Hastings TN34 3PP
Tel: 01424 421573 **Advert page 98**

### WESTWOOD
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Tel: 01424 428805

### WHEELHOUSE, THE
15 Old Roar Road, St Leonards-on-Sea TN37 7HA
Tel: 01424 752061

### WHITEBEACH, THE
24 Upper Maze Hill, St Leonards-on-Sea TN38 0LA
Tel: 01424 215335

### WHITECLIFF CARE HOME
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Tel: 01424 421081

### ST MATTHEW ROAD
3-5 St Matthews Road, St Leonards-on-Sea TN38 0TN
Tel: 01424 445924

### ST PETER’S ROAD, 22
St Leonards-on-Sea TN37 6JG
Tel: 01424 777422

### ST SAVIOURS ROAD
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Tel: 01424 43657

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Telephone: 01424 714258  Fax: 01424 434413

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- **Premier and deluxe accommodation**
- **Private patios**
- **Beautiful landscaped gardens**
- **Cinema Room**
- **Daily entertainment and activities**
- **Excellent cuisine prepared in house**
- **Homely and friendly atmosphere**
- **Individual 24 hour nursing care from qualified staff**
- **Investors in People Gold Standard Award**
- **Excellent CQC report**
- **Working towards Gold Standard Framework**

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<td>Orchid Care Ltd</td>
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<td>Rapkyns Care Centre</td>
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<td>(The Grange)</td>
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<td>Rapkyns Care Home</td>
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<td>Rest Assured We Care Ltd</td>
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<td>South Coast Nursing Homes</td>
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<td>Stable Lodge</td>
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<td>Sussex Healthcare</td>
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<td>Upper Mead</td>
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<td>Victoria Nursing Group</td>
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<td>Outside back cover</td>
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<td>White Lodge</td>
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<tr>
<td>Woodhurst Lodge</td>
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</table>
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
557 Seaside
Eastbourne
East Sussex BN23 6NE
www.qach.co.uk

Patron: Duchess of Devonshire DL
Registered Charity: 209208
"We help our residents feel like they’ve never left home"
Paul Burns (Managing Director)

OUR HOMES IN HOVE

Chartwell  Chatsworth  Highgrove

(See full details for all 3 of our homes on page 73)

Each of our privately owned care homes provide a comforting and homely environment, where our staff can take the time to get to know and understand what makes each of our residents truly happy. They are all situated on Hove’s most prestigious avenue and offer everything required to deliver first class care.

If you would like to check availability or arrange a viewing, please call our friendly team on 0330 019 0379

“We help our residents feel like they’ve never left home”
Paul Burns (Managing Director)

“...the staff without exception are very professional and at the same time very kind and thoughtful. They go out of their way to be as helpful as possible and nothing seems to be too much trouble for them.”
A.Petty – Resident

At the Victoria Nursing Group, we believe it’s the way we care that makes a difference.

You can experience the day in a life of a resident by downloading our “Life at Victoria” brochure visit: www.lifeatvictoria.co.uk