



Berkshire

Care Services Directory 2023/24

The essential guide to choosing and
paying for care and support

In association with



An independent boutique homecare provider offering an array of private care services of the highest standards.

We are covering:

- Maidenhead
- Windsor
- Marlow
- Cookham
- Bourne End

Tel: **01628 306000**

Suite C
2 Castle Hill Terrace
Maidenhead
SL6 4JP

New Client enquiries can either call
01628 306000 and ask for Sarah
or email **enquiries@welovecare.care**



We offer

- Dedicated carers
- An app to view visit notes in live time
- Specialist care services in: dementia, diabetes, parkinsons, epilepsy, palliative care




Testimonials

"We Love Care looked after my nan for around six months until she went into a home and I can honestly say I don't know what we would have done without them. The carers are extraordinary and nothing was ever too much for them, they really care from their hearts. The team in the office provided me and my family with the support we needed throughout the whole experience and helped us to really understand my nan's dementia diagnosis as this was so new to my family. I can't recommend them enough they truly are amazing! If you're looking for someone to treat your loved ones like they are family, then this is the right company for you!"

"As a family we could not fault We Love Care, the owner helped with my mum's funding which was a huge help to her care. The regular staff were fantastic, always kind and cheerful to Mum. It was a great relief knowing, as we couldn't be there every day, that she was being cared for by some great people!"

Website: **welovecare.care**

Introduction How to use this Directory	4	Paying for care Understanding the system	46
Berkshire Care Association Raising standards in care	5	Important information Further help and information	49
Helping you to stay independent Local services, equipment and solutions	7	Residential care in Berkshire Comprehensive listings by region	53
Support from the council First steps and assessment	13	Useful local contacts	66
Services for carers Assessment, benefits and guidance	15	Useful national contacts	67
Care in your own home How it can help	17	Index	69
Living with dementia at home Family support, respite and services	19	Essential checklists Assistive technology 12 Home care agency 23 Care homes 43 Residential dementia care 45	
Paying for care in your home Understanding your options	21	All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.	
Home care providers A comprehensive list of local agencies	25		
Housing with care The different models available	36		
Specific care and support services Disability care, end of life care and advocacy	37		
Care homes Types of homes and activities explained	40		

To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**. Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.

Alternative formats

This Directory is available electronically at **www.carechoices.co.uk/** The e-book is also Recite Me compatible for those requiring information in the spoken word.



Introduction

Welcome to this edition of the independent Berkshire Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There's a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 13. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 21 for those paying for care at home and page 46 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 7 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 36) or residential care. Comprehensive lists of care homes and care homes with nursing in Berkshire start on page 53.

There's also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 50), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit

www.carechoices.co.uk



Contacting your local council

Bracknell Forest Council

Tel: **01344 352000**

Email: **customer.services@bracknell-forest.gov.uk**

Web: **www.bracknell-forest.gov.uk**

Reading Borough Council

Tel: **0118 937 3747**

Web: **www.reading.gov.uk**

Slough Borough Council

Tel: **01753 475111**

Web: **www.slough.gov.uk**

The Royal Borough of Windsor and Maidenhead

Tel: **01628 683744**

Web: **www.rbwm.gov.uk**

West Berkshire Council

Tel: **01635 551111**

Web: **www.westberks.gov.uk**

West Berkshire Directory

Web: **https://directory.westberks.gov.uk**

Wokingham Borough Council

Tel: **0300 365 1234**

Web: **www.wokingham.gov.uk**

For ease of use, throughout this Directory, services are described as coming from 'Adult Social Care'.

Berkshire Care Association



Berkshire Care Association (BCA) supports care providers and those working in, or associated with, care across the county. We

offer advice and guidance, support networks through meetings, conferences and events and organise training and workshops where there are industry gaps or bespoke requests.

With a mission of 'Raising Standards', we endeavour to keep all CQC-registered care organisations in Berkshire updated with changes in legislation and care delivery, as well as sharing information and experiences.

As a not-for-profit organisation, we independently represent care service providers at relevant meetings. We believe it is essential to have the input of providers, staff and service users to inform relevant discussion and enable free and independent communication. By working professionally but independently with a sector-specific focus, we can speak honestly and knowledgeably about the reality of matters affecting care delivery and commissioning, staffing and regulation.

Our activities include:

- holding a free Care Leaders Network (CLN) meeting on the fourth Tuesday of every month in person and via Zoom for all CQC-registered services. Providers, managers and staff are all welcome. Meetings provide relevant updates, share information and learning and address current concerns which can then be fed back into the system. Guest speakers, from the CQC for example, are invited regularly;
- a weekly newsletter emailed to all CQC-registered services across Berkshire;
- supporting providers individually on a variety of topics, including infection control procedures, health and safety, training and workforce matters;
- offering ad hoc training on a range of topics;
- working closely with Buckinghamshire, Milton Keynes and Oxfordshire care associations to support providers across the Thames Valley; and
- representation at local, regional and national levels, aiming to represent the voice of our sector in Berkshire and beyond.

For more information, advice or support, email **info@berkscare.co.uk**



➔ As a BCA member and part of our network, providers can upgrade to be an executive member for £20 per month or £240 per year.

Executive members have extra benefits. The information below explains what non-paying and executive members receive.

Berkshire Care Association Membership 2023/24*		MEMBER	EXECUTIVE
Annual Membership – single care provider		Free	£20pm/£240pa
Benefits			
Email updates on things providers need to know		✓	✓
Changes to legislation and best practice guidance		✓	✓
Improvements needed to meet CQC standards		✓	✓
Regular newsletter		✓	✓
Regular CLN meeting With bespoke training at Ascot Priory (SL5 8RS):		£30+ per person	✓
• certificates provided following training;		✓	✓
• a networking forum for information exchange, learning and experience;		✓	✓
• a place to get help and advice from those who have faced the same issues;		✓	✓
• opportunity for up-skilling, mentorship and competency assessments;		✓	✓
• meet your critical friends; and		✓	✓
• signposting to what you need when you need it.		✓	✓
Events, mentoring and training sessions provide a valuable network where you can meet other care providers and access experts and suppliers. Mentoring for managers, proprietors and senior staff will be on request and charged individually dependent on need, with discounts for executive members.		Charged	Discount of 30-50%
Annual conference in October:		Charged	Discounted
• over 120 care provider attendees;		-	-
• keynote speeches from high-profile organisations such as The King's Fund, CQC, the Homecare Association; and		-	-
• huge care supplier exhibition.		-	-
Bespoke support when you need it:			
• signposting – where/how to access services;		✗	✓
• Registered General Nurse revalidation advice to maintain Nursing and Midwifery Council registration;		✗	✓
• care-planning, risk assessment and documentation templates;		✗	✓
• audit tools; and		✗	✓
• in a crisis, we will visit your service with help, advice and training as soon as possible.		✗	✓
Purchase discounts through our Buyer Consortium Spectrum		✗	✓
Framed Certificate of Membership yearly		✗	✓
Use of BCA's logo on your website and email signatures		✗	✓
Representation with local authorities, the integrated care board (ICB), safeguarding boards and CQC		✗	✓

* Please note, this membership is for care providers, not members of the general public.

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult social care works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up

an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending, as they allow for a regular break from caring.

Meals on wheels

Some services can deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

Councils may be able to arrange meals delivered to your door, although you would have to meet their eligibility criteria and it wouldn't

necessarily be free. National and local commercial organisations can also provide meals delivered to your door at a charge.

You may find a service by word of mouth or using the internet – your local library may be able to help here. Alternatively, your local authority may have details on its website. Contact details begin on page 5.

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn't become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central Government. They work

professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the

HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed and it will normally offer to get estimates from one or more of its regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details

for, local HIAs, visit www.housingcare.org or contact your local council. Details begin on page 5.

Age UK Berkshire

The Handyperson service can help with small practical tasks in your home, to keep you safe and secure. The service costs £25 per hour plus the cost of materials but, in some areas of Berkshire and in some circumstances, the local council may contribute towards the cost of the service. Use the following contact details for more information.

Tel: **0118 959 4242**

Email: info@ageukberkshire.org.uk

Web: www.ageuk.org.uk/berkshire/our-services/handyperson

Newbury	Mobility
Berkshire	Stairlifts

Mobility Solutions specialising in Stairlifts throughout Berkshire and Surrounding Areas

At Newbury Mobility Ltd, we are **passionate** about supplying the right solution for **your needs**.

We offer a complete range of services:

New or used • Curved or straight • First years service is **FREE**. Available immediately. **Talk to us first!**

*Close
enough
to care*

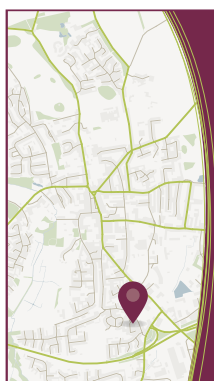


Call today 01635 905478

- ✓ Bespoke, tailored & branding options available
- ✓ Rental & purchase **Stairlift** options
- ✓ **Through The Floor Lift** purchase options
- ✓ Non intrusive and discreet installation

**Domestic
Home Solutions**
newburymobility.co.uk

**Business
Premises Solutions**
berkshire-stairlifts.co.uk



Search for care in your area

 CareChoices

www.carechoices.co.uk

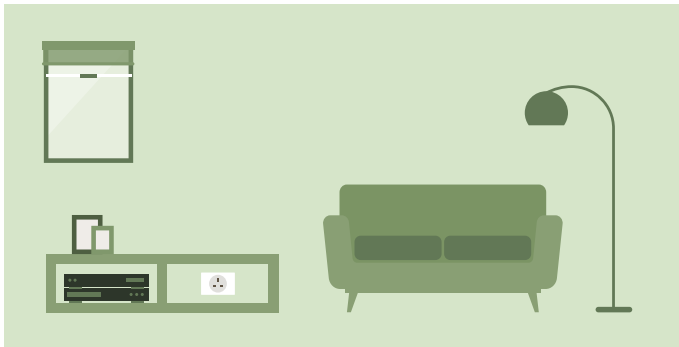


**With so many providers to choose from,
where do you start?**

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.



Do you **forget to take your tablets**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handled cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 17.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist, or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Contact details for your local council begin on page 5. You can also visit www.manageathome.co.uk where you can buy equipment yourself.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as 'simple aids for daily living'.

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service

called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit <https://asksara.livingmadeeasy.org.uk> to learn more about possible solutions or see pages 9 and 10. Once you have identified equipment that might help with your support needs, use the checklist on page 12 to make sure it's right for you.

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and

assistive technology from private companies or, if you're eligible through an assessment (see page 13), your local council may be able to provide it for you. For further information, visit your council's website.

Careline, Slough • Tel: **01753 535622**
Email: adultsocialcare@slough.gov.uk

Forestcare, Bracknell Forest • Tel: **01344 786599**
Email: forestcare.enquiries@bracknell-forest.gov.uk

Lifeline, The Royal Borough of Windsor and Maidenhead • Tel: **01628 543101**



FREE NO OBLIGATION HOME DEMONSTRATIONS

WHY CHOOSE US FOR ALL YOUR MOBILITY NEEDS?

- ✓ We offer insurance and extended warranty policies for your peace of mind
- ✓ We stock great quality products and solutions for all budgets
- ✓ We provide scooter and wheelchair hire, contact us to check availability and to book
- ✓ Our trained engineers are on hand to offer annual servicing, all types of repairs including punctures and battery advice and replacements

 69 Rances Lane, Wokingham,
RG40 2LQ
wokingham@myw.co.uk
0118 977 3116



A range of scooters
to suit all needs



Lightweight
wheelchairs in stock



Indoor and outdoor
wheeled walkers



Personal riser recliner
chair assessments



Contact us for a free
stairlift survey

We also supply:

- Walking aids
- Folding scooters
- Ultra lightweight and wide wheelchairs
- Adapted bathrooms
- Wide fitting footwear
- Incontinence products
- Daily living aids

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

Do you need to take it with you when you leave the house? Is it transportable? ☐

Does the equipment have any limitations that would make it unsuitable for you? ☐

Will it work alongside any assistive technology you already have? ☐

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser? ☐

Does the equipment need a plug socket, and will its wire cause a trip hazard? ☐

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐

Are you able to use it? Are there any aspects you don't understand? ☐

Is it portable? ☐

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? ☐

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. ☐

Can you speak to someone who already uses it? ☐

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐

Is it durable? If you might drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Support from the council

The way councils provide services to eligible adults and their carers is called personalisation.

This term is used to describe several ways in which eligible adults can receive a mixture of local authority and Government money to pay for the care services

they need without direct council involvement. If you approach the council for social care support, your needs and finances will be assessed.

If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact adult social care to arrange an assessment. Contact details are on page 5.

Once adult social care understands your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 46 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances.

The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct Payment, held directly by

you or, where you lack capacity, by a 'suitable person';

- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of these options.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan.



Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers' officers, mental health workers and housing officers.

Whatever services you need on discharge, adult

social care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it's about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost

you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or care manager if you think you might benefit from reablement. They can put you in touch with the right services if they feel that reablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them from going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses, if you require these services too.

This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person's own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs.

See page 47 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person's identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

Services for carers

Who is a carer?

Carers regularly look after, help or support someone who wouldn't be able to manage everyday life without their help. A carer doesn't have to be living with the person they care for, and the help they give doesn't have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;

- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

Having a carers' assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers' assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information

about other services that might help, and other ideas for support. The carer's assessment will show if the carer qualifies for support from adult social care.

Carers' Personal Budgets

A carer's Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When adult social care considers a carer's Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carers' assessment. The money is not taxed, and it will not affect any benefits.

Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget for their own needs (see page 13) they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £76.75 per week but this may change over the lifetime of this Directory. Carers may also qualify for Carer's Premium or Carer's Credit, depending on their eligibility.

If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

Carer's Premium is an extra payment of up to £42.75 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit.

The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation, which may be able to help undertake a benefit check.

Crossroads Care

Oxfordshire and West Berkshire

Tel: **01635 30008**

Email: care@oxfordshirecrossroads.org.uk

Slough

Tel: **01753 525796**

Web: www.sloughcrossroads.org.uk

Windsor and Maidenhead

Tel: **07833 449031**

Email: care@oxfordshirecrossroads.org.uk

Reading and West Berkshire Carers Partnership

Web: <https://carerspartnership.org.uk>

SIGNAL

Covering Bracknell Forest.

Tel: **01344 266088**

Email: info@signal4carers.org.uk

Web: www.signal4carers.org.uk

Resource for people supporting disabled children



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.myfamilyourneeds.co.uk



Care in your own home

Carefully chosen home care with a good-quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need

to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope, and they need a bit of help.

After a stay in hospital, someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting adult social care is a good first step towards finding help.

How home care can help you stay living in your own home

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes.

Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See below for more information about live-in care.

A list of all home care agencies operating in Berkshire starts on page 25.

Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 50.

Finding the right support

This Directory offers a 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 'Recite Me' function.

Whatever your care needs, this Directory and the →

Bespoke home care

Supporting people to live **independently**

We provide a range of services from companionship and housework to condition-led care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around your loved one's individual needs and routines.



Regular and reliable
Visiting care



24-hour support
Live-in care

✓ Rated 4.8 on ★ Trustpilot

✓ Regulated by the CQC and CIW

✓ Free care assessments

✓ Providing care for over 30 years

• • • *Because, life is better at home* • • •

Contact your local branch today!

Wokingham
01182 173 878

Hungerford
01488 310 295

Newbury
01635 598 758

Maidenhead
01628 884 579

for more details visit
helpinghands.co.uk



➔ Care Choices website service will be able to point you in the best direction, however you would like care information presented. Visit

www.carechoices.co.uk

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 50.

The Homecare Association requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home

care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers' pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, adult social care and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers' support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition. When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that

their feelings matter;

- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.



Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they

can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities.

emergency and can involve the person with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break.

This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an

Contact your council to see if you are eligible for support with arranging these services. See page 13 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia

will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities.

Attendance at day centres can be offered from just a few hours a week to several days. Contact your council or local Alzheimer's Society office for more details. See 'Useful local contacts' beginning on page 66.

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 66 for contact details.

9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 8.00pm, Monday to Wednesday;



For more information on care homes for people with dementia, see page 40.

Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell adult social care when your savings are likely to fall below this amount.

Councils calculate charges in accordance with

national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult social care can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are

non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over State Pension age and PIP to those aged between 16 and State Pension age. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at **www.gov.uk** and you can check your State Pension age at **www.gov.uk/state-pension-age**

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers who focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

Money Helper

A free and impartial money advice service set up by the Government. • Tel: **0800 138 7777**
Web: **www.moneyhelper.org.uk**

Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Web: **www.societyoflaterlifeadvisers.co.uk**

Further information on paying for care can be found beginning on page 46.



Personalised Care in Bracknell, Ascot, Sunninghill, Wokingham - **Our Family, Caring for Yours.**

We have now moved closer to you, new office open in Bracknell.

- **Live-in Care:** Full-time, personalised assistance in the comfort of your home.
- **Companionship:** A friendly face and helping hand whenever you need it. Community transport included.
- **Home Help:** Practical support with daily tasks and chores.
- **Dementia Care:** Specialised care tailored to the unique needs of people living with dementia.

Call us today on **01276 903 106** for a free consultation and discover the peace of mind we can bring to you and your loved ones.

Visit our website at www.homeinstead.co.uk/ascot-camberley-wokingham/ to learn more about our dedicated services in Ascot, Camberley, and Wokingham

Address: 17 (Unit D) County Lane
Warfield Bracknell RG42 3JP
(located on Tesco Extra Warfield site)



We are the Top 20 homecare provider in South East England as rated by our clients and their families.

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

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? ☐ ☐ ☐

Notes

.....

.....

.....

.....

.....

*See page 50.

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

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

The South's Leading
Home Care Providers



We value your independence

We believe that home is where the heart is. We are passionate about maintaining your independence so you can continue to enjoy the comfort and security of your home.

From personal care to domestic visits, our carers can provide everything you need to remain independent at home with your loved ones.

Contact us for a free quote

0330 2020 200

www.apexprimecare.org



Est. 1986
Agincare
Caring in your community

**Ask us about
24-hour
live-in care**

Affordable care in the comfort of your own home in Berkshire

- Personal Care
- Companionship
- Housekeeping
- Shopping
- Trips Out
- Specialist Care

01182 072771
carehub.agincare.com/berkshire

Inspected and rated
Good
Care Quality Commission



MAKE THE MOST OF EVERY DAY



Tailored care for your wellbeing, home & happiness

Sometimes the small moments in life bring the most joy. That's why Audley Care is tailored to your individual needs, so you can continue to enjoy what matters most to you in life, all in the comfort of your own home.

Get in touch with the
Audley Care Sunningdale Park
team for more details

01344 962111

info@audleycare.co.uk

www.audleycare.co.uk



121 Health&Care Ltd

Wokingham
Tel: 07973 139694

OP D PD SI

3 County Care

Crowthorne
Tel: 01344 750222

OP D PD LDA MH SI YA

9 Richmond Crescent

Slough
Tel: 07477 777786

OP PD LDA MH SI YA

A & T Caring Services

Bracknell
Tel: 01344 924442

OP D PD LDA MH YA

Absolute Care UK Ltd

Reading
Tel: 0118 986 6700

OP D PD

Acacia Homecare Berkshire

Wokingham
Tel: 07984 560943

OP D PD LDA MH SI YA

Accelerated Home Health Ltd (T/A Visiting Angels)

Slough
Tel: 07518 519872

OP D

Address Healthcare

Reading
Tel: 07775 764308

OP YA

All Seasons Care Services Ltd

Reading
Tel: 0118 982 1515

OP D PD LDA MH SI YA

Altair Healthcare Ltd

Bracknell
Tel: 0330 165 6180

OP D PD MH YA

Ambrose Adrian Healthcare

Slough
Tel: 01753 607649

OP D PD LDA MH SI YA

Apex Healthcare Service Ltd

Reading
Tel: 0118 391 3542

OP D PD LDA SI YA

Apex Prime Care – Newbury

Newbury
Tel: 0118 313 0090

Advert page 24

OP D PD LDA MH SI YA

Aptine Ltd

Bracknell
Tel: 07960 363922

OP YA

Assisted Care Solutions Ltd

Maidenhead
Tel: 07775 993337

OP D PD MH SI YA

At Hand Supported Living Services

Reading
Tel: 0333 339 6009

OP YA

Audley Care – Inglewood

Hungerford
Tel: 01488 687020

OP D PD LDA MH SI AD

Audley Care Ltd

Ascot
Tel: 01344 962111

Advert page 24

OP D PD MH SI YA

Barnfield Healthcare Ltd

Slough
Tel: 07904 514658

OP YA

Baxters Homecare

Slough
Tel: 01753 701099

OP D PD LDA MH SI YA

Beckland Care Ltd

Reading
Tel: 0118 348 9673

OP PD LDA MH YA

Berks Care UK

Bracknell
Tel: 01753 944662

OP D PD LDA MH SI YA

Better Life Care

Slough
Tel: 01753 314246

OP D PD YA

Blue Angel Care Ltd

Reading
Tel: 0118 995 2996

OP D PD LDA SI YA

Bluebird Care (Reading, Wokingham, Windsor, Maidenhead, Bracknell)

Reading
Tel: 0118 986 3552

OP D PD LDA SI YA

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



**You can't always be there,
but we can.**

Jes Care Services is committed to being your shoulder to lean on and providing honest advice for your loved one's situation during this delicate time.

We specialise in around the clock home care to help you or your loved one live well at home. We are the trusted referral choice for home care services by healthcare professionals. Our unique approach to home care promotes a healthy spirit, mind and body!

Live-in Care • Palliative Care • End of life Care • Sit-in Home Care
Companion Care • Hospital to Home Care

Please, contact us for more information. We will be happy to help!

01865 776 908

info@jescare.uk
support@jescare.uk



*We are here to
help people*

0118 418 1012

Care1st Homecare Berkshire

Our Services:

- Home Care & Live-In
- 24/7 Support
- Complete Peace of Mind
- Assistance With personal hygiene
- Assistance With Medication
- Flexible & Affordable Plans
- Reliable & Trusted Service
- Day or Night Sitters
- Respite Care
- Light domestic chores



Find peace of mind with live-in care

Live-in care provided by Care 1st is a fully managed, live-in home care service, which provides round-the-clock support and companionship.

Our 24/7 service is managed by our highly qualified, experienced, compassionate care managers and supported by one of our hand-picked, fully vetted and trained carers, who come to live at home with you.

www.care1sthomecare.co.uk



Oxford Aunts
HOME CARE SPECIALISTS

**Why leave the home you love
to receive the care you need?**

Stay safe in your own home,
on your own terms.

Our service is fully managed, and worry-free.
Exceptional care since 1967.

LONG-TERM | SHORT-TERM | COMPANIONSHIP

Call **01865 521 658** for more information
oxfordaunts.co.uk



Bracknell Forest Borough Council**– Intermediate Care**

Bracknell

Tel: 01344 351627

OP D PD LDA MH SI YA

Bridge House Nursing Home

Twyford

Tel: 0118 934 0777

OP D PD SI

Brightdee Care Services

Slough

Tel: 07838 176103

OP D PD YA

Brighter Living Care Ltd

Reading

Tel: 0118 965 3465

OP LDA MH YA

Brisegene Care Ltd

Reading

Tel: 07863 970564

OP D PD YA

Canary Care Services Reading

Reading

Tel: 0118 449 2728

OP D PD YA

Care @ Home Newbury Ltd

Reading

Tel: 07739 468221

OP D PD LDA MH SI YA

Care 1st Homecare – Berkshire

Crowthorne

Tel: 0118 418 1012

Advert page 26

OP D PD MH SI YA

Care In Your Home Ltd

Bracknell

Tel: 01344 567675

OP D PD YA

Care Partners Newbury Ltd

Newbury

Tel: 01635 581244

D PD LDA MH SI YA

Care Response

Ascot

Tel: 01344 876099

OP D PD MH SI

Care Staff Services Ltd

Slough

Tel: 01628 660083

OP D PD LDA MH SI YA AD

Care4U WE Ltd

Reading

Tel: 01276 402453

LDA MH YA AD

Careful Choices

Slough

Tel: 07727 607283

OP D PD MH SI YA

Carelima Care Services Ltd

Reading

Tel: 07557 104341

OP D PD YA

Careline – The Agency For Care Staff

Reading

Tel: 0118 958 5858

OP PD LDA MH SI YA

Caremark (Slough and South Bucks)

Windsor

Tel: 01753 201116

OP D PD LDA MH SI YA AD

Caremark (West Berkshire and Reading)

Reading

Advert page 35

Tel: 0118 957 1155

OP D PD LDA MH SI YA AD

Caremark (Wokingham and Bracknell)

Wokingham

Tel: 0118 978 4657

OP D PD LDA MH SI YA AD

CareWatch (Thames Valley)

Maidenhead

Tel: 0118 957 2844

OP D PD YA

CCS Homecare Services Ltd

Slough

Tel: 01628 600412

OP D PD LDA MH SI YA AD

Charles Clore Court Extra Care Sheltered Housing

Reading

Tel: 0118 937 4820

OP

Chestnut Family

Newbury

Tel: 07474 158650

LDA

Chilmington at Home

Reading

Tel: 0118 958 5329

PD LDA

Chiron Care (UK) Ltd

Reading

Tel: 07956 885564

LDA MH YA

Choice Supported Living – East

Bracknell

Tel: 0203 195 0146

PD LDA MH SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



CARE AT HOME ACROSS BERKSHIRE

OUR HOME CARE SERVICES INCLUDE

- ✦ Expert nurse-led care
- ✦ Sensitive personal care
- ✦ Considerate companionship
- ✦ Facilitation of hospital discharge
- ✦ Palliative / End-of-life care
- ✦ Condition-led care

Contact us today
to discuss your care needs

📞 01344 921 989

Bracknell@prestige-nursing.co.uk

Prestige
NURSING & CARE
prestige-nursing.co.uk

Gardiner's
HOMECARE

0118 334 7474



Gardiner's Homecare is an established family business that has been serving the local community since 1968. Proudly supporting people to continue to enjoy living independent lives in their own homes for as long as possible.

Our team of experienced care workers can provide help with personal care, medication, overnight stays, housework, companionship and much more. You will be assigned your own Care Manager who will work closely with you to ensure you receive the care and support that is tailored to your personal wishes and needs.

For more information, contact us on
0118 334 7474



**Award-winning support for you and your loved ones.
The Right Care. Right at Home. In Berkshire.**



Our services include:

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

... and much more



Reading & Wokingham District

www.rightathome.co.uk/twyford

📞 0118 207 0600

Windsor, Maidenhead & Henley

www.rightathome.co.uk/maidenhead

📞 01628 200068



Home care providers continued

Chrysalis Care Ltd

Reading

Tel: 0118 942 9889

OP D PD SI YA

Cohen Care

Slough

Tel: 01753 701118

OP YA

Collaborative Health Care Ltd

Slough

Tel: 01753 526507

OP D PD LDA MH SI YA

Comfort Harmony Care Ltd

Thatcham

Tel: 07838 076414

OP D PD SI YA

Community Reablement Team (CRT)

Reading

Tel: 0118 937 3745

OP D PD LDA MH SI YA AD

Companion Care Solutions Ltd

Wokingham

Tel: 0118 200 7510

OP D PD YA

Complete Care Windsor

Windsor

Tel: 01753 622227

OP D PD SI

Concept Support Solutions

Reading

Tel: 07450 293910

OP D PD YA

Consultancy Care Ltd

Bracknell

Tel: 01344 305891

OP D PD LDA MH SI AD

County Care Berkshire Ltd

Windsor

Tel: 01753 201180

OP D PD LDA MH SI YA AD

County Carers Ltd

Wokingham

Tel: 0118 973 3302

OP D PD SI YA

Creative Support

– Berkshire & Oxfordshire Services

Reading

Tel: 0118 957 3709

PD LDA YA

Creative Support – Slough Services

Slough

Tel: 01635 48631

OP D LDA MH YA

Crest Care Solutions Ltd

Reading

Tel: 07427 346151

OP D LDA MH YA

Crossroads Care West Berkshire

Newbury

Tel: 01635 300080

OP D PD LDA MH SI YA AD

D.Osteen Homecare Support

Maidenhead

Tel: 07539 932775

OP D PD

Dimensions Berkshire & Hampshire

Domiciliary Care Office

Reading

Tel: 0300 303 9001

OP LDA YA

Dimensions Bracknell & Surrey

Domiciliary Care Office

Bracknell

Tel: 0300 303 9029

OP LDA YA

Dimensions West Berkshire Domiciliary

Care Office

Newbury

Tel: 0300 303 9012

LDA

Dimensions Wokingham and Reading

Domiciliary Care Office

Maidenhead

Tel: 0300 303 9012

OP LDA YA

DVL Supported Living Services

Slough

Tel: 01753 536227

LDA

Domiciliary Care Services

At Rofemaron Healthcare we will help you stay independent, in the comfort of your own home, for as long as possible.



Healthcare Recruitment

Our team does everything they can to ensure adequate preparation, we will guide you through the whole recruitment process.



www.rofemaron.com

info@rofemaron.com

07856 282211 | 01635 904096

Undys Cottage, 39 Charnham Street, Hungerford RG17 0EJ

HIGH CLASS CARE
YOU CAN TRUST

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

Elegant Care Services

Windsor

Tel: 01753 358510 **OP D PD LDA MH SI YA****Emerald Healthcare Ltd**

Bracknell

Tel: 07960 786759 **OP****EMI-Care UK**

Reading

Tel: 0118 901 9890 **OP D PD LDA SI YA****Endless Love Healthcare Services Ltd**

Reading

Tel: 0118 449 2574 **OP D PD LDA MH YA****Endurance Health Ltd**

Slough

Tel: 01753 570001 **OP D PD MH SI YA****Equator Personnel Care Ltd**

Slough

Tel: 01753 396480 **OP D PD LDA MH SI YA****Eternal Homecare Reading**

Reading

Tel: 07557 780679 **OP D PD MH YA****Evelyn Grace Ltd**

Reading

Tel: 0118 983 6368 **OP D PD MH SI YA****Flexi Life Homecare Ltd**

Bracknell

Tel: 07939 840043 **D PD MH AD****Flexible Care Solutions Ltd**

Wokingham

Tel: 0118 977 8598 **OP D PD****Focus Support Ltd**

Newbury

Tel: 01635 581244 **OP D PD LDA MH SI****Forestcare**

Bracknell

Tel: 01344 786500 **OP D PD LDA MH SI YA****G.R Response Healthcare**

Slough

Tel: 01344 723144 **OP D PD LDA SI AD****Gabriel's Angels Ltd**

Wokingham

Tel: 0118 332 0099 **OP D PD LDA MH SI YA AD****Gardiner's**

Reading

Tel: 0118 334 7474 **Advert page 28**
OP D PD SI YA**Goldcrest Care Services**

Slough

Tel: 01753 299888 **OP D PD LDA MH SI YA****Good Oaks Home Care Reading**

Reading

Tel: 0118 327 1160 **OP D PD MH SI YA****Good Oaks Home Care – Wokingham & Bracknell**

Wokingham

Tel: 07773 557289 **OP D PD MH SI YA****Great Park Homecare**

Windsor

Tel: 01753 369088 **OP D PD LDA MH SI YA****Guardian Angel Carers**

Reading

Tel: 0118 237 1900 **OP D PD SI YA****Harino Care Ltd – Head Office**

Reading

Tel: 0118 930 6120 **OP D PD MH SI YA****Hearten UK Ltd**

Reading

Tel: 0118 915 2374 **OP D PD LDA YA****Helping Hands**

Maidenhead & Windsor

Tel: 01628 951 537 **OP D PD SI YA**

Wokingham

Tel: 01182 173 810 **OP D PD LDA SI YA**

Hungerford

Tel: 01488 310 272 **OP D PD MH SI YA**

Newbury

Tel: 01635 598 151 **OP D PD LDA MH SI YA****Heritage Healthcare Berkshire Ltd**

Windsor

Tel: 07554 016922 **OP D PD LDA SI YA**

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

Home Angels Healthcare Services Ltd

Wokingham

Tel: 0204 518 0064

OP D PD SI YA

Home Angels Reading

Reading

Tel: 0204 518 0064

OP D PD LDA SI YA

Home Instead (Ascot, Camberley & Wokingham)

Bracknell

Tel: 01344 233147

Advert page 22
OP D PD LDA MH SI YA AD**Home Instead (Reading)**

Reading

Tel: 0118 909 9108

OP D PD LDA MH SI YA

Home Instead (Maidenhead, Henley & Wallingford)

Twyford

Tel: 01628 299 097

OP D PD YA

Homecare 1st

Bracknell

Tel: 01344 390505

OP D PD LDA MH SI YA

Homecare People Ltd, The – Wokingham

Wokingham

Tel: 0118 997 7499

OP D PD MH SI YA

House of Caring Ltd

Maidenhead

Tel: 07404 452444

OP D PD YA

i care 2018 Ltd

Reading

Tel: 0118 950 0777

OP D PD LDA MH SI YA

Independence with Dignity Support Services Ltd – Head Office

Reading

Tel: 0118 943 2343

OP D PD LDA MH SI YA

Independent Supported Living and Disabilities Ltd

Slough

Tel: 01753 771122

PD LDA MH YA

Ivy Care (Reading & Newbury)

Reading

Tel: 0118 327 1160

OP D PD LDA MH SI YA

JC99 Ltd

Reading

Tel: 0118 214 5581

OP D PD SI YA

Jigsaw Creative Care Ltd

Reading

Tel: 0118 988 9686

OP PD LDA MH SI YA

K & J Carers

Slough

Tel: 07542 780949

OP D PD LDA SI YA

Kare Support Services Ltd

Reading

Tel: 07831 801806

OP D PD LDA MH SI YA

Kay Healthcare Ltd

Wokingham

Tel: 0203 983 1753

OP D PD LDA MH SI YA AD

Kcare

Reading

Tel: 0118 956 9922

OP D PD LDA MH SI YA AD

Slough

Tel: 01753 525775

OP D PD LDA MH SI YA AD

KDL Healthcare Ltd

Reading

Tel: 07940 997358

OP PD YA

Kharis Solutions

Slough

Tel: 0333 012 4016

OP D PD LDA MH SI YA AD

King Homecare

Windsor

Tel: 01753 771356

OP D PD MH SI YA

Kingwood – Domiciliary Care

Reading

Tel: 0118 931 0143

LDA

Kuble Care Ltd

Reading

Tel: 07931 653229

OP PD YA

KVN Care Ltd t/a Home Instead Slough

Slough

Tel: 01753 247740

OP D PD MH SI YA

Laura Cares

Windsor

Tel: 07534 472724

OP D YA

Lavender Healthcare (PVT) Ltd

Reading

Tel: 07534 472724

OP D YA

Leading Care Company, The

Slough

Tel: 0118 370 6006

OP D PD LDA MH SI YA

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

Home care providers continued

Leaf Complex Care South East

Slough

Tel: 0118 334 2101 **OP D PD LDA MH SI YA AD**

Libertatem Healthcare Group Ltd Head Office

Wokingham

Tel: 0118 973 0006 **OP D PD LDA MH YA**

Limms Care Services Ltd

Reading

Tel: 0118 327 1340 **OP D PD LDA YA**

Link Support

Wokingham

Tel: 01344 488155 **OP PD LDA MH SI YA**

Loving Angels Care (Bracknell)

Bracknell

Tel: 0333 355 3126 **OP D PD LDA SI YA**

Lynwood Home Care

Ascot

Tel: 01344 298170 **OP D PD MH SI**

Mahogany Care – Holyport

Maidenhead

Tel: 07703 020567 **OP D PD YA**

MAK Community Care

Wokingham

Tel: 0118 206 6517 **OP LDA MH YA AD**

Makai Care Ltd

Reading

Tel: 07825 180069 **OP LDA MH YA**

Marigold Helping Hands Ltd

Reading

Tel: 0118 907 0339 **OP D PD LDA MH SI YA**

Match Options

Slough

Tel: 01753 548716 **OP D PD LDA MH SI YA**

Meadway, The

Reading

Tel: 07584 658541 **OP D PD LDA SI AD**

Medical Wing Locums Ltd

Reading

Tel: 0118 440 3575 **OP D PD MH**

Midass Care Ltd

Slough

Tel: 07588 591103 **OP D PD LDA MH SI YA**

Multi-Care Community Services Reading Ltd

Reading

Tel: 07482 421970 **OP D PD LDA MH YA**

My Homecare Reading

Reading

Tel: 0118 327 1430 **OP D PD LDA MH YA**

Nanny Care Services Ltd

Slough

Tel: 01753 944665 **OP D PD YA**

Nest HomeCare – Windsor

Windsor

Tel: 01753 847677 **OP D PD SI YA**

New Support Solutions

Reading

Tel: 0118 933 2286 **OP D PD LDA MH SI YA AD**

NK Care Ltd

Reading

Tel: 07886 316300 **OP D PD YA**

Norwood Ravenswood

Crowthorne

Tel: 01344 755568 **OP D PD LDA MH SI YA**

Noubles Healthcare

Newbury

Tel: 0333 577 8983 **OP D PD YA**

Office of Beeloved Home Care Ltd

Reading

Tel: 07802 713112 **OP D PD YA**

On Demand Home Care

Slough

Tel: 07340 467514 **OP D PD MH**

One Day at a Time Home Care Ltd

Reading

Tel: 0118 465 0465 **OP D PD MH YA**

Ontra Healthcare

Slough

Tel: 07825 730847 **OP LDA MH YA**

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

Optalis Supporting People Services

Wokingham

Tel: 0118 977 8600

OP D PD LDA SI YA

Panacea Care Services

Reading

Tel: 0118 943 1642

OP D PD SI YA

Pembroke Care (Reading) Domiciliary Services

Reading

Tel: 0118 941 4200

OP D PD MH SI YA

Pentland Close

Reading

Tel: 0330 113 8633

OP D MH YA

People Matter Support Services

Reading

Tel: 07775 446434

OP PD LDA YA

Platinum Healthcare Staffing Ltd

Slough

Tel: 07939 990251

OP D PD MH YA

Premier Medical Staffing Ltd

Reading

Tel: 07799 558702

OP D PD MH SI YA AD

Prestige Home Care

Maidenhead

Tel: 07949 754666

OP D YA

Prestige Nursing Bracknell

Bracknell

Tel: 01344 921989

Advert page 28

OP D PD LDA MH SI YA AD

Priority Services4u

Wokingham

Tel: 0118 214 3803

OP D PD SI YA

Privilege Care Ltd

Slough

Tel: 01753 548110

OP D PD YA

Proactive Life South

Reading

Tel: 0118 466 1078

OP D LDA MH SI YA

Purley Park Trust (DCA) (Unit 2)

Reading

Tel: 07590 169111

LDA YA

Q1 Care Ltd

Reading

Tel: 0118 932 3865

OP D PD SI YA

Radis Community Care (Reading Supported Living)

Reading

Tel: 0118 986 7891

OP D PD LDA MH SI YA AD

Rainbow Social Care Ltd

Wokingham

Tel: 0118 402 8923

OP D PD LDA MH SI YA

Rainbow Trust Children's Charity

Reading

Tel: 07749 416062

PD LDA SI

Reablement & Independence Service

Slough

Tel: 01753 475111

OP D PD SI YA

Reading Crossroads

Reading

Tel: 0118 945 4209

OP D PD LDA MH SI AD

Realcare+ Ltd

Reading

Tel: 0118 983 9000

OP D PD LDA MH SI YA AD

Ree Care

Slough

Tel: 07827 505923

OP D PD LDA MH SI YA

Remedy Support and Recruitment Group Ltd

Slough

Tel: 01753 257886

OP D PD LDA MH SI YA AD

Right at Home (Maidenhead and Slough District)

Maidenhead

Tel: 01628 200068

Advert page 28

OP D PD SI YA

Right at Home (Reading and Wokingham District)

Reading

Tel: 0118 207 0600

Advert page 28

OP D PD SI YA

Rofemaron Healthcare Ltd

Hungerford

Tel: 01635 904096

Advert page 29

OP D PD SI YA

Royle Care Ltd

Reading

Tel: 0118 957 7460

OP D PD MH SI YA AD

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

Home care providers continued

Safe Keep Care Ltd

Slough

Tel: 01753 701127

OP D PD SI YA

Shine Health Care Recruitment Services Pvt Ltd

Slough

Tel: 01753 537007

OP PD YA

Short Term Support and Rehabilitation Team

Maidenhead

Tel: 01628 621981

OP D PD MH SI YA AD

Slater Centre, The

Newbury

Tel: 01635 778125

OP LDA YA

Slough Care In Home Ltd

Slough

Tel: 01753 428997

OP D PD SI YA

Slough Crossroads – Caring for Carers

Slough

Tel: 01753 525796

OP D PD LDA MH SI YA

Smart Creative Care

Reading

Tel: 07787 825092

D PD LDA YA

Solution Incorporated Ltd

Reading

Tel: 07445 270636

OP D PD MH SI YA

Sorelle Support

Wokingham

Tel: 0118 966 4273

OP D PD LDA MH SI YA

Spectrum Group Services Ltd

Wokingham

Tel: 07818 021958

OP D PD SI YA

Stars Homecare

Bracknell

Tel: 07789 954670

OP D PD SI YA

Sunbeam Management Services Ltd

Slough

Tel: 0208 779 0930

OP D PD LDA SI YA

Superb Healthcare Ltd

Reading

Tel: 07517 721262

OP D PD LDA MH SI YA AD

Support Horizons

Wokingham

Tel: 0118 989 3959

OP D PD LDA MH SI YA

Surecare (Reading and East Berkshire)

Reading

Tel: 0118 959 5288

OP D PD LDA MH SI YA

Surecare (Slough)

Slough

Tel: 01753 548876

OP D PD LDA MH SI AD

Sylviancare Bracknell and Ascot

Bracknell

Tel: 01206 503263

OP D PD LDA MH SI YA

Sylviancare Reading & Wokingham

Reading

Tel: 0118 327 3232

OP D PD LDA MH SI YA

Sylvian Care West Berkshire

Newbury

Tel: 0333 567 0901

OP D PD LDA SI YA

Tego Healthcare

Bracknell

Tel: 0333 577 4232

OP D PD YA

Tender365 Care (UK) Ltd

Slough

Tel: 0333 577 3656

OP D MH YA

Thames Care

Reading

Tel: 0118 327 6961

OP D PD LDA SI YA

Thinkempathy Ltd

Slough

Tel: 01757 602271

OP D PD LDA YA

Top Class Quality Services Ltd

Reading

Tel: 0118 959 6526

OP D PD LDA MH SI YA AD

Topline Care Solutions Ltd

Thatcham

Tel: 07479 021225

OP YA

Total Health Support and Training Services Ltd

Reading

Tel: 0118 987 2035

OP D PD LDA MH SI YA

Uniq Health Care

Slough

Tel: 07827 089542

OP LDA MH YA

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

VJ Carers Ltd

Reading
Tel: 0118 986 8394

OP PD YA

Voyage (DCA) Berkshire

Wokingham
Tel: 0118 967 9241

OP D PD LDA MH SI YA

Walfinch Reading and Wokingham

Wokingham
Tel: 0118 229 0500

OP D PD YA

Walfinch Windsor & Maidenhead

Slough
Tel: 01753 98333

OP D PD MH SI YA

We Love Care

Maidenhead
Tel: 01628 306000

Advert inside front cover

OP D PD LDA SI YA

West Berkshire Council Home Care Service

Newbury
Tel: 01635 503503

OP D PD LDA MH SI YA

Whitestone Care

Slough
Tel: 0800 085 1254

OP D PD LDA MH SI YA

WR Care Services

Slough
Tel: 07930 550758

OP D PD SI

Your Life (Crowthorne)

Bracknell
Tel: 01344 762349

OP D PD SI

Your Quality Care Services Ltd (Thamesfield)

Henley-on-Thames
Tel: 07943 022779

OP D PD SI YA

Your Serenity Ltd

Newbury
Tel: 07969 345338

OP D PD SI YA

YourLife (Crowthorne)

Crowthorne
Tel: 01344 762349

OP D PD SI

YourLife (Maidenhead)

Maidenhead
Tel: 01628 629591

OP D PD SI

Yourlife (Thatcham)

Thatcham
Tel: 07764 226874

OP D PD SI



I cannot speak **highly** enough of Caremark

Personalised care that keeps you **safe** and **happy** at home

Tel: 0118 957 1155

Delivering care and smiles at every visit.




Tell us what you think 

- What have you found useful?
- What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

 CareChoices

Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority,

voluntary organisations or private companies.

Properties may be available for rent, mixed tenure or to purchase.

Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses,

clusters of self-contained flats on the same site, shared accommodation and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 11).

Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families in the

Shared Lives carer's home. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site or visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be

available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact adult social care.

Specific care and support services

Learning disability

If you are living with a learning disability in Berkshire, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme. See page 36.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Berkshire. Any learning disability providers are denoted with **LDA**.

You may also find the following organisations useful.

Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: **helpline@mencap.org.uk**

Web: **www.mencap.org.uk**

Scope

Offers free, impartial and expert information, advice and support to disabled people and their families.

Tel: **0808 800 3333**

Email: **helpline@scope.org.uk**

Web: **www.scope.org.uk**

Mental health

If you are worried about your mental health, it's important to remember that you aren't alone. Lots of people have issues with their mental health and there's help and advice available in Berkshire to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

Berkshire Healthcare NHS Foundation Trust

Web: **www.berkshirehealthcare.nhs.uk**

Community Mental Health Teams

Help, support and treatment for severe and complex mental health conditions, providing referrals to other services where appropriate.

Tel: **0118 904 6800** (Bracknell).

Tel: **0118 904 3200** (Newbury).

Tel: **0118 960 5612** (Reading).

Tel: **01753 690950** (Slough).

Tel: **0118 904 3200** (West Berkshire).

Tel: **0118 904 7300** (Windsor, Ascot and Maidenhead).

Tel: **0118 904 4800** (Wokingham).

Crisis Resolution and Home Treatment Team

Advice, assessment and support to help you avoid going into hospital.

Tel: **0300 365 2000** or **0800 129 9999**

Talking Therapies

Offers a range of mental health services depending on your needs.

Tel: **0300 365 2000**

Email: **talkingtherapies@berkshire.nhs.uk**

Bracknell Forest Community Network

Tel: **0118 904 6800**

Email: **bfcn@bracknell-forest.gov.uk**

Reading Borough Council Adult Social Care

Tel: **0118 937 3747**

Wokingham Mental Wellbeing Sports Programme

Using exercise as a tool to encourage positive mental wellbeing.

Tel: **0118 974 3728**

Email: **preventionsteam@wokingham.gov.uk**

Physical disability

If you have a physical disability or a long-term illness, adult social care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of

services to help you live as independently as possible.

There are also services available to support someone who may be your carer.

Sensory services

Sensory services teams, which include rehabilitation workers and social workers, can provide information packs, advice and access to services, as well as support from a network of national and local agencies.

The teams provide services to all adults and children who are:

- blind or partially sighted or have a degree of sight loss;
- deaf or hard of hearing or have a degree of hearing loss; or
- deafblind or have a degree of dual sensory loss.

If you care for someone with a sensory impairment, the sensory services teams can carry out an assessment of your needs as a carer to help you to continue to support them.

Berkshire Vision

Tel: **0118 987 2803**

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

Web: **www.berkshirevision.org.uk**

Reading Deaf Centre

Supporting the local deaf communities of Reading and Wokingham. Giving information, signposting and assistance if needed to both individuals and groups.

131-133 Cardiff Road RG1 8JF

Tel: **0118 959 4969**

SMS: **07704 687298**

Email: **info@readingdeafcentre.co.uk**

Web: **www.readingdeafcentre.co.uk**

Royal National Institute of Blind People (RNIB)

Tel: **0303 123 9999**

Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.uk**

Royal National Institute for Deaf People (RNID)

Tel: **0808 808 0123**

Textphone: **18001 0808 808 0123**

SMS: **07360 268988**

Email: **contact@rnid.org.uk**

Web: **www.rnid.org.uk**

Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

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. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy People, The

Provides services across Berkshire.

Tel: **0330 440 9000**

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

Web: **www.theadvocacypeople.org.uk**

POHWER

Delivers information, advice, support and advocacy services throughout England.

Tel: **0300 456 2370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not 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. 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. Search for examples of the document online.

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.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Hospice UK outlines information to help make funeral arrangements easier at **www.hospiceuk.org** (search 'How to arrange a funeral').

You do not have to instruct a funeral director but, if you do, ensure that the director you choose

is a member of either the National Association of Funeral Directors or the National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 67 for details of organisations that may be able to help you plan for the end of your life or your funeral.



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

🐦 @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Subscribe today

Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care

agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. You can also find inspection reports and ratings for all services on the CQC's website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day but don't need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 13 for more on assessments.

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need.

This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £219.71 per week. This figure may change over the lifetime of this Directory – check with adult social care.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable

people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish. Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with

dementia. This means that the unique qualities and interests of each individual will be identified,

understood and accounted for in any care planning. The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 49 and 39 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them. Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice

and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 45.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment. Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask about the Dementia Friends Ambassador and, if the home does not have a specific Dementia Lead, ask whether the staff has the necessary experience to support someone to live well with dementia.



Search for care in your area

www.carechoices.co.uk 

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 information, photos and web links
- Brochure requests

 CareChoices

Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, remain part of their local community and live a life of possibility.

Nutritionally balanced seasonal menus • Spacious, beautifully decorated bedrooms
Stimulating schedule of daily activities and entertainment • Highly trained staff team
Residential, nursing, dementia and respite care



Ascot Grange
Ascot

 01344 598552



Astbury Manor
Bracknell

 01344 506625



Sonning Gardens
Sonning

 0118 4620788

averyhealthcare.co.uk

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

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

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

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? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

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? ☐ ☐ ☐

*See page 50.

ARIA CARE

Looking

FOR A LIFE LESS ORDINARY?

Imagine a place where you can be as independent as you choose, where everything is designed with your enjoyment, health and well-being in mind. There are clubs and activities or you can simply catch up over a cuppa. At Aria Care, our care is from the heart and shows in all that we do.



ABBEYCREST
SONNING COMMON



DORMY HOUSE
SUNNINGDALE



Freephone to find out more about our homes in Berkshire

0808 223 5356 | ariacare.co.uk

For more information about different types of care homes, see page 40.

See page 45 for a residential dementia care checklist.

"Very happy with Lynwood Care Home.

My mother has been a resident since September 2019, and whilst she has complex care needs, she seems happy. The staff are amazing with Mum; kind and caring despite a challenging situation"

→ carehome.co.uk

Providing exceptional care for your loved one, and peace of mind for you.

To find out more, or book a tour,
contact 01344 298 100
or visit → www.ben.org.uk/lynwood



Here for you, for every day



Owned and operated by Ben

Ben – Motor and Allied Trades Benevolent Fund. Lynwood Court, Lynwood Village, Rise Road, Ascot, SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SC039842). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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 43. You can download and print this checklist at www.carechoices.co.uk/checklists

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 a 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 50.

Paying for care

When a local authority provides or arranges your care services, 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 may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings of between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care – see page 47. These figures may change during the lifetime of this Directory.

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

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

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 page 47 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are various 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 48 for more information.

Non-means-tested support

Some support may be available to you without the council needing to look into your finances.

Benefits

Attendance 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 claiming these benefits.

You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

If you are entitled to the mobility component of 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 also want to consider applying for Universal Credit (if you are under pension age) or Pension

Credit (if you are over pension age).

NHS Continuing Healthcare

This is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you.

Self-funding your care

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

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first 12 weeks of permanent care, provided it agrees that this type of care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows 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 is also a one-off fee to join the scheme, which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

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 decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its 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 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, then you should seek help and advice from your council. You may have to move to a cheaper 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 if you move to a nicer room.

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.

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** or you can call **0333 202 0454**.

There are also several 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. See overleaf for contact details.



Paying for Long Term Care

Planning ahead to pay for long-term care can help take some of the stress out of a difficult situation.

If you are considering care for a loved one or for yourself, the choices can be daunting, and the costs even more so. This is where we can advise on the most appropriate course of action based on individual circumstances.

We can help with all elements of long-term care fee planning advice so that you understand your options, and ensure that you get the most out of your money both now and in the future.



**SUCCESSION
WEALTH**



To see how we can help please contact
Julia Keith, Long Term Care Specialist and Wealth Planner

 **07393 766753**

 **Julia.keith@successionwealth.co.uk**

 **successionwealth.co.uk**



Succession Wealth is a trading style of Succession Wealth Management Limited, which is authorised and regulated by the Financial Conduct Authority. Financial Services Register number 588378. The value of your investment(s) and the income derived from it, can go down as well as up and you may not get back the full amount you invested.

Age UK

Tel: **0800 678 1602**

Web: **www.ageuk.org.uk/moneymatters**

Citizens Advice

Web: **www.citizensadvice.org.uk**

Money Helper

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**



Important information

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email.

They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 50), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit **www.carechoices.co.uk**

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing

their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

➔ If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will

adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit **www.citizensadvice.org.uk**

Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

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

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

formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information about the CQC). If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services

 **Care Quality Commission** Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (**www.cqc.org.uk**). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information

to see where it should inspect next and what to look out for when it does. If you want to share your experience of care, visit **www.cqc.org.uk/share**

CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to

be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit **www.cqc.org.uk/news/our-approach-assessing-local-authorities**

Care Quality Commission

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Write to: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends or family members, or you may want to relocate to another part of the country.

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home

in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making your decision. For help finding care providers in Berkshire and in other regions, visit **www.carechoices.co.uk** with details of your requirements.

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also

cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service's management.

Who might be causing the abuse?

The person who is responsible for the abuse may be known to the person abused and could be:

- a care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused call adult

social care. Your concerns will be taken seriously and will receive prompt attention, advice and support. Adult social care will also arrange for an advocate to support you if needed.

If the abuse is also a crime, such as assault, racial harassment, rape or theft, you should involve the police to prevent someone else from being abused. If the police are involved, adult social care will work with them and with you to provide support.

If you are worried about contacting the police, you can contact adult social care to talk things over first. Contact details are on page 5. If immediate action is needed, dial **999**. You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse, know your concerns. They have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending

to work, or currently working, with children and vulnerable adults. This service combines the criminal records checking and barring functions. For disclosure information and services, visit **www.gov.uk/db**

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.



Care decisions can be daunting.

greensleeves
care
You're among friends

At Greensleeves Care, we understand that.

That's why, when you join one of our homes, you can try for 6 weeks before committing. You have peace of mind knowing we will never ask you to leave if your funds run out. And you get the satisfaction that every penny goes towards delivering 24/7 care and supporting a charity.

Ready to find out more? Call your local Greensleeves Care home today.

Buckler's Lodge
01344 951 691

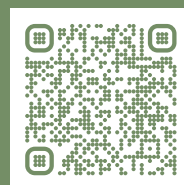
Woodcote Green,
Crowthorne RG45 6HZ

Clebelands House
01182 304 452

Woolf Drive,
Wokingham RG40 1DU

The Manor
01753 978 879

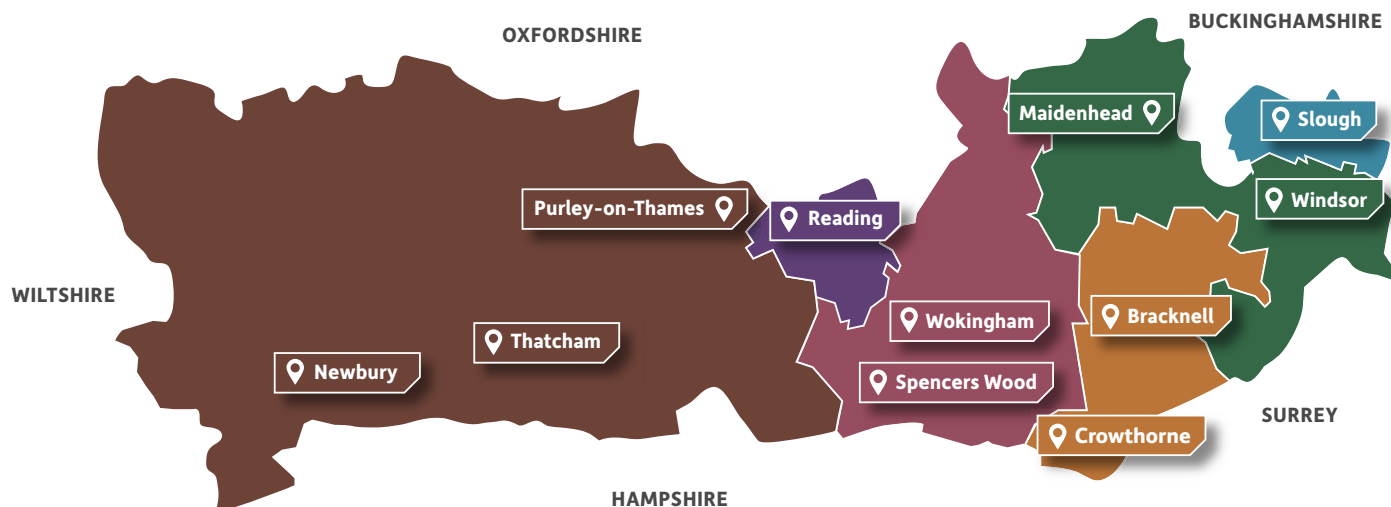
Church Road,
Old Windsor SL4 2JW



Residential care in Berkshire

This Directory is divided into the geographical areas listed on this map.

Home care providers can be found beginning on page 25.



Bracknell Forest	53	Slough	55	Windsor and Maidenhead	60
Reading	54	West Berkshire	56	Wokingham	61

Bracknell Forest care homes

Advertisers are highlighted

Astbury Manor Care Home

Crowthorne Road North,
Bracknell RG12 7AU
Tel: 01344 506625

Advert page 42
OP D PD MH SI YA

Beech House – Binfield

London Road, Binfield,
Bracknell RG42 4AB
Tel: 01344 451949

OP D

Buckler's Lodge Care Home

Woodcote Green, Crowthorne RG45 6HZ
Tel: 01344 951691 Advert page 52

OP D PD SI

Edwina Place

London Road, Binfield,
Bracknell RG42 4AA
Tel: 0203 195 0151

OP MH YA

Fourways Residential Home

45 Scotland Hill, Sandhurst GU47 8JR
Tel: 01252 871751

OP D

Lodge, The

21 Roundshead Drive, Warfield,
Bracknell RG42 3RZ
Tel: 01344 424982

OP LDA YA

Pinehurst Care Centre

38-44 Dukes Ride,
Crowthorne RG45 6ND
Tel: 01344 774233

OP D

St Brendan's Care Home

44 Sandhurst Road,
Crowthorne RG45 7HU
Tel: 01344 779318

OP D

St Christopher's Care Home

Ascot Priory, Priory Road,
Ascot SL5 8RS
Tel: 01344 884079

OP

Waymead Short Term Care

St Anthony's Close, Bracknell RG42 2EB
Tel: 01344 353333

LDA

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

Bracknell Forest care homes with nursing

Bickerton House Care Home

Warfield Road, Bracknell RG12 2JB
Tel: 0330 058 3241

OP D PD YA

Heathlands Care Centre

Crossfell, Bracknell RG12 7RX
Tel: 01344 937779

OP D MH

Bracknell Care Home

Crowthorne Road, Bracknell RG12 7DN
Tel: 01344 484584

OP PD YA

St David's Nursing Home

Ascot Priory, Priory Road, Ascot SL5 8RS
Tel: 01344 884079

OP

Haldane House Nursing Home

127 Yorktown Road, Sandhurst GU47 9BW
Tel: 01252 872218

OP D

If you are considering a care home with nursing, see the checklist on page 43.

Reading care homes

Apple Blossom House

34 St Ronans Road, Reading RG30 2QE
Tel: 0118 950 8548

LDA YA

Life Care Corporation Ltd

29 Cressingham Road, Reading RG2 7RU
Tel: 0118 986 8944

D

Boltons, The

2-4 College Road, Reading RG6 1QD
Tel: 0118 926 1712

OP D MH

Maitland House

11 Maitland Road, Reading RG1 6NL
Tel: 0118 957 2826

OP PD SI

Carisbrooke

341 Peppard Road, Emmer Green, Reading RG4 8XG
Tel: 0118 946 2400

LDA

Mayfair, 2a & 2b

Tilehurst, Reading RG30 4QY
Tel: 0118 945 3744

LDA YA

Chilmington House

Armada Court, Westcote Road, Reading RG30 2ES
Tel: 0118 956 7877

OP D PD LDA SI YA

Moorlands Rest Home

987 Oxford Road, Tilehurst, Reading RG31 6TN
Tel: 0118 942 7522

OP D MH

Disabilities Trust – 29 Briants Avenue

Caversham, Reading RG4 5AY
Tel: 0118 947 9795

LDA YA

Mulberry Care Ltd

155a Wokingham Road, Earley, Reading RG6 1LP
Tel: 0118 926 1544

OP D

Downshire House

9 Downshire Square, Reading RG1 6NJ
Tel: 0118 959 5648

OP D PD LDA MH SI YA

Navara Lodge

1009 Oxford Road, Tilehurst, Reading RG31 6TL
Tel: 0118 942 4692

OP

Hazeldene

127-131 Wantage Road, Reading RG30 2SL
Tel: 0118 950 0567

LDA

Parkview

1 Armour Road, Tilehurst, Reading RG31 6EX
Tel: 0118 942 0596

LDA

Jigsaw Creative Care Ltd – 77 Russell Street

Reading RG1 7XG
Tel: 0118 939 3623

OP LDA YA

Pembroke Lodge

32 Alexandra Road, Reading RG1 5PF
Tel: 0118 941 4200

OP D PD MH SI

Lakeside Residential Home

25 Whiteknights Road, Reading RG6 7BY
Tel: 0118 926 8369

OP D

Peppard House

45 Woodcote Road, Caversham, Reading RG4 7BB
Tel: 0118 947 2067

LDA

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

Reading care homes continued

Quality Care Providers Ltd

51a Circuit Lane, Southcote,
Reading RG30 3HB
Tel: 0118 966 6832

PD LDA MH SI YA

Respite Service

4 Alexandra Road,
Reading RG1 5PE
Tel: 0118 966 6832

PD LDA MH SI YA

Richmond Road, 30

Caversham, Reading RG4 7PR
Tel: 0118 946 3282

OP LDA YA

St Barnabas Road, 26

Emmer Green,
Reading RG4 8RA
Tel: 0118 946 1775

OP LDA YA

St Luke's and The Oaks Care Home

Marshland Square, Emmer Green, Caversham RG4 8RP
Tel: 0118 946 1424

OP D

Uppingham Gardens, 1

Caversham, Reading RG4 6SP
Tel: 0118 946 2216

OP LDA YA

Wensley Road, 159

Coley Park, Reading RG1 6DU
Tel: 0118 958 9022

PD LDA MH YA

Whitley Wood Lane Respite Care, 188

Reading RG2 8PR
Tel: 0118 937 5347

LDA

Yew Tree Lodge

17-19 Redlands Road, Reading RG1 5HX
Tel: 0118 931 3534

MH

Reading care homes with nursing

Advertisers are highlighted

Beacher Hall Bupa Care Home

42 Bath Road, Reading RG1 6PG
Tel: 0118 3214623 **Advert page 59**

OP PD LDA YA

Parkside Bupa Care Home

Parkside Road, Reading RG30 2DP
Tel: 0118 3216968 **Advert page 59**

OP PD YA

Florence Care Reading Ltd

16-22 Westcote Road,
Reading RG30 2DE
Tel: 0118 959 0684

OP D PD YA

River View Care Centre

Rodway Road, off Oxford Road,
Tilehurst, Reading RG30 6TP
Tel: 0118 972 8360

OP D

Northcourt Lodge Nursing Home

65 Northcourt Avenue, Reading RG2 7HF
Tel: 0118 987 5062

OP D

**If you are considering a care home with nursing,
see the checklist on page 43.**

Slough care homes

Applegarth Care Home

24 Huntercombe Lane North, Maidenhead SL6 0LG
Tel: 01628 663287

OP

Langley Haven Care Home

30 Rambler Lane, Langley, Slough SL3 7RR
Tel: 01753 527300

OP D

Common Road

131 Common Road, Slough SL3 8SX
Tel: 01753 592454

LDA YA

REACH Lower Cippenham Lane

178 Lower Cippenham Lane, Slough SL1 5EA
Tel: 01628 666132

OP LDA

Forget Me Not Residential Care Home

151 Burnham Lane, Burnham, Slough SL1 6LA
Tel: 01628 290500

OP D

REACH Upton Court Road

2a Upton Court Road, Slough SL3 7LX
Tel: 01753 570222

OP LDA YA

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

Slough care homes continued

REACH Yew Tree Road

1 Yew Tree Road, Slough SL1 2AA

Tel: 01753 524621

OP LDA

Stoke House

6 Stoke Poges Lane, Slough SL1 3NT

Tel: 01753 674113

PD LDA YA

Seymour House

21, 23, 25 Seymour Road, Slough SL1 2NS

Tel: 01753 820731

OP LDA

For more information about different types of care homes, see page 40.

Slough care homes with nursing

Oak House

Forest Close, Wexham Road,

Slough SL2 4FA

Tel: 01753 528419

OP D PD LDA MH

Salt Hill Care Centre

16-20 Bath Road, Slough SL1 3SA

Tel: 01753 575150

OP D PD LDA MH

Windmill Care Centre

104 Bath Road, Slough SL1 3SY

Tel: 01753 213010

OP D PD SI YA

Oxford House Nursing Home

204 Stoke Road,

Slough SL2 5AY

Tel: 01753 533554

OP D PD MH SI YA

Windsor Care Centre

1 Burlington Road, Slough SL1 2LD

Tel: 01753 517789

OP D PD YA

West Berkshire care homes

Acorn House

20 Huckleberry Close, Purley-on-Thames,

Reading RG8 8EH

Tel: 0118 943 9462

OP LDA YA

Charlotte House

4 Charlotte Close, Hermitage, Thatcham RG18 9TU

Tel: 01635 247202

LDA YA

Appletrees

Chapel Row, Bucklebury, Newbury RG7 6PB

Tel: 0118 971 3769

LDA

Clifford House

7 Leonardslee Crescent, Newbury RG14 2FB

Tel: 01635 622687

LDA SI YA

Boxgrove House

Littlehealth Road, Reading RG31 5TY

Tel: 0118 943 1019

LDA

Coombe House, The

The Coombe, Streatley-on-Thames,

Reading RG8 9QL

Tel: 01491 872174

OP

Braeburn Lodge

Bath Road, Beenham, Reading RG7 5JB

Tel: 0118 930 6469

OP D PD MH SI YA

Dimensions 43 Clayhill Road

Burghfield Common, Reading RG7 3HF

Tel: 0118 983 5047

LDA

Broad Lane, 30

Upper Bucklebury, Reading RG7 6QJ

Tel: 01635 871191

OP LDA YA

Dimensions Baily Thomas House

Haysoms Drive, Greenham, Thatcham RG19 8EX

Tel: 01635 47218

LDA

Chaffinches

108 Paynesdown Road, Thatcham RG19 3TE

Tel: 01635 874836

LDA

Downview Residential Home

11-12 Down View, Hungerford RG17 0ED

Tel: 01488 683087

OP LDA YA

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

West Berkshire care homes continued

Duncan House

18 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9460

OP LDA YA

Eleanor House

77 Monks Lane, Newbury RG14 7RJ
Tel: 0800 494940

LDA YA

Elizabeth House

14 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9457

OP LDA YA

Hazel View

21 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9463

OP LDA YA

Holly Grange Residential Home

Cold Ash Hill, Cold Ash, Thatcham RG18 9PT
Tel: 01635 864646

OP D PD MH SI

Just Homes – 3 New Hill

Purley-on-Thames, Reading RG8 8HA
Tel: 0118 962 4887

OP PD LDA

Kestrels

84 Hambridge Road, Newbury RG14 5TA
Tel: 01635 522814

LDA

Little Heath Court

Little Heath Road, Tilehurst, Reading RG31 5TY
Tel: 0118 942 8558

LDA

Newton House

404 London Road, Benham Hill, Thatcham RG18 3AA
Tel: 01635 529817

PD LDA YA

Notrees

10 High Street, Kintbury, Hungerford RG17 9TW
Tel: 01488 658332

OP D SI YA

Oaklands

5 The Green, Theale, Reading RG7 5DR
Tel: 0118 930 5288

LDA YA

Old Vicarage, The

Parsonage Lane, Hungerford RG17 0JB
Tel: 01488 683634

LDA YA

Parry House

15 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9458

OP LDA YA

Prior's Court Cottages, 1-2, 3-4

Prior's Court Road, Hermitage,
Thatcham, Reading RG18 9JT
Tel: 01635 247202

LDA YA

Prior's Court Cottages, 5-6: Bradbury House

Prior's Court Road, Hermitage, Thatcham RG18 9JT
Tel: 01635 247203

LDA YA

Purley House

20 Wintringham Way, Purley-on-Thames,
Reading RG8 8BG
Tel: 0118 942 1330

LDA MH YA

Roebuck Rise

10 Roebuck Rise, Tilehurst,
Reading RG31 6TP
Tel: 0118 942 5500

LDA YA

Rowan Cottage

Sulhampstead Road, Burghfield, Reading RG30 3SB
Tel: 0118 983 6003

LDA

Slade House

17 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9459

OP LDA YA

Watson House

12 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9456

OP LDA YA

Willows Edge

Hutton Close, Shaw, Newbury RG14 1HJ
Tel: 01635 452520

OP D PD SI

Winchcombe Place

Maple Crescent, Newbury RG14 1LN
Tel: 0333 434 3096

OP D PD MH YA

YewBank

19 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9461

OP LDA YA

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



FALKLAND GRANGE

NEWBURY

A PORTHAVEN CARE HOME

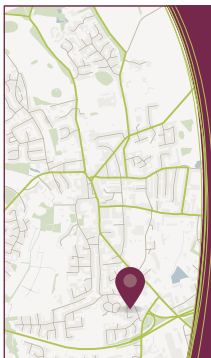
Live well in our care

at Falkland Grange Care Home

**Book a visit at Porthaven.co.uk
or call 01635 926 976**

Falkland Grange Care Home
Monks Lane, Newbury
Berkshire
RG14 7RW

NURSING • RESIDENTIAL • DEMENTIA



Search for care in your area

CareChoices

www.carechoices.co.uk



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 information, photos and web links
- Brochure requests



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

Argyles Bupa Care Home

Pound Street, Newbury RG14 6AE

Tel: 01635 896748 **Advert below**

OP YA

Bayford House Bupa Care Home

Rookwood, Stockcross, Newbury RG20 8LB

Tel: 01488 757948 **Advert below**

OP YA

Birchwood

1 Birchwood Road, Newbury RG14 2PP

Tel: 01635 33967

OP D PD SI

Donnington Bupa Care Home, The

Wantage Road, Newbury RG14 3BE

Tel: 01635 897856 **Advert below**

OP YA

Falkland Grange Care Home

Monks Lane, Newbury RG14 7RW

Tel: 01635 926976 **Advert page 58**

OP D

Hollies

Reading Road, Burghfield Common,

Reading RG7 3BH

Tel: 0118 983 2254

OP D YA

Hungerford Care Home

Wantage Road, Newtown, Hungerford RG17 0PN

Tel: 01488 682002

OP D

Newbury Grove

370 London Road, Newbury RG14 2QH

Tel: 01635 818887

OP D YA

Thatcham Court Bupa Care Home

Chapel Street, Thatcham RG18 4QL

Tel: 01635 899651 **Advert below** OP D PD MH SI YA



Your local Bupa care homes in Berkshire

We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.

Call us for advice on care today
0808 302 6299

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.
Closed Sunday and bank holidays. We may record or monitor our calls.
Phone calls are free to 0808 numbers.



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE.
That's our Safety Promise you can rely on.



All types of funding welcome



No health insurance needed

Q122075 CS 02455



Look in the listings for our homes.

Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Boulters Lock Residential Home

56 Sheephouse Road, Maidenhead SL6 8HP
Tel: 01628 634985

OP D

Bramerton

Upper Bray Road, Bray, Maidenhead SL6 2DB
Tel: 01628 771058

OP LDA YA

Clara Court

21 Courthouse Road, Maidenhead SL6 6JE
Tel: 01628 776022

OP D PD LDA MH

Disabilities Trust – 25 Welby Close

Maidenhead SL6 3PY
Tel: 01628 824154

LDA YA

Edith Road (Tregona)

3 Edith Road, Maidenhead SL6 5DY
Tel: 01628 789433

LDA YA

Eton House Residential Home

68 Eton Road, Datchet, Slough SL3 9AY
Tel: 01753 547251

OP D YA

Fearnley House

86 Straight Road, Old Windsor SL4 2RX
Tel: 01753 863752

LDA

Herewards House

15 Ray Park Avenue, Maidenhead SL6 8DP
Tel: 01628 629038

OP D YA

Heronsmede

88-90 Straight Road, Old Windsor SL4 2RX
Tel: 01753 855694

LDA

Homeside Close, 16

Maidenhead SL6 7RB
Tel: 01628 630710

OP PD LDA YA

Meadowbank Residential Care Home

44 Braywick Road, Maidenhead SL6 1DA
Tel: 01628 781186

OP

Nightingales Care Home

Islet Road, Maidenhead SL6 8LD
Tel: 01628 621494

OP

Normanhurst Residential Home

26 High Town Road, Maidenhead SL6 1PB
Tel: 01628 632618

OP D YA

Pinkneys Road

87 Pinkneys Green Road, Maidenhead SL6 5DT
Tel: 01628 626167

LDA YA

Queens Court

1 Dedworth Road, Windsor SL4 5AZ
Tel: 01753 967930

OP YA

Station Road, 43

Wraysbury, Staines TW19 5ND
Tel: 01784 488581

LDA YA

White House

334 Horton Road, Datchet SL3 9HY
Tel: 01753 541595

OP LDA YA

White Lodge Care Home

Bisham Road, Marlow SL7 1RP
Tel: 01628 898281

OP D PD

Winston Court, 5

Halifax Road, Maidenhead SL6 5HU
Tel: 01628 418804

OP PD LDA YA

Winton House

51 Dedworth Road, Windsor SL4 5AZ
Tel: 01753 856466 **Advert below**

OP D YA



ABBNEYFIELD MAIDENHEAD RESIDENTIAL CARE HOMES

We provide high quality short-term, long-term, respite & day care services, comfort & happiness in our two residential homes; Winton House in Windsor & Nicholas House in Burnham. Residents enjoy private, comfortable rooms, & have access to beautiful communal lounges & landscaped gardens. We have an in-house physiotherapist, meaning we can cater for specific rehabilitation needs. Our promise to you is we make time so you can enjoy life.

Book a tour today: 01753 856466 www.abbeyfieldmaidenhead.org.uk



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

Allenby Road, 9

Maidenhead SL6 5BF

Tel: 01628 627556

OP PD LDA YA

Apple Hill

Henley Road, Hurley, Maidenhead SL6 5LH

Tel: 01628 823200

OP MH YA

Ascot Grange

Bagshot Road, Ascot SL5 9PR

Tel: 01344 598552

Advert page 42

OP D PD SI YA

Cherry Garden

Breadcroft Lane, Littlewick Green,

Maidenhead SL6 3QF

Tel: 01628 825044

OP D PD LDA YA

Dormy House

Ridgemount Road, Sunningdale, Ascot SL5 9RL

Tel: 01344 872211 Advert page 44

OP D

Foxleigh Grove Nursing Home

Forest Green Road, Holyport, Maidenhead SL6 3LQ

Tel: 01628 673332

OP PD

Harwood House

Spring Lane, Cookham Dean, Maidenhead SL6 6PW

Tel: 01628 478000

OP

Larchfield House

Larchfield Road, Maidenhead SL6 2SJ

Tel: 01628 639428

OP D YA

Larkland House

London Road, Ascot SL5 7EG

Tel: 01344 872121

OP D LDA MH YA

Longlea Nursing Home

Fifield Road, Fifield, Maidenhead SL6 2PG

Tel: 01628 634201

OP

Lynwood Care Centre

Lynwood Court,

Lynwood Village,

Rise Road, Ascot SL5 0FG

Tel: 01344 298100

Advert page 44

OP D PD SI YA

Manor Care Home, The

Church Road, Old Windsor SL4 2JW

Tel: 01753 978879 Advert page 52

OP D PD SI

Mountbatten Grange

Helston Lane, Windsor SL4 5GG

Tel: 0333 331 5859

OP D PD MH YA

Queens Court

1 Dedworth Road,

Windsor SL4 5AZ

Tel: 01753 967930

OP YA

Riders, The

Helston Lane, Windsor SL4 5GG

Tel: 01628 828722

OP D PD MH YA

Sandown Park Care Home

61 Vale Road, Windsor SL4 5JY

Tel: 01753 833140

OP D YA

Signature at Ascot

Bagshot Road, Ascot SL5 9PR

Tel: 01344 988476

OP D PD SI YA

St Mark's Bupa Care Home

110 St Marks Road,

Maidenhead SL6 6DN

Tel: 01628 873 885 Advert page 59

OP D PD

Wokingham care homes

Abbeyfield Winnersh

Woodward Close, Winnersh, Wokingham RG41 5NW

Tel: 0118 977 4246

OP D YA

Alexandra Grange

Oaklands Drive, Wokingham RG41 2RU

Tel: 0118 912 3210

OP D PD SI YA

Anthony Toby Homes Trust – Ashton

38 Sarum Crescent, Ashton, Wokingham RG40 1XF

Tel: 0118 977 2334

LDA YA

Beech House

49 Crockhamwell Road, Woodley, Wokingham RG5 3JY

Tel: 0118 969 8373

LDA YA

Service

OP

Older people (65+)

D

Dementia

PD

Physical disability

LDA

Learning disability, autism

User Bands

MH

Mental health

SI

Sensory impairment

YA

Younger adults

AD

People who misuse alcohol or drugs

Belamie Gables Care Home

210 Hyde End Road, Spencers Wood,
Reading RG7 1DG

Tel: 0118 988 3417

OP D YA

Green, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755568

LDA

Copper Beech

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755645

OP D LDA SI

Hilltop House

30 Hilltop Road, Twyford, Reading RG10 9BN

Tel: 0118 934 0053

OP MH YA

Cornerways

32 Arbor Lane, Winnersh, Wokingham RG41 5JD

Tel: 0118 977 0036

LDA YA

Kadimah

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755574

OP D PD LDA SI

Dimensions 2 Dunstons Drive

Winnersh, Wokingham RG41 5EB

Tel: 0118 979 5362

LDA

Loddon Court

289 Wokingham Road, Earley, Reading RG6 7ER

Tel: 0118 966 0484

LDA YA

Dimensions 6 Sadlers Lane

Winnersh, Wokingham RG41 5AJ

Tel: 0118 979 8408

LDA

Longmore Road, 1

Whitley Wood, Reading RG2 8QG

Tel: 0118 986 7457

LDA YA

Dimensions 95 New Wokingham Road

Crowthorne RG45 6JN

Tel: 01344 771369

LDA

Lovat House Residential Care

6 Crescent Road, Wokingham RG40 2DB

Tel: 0118 978 6750

OP

Dimensions Parrot Farmhouse

Arborfield Road, Shinfield, Reading RG2 9EA

Tel: 0118 988 5051

LDA

Magnolia Lodge

42 Hollow Lane, Shinfield RG2 9BT

Tel: 0118 988 8732

PD LDA

Down Lodge Residential Care Home

11 Sturges Road, Wokingham RG40 2HG

Tel: 0118 978 6484

OP

Multi-Care (Reading) Ltd

– 375 Old Whitley Wood Lane

Reading RG2 8PY

Tel: 0118 931 3939

LDA YA

Elms, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755576

LDA

Murdoch House

1 Murdoch Road, Wokingham RG40 2DL

Tel: 0118 978 5423

OP

Eretz

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755613

OP D PD LDA SI

Orchard, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755582

LDA

Farm House, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755533

LDA

Pamela Barnett

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755625

LDA

Firs, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ

Tel: 01344 755580

OP D PD LDA SI

Rookery Cottage

249 Shinfield Road, Reading RG2 8HE

Tel: 0118 987 2278

LDA YA

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

Wokingham care homes continued

Shinfield View

School Green, Shinfield, Reading RG2 9EH
Tel: 0118 467 4727

OP D

Staverton

25 Murdoch Road, Wokingham RG40 2DQ
Tel: 0118 977 1157

OP LDA YA

Suffolk Lodge

18 Rectory Road, Wokingham, Reading RG40 1DH
Tel: 0118 979 3202

OP D PD

Tager Centre, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755632

LDA SI

Tikvah Woodpeckers

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755614

PD LDA SI

Tova

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755646

LDA

Valerie's Care Home and Valerie's Home Care

20 Ravenswood Avenue, Crowthorne RG45 6AY
Tel: 01344 761701

OP

Warren Lodge Care Centre

Warren Lane, Finchampstead,
Wokingham RG40 4HR
Tel: 0844 472 5186

OP D PD

Wild Acres Care Home

440 Finchampstead Road, Finchampstead,
Wokingham RG40 3RB
Tel: 0118 973 3670

OP D PD SI



Tell us what you think



Share your feedback

Take our five
minute survey

⊙ What have you
found useful?

⊙ What could we
do better?



www.carechoices.co.uk/reader-survey

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

Austen House Care Home

Kilnsea Drive, Lower Earley, Reading RG6 3UJ

Tel: 0118 914 4584 **Advert below**

OP D YA

Berkshire Care Home, The

126 Barkham Road, Wokingham RG41 2RP

Tel: 0118 977 0233

OP YA

Bridge House Nursing Home

64 High Street, Twyford RG10 9AQ

Tel: 0118 934 0777

OP D PD SI

Glebelands House

Woolf Drive, Wokingham RG40 1DU

Tel: 0118 304452 **Advert page 52**

OP D PD MH SI

Lynden Hill Clinic

Lynden Hill Lane, Kiln Green, Reading RG10 9XP

Tel: 0118 940 1234

OP PD YA

Mount Care Home, The

School Hill, Wargrave, Reading RG10 8DY

Tel: 0118 940 2046

OP D YA

Parsons Grange

Westall Street, Shinfield, Reading RG2 9AU

Tel: 0118 321 1569

OP D PD YA

Prince Philip Duke of Edinburgh Court

Mole Road, Sindlesham,

Wokingham RG41 5EA

Tel: 0118 978 7496

Advert page 65

OP D YA

Sonning Gardens Care Home

Old Bath Road, Sonning RG4 6TQ

Tel: 0118 462 0788

Advert page 42

OP D PD SI YA

West Oak

Murray Road, Wokingham RG41 2TA

Tel: 0118 914 4585 **Advert below**

OP D

Woodbury House

Jouldings Lane, Farley Hill, Reading RG7 1UR

Tel: 0118 973 3885

OP D YA

See page 45 for a residential dementia care checklist.



**Everyone deserves uncompromising care.
That's the passionate belief of the
experts in our care homes.**

That's why you'll find our people are well-trained in a variety of skills.
They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**

Call to find out how we can help.


BARCHESTER
in Berkshire

barchester.com/Berks

Nursing • Dementia • Respite

Austen House Care Home • 0118 9144 584
Kilnsea Drive, Lower Earley, RG6 3UJ

West Oak Care Home • 0118 9144 585
Murray Road, Wokingham, RG41 2TA

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

Prince Philip Duke of Edinburgh Court



We provide residential care, nursing and residential dementia support.

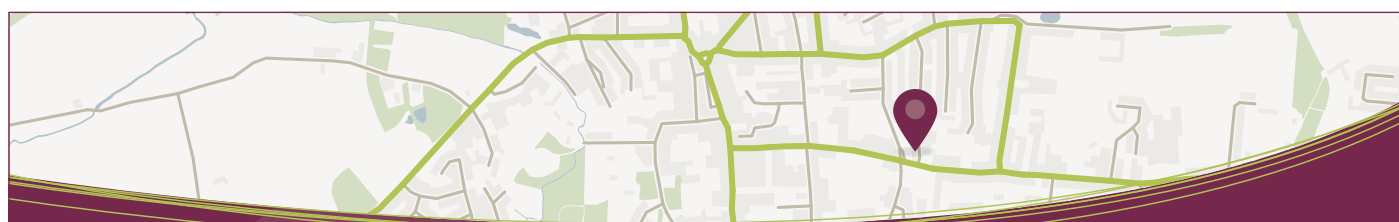
For enquiries, please contact us on 01189 787 496
or email princephilip@rmbi.org.uk.

Mole Road, Sindlesham, Wokingham, Berkshire, RG41 5EA
www.rmbi.org.uk [facebook.com/thermbi](https://www.facebook.com/thermbi) twitter.com/thermbi
Registered Charity No: 1163245 Company No: 1293566



www.myfamilyourneeds.co.uk

For parents and carers of
children with additional needs.



Search for care in your area

www.carechoices.co.uk



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 information, photos and web links
- Brochure requests

Useful local contacts

For your council's contact details, see page 5.

Age Concern Twyford & District

A registered charity aiming to assist older people in Twyford, Hurst, Wargrave, Sonning, Ruscombe and Charvil to maintain their independence and quality of life.

Polehampton Close RG10 9RP

Tel: **0118 934 4040**

Web: **www.ageconcerntwyford.org.uk**

Age UK Berkshire

Independent charity aiming to enhance the quality of life of older people.

Tel: **0118 959 4242**

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

Web: **www.ageuk.org.uk/berkshire**

Alzheimer's Society – Dementia Support West Berkshire

Information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future.

Tel: **0118 959 6482**

Email: **dswberkshire@alzheimers.org.uk**

Web: **www.alzheimers.org.uk**

Ark Trust Ltd, The

A local charitable organisation providing services to people with disabilities and other disadvantaged groups.

Tel: **01344 266899** • Email: **info@theark.org.uk**

Web: **www.theark.org.uk**

Autism Berkshire

A local support group for parents of children and adults with autism, autism-related issues, Asperger's Syndrome or challenging behaviour. Provides help, advice and information and works towards improved education, respite care and leisure facilities.

40 Caversham Road, Reading RG1 7EB

Tel: **0118 959 4594**

Email: **contact@autismberkshire.org.uk**

Web: **www.autismberkshire.org.uk**

Mencap in Berkshire

A local charity that works to improve the lives and opportunities of those with a learning disability, their families and carers.

Reading

21 Alexandra Road RG1 5PE

Tel: **0118 966 2518**

Email: **office@readingmencap.org.uk**

Web: **www.readingmencap.org.uk**

Slough

Horsemoor Green Community Centre, Common Road SL3 8JU

Tel: **01753 580801**

Web: **<https://mencapslough.com>**

West Berkshire

Enborne Gate, Enborne Road, Newbury RG14 6AT

Tel: **01635 41464**

Web: **www.wbmencap.org**

Wokingham, Bracknell and Districts (Promise Inclusion)

Waterford House, Erftstadt Court, Denmark Street RG40 2YF

Tel: **0300 777 8539**

Email: **admin@promiseinclusion.org**

Web: **<https://promiseinclusion.org>**

Royal Voluntary Service (RVS)

The Royal Voluntary Service provides social activities in Berkshire.

Web: **www.royalvoluntaryservice.org.uk/our-services** (search 'Berkshire').

Wokingham Mental Health Association

A self-help voluntary mental health organisation that works in a community care partnership with Wokingham Borough Council.

Station House, Station Approach RG40 2AP

Tel: **0118 979 2620**

Email: **mailbox@wokinghammentalhealth.org.uk**

Web: **www.wokinghammentalhealth.org.uk**

Useful national contacts

Age UK

Tel: **0800 678 1602** • Web: **www.ageuk.org.uk**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

Alzheimer's Society

Tel: **0333 150 3456** (Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm).

Web: **www.alzheimers.org.uk**

Association of Charitable Organisations, The

A national umbrella body for benevolent charities.

Tel: **0207 255 4480** • Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

British Institute of Learning Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: **0121 415 6960**

Email: **enquiries@bild.org.uk**

Web: **www.bild.org.uk**

British Red Cross

Provides support at home, transport and mobility aids to help people when they face a crisis in their daily lives.

Tel: **0344 871 1111**

Email: **contactus@redcross.org.uk**

Web: **www.redcross.org.uk**

Care Choices

Free, independent assistance with finding care providers. Searchable website.

Web: **www.carechoices.co.uk**

Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Care Rights UK

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8148** • Email: **team@carerightsuk.org**

Web: **www.carerightsuk.org**

Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.

Tel: **0300 772 9600** • Email: **info@carers.org**

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0207 378 4999** • Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics. • Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **<https://dementiaadventure.org>**

Elderly Accommodation Counsel

Help older people make informed choices about meeting their housing and care needs.

Web: **www.housingcare.org**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263**

Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **helpline@homecareassociation.org.uk**

Web: **www.homecareassociation.org.uk**

Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults.

Tel: **0808 808 8141**

Text: **07860 052906**

Web: **www.wearehourglass.org**

Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers.

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

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**

National Activity Providers Association (NAPA)

Promotes the importance of activities for older persons.

Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Web: **www.saif.org.uk**

NHS 111

You should call NHS **111** if you:

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

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via 'Typetalk' **18001 111**.

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it.

The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

POHWER

Works to improve the quality of people's lives and the quality of services by enabling the voices of the most excluded members of society to be heard when decisions are being made about them or the services they need.

Tel: **0300 456 2370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

SANE

For advice on mental health issues.

Tel: **0300 304 7000** (4.00pm to 10.00pm).

Email: **support@sane.org.uk**

Web: **www.sane.org.uk**

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**

Index

Home care providers

Advertisers in **bold**

121 Health&Care Ltd 25
3 County Care 25
9 Richmond Crescent 25

A

A & T Caring Services 25
Absolute Care UK Ltd 25
Acacia Homecare Berkshire 25
Accelerated Home Health Ltd
(T/A Visiting Angels) 25
Address Healthcare 25
All Seasons Care Services Ltd 25
Altair Healthcare Ltd 25
Ambrose Adrian Healthcare 25
Apex Healthcare Service Ltd 25
Apex Prime Care – Newbury 25
Aptine Ltd 25
Assisted Care Solutions Ltd 25
At Hand Supported
Living Services 25
Audley Care – Inglewood 25
Audley Care Ltd 25

B

Barnfield Healthcare Ltd 25
Baxters Homecare 25
Beckland Care Ltd 25
Berks Care UK 25
Better Life Care 25
Blue Angel Care Ltd 25
Bluebird Care (Reading,
Wokingham, Windsor,
Maidenhead, Bracknell) 25
Bracknell Forest Borough Council
– Intermediate Care 27
Bridge House Nursing Home 27
Brightdee Care Services 27
Brighter Living Care Ltd 27
Brisegene Care Ltd 27

C

Canary Care Services Reading 27
Care @ Home Newbury Ltd 27
Care 1st Homecare – Berkshire 27
Care In Your Home Ltd 27
Care Partners Newbury Ltd 27
Care Response 27
Care Staff Services Ltd 27
Care4U WE Ltd 27
Careful Choices 27
Carelima Care Services Ltd 27
Careline – The Agency
For Care Staff 27
Caremark (Slough and
South Bucks) 27
**Caremark (West Berkshire
and Reading) 27**
Caremark (Wokingham and
Bracknell) 27
CareWatch (Thames Valley) 27
CCS Homecare Services Ltd 27
Charles Clore Court Extra
Care Sheltered Housing 27
Chestnut Family 27
Chilmington at Home 27
Chiron Care (UK) Ltd 27
Choice Supported Living
– East 27
Chrysalis Care Ltd 29
Cohen Care 29
Collaborative Health Care Ltd 29
Comfort Harmony Care Ltd 29
Community Reablement
Team (CRT) 29
Companion Care Solutions Ltd 29
Complete Care Windsor 29
Concept Support Solutions 29

Consultancy Care Ltd 29
County Care Berkshire Ltd 29
County Carers Ltd 29
Creative Support – Berkshire
& Oxfordshire Services 29
Creative Support – Slough
Services 29
Crest Care Solutions Ltd 29
Crossroads Care
West Berkshire 29

D

D.Osteen Homecare Support 29
Dimensions Berkshire &
Hampshire Domiciliary
Care Office 29
Dimensions Bracknell & Surrey
Domiciliary Care Office 29
Dimensions West Berkshire
Domiciliary Care Office 29
Dimensions Wokingham and
Reading Domiciliary
Care Office 29
DVL Supported Living Services 29

E

Elegant Care Services 30
Emerald Healthcare Ltd 30
EMI-Care UK 30
Endless Love Healthcare
Services Ltd 30
Endurance Health Ltd 30
Equator Personnel Care Ltd 30
Eternal Homecare Reading 30
Evelyn Grace Ltd 30
F
Flexi Life Homecare Ltd 30
Flexible Care Solutions Ltd 30
Focus Support Ltd 30
Forestcare 30

G

G.R Response Healthcare	30	Independence with Dignity Support Services Ltd – Head Office	31
Gabriel's Angels Ltd	30	Independent Supported Living and Disabilities Ltd	31

Gardiner's

Goldcrest Care Services	30	Ivy Care (Reading & Newbury)	31
-------------------------	----	------------------------------	----

Good Oaks Home Care Reading	30
-----------------------------	----

Good Oaks Home Care – Wokingham & Bracknell	30
---	----

Great Park Homecare	30
---------------------	----

Guardian Angel Carers	30
-----------------------	----

H

Harino Care Ltd – Head Office	30
-------------------------------	----

Hearten UK Ltd	30
----------------	----

Helping Hands	30
----------------------	-----------

Heritage Healthcare Berkshire Ltd	30
-----------------------------------	----

Home Angels Healthcare Services Ltd	31
-------------------------------------	----

Home Angels Reading	31
---------------------	----

Home Instead (Ascot, Camberley & Wokingham)	31
--	-----------

Home Instead (Reading)	31
------------------------	----

Home Instead (Maidenhead, Henley & Wallingford)	31
---	----

Homecare 1st	31
--------------	----

Homecare People Ltd, The – Wokingham	31
--------------------------------------	----

House of Caring Ltd	31
---------------------	----

I

i care 2018 Ltd	31
-----------------	----

Independence with Dignity Support Services Ltd – Head Office	31
--	----

Independent Supported Living and Disabilities Ltd	31
---	----

Ivy Care (Reading & Newbury)	31
------------------------------	----

J

JC99 Ltd	31
----------	----

Jigsaw Creative Care Ltd	31
--------------------------	----

K

K & J Carers	31
--------------	----

Kare Support Services Ltd	31
---------------------------	----

Kay Healthcare Ltd	31
--------------------	----

Kcare	31
-------	----

KDL Healthcare Ltd	31
--------------------	----

Kharis Solutions	31
------------------	----

King Homecare	31
---------------	----

Kingwood – Domiciliary Care	31
-----------------------------	----

Kuble Care Ltd	31
----------------	----

KVN Care Ltd t/a Home Instead Slough	31
--------------------------------------	----

L

Laura Cares	31
-------------	----

Lavender Healthcare (PVT) Ltd	31
-------------------------------	----

Leading Care Company, The	31
---------------------------	----

Leaf Complex Care South East	32
------------------------------	----

Libertatem Healthcare Group Ltd Head Office	32
---	----

Limms Care Services Ltd	32
-------------------------	----

Link Support	32
--------------	----

Loving Angels Care (Bracknell)	32
--------------------------------	----

Lynwood Home Care	32
-------------------	----

M

Mahogany Care – Holyport	32
--------------------------	----

Makai Care Ltd	32
----------------	----

MAK Community Care	32
--------------------	----

Marigold Helping Hands Ltd	32
----------------------------	----

Match Options	32
---------------	----

Meadway, The	32
--------------	----

Medical Wing Locums Ltd	32
-------------------------	----

Midass Care Ltd	32
-----------------	----

Multi-Care Community Services Reading Ltd	32
---	----

My Homecare Reading	32
---------------------	----

N

Nanny Care Services Ltd	32
-------------------------	----

Nest HomeCare – Windsor	32
-------------------------	----

New Support Solutions	32
-----------------------	----

NK Care Ltd	32
-------------	----

Norwood Ravenswood	32
--------------------	----

Noubles Healthcare	32
--------------------	----

O

Office of Beeloved Home Care Ltd	32
----------------------------------	----

On Demand Home Care	32
---------------------	----

One Day at a Time Home Care Ltd	32
---------------------------------	----

Ontra Healthcare	32
------------------	----

Optalis Supporting People Services	33
------------------------------------	----



Search for care in your area

www.carechoices.co.uk 

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 information, photos and web links
- Brochure requests

 CareChoices

P		Right at Home (Reading and Wokingham District)	33	Tender365 Care (UK) Ltd	34
Panacea Care Services	33	Rofemaron Healthcare Ltd	33	Thames Care	34
Pembroke Care (Reading) Domiciliary Services	33	Royle Care Ltd	33	Thinkempathy Ltd	34
Pentland Close	33	S		Top Class Quality Services Ltd	34
People Matter Support Services	33			Topline Care Solutions Ltd	34
Platinum Healthcare Staffing Ltd	33	Safe Keep Care Ltd	34	Total Health Support and Training Services Ltd	34
Premier Medical Staffing Ltd	33	Shine Health Care Recruitment Services Pvt Ltd	34	U	
Prestige Home Care	33	Short Term Support and Rehabilitation Team	34		
Prestige Nursing Bracknell	33	Slater Centre, The	34	V	
Priority Services4u	33	Slough Care In Home Ltd	34		
Privilege Care Ltd	33	Slough Crossroads – Caring for Carers	34	VJ Carers Ltd	35
Proactive Life South	33	Smart Creative Care	34	Voyage (DCA) Berkshire	35
Purley Park Trust (DCA) (Unit 2)	33	Solution Incorporated Ltd	34	W	
Q		Sorelle Support	34		
		Spectrum Group Services Ltd	34	Walfinch Reading and Wokingham	35
R		Stars Homecare	34	Walfinch Windsor & Maidenhead	35
		Sunbeam Management Services Ltd	34	We Love Care	35
Radis Community Care (Reading Supported Living)	33	Superb Healthcare Ltd	34	West Berkshire Council Home Care Service	35
Rainbow Social Care Ltd	33	Support Horizons	34	Whitestone Care	35
Rainbow Trust Children's Charity	33	Surecare (Reading and East Berkshire)	34	WR Care Services	35
Reablement & Independence Service	33	Surecare (Slough)	34	Y	
Reading Crossroads	33	Sylviancare Bracknell and Ascot	34		
Realcare+ Ltd	33	Sylviancare Reading & Wokingham	34	Your Life (Crowthorne)	35
Ree Care	33	Sylvian Care West Berkshire	34	Your Quality Care Services Ltd (Thamesfield)	35
Remedy Support and Recruitment Group Ltd	33	T		Your Serenity Ltd	35
Right at Home (Maidenhead and Slough District)	33			YourLife (Crowthorne)	35
		Tego Healthcare	34	YourLife (Maidenhead)	35
				Yourlife (Thatcham)	35



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

🐦 @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Subscribe today

A		Chaffinches	56	Eton House Residential Home	60
Abbeyfield Winnersh	61	Charlotte House	56	F	
Acorn House	56	Cherry Garden	61	Falkland Grange Care Home	59
Alexandra Grange	61	Chilmington House	54	Farm House, The	62
Allenby Road, 9	61	Clara Court	60	Fearnley House	60
Anthony Toby Homes		Clifford House	56	Firs, The	62
Trust – Ashton	61	Common Road	55	Florence Care Reading Ltd	55
Apple Blossom House	54	Coombe House, The	56	Forget Me Not Residential	
Apple Hill	61	Copper Beech	62	Care Home	55
Applegarth Care Home	55	Cornerways	62	Fourways Residential Home	53
Appletrees	56	D		Foxleigh Grove Nursing Home	61
Argyles Bupa Care Home	59	Dimensions 2 Dunstons Drive	62	G	
Ascot Grange	61	Dimensions 6 Sadlers Lane	62	Glebelands House	64
Astbury Manor Care Home	53	Dimensions 43 Clayhill Road	56	Green, The	62
Austen House Care Home	64	Dimensions 95 New		H	
		Wokingham Road	62	Haldane House Nursing Home	54
B		Dimensions Baily Thomas House	56	Harwood House	61
Bayford House Bupa		Dimensions Parrot Farmhouse	62	Hazeldene	54
Care Home	59	Disabilities Trust		Hazel View	57
Beacher Hall Bupa Care Home	55	– 25 Welby Close	60	Heathlands Care Centre	54
Beech House	61	Disabilities Trust		Herewards House	60
Beech House – Binfield	53	– 29 Briants Avenue	54	Heronsmede	60
Belamie Gables Care Home	62	Donnington Bupa Care		Hilltop House	62
Berkshire Care Home, The	64	Home, The	59	Hollies	59
Bickerton House Care Home	54	Dormy House	61	Holly Grange	
Birchwood	59	Down Lodge Residential		Residential Home	57
Boltons, The	54	Care Home	62	Homeside Close, 16	60
Boulters Lock		Downshire House	54	Hungerford Care Home	59
Residential Home	60	Downview Residential Home	56		
Boxgrove House	56	Duncan House	57	J	
Bracknell Care Home	54	E		Jigsaw Creative Care Ltd	
Braeburn Lodge	56	Edith Road (Tregona)	60	– 77 Russell Street	54
Bramerton	60	Edwina Place	53	Just Homes – 3 New Hill	57
Bridge House Nursing Home	64	Eleanor House	57	K	
Broad Lane, 30	56	Elizabeth House	57	Kadimah	62
Buckler's Lodge Care Home	53	Elms, The	62	Kestrels	57
C		Eretz	62		
Carisbrooke	54				

L		O		S	
Lakeside Residential Home	54	Oak House	56	Salt Hill Care Centre	56
Langley Haven Care Home	55	Oaklands	57	Sandown Park Care Home	61
Larchfield House	61	Old Vicarage, The	57	Seymour House	56
Larkland House	61	Orchard, The	62	Shinfield View	63
Life Care Corporation Ltd	54	Oxford House Nursing Home	56	Signature at Ascot	61
Little Heath Court	57	P		Slade House	57
Loddon Court	62		62	Sonning Gardens Care Home	64
Lodge, The	53	Pamela Barnett	62	St Barnabas Road, 26	55
Longlea Nursing Home	61	Parkside Bupa Care Home	55	St Brendan's Care Home	53
Longmore Road, 1	62	Parkview	54	St Christopher's Care Home	53
Lovat House Residential Care	62	Parry House	57	St David's Nursing Home	54
Lynden Hill Clinic	64	Parsons Grange	64	St Luke's and The Oaks	
Lynwood Care Centre	61	Pembroke Lodge	54	Care Home	55
M		Peppard House	54	St Mark's Bupa Care Home	61
		Pinehurst Care Centre	53	Station Road, 43	60
Magnolia Lodge	62	Pinkneys Road	60	Staverton	63
Maitland House	54	Prince Philip Duke of	64	Stoke House	56
Manor Care Home, The	61	Edinburgh Court		Suffolk Lodge	63
Mayfair, 2a & 2b	54	Prior's Court Cottages,	57	T	
		1-2, 3-4			
Meadowbank Residential		Prior's Court Cottages, 5-6:	57	Tager Centre, The	63
Care Home	60	Bradbury House	57	Thatcham Court Bupa	
Moorlands Rest Home	54	Purley House		Care Home	59
Mount Care Home, The	64	Q		Tikvah Woodpeckers	63
Mountbatten Grange	61			Tova	63
Mulberry Care Ltd	54	Quality Care Providers Ltd	55	U	
Multi-Care (Reading) Ltd – 375		Queens Court	60, 61		
Old Whitley Wood Lane	62	R		Uppingham Gardens, 1	55
Murdoch House	62			V	
N		REACH Lower Cippenham Lane	55		
		REACH Upton Court Road	55	Valerie's Care Home and	
Navara Lodge	54	REACH Yew Tree Road	56	Valerie's Home Care	63
Newbury Grove	59	Respite Service	55	W	
Newton House	57	Richmond Road, 30	55		
Nightingales Care Home	60	Riders, The	61	Warren Lodge Care Centre	63
Normanhurst Residential Home	60	River View Care Centre	55	Watson House	57
Northcourt Lodge		Roebuck Rise	57	Waymead Short Term Care	53
Nursing Home	55	Rookery Cottage	62	Wensley Road, 159	55
Notrees	57	Rowan Cottage	57	West Oak	64

White House	60	Willows Edge	57	Winton House	60
White Lodge Care Home	60	Winchcombe Place	57	Woodbury House	64
Whitley Wood Lane		Windmill Care Centre	56	Y	
Respite Care, 188	55	Windsor Care Centre	56	Yew Tree Lodge	55
Wild Acres Care Home	63	Winston Court, 5	60	YewBank	57



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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist


Ask questions

Get involved

Join the family

Other advertisers

Abbeycrest	44	Bupa	59	65, 71, 74	
Abbeyfield	60	Care Choices Ltd	8, 35, 41, 58,	Newbury Mobility	8
Agincare	24	63, 65, 70, Inside back cover		Oxford Aunts	26
Aria Healthcare Group Ltd	44	Greensleeves	52	Porthaven Care Homes	58
Avery Healthcare	42	Helping Hands	18	Protection & Investment Ltd	
Barchester Healthcare Ltd	64	Jes Care Services	26	Outside back cover	
BEN – Motor and Allied Trades		Mobility Your Way	11	Succession Wealth	48
Benevolent Fund	44	My Family Our Needs	39, 58,	RMBI Care Co.	65

 Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory. ©2023 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

Care Choices™ is a trademark of Care Choices Limited.

Ref. No: 4001/Berkshire30/1023. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

Lead Editor: Henry Thornton.

Editors: Olivia Hubbard, Angharad Burnham.

Content Editor: Aislinn Thompson.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Hannah O'Neill, Susan Speaight.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating.

Graphic Designers: Rebecca Mendil, Tyler Smith.

Distribution: Gemma Seaber-Shinn.



www.carechoices.co.uk



Search for care 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 information, photos and web links
- Brochure requests

Planning For Long Term Care Fees?

Speak to a specialist who can guide you through the maze of red tape

With prudent planning care fees do not need to be a problem

We look to provide you with:

- A guaranteed income for life
- The ability to live in the home of your choice
- No fear that your money will run out
- The provision for rising care costs
- Peace of mind for you and your family

Please call **01344 636374** or **0118 9821710** to speak to our specialist advisor

Daniel Kasaska or visit our website: **www.pil.uk.com**

for more information. If you prefer you can email

Daniel@pil.uk.com, or simply cut out and return the attached coupon.



Protection & Investment Ltd
Independent Financial Advisers

Protection & Investment Ltd

an Independent Financial Adviser that understands the needs of elderly people

Authorised and Regulated by the Financial Conduct Authority
Registered address Chandlers House, Ganders Business Park, Kingsley, GU35 9LU

Please send me information about Protection & Investment Ltd and the services it provides for Long Term Care Planning

Name

Address

.....

.....

Postcode

Tel Number

Return to:

Protection & Investment Ltd
Index House, St. George's Lane,
Ascot, Berkshire SL5 7ET