Berkshire
Care Services Directory 2019/20

The essential guide to choosing and paying for care and support

In association with
Care is best when it’s at home

Live-in care is an increasingly popular alternative to a care home, enabling your loved one to stay independent in their own home.

Saga Care at Home is created and run by nurses and professional carers, it’s care that’s built around individual needs.

Call us on 0808 239 4638*
or visit care.saga.co.uk
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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.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.

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.

Visit www.carechoices.co.uk for further assistance with your search for care
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. 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 41 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 33) or residential care. Comprehensive lists of care homes and care homes with nursing in Berkshire start on page 49.

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 46), 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

For out of hours social care emergencies across Berkshire, contact the Emergency Duty Team. Tel: 01344 786543

**Bracknell Forest Council**
Tel: 01344 352000

**Reading Borough Council**
Tel: 0118 937 3747
Web: www.reading.gov.uk

Email: customer.services@bracknell-forest.gov.uk
Web: www.bracknell-forest.gov.uk
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 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.

This year, we are pleased to announce a change to our membership, ensuring all Berkshire registered Social Care Providers are members of Berkshire Care Association, with an Executive Membership for enhanced benefits.

Throughout the last year:
- over 1,000 staff attended learning sessions (100% rated them good/excellent);
- more than 120 people attended the BCA conference, with 100% approval rating;
- we visited and supported 60+ organisations, on a range of issues from CQC inspections to safeguarding, HR queries, staffing difficulties and different ways of working;
- we signposted and directed 100+ organisations, proprietors, managers and staff to better outcomes for their work and clients: from specialist trainers to care specialist PR companies;
- we guided hundreds of frustrated relatives to understand how care works and how to navigate the system;
- we shared experiences, documents, care plans, forms, policies and procedures – with positive outcomes for members and staff in those organisations; and
- we answered more than 200 queries about care related practice, guidance interpretation, training and more.

This year, we are planning more activity, to assist providers in meeting the needs of their organisations.

We are working closely with Buckinghamshire and Oxfordshire care associations to produce a staff
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.

<table>
<thead>
<tr>
<th>Berkshire Care Association Membership 2019/20 *</th>
<th>MEMBER</th>
<th>EXECUTIVE</th>
</tr>
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<tbody>
<tr>
<td>Annual Membership – single care provider</td>
<td>Free</td>
<td>£20pm/£240pa</td>
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**Benefits**

| Email updates on things providers need to know | ✓ | ✓ |
| Changes to legislation and best practice guidance | ✓ | ✓ |
| Improvements needed to meet CQC standards | ✓ | ✓ |
| Regular newsletter | ✓ | ✓ |

**Quarterly managers’ meeting**
With bespoke training at Ascot Priory (SL5 8RS)
- 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 critical friends
- Signposting to what providers need when they need it

<table>
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<tr>
<th>Quarterly managers’ meeting</th>
<th>£30+ per person</th>
<th>✓</th>
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**Events, mentoring and training sessions** provide a valuable network where providers 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

<table>
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<tr>
<th>Events, mentoring and training sessions</th>
<th>Charged</th>
<th>Discount of 30-50%</th>
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**Annual conference in October**
- Over 120 care provider attendees
- Keynote speeches from high profile organisations such as Kings Fund, CQC and UKHCA
- 100% delegates rated the conference Excellent/Good
- Huge care supplier exhibition

<table>
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<tr>
<th>Annual conference in October</th>
<th>Charged</th>
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**Bespoke support when providers need it**
- Signposting – where/how to access services
- RGN revalidation advice to maintain NMC registration
- A dedicated telephone adviser for each area of care: nursing/residential, learning disability, domiciliary care and supported living
- Care-planning, risk assessment and documentation templates
- Audit tools
- In a crisis, we will commit to visit providers with help/advice and training at their service ASAP

<table>
<thead>
<tr>
<th>Bespoke support when providers need it</th>
<th>✓</th>
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**Advertise job vacancies for free on BCA’s website**

| Advertise job vacancies for free on BCA’s website | X | ✓ |

**Framed Certificate of Membership yearly**

| Framed Certificate of Membership yearly | X | ✓ |

**Use of BCA’s logo on website and email signatures**

| Use of BCA’s logo on website and email signatures | X | ✓ |

**Representation with local authorities, CCGs, safeguarding boards and CQC**

| Representation with local authorities, CCGs, 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 are able to 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, though 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 their website. Contact details start on page 4.

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 they will normally offer to get estimates from one or more of their 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 4.

**Age UK Berkshire**
Age UK Berkshire’s 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. Contact Age UK Berkshire for more information. • Tel: 0118 959 4242 Email: info@ageukberkshire.org.uk

**Repair with Care**
Repair with Care can help people who live in the Royal Borough of Windsor and Maidenhead. For a small hourly fee, the Handyperson service can help with small jobs. It also has contractor services to help with larger jobs, renovations and home improvements. • Tel: 01628 545000 Email: homeassistance@housingsolutions.co.uk
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.

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 so that you can turn your lights on and off using 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? Try making a note of when you’ve taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can 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, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
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 4. You can also visit [www.manageathome.co.uk](http://www.manageathome.co.uk) where you can buy equipment yourself.

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/helping-you-to-stay-independent](http://www.carechoices.co.uk/helping-you-to-stay-independent) There is also information on making larger adaptations to your home.
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 www.asksara.org.uk to learn more about possible solutions or see pages 9 to 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, safe in the knowledge 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 and organisations 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, please visit your council’s website, see page 4.

Local telecare providers

**Careline**
Slough
Tel: 01753 475111 (option one)
Email: adultsocialcare@slough.gov.uk

**Forestcare**
Bracknell Forest • Tel: 01344 786599

**Lifeline Alarm**
The Royal Borough of Windsor and Maidenhead
Tel: 01628 545000
Email: homeassistance@housingsolutions.co.uk

**Reading Adult Contact Team (ReACT)**
Reading • Tel: 0118 937 3747

**Wokingham Borough Council**
Wokingham • Tel: 0118 974 6000

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

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

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 www.asksara.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? □

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? □

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? □

Notes

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Search for care at www.carechoices.co.uk to find support in your area
Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of 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 start on page 4.

Once Adult Social Care has an understanding of 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 41 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 (cash) 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 the above.

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 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.

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 43 for more information.
Personal health budgets

A personal health budget is an amount of money allocated 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 carers’ 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 carer’s assessment.

The money is not taxed, and it will not affect any benefits. See below for more information on carers’ 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 £66.15 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. 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.

Berkshire Carers Service
Supports unpaid carers in Berkshire with advice and information. • Web: www.berkshirecarers.org

Crossroads Care
Reading
Tel: 0118 945 4209
Web: www.readingcrossroads.org

Slough
Tel: 01753 525796

Wokingham
Tel: 0118 979 5324
Web: www.wokinghamcrossroads.org

Signal 4 Carers
Web: www.signal4carers.org.uk

Bracknell Forest
Tel: 01344 266088
Email: info@signal4carers.org.uk

Royal Borough of Windsor, Ascot or Maidenhead
Tel: 01628 947974
Email: waminfo@signal4carers.org.uk

The Carers Hub
Reading, West Berkshire and Wokingham
Tel: 0118 324 7333
Email: ask@berkshirecarershub.org
Web: www.berkshirecarershub.org

Resource for those 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

Search for care at www.carechoices.co.uk to find support in your area
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

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.

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

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 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 46.

The United Kingdom Homecare Association (UKHCA) 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, handymen 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. 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 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. 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.

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.

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

Day centres can be attended from just a few hours a week to a number of days. Contact your council or local Alzheimer’s Society office for more details, see below, or ‘Useful local contacts’ on page 63.

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 63 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 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; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 41.
Trusted help at prices you can afford

We know that finding reliable local help can often be difficult as you get older. We want to make it easier. Easier to choose, easier to book and easier to pay.

General Help  Personal Care  Dementia Care

Live-In Care  Overnight Care  Cooking & Shopping

Tell us what you need help with...

Trusted support and care from £13 per hour

Introductory offer – Please quote code CD1BE

Freephone: 0808 278 1112
www.trustontap.com

Search for care in your area

Search for care at www.carechoices.co.uk to find support in your area

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

www.carechoices.co.uk

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

“Working with you... every step of the way”

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e: claimsadvice@boyesturner.com
boyesturnerclaims.com

Boyester Turner

Search for care in your area

With so many providers to choose from, where do you start?
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 the age of 65 and PIP to those aged 16 to 64. 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.

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 that 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.

The 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 41.

The Money Advice Service
A free and impartial money advice service set up by the Government. Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

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

**Agency 1**

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

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](http://www.carechoices.co.uk/checklists)

<table>
<thead>
<tr>
<th>About the agency</th>
<th>Accommodating your needs</th>
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<tbody>
<tr>
<td>How long has the agency been operating?</td>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
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<tr>
<td>How long are staff allocated per visit?</td>
<td>Does the agency have a training scheme in place?</td>
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<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
<td>Are all staff trained to a certain level?</td>
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<tr>
<td>Does the agency have experience with your specific needs?</td>
<td>Are staff able to help with administering medication if required?</td>
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<tr>
<th>Staff</th>
<th>Regulate</th>
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<tr>
<td>Are you likely to be visited by different staff each day?</td>
<td>Will your support plan be reviewed at regular intervals?</td>
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<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
<td>Can you see the agency’s contract terms?</td>
</tr>
<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
<td>Can you lodge a complaint easily?</td>
</tr>
<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
<td>Are complaints dealt with quickly?</td>
</tr>
<tr>
<td>Can you meet your care worker(s) before they start?</td>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
</tr>
<tr>
<td>Does the agency have both male and female staff?</td>
<td></td>
</tr>
</tbody>
</table>

Notes

*See page 46.

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

Delivering high quality home care services since 1995

Contact us to arrange your FREE assessment

0330 094 5511

Private Home Care | Personal Care | Dementia Care
Companionship | Respite Care | Elderly Care | Palliative Care
Learning & Physical Disabilities | Children & Adults

www.abbotscare.com

“Discovering Abbots Care has not only changed our dad’s life, but has alleviated the pressure from the rest of the family. Through his carer, he has gained a new friend and lease of life.”

---

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Fully managed high quality affordable live-in care from £795 per week

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**EXCEPTIONAL CARE IN YOUR OWN HOME**

“All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position.”

Andrew, son
Audley Care customer

Care tailored to you
Audley Care Inglewood

From companionship and general assistance to emergency, long-term and specialist care, our highly trained, discreet and friendly staff will help you with as little or as much as you want.

Contact us to find out more
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info@audleycare.co.uk
www.audleycare.co.uk

---

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
Home care providers

3 County Care
Crowthorne
Tel: 01344 750222

61 Langley Road
Slough
Tel: 07951 436124

A & T Caring Services
Bracknell
Tel: 01344 388061

A2Dominion – Care & Support Chimney Court
Reading
Tel: 0845 408 6605

Aaron Abbey Care Services Ltd
Wokingham
Tel: 07557 665337

Abbots Care Berkshire
Bracknell
Tel: 0330 094 5511

Absolute Care UK Ltd
Reading
Tel: 0118 986 6700

Agincare
Berkshire
Tel: 0800 012 1247

Alina Homecare Reading
Reading
Tel: 01183 593222

All Seasons Care Services Ltd
Reading
Tel: 01189 821515

Allied Healthcare Newbury
Thatcham
Tel: 01635 871022

Apex Healthcare Service Ltd
Reading
Tel: 0118 391 3542

Apex Prime Care – Reading
Newbury
Tel: 01183 130090

Audley Care – Inglewood
Hungerford
Tel: 01488 209104

Banyan Home Care Services
Wokingham
Tel: 0118 207 3000

Baxters Homecare
Slough
Tel: 01753 701099

Berkshire Care Ltd
Bracknell
Tel: 07445 555596

Better Life Care
Slough
Tel: 01953 314246

Blue Angel Care Ltd
Reading
Tel: 01189 952996

Bluebird Care (Bracknell, Maidenhead, Reading, Windsor and Wokingham)
Reading
Tel: 0118 986 3552

Bluebird Care (Newbury)
Newbury
Tel: 01635 36953

Home Care Specialists
We are a family run company, offering personal care, companion visits, live-in care, and domestic visits, all suited to your needs. Our carers are kind, compassionate, and dedicated to providing the best care for our clients.

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

Bracknell Forest Borough Council – Intermediate Care
Bracknell
Tel: 01344 351627

Bridge House Nursing Home
Twyford
Tel: 0118 934 0777

Care @ Home Newbury Ltd
Reading
Tel: 0800 014 8729

Care 1st Homecare – Berkshire
Crowthorne
Tel: 0118 418 1012

Care In Your Home Ltd
Bracknell
Tel: 01344 567675

Care Partners Newbury Ltd
Newbury
Tel: 01635 581244

Care Response
Ascot
Tel: 01344 876099

Care4U WE Ltd
Reading
Tel: 01189 637448

CareArt UK
Wokingham
Tel: 01276 415719

Careline – The Agency For Care Staff
Reading
Tel: 0118 958 5858

Caremark (Slough and South Bucks)
Windsor
Tel: 01753 201116

Caremark (West Berkshire and Reading)
Reading
Tel: 0118 957 1155

Caremark (West Berkshire, Reading and South Oxfordshire)
T: 0118 957 1155
E: westberksandreading@caremark.co.uk
www.caremark.co.uk

Caremark provides fully trained and vetted staff who adhere to the highest quality standards. We are rated GOOD by the Care Quality Commission (CQC).

- Live-in Care
- All aspects of personal care
- Assistance with household tasks
- Light meal preparation
- Shopping help
- General companionship and accessing the community
- Night-sitting service
- Waking night service

Caremark (West Berkshire, Reading and South Oxfordshire)
T: 0118 957 1155
E: westberksandreading@caremark.co.uk
www.caremark.co.uk

Service
User Bands
- OP Older people (65+)
- D Dementia
- PD Physical disability
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- LDA Learning disability, autism
- AD People who misuse alcohol or drugs
<table>
<thead>
<tr>
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<th>User Bands</th>
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<td>Mental health</td>
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<td>Learning disability, autism</td>
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<td>Younger adults</td>
<td>People who misuse alcohol or drugs</td>
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Visit www.carechoices.co.uk for further assistance with your search for care

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Caremark (Wokingham)  
Wokingham  
Tel: 0118 978 4657

CareWatch (Audrey Needham House)  
Newbury  
Tel: 01628 564707

CareWatch (Windsor)  
Maidenhead  
Tel: 01628 564707

Carewell Ltd  
Reading  
Tel: 0118 977 2135

CCS Homecare Services Ltd  
Slough  
Tel: 01628 600412

Charles Clore Court  
Extra Care Sheltered Housing  
Reading  
Tel: 0118 937 4820

Chilmington at Home  
Reading  
Tel: 0118 958 5329

Choice Supported Living – East  
Bracknell  
Tel: 02031 950146

Chrome Tree Ltd  
Slough  
Tel: 01753 708737

Chrysalis Care Ltd  
Reading  
Tel: 0118 942 9889

ComfortCare Ltd  
Bracknell  
Tel: 01344 747183

Community Reablement Team (CRT)  
Reading  
Tel: 0118 937 3745

Complete Care Windsor  
Windsor  
Tel: 01753 622227

Concept Care Practice Ltd – 20 Cross Street  
Reading  
Tel: 0118 957 4510

Consultancy Care Ltd  
Bracknell  
Tel: 01344 305891

County Care (Windsor)  
Windsor  
Tel: 01753 201180

County Carers Ltd  
Wokingham  
Tel: 0118 973 3302

Creative Support – Reading Services  
Reading  
Tel: 0118 957 3709

Creative Support – Slough Services  
Slough  
Tel: 01635 48631

Creative Support – Slough Supported Living  
Slough  
Tel: 01753 583002

Creative Support – West Berkshire Services  
Newbury  
Tel: 07971 338469

Crossroads Care West Berkshire  
Newbury  
Tel: 01635 30008

Crossroads Caring for Carers  
Wokingham  
Tel: 0118 979 5324

D.Osteen Homecare Support  
Maidenhead  
Tel: 01635 917593
Home care providers continued

Devana Care
Reading
Tel: 0118 380 0822

Diamond Quality Care Services
Thatcham
Tel: 01635 523410

Dimensions Berkshire Domiciliary Care Office
Newbury
Tel: 0300 303 9012

Dimensions Bracknell Domiciliary Care Office
Bracknell
Tel: 0300 303 9029

DVL Supported Living Services
Slough
Tel: 01753 536227

E.C. Care
Windsor
Tel: 07970 741245

Elegant Care Services
Windsor
Tel: 01753 358510

Evelyn Grace Ltd
Reading
Tel: 0118 983 6368

Focus Support Ltd
Newbury
Tel: 01635 581244

Forestcare
Bracknell
Tel: 01344 786500

G.R Response Healthcare
Slough
Tel: 01753 678011

Gabriel’s Angels Ltd
Wokingham
Tel: 0118 332 0099

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07501 855 727

About Us
D.Osteen Homecare Support is a domiciliary care agency with offices in Newbury. We put the care of our clients first. Our team of dedicated, compassionate, reliable and friendly care workers believe in going the extra mile to make every visit count.

We are registered by the Care Quality Commission and proud to be contracted by West Berkshire City Council. We also provide private care. Our managers have vast experience working in the healthcare sector.

Our Services
Support with day to day tasks
Continence care and toileting
Support to take prescribed medication
Helping with shopping and house work
Preparation of light snacks and meals
Support with Personal Care

Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Berkshire from 30 minutes per week to full-time live-in care.

Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.

Looking for care?
0808 274 2935

For more information, email: manager@d.osteenltd.co.uk
D.Osteen Ltd t/a D.Osteen Homecare Support, Regus Oxford House, 1-20 Oxford Street, Newbury, West Berkshire RG14 1JB

Search for care at www.carechoices.co.uk to find support in your area
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<th>User Bands</th>
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Visit www.carechoices.co.uk for further assistance with your search for care

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<tr>
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<tr>
<td>Tel: 01628 635879</td>
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<tr>
<td>Tel: 0118 730 006</td>
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<tr>
<td>Tel: 01344 393047</td>
<td>Tel: 0118 933 2286</td>
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<tr>
<td>Tel: 02074 522000</td>
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<tr>
<td>Tel: 0333 355 3126</td>
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<tr>
<td>Tel: 01344 298170</td>
<td>Tel: 0118 977 8600</td>
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<tr>
<td>Tel: 07703 020567</td>
<td>Tel: 0844 693 3312</td>
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<td>Tel: 07825 180069</td>
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<tr>
<td>Tel: 01635 36810</td>
<td>Tel: 07775 446434</td>
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<td>Thatcham</td>
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<td>Tel: 01635 885160</td>
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Search for care at www.carechoices.co.uk to find support in your area
Privilege Care Ltd  
Slough  
Tel: 01753 548110  
OP D PD SI YA

Proactive Life (Berkshire)  
Med Care Home Services Ltd  
Reading  
Tel: 0118 940 1144  
OP D LDA MH 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

Quality Care Providers  
(Domiciliary Care)  
Reading  
Tel: 0118 966 6832  
OP PD LDA MH SI YA

Quintessentially Support Brokers  
Bracknell  
Tel: 07901 660895  
OP D PD LDA MH SI YA AD

Radis Community Care  
(Reading)  
Reading  
Tel: 0118 986 7891  
OP D PD LDA MH SI YA AD

Radis Community Care  
(Supported Living Reading)  
Reading  
Tel: 0118 986 1135  
OP PD LDA MH SI YA AD

Rainbow Social Care Ltd  
Wokingham  
Tel: 0118 402 8923  
OP D PD LDA MH 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

Right at Home  
(Maidenhead and Slough District)  
Maidenhead  
Tel: 01628 200068  
OP D PD SI YA

Right at Home  
(Reading and Wokingham District)  
Reading  
Tel: 0118 207 0600  
OP D PD SI YA

Royle Care Ltd  
Reading  
Tel: 0118 957 7460  
OP D PD MH SI YA AD

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 Borough Council Recovery, Rehabilitation & Reablement Service  
Slough  
Tel: 01753 476590  
OP D PD SI YA

Slough Crossroads – Caring for Carers  
Slough  
Tel: 01753 525796  
OP D PD LDA MH SI YA

Sorelle Support  
Reading  
Tel: 0118 966 4273  
OP D PD LDA MH SI YA

St Christopher’s Home Care Ltd  
Ascot  
Tel: 01344 883905  
OP D PD MH SI YA

Stella Maris Healthcare Ltd  
Bracknell  
Tel: 07480 770168  
OP LDA MH YA
Home care providers continued

Sunbeam Management Services Ltd
Slough
Tel: 0208 779 0930

Superb Healthcare Ltd
Reading
Tel: 0118 375 4194

Support Horizons
Wokingham
Tel: 0118 989 3959

Surecare (Reading and East Berkshire)
Reading
Tel: 0118 959 5288

Surecare (Slough)
Slough
Tel: 01753 548876

Sylviancare
Reading
Tel: 0118 327 3232

Thames Care
Reading
Tel: 0118 327 6961

Thames Valley Park
Reading
Tel: 0118 449 2574

Thamesfield at Home
Henley-on-Thames
Tel: 01491 418100

Tonna Care Services Ltd
Reading
Tel: 0118 975 9222

Top Class Quality Services Ltd
Reading
Tel: 0118 959 6526

Total Health Support and Training Services Ltd
Reading
Tel: 0118 987 2035

VJ Carers Ltd
Reading
Tel: 0118 986 8394

Voyage (DCA) Berkshire
Wokingham
Tel: 07711 770371

We Love Care
Maidenhead
Tel: 01628 306000

West Berkshire Council Home Care Service
Newbury
Tel: 01635 503503

Whitestone Care
Slough
Tel: 0800 085 1254

YourLife (Crowthorne)
Crowthorne
Tel: 01202 362303

YourLife (Maidenhead)
Maidenhead
Tel: 01628 629591

Your Serenity Ltd
Newbury
Tel: 07969 345338

Oxford House Community Care
provides Personal Care, Support and Companionship services to people in their own homes.
Established in 1992, we have a trained and competent team of Care Workers across East Berkshire. We can tailor individual support to suit each person’s requirements and preferences. For a no obligation consultation, please contact us.

T: 01753 645112 E: info@oxfordhousecare.com
www.oxfordhousecare.com

Stay in the home you love.
• Daily and live-in care
• Established for over 30 years
• Excellent standards of care
• Directors have hands on approach
• All profits go to charity
• Highly competitive charges

Tel: 01753 833242
www.universal-care.co.uk

Search for care at www.carechoices.co.uk to find support in your area
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.
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 33.

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 organisations listed below 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, 8.00am to 8.00pm weekdays.
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.

**West Berkshire Community Mental Health Team**
Tel: 01635 292020

**Windsor, Ascot and Maidenhead**
Tel: 01628 640200

**Wokingham Community Mental Health Team**
Tel: 0118 949 5101

**Adult Mental Health teams**

**Bracknell Forest Community Mental Health Team**
Tel: 01344 823333

**Reading Mental Health Team**
Tel: 0118 960 5612

**Slough Community Mental Health Team**
Tel: 01753 690950

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.

**Action on Hearing Loss**
Tel: 0808 808 0123
Textphone: 0808 808 9000
SMS: 07800 000360
Email: information@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk

**Berkshire Vision**
Tel: 0118 987 2803
Email: info@berkshirevision.org.uk
Web: www.bcbs.org.uk

**RNIB**
Tel: 0303 123 9999 • Email: helpline@rnib.org.uk
Web: www.rnib.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.

**POhWER**
Delivers information, advice, support and advocacy services throughout England.
Tel: 0300 456 2370
Email: pohwer@pohwer.net
Web: www.pohwer.net

**Support, Empower, Advocate, Promote (SEAP)**
SEAP provides an advocacy service in Berkshire for adults with a mental health condition.
Tel: 0330 440 9000
Email: info@seap.org.uk
Web: www.seap.org.uk

**West Berkshire Advocacy (WEBCAS)**
Provides a range of advocacy services for people with disabilities and their carers, mainly in West Berkshire.
Tel: 01635 760535
Email: info@webcas.org.uk
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.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider your funeral wishes. This can help to alleviate pressures on your family. They may appreciate knowing your wishes so they can make sure they are considered. By detailing your wishes, your family can be comforted by the fact that they don’t need to decide what you would have liked or wonder whether they are making the right choices.

Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

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 66 for details of organisations that may be able to help you plan for the end of your life or your funeral.
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 £165.56 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.
Astbury Manor Care Home
For the best care in Berkshire

A care home of real comfort and quality, Astbury Manor offers the best in residential and dementia care.

Resident well-being is our focus, and all aspects of care and lifestyle are tailored to the individual to ensure support for mind, body and soul. Competitive rates, no up-front or joining fees, rooms fully furnished and all-inclusive, no matter how much care you require.

Cafés • Hair Salon • Therapy room • Outdoor terraces on all floors • Private minibus for regular trips out

Call 01344 359100 or Search ‘Astbury Manor Care’ online or on www.carechoices.co.uk

Astbury Manor Care Home
Crowthorne Road North
Bracknell | Berkshire
RG12 7AU

CQG GOOD

Avery Care With A Difference

CHA CARE HOME AWARDS 2018 WINNERS
• Best Large Care Home Group
• Social Activities & Well-being
• Best for Food, Nutrition & Dining
• Best for Training & Development

Lynwood
Residential, nursing, dementia & respite care centre, Ascot

Whatever your care needs, we can provide the right level of support for you and deliver peace of mind to your loved ones.

For information call 01344 298100
www.ben.org.uk/lynwood

Search for care in your area

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

www.carechoices.co.uk

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

Flexible, continuing care for those in later life

Owned and operated by Ben
Care homes checklist

Home 1 ................................................................. Fees per week  
Home 2 ................................................................. Quality rating*  
Home 3 .................................................................  

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 tastes? ☐ ☐ ☐
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 46.
# Residential dementia care checklist

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<th>Home 1</th>
<th>Fees per week</th>
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<th>Fees per week</th>
<th>Quality rating*</th>
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<th>Home 3</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
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</table>

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 39. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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 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 46.*
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, see pages 45 and 36.

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 40.

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 to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

Paying for care

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

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment.

This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of care.
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 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 43.

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 43).

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 43 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 44 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, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not
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**
NHS Continuing Healthcare 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.

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**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 44 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.

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**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 possible.
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 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](http://www.societyoflaterlifeadvisers.co.uk) or you can call 0333 202 0454.

There is also a number of organisations that will provide free advice about funding care and support.

These are a good place to start if you are looking for information and want to see what sort of options are available.

#### Age UK
Tel: [0800 055 6112](tel:08000556112)
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

#### Citizens Advice
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### Money Advice Service
Tel: [0800 138 7777](tel:08001387777)
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### 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 46), 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.

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.

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

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.

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends, 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 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 support you.

If you are worried about contacting the police you can contact Adult Social Care to talk things over first. Contact details start on page 4. If immediate action is needed, dial 999.

You can also:

- contact the Care Quality Commission (CQC) on 03000 616161 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 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/dbs

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.
PINEHURST CARE CENTRE
CROWTHORNE, BERKSHIRE

Quality 24-hour residential care for elderly persons aged 65 and over. Respite and post-operative recuperative care.

Pinehurst provides quality care for the individual, with the personal touch necessary to make life special.

Pinehurst Care Centre, Crowthorne has a warm and friendly atmosphere, we can offer short and long term stays and emergency respite beds. Our primary objective is to continue to improve the quality of life of our clients and their families. All of our clients are encouraged to bring their own creature comforts, to make them truly feel ‘at home’.

At Pinehurst, we believe highly trained and well managed staff is the secret to providing quality and safe care. We believe that an individual lifestyle is essential for our clients to ensure that their daily life choices are maintained and they are safe and secure at all times.

Visit us to see just why our clients and their families are so happy to be cared for by us, or call for more information.

PINEHURST CARE CENTRE
38-44 Duke’s Ride, Crowthorne, Berkshire RG45 6ND
Call 01344 774 233 or email pinehurst@foresthc.com www.foresthc.com

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

St Christopher’s & St David’s Nursing and Care Homes

Two family run nursing and residential homes set in stunning grounds, providing the highest standards of individual care in a homely environment.

Visit: www.ascotresidentialhomes.co.uk
Ascot Priory, Priory Road, Ascot, Berkshire SL5 8RS

To book a visit call 01344 884079
Email info@arhltd.com

Nursing and Residential Care
Where quality of life always comes first

“St David’s Nursing Home is rated OUTSTANDING by the Care Quality Commission.”
Residential care in Berkshire

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

Bracknell Forest care homes

**Astbury Manor Care Home**
Crowthorne Road North, Bracknell RG12 7AU
Tel: 01344 359100 [Advert page 38] OP D PD MH SI YA

**Beech House – Binfield**
London Road, Binfield, Bracknell RG42 4AB
Tel: 01344 451949

**Far End Residential Home**
Sandhurst Lodge, Wokingham Road, Crowthorne RG45 7QD
Tel: 01344 772739

**Fourways Residential Home**
45 Scotland Hill, Sandhurst GU47 8JR
Tel: 01252 871751

**Homestead (Crowthorne) Ltd, The**
18 Heath Hill Road North, Crowthorne RG45 7BX
Tel: 01344 776270

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

**Pinehurst Care Centre**
38-44 Dukes Ride, Crowthorne RG45 6ND
Tel: 01344 774233 [Advert page 48] OP D

**St Brendan’s Care Home**
44 Sandhurst Road, Crowthorne RG45 7HU
Tel: 01344 779318

**St Christopher’s Care Home**
Ascot Priory, Priory Road, Ascot SL5 8RS
Tel: 01344 884079 [Advert page 48] 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
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

User Bands
- LDA Learning disability, autism
## Reading care homes

<table>
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<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Service Bands</th>
</tr>
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<tbody>
<tr>
<td>Abbeyfield Reading Society Ltd</td>
<td>11 Maitland Road, Reading RG1 6NL</td>
<td>0118 957 2826</td>
<td>OP</td>
</tr>
<tr>
<td>Boltons, The</td>
<td>4 College Road, Reading RG6 1QD</td>
<td>0118 926 1712</td>
<td>OP MH</td>
</tr>
<tr>
<td>Carisbrooke</td>
<td>341 Peppard Road, Emmer Green, Reading RG4 8XG</td>
<td>0118 946 2400</td>
<td>LDA</td>
</tr>
<tr>
<td>Chilmington House</td>
<td>Armadale Court, Westcote Road, Reading RG30 2ES</td>
<td>0118 956 7877</td>
<td>D PD LDA SI YA</td>
</tr>
<tr>
<td>Disabilities Trust – 29 Briants Avenue</td>
<td>Caversham, Reading RG4 5AY</td>
<td>0118 947 9795</td>
<td>LDA</td>
</tr>
<tr>
<td>Downshire House</td>
<td>9 Downshire Square, Reading RG1 6NJ</td>
<td>0118 959 5648</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Grange House</td>
<td>16 Grange Avenue, Reading RG6 1DJ</td>
<td>07798 905346</td>
<td>D MH YA</td>
</tr>
<tr>
<td>Hazeldene</td>
<td>127-131 Wantage Road, Reading RG30 2SL</td>
<td>0118 950 0567</td>
<td>LDA</td>
</tr>
<tr>
<td>Jigsaw Creative Care Ltd – 77 Russell Street</td>
<td>Reading RG1 7XG</td>
<td>0118 939 3623</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Lakeside Residential Home</td>
<td>25 Whiteknights Road, Reading RG6 7BY</td>
<td>0118 926 8369</td>
<td>OP D</td>
</tr>
<tr>
<td>Life Care Corporation Ltd</td>
<td>29 Cressingham Road, Reading RG2 7RU</td>
<td>0118 986 8944</td>
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<tr>
<td>Livability St Ronans Road</td>
<td>34 St Ronans Road, Reading RG30 2QE</td>
<td>0207 452 2000</td>
<td>OP PD LDA YA</td>
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<tr>
<td>Mayfair, 2a &amp; 2b</td>
<td>Tilehurst, Reading RG30 4QY</td>
<td>0118 945 3744</td>
<td>LDA YA</td>
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<tr>
<td>Moorlands Rest Home</td>
<td>987 Oxford Road, Tilehurst, Reading RG31 6TN</td>
<td>0118 942 7522</td>
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<tr>
<td>Mulberry Care Ltd</td>
<td>155a Wokingham Road, Earley, Reading RG6 1LP</td>
<td>0118 926 1544</td>
<td>D</td>
</tr>
<tr>
<td>Navara Lodge</td>
<td>1009 Oxford Road, Tilehurst, Reading RG31 6TL</td>
<td>0118 942 4692</td>
<td>OP</td>
</tr>
<tr>
<td>Parkview</td>
<td>1 Armour Road, Tilehurst, Reading RG31 6EX</td>
<td>0118 942 0596</td>
<td>LDA</td>
</tr>
<tr>
<td>Pembroke Lodge</td>
<td>32 Alexandra Road, Reading RG1 5PF</td>
<td>0118 941 4200</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Peppard House</td>
<td>45 Woodcote Road, Caversham, Reading RG4 7BB</td>
<td>0118 947 2067</td>
<td>LDA</td>
</tr>
</tbody>
</table>

**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

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If you are considering a care home with nursing, see the checklist on page 40.
### Reading care homes

**Quality Care Providers Ltd**  
51a Circuit Lane, Southcote,  
Reading RG30 3HB  
Tel: 0118 966 6832  

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

**Richmond Road, 30**  
Caversham, Reading RG4 7PR  
Tel: 0118 946 3282  

**St Barnabas Road, 26**  
Emmer Green, Reading RG4 8RA  
Tel: 0118 946 1775  

**St Luke's and The Oaks Care Home**  
Marshland Square, Emmer Green,  
Caversham RG4 8RP  
Tel: 0118 946 1424  

**Uppingham Gardens, 1**  
Caversham, Reading RG4 6SP  
Tel: 0118 946 2216  

**Wensley Road, 159**  
Coley Park, Reading RG1 6DU  
Tel: 0118 958 9022  

**Whitley Wood Lane Respite Care, 188**  
Reading RG2 8PR  
Tel: 0118 937 5347  

**Willows Specialist Dementia Unit and Intermediate Care Service, The**  
2 Hexham Road,  
Reading RG2 7UG  
Tel: 0118 937 5584  

**Yew Tree Lodge**  
17-19 Redlands Road, Reading RG1 5HX  
Tel: 0118 931 3534  

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### Reading care homes with nursing

**Beacher Hall Care Home**  
42 Bath Road, Reading RG1 6PG  
Tel: 0118 391 4677  

**Jasmine House Nursing Home**  
16-22 Westcote Road,  
Reading RG30 2DE  
Tel: 0118 959 0684  

**Northcourt Lodge Nursing Home**  
65 Northcourt Avenue, Reading RG2 7HF  
Tel: 0118 987 5062  

**Parkside Care Home**  
Parkside Road, Reading RG30 2DP  
Tel: 0118 321 2556  

**River View Care Centre**  
Rodway Road, off Oxford Road, Tilehurst,  
Reading RG30 6TP  
Tel: 0118 972 8360  

---

### Slough care homes

**Applegarth Care Home**  
24 Huntercombe Lane North, Maidenhead SL6 0LG  
Tel: 01628 663287  

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

---

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Slough care homes continued

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Burnham, Slough SL1 6LA
Tel: 01628 668902 Advert below

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

Lavender Court
1 Priors Close, Slough SL1 2BQ
Tel: 01753 512368

Reach
1 Yew Tree Road, Slough SL1 2AA
Tel: 01753 524621

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

Advertisers are highlighted
Slough care homes with nursing

**Oak House**
Forest Close, Wexham Road, Slough SL2 4FA
Tel: 01753 528419  **OP D PD LDA MH**

**Windsor Care Centre**
1 Burlington Road, Slough SL1 2LD
Tel: 01753 517789  **Advert page 56 D PD**

**Oxford House Nursing Home**
204 Stoke Road, Slough SL2 5AY
Tel: 01753 533554  **Advert page 52 OP D**

**Salt Hill Care Centre**
16-20 Bath Road, Slough SL1 3SA
Tel: 01753 575150  **Advert page 56 OP D PD LDA MH**

**Windmill Care Centre**
104 Bath Road, Slough SL1 3SY
Tel: 01753 213010  **OP D**

---

**West Berkshire care homes**

**Acorn House**
20 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH
Tel: 0118 943 9462  **OP LDA YA**

**Coombe House, The**
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Tel: 0118 943 1019  **LDA**

**Dimensions Baily Thomas House**
Haysoms Drive, Greenham, Thatcham RG19 8EX
Tel: 01635 47218  **LDA**

**Braeburn Lodge**
Bath Road, Beenham, Reading RG7 5JB
Tel: 0118 959 5648  **OP D PD MH SI YA**

**Downview Residential Home**
11-12 Down View, Hungerford RG17 0ED
Tel: 01488 683087  **OP LDA YA**

**Broad Lane, 30**
Upper Bucklebury, Reading RG7 6QJ
Tel: 01635 871191  **OP LDA YA**

**Duncan House**
18 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH
Tel: 0118 943 9460  **OP LDA YA**

**Chaffinches**
108 Paynesdown Road, Thatcham RG19 3TE
Tel: 01635 874836  **LDA**

**Elizabeth House**
14 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH
Tel: 0118 943 9457  **OP LDA YA**

**Charlotte House**
4 Charlotte Close, Hermitage, Thatcham RG18 9TU
Tel: 01635 247202  **LDA YA**

**Glebe Garden**
Reading Road, Burghfield Common, Reading RG7 3BH
Tel: 0118 983 5476  **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

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Tel: 01635 864646

**Just Homes – 3 New Hill**
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Tel: 0118 962 4887

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

**Newton House**
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Thatcham RG18 3AA
Tel: 01635 529817

**Notrees**
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Hungerford RG17 9TW
Tel: 01488 658332

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

**Old Vicarage, The**
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Tel: 01488 683634

**Parry House**
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Reading RG8 8EH
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Reading RG8 8BG
Tel: 01189 421330

**Rowan Cottage**
Sulhamstead Road, Burghfield, Reading RG30 3SB
Tel: 0118 983 6003

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

**Walled Garden, The**
Calcot Grange, Mill Lane, Reading RG31 7RS
Tel: 0118 945 1712

**Walnut Close**
Brownsfield Road, Thatcham, Newbury RG18 3GF
Tel: 01635 587810

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

**Willows Edge**
Hutton Close, Shaw, Newbury RG14 1HJ
Tel: 01635 45252

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

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<table>
<thead>
<tr>
<th>Service</th>
<th>Older people (65+)</th>
<th>Dementia</th>
<th>Physical disability</th>
<th>Learning disability, autism</th>
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<tbody>
<tr>
<td>User Bands</td>
<td>MH</td>
<td>SI</td>
<td>YA</td>
<td>AD</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care 55
Salt Hill Care Centre is a warm and friendly 50 bed nursing home located in Slough, designed to meet a diverse range of needs. We offer Residential and Nursing care for the elderly and frail. Salt Hill also has the facilities and trained staff to offer care and understanding for those coping with Dementia. We provide long term care, but we also cater for those requiring post operative nursing care and respite stays.

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<th>West Berkshire care homes with nursing</th>
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<td><strong>Argyles Care Home</strong></td>
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<td>Pound Street, Newbury RG14 6AE</td>
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<td>Tel: 01635 899698 <strong>Advert page 56</strong></td>
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<td><strong>OP YA</strong></td>
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<td><strong>Bayford House Care Home</strong></td>
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<td>Rookwood, Stockcross, Newbury RG20 8LB</td>
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<td>Tel: 01488 757663 <strong>Advert page 56</strong></td>
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<td><strong>Donnington Care Home, The</strong></td>
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<td>Tel: 01635 899 692 <strong>Advert page 56</strong></td>
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<td><strong>OP D PD SI</strong></td>
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<td><strong>Gracewell Healthcare 3 Ltd</strong></td>
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<td>370 London Road, Newbury RG14 2QH</td>
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<td><strong>Winchcombe Place</strong></td>
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<td><strong>Hollies</strong></td>
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<td>Reading Road, Burghfield Common, Reading RG7 3BH</td>
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<td>Tel: 0118 983 2254 <strong>OP D YA</strong></td>
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<tr>
<td><strong>Hungerford Care Home</strong></td>
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<tr>
<td>Tel: 01488 682002 <strong>OP</strong></td>
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<tr>
<td><strong>Thatcham Court Care Home</strong></td>
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<td>Chapel Street, Thatcham RG18 4QL</td>
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<tr>
<td>Tel: 01635 899760 <strong>Advert page 56</strong></td>
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<tr>
<td><strong>Windsor and Maidenhead care homes</strong></td>
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<tr>
<td><strong>Boulters Lock Residential Home</strong></td>
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<tr>
<td>56 Sheephouse Road, Maidenhead SL6 8HP</td>
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<tr>
<td>Tel: 01628 634985 <strong>OP D</strong></td>
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<td><strong>Bramerton</strong></td>
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<tr>
<td>Upper Bray Road, Bray, Maidenhead SL6 2DB</td>
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<tr>
<td>Tel: 01628 771058 <strong>OP LDA YA</strong></td>
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<td><strong>Clara Court</strong></td>
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<td>21 Courthouse Road, Maidenhead SL6 6JE</td>
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<tr>
<td>Tel: 01628 776022 <strong>OP D PD LDA MH</strong></td>
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<tr>
<td><strong>Disabilities Trust– 25 Welby Close</strong></td>
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<td>Maidenhead SL6 3PY</td>
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<tr>
<td>Tel: 01628 824154 <strong>LDA YA</strong></td>
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<tr>
<td><strong>Edith Road (Tregona)</strong></td>
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<tr>
<td>3 Edith Road, Maidenhead SL6 5DY</td>
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<td>Tel: 01628 789433 <strong>LDA YA</strong></td>
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<tr>
<td><strong>Eton House Residential Home</strong></td>
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<tr>
<td>68 Eton Road, Datchet, Slough SL3 9AY</td>
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<td>Tel: 01753 547251 <strong>OP D</strong></td>
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<td><strong>Fearnley House</strong></td>
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<td>86 Straight Road, Old Windsor SL4 2RX</td>
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<td>Tel: 01753 863752 <strong>LDA</strong></td>
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<tr>
<td><strong>Herewards House</strong></td>
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<tr>
<td>15 Ray Park Avenue, Maidenhead SL6 8DP</td>
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<td>Tel: 01628 629038 <strong>OP D</strong></td>
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<tr>
<td><strong>Heronsmede</strong></td>
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<td>88-90 Straight Road, Old Windsor SL4 2RX</td>
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<td>Tel: 01753 855694 <strong>LDA</strong></td>
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<td><strong>Homeside Close, 16</strong></td>
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<td><strong>Meadowbank Residential Care Home</strong></td>
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<tr>
<td>44 Braywick Road, Maidenhead SL6 1DA</td>
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<tr>
<td>Altwood Bailey, Maidenhead SL6 4PQ</td>
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<tr>
<td><strong>Nightingales Care Home</strong></td>
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<tr>
<td><strong>Normanhurst Residential Home</strong></td>
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<tr>
<td>26 High Town Road, Maidenhead SL6 1PB</td>
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</tbody>
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Tel: 01753 967930

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Arborfield Road, Shinfield, Reading RG2 9EA
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Down Lodge Residential Care Home
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Elms, The
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755576

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

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Tel: 01344 755533

**Firs, The**
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755580

**Green, The**
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755568

**Hilltop House**
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Tel: 0118 934 0053

**Kadimah**
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**Longmore Road, 1**
Whitley Wood, Reading RG2 8QG
Tel: 0118 986 7457

**Lovat House**
6 Crescent Road, Wokingham RG40 2DB
Tel: 0118 978 6750

**Magnolia Lodge**
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Tel: 0118 988 8732

**Multi-Care (Reading) Ltd – 375 Old Whitley Wood Lane**
Reading RG2 8PY
Tel: 0118 931 3939

**Murdoch House**
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**Orchard, The**
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Tel: 01344 755582

**Pamela Barnett**
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Tel: 01344 755625

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Tel: 0118 987 2278

**Shinfield View Care Home**
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**Staverton**
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Tel: 0118 977 1157

**Suffolk Lodge**
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Tel: 0118 979 3202

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

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

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

**Warren Lodge Care Centre**
Warren Lane, Finchampstead, Wokingham RG40 4HR
Tel: 08444 725 186

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

Wild Acres Care Home
440 Finchampstead Road, Finchampstead, Wokingham RG40 3RB
Tel: 0118 973 3670

See the checklist on page 39 for useful suggestions of questions to ask when looking at care homes.

Wokingham care homes with nursing

Austen House
Kilnsea Drive, Lower Earley, Reading RG6 3UJ
Tel: 0118 914 4584 Advert below

Berkshire Care Home, The
126 Barkham Road, Wokingham RG41 2RP
Tel: 0118 977 0233

Bridge House Nursing Home
64 High Street, Twyford RG10 9AQ
Tel: 0118 934 0777

Glebelands House
Woolf Drive, Wokingham RG40 1DU
Tel: 0118 974 3260

Lord Harris Court
Mole Road, Sindlesham, Wokingham RG41 5EA
Tel: 0118 978 7496

Lynden Hill Clinic
Lynden Hill Lane, Kiln Green, Reading RG10 9XP
Tel: 0118 940 1234

Mount Care Home, The
School Hill, Wargrave, Reading RG10 8DY
Tel: 0118 940 2046

Sunrise Of Sonning
Old Bath Road, Sonning RG4 6TQ
Tel: 0118 944 4300

Thamesfield Nursing Home
Wargrave Road, Henley-on-Thames RG9 2LX
Tel: 01491 418100

West Oak
Murray Road, Wokingham RG41 2TA
Tel: 0118 914 4585 Advert below

Woodbury House
Jouldings Lane, Farley Hill, Reading RG7 1UR
Tel: 0118 973 3885

Celebrating Life

Our homes are more than care homes. They’re family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Visit our homes in Berkshire anytime for advice, or go to www.barchester.com for more information.

Austen House
Lower Earley, RG6 3UJ
Tel: 01189 144 584

West Oak
Wokingham, RG41 2TA
Tel: 01189 144 585

Nursing Care • Dementia Care • Respite Breaks
En-suite bedrooms • Delicious meals • Daily activities
Landscaped gardens • Wi-Fi • Hairdressing salon
Useful local contacts

For your council’s contact details, see page 4.

**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](http://www.ageuk.org.uk/berkshire)

**Alzheimer’s Society**  
Support and information for people with dementia, their families and carers over the whole of Berkshire.  
National Helpline: **0300 222 1122**  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Bracknell & District and Wokingham**  
118-128 London Street, Reading RG1 4SJ  
Tel: **07713 390714**

**Slough and the Royal Borough of Windsor and Maidenhead**  
6 North Road, Maidenhead SL6 1PL  
Tel: **01628 626331**  
Email: berkshire@alzheimers.org.uk

**Reading**  
118-128 London Street, Reading RG1 4SJ  
Tel: **0118 959 6482**

**Ark Trust Ltd, The**  
A local charitable organisation providing services for people with additional needs.  
The Space, 20-21 Market Street, Bracknell RG12 1JG  
Tel: **01344 266899**  
Email: info@theark.org.uk  
Web: [www.theark.org.uk](http://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](http://www.autismberkshire.org.uk)

**Berkshire Carers Service**  
A local charity supporting unpaid carers of all ages.  
Reading Bridge House, George Street, Reading RG1 8LS • Tel: **0800 988 5462**  
Web: [www.berkshirecarers.org](http://www.berkshirecarers.org)

**Carers Trust**  
Promotes, supports and delivers high-quality services for carers and people with care needs.

**Reading**  
14 Albury Close, Reading RG30 1BD  
Tel: **0118 945 4209**  
Web: [www.readingcrossroads.org](http://www.readingcrossroads.org)

**Wokingham**  
Wokingham Hospital, Barkham Road, Wokingham RG41 2RE • Tel: **0118 979 5324**  
Web: [www.wokinghamcrossroads.org](http://www.wokinghamcrossroads.org)

**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, Reading RG1 5PE  
Tel: **0118 966 2518**  
Email: office@readingmencap.org.uk  
Web: [www.readingmencap.org.uk](http://www.readingmencap.org.uk)

**Slough**  
Horsemoor Green Club, Common Road, Slough SL3 8JU  
Tel: **01753 594666**

**West Berkshire**  
Enborne Gate, Enborne Road, Newbury RG14 6AT  
Tel: **01635 41464**  
Web: [www.wbmencap.org](http://www.wbmencap.org)

**Windsor**  
Oakbridge Centre, Imperial Road, Windsor SL4 3RU  
Tel: **01753 428019**  
Email: admin@windsormencap.org  
Web: [www.windsormencap.org](http://www.windsormencap.org)
**Wokingham, Bracknell and Districts**
The Court House, Broadway, Town Square, Bracknell RG12 1AE
Tel: 0300 777 8539
Email: admin@wokinghambracknellmencap.org or admin@bracknellmencap.org
Web: www.wokinghambracknellmencap.org

**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

**Reading Deaf Centre**
Supporting the local deaf communities of Reading and Wokingham. Giving information, sign-posting and assistance if needed, to both individuals and groups.
131-133 Cardiff Road, Reading RG1 8JF
Tel: 0118 959 4969
Email: info@readingdeafcentre.co.uk
Web: www.readingdeafcentre.co.uk

**Royal Voluntary Service (RVS)**
The Royal Voluntary Service provides a service to people in hospital, can help in the home and run community events like lunch and social clubs.
York Centre, 42 York Road, Maidenhead SL6 1SH
Tel: 01628 636098
Email: berkshirehub@royalvoluntaryservice.org.uk
Web: www.royalvoluntaryservice.org.uk/berkshire

**United Voices**
Provides an advocacy service for people with learning difficulties throughout East Berkshire.
Oakbridge Centre, Imperial Road, Windsor SL4 3RU
Tel: 01753 206721
Email: enquiries@united-voices.co.uk
Web: www.united-voices.co.uk

**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, Wokingham RG4 0 2AP
Tel: 0118 979 2620
Email: mailbox@wokinghammentalhealth.org.uk
Web: www.wokinghammentalhealth.org.uk

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

**my family our needs**
Birth to Adulthood • Real life blogs
Directory • Ask the Experts • Monthly columnist

Tell us what you think

Share your feedback
Take our five minute survey

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

www.myfamilyourneeds.co.uk

helloyourneeds.co.uk
@WeAreMFON

Search for care at www.carechoices.co.uk to find support in your area
Useful national contacts

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of, vulnerable older adults. • Tel: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

**Age UK**
Tel: 0800 055 6112 • 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: enquiries@al-anon.org.uk
Web: www.al-anonuk.org.uk

**Alzheimer’s Society**
Tel: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

**Association of Charity Officers**
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: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

**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: 0808 808 7777 • Email: advice@carersuk.org
Web: www.carersuk.org

**Citizens Advice**
Practical, reliable, up-to-date information on a wide range of topics. • Tel: 03444 111444
Web: www.citizensadvice.org.uk

**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

**Independent Age**
Produce 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

Visit www.carechoices.co.uk for further assistance with your search for care
Search for care at www.carechoices.co.uk to find support in your area

National Activity Providers Association (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.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.

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
• Tel: 0207 359 8136
Email: info@relres.org • Web: www.relres.org

SANE
Saneline: for advice on mental health issues.
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm. • 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

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
• Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
Web: www.ukhca.co.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: veteransgateway.org.uk

Search for care in your area

www.carechoices.co.uk

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

CareChoices

• 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

Search for care at www.carechoices.co.uk to find support in your area
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61 Langley Road

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Care Services Ltd
Abbotts Care Berkshire
Absolute Care UK Ltd
Agincare
Alina Homecare Reading
All Seasons
Care Services Ltd
Allied Healthcare Newbury
Apex Healthcare
Service Ltd
Apex Prime Care
– Reading
Audley Care
– Inglewood
Banyan Home Care Services
Baxters Homecare
Berkshire Care Ltd
Better Life Care
Blue Angel Care Ltd
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Bluebird Care (Newbury)
Bracknell Forest Borough
Council – Intermediate Care
Bridge House
Nursing Home
Care @ Home Newbury Ltd
Care 1st Homecare
– Berkshire
Care In Your Home Ltd
Care Partners Newbury Ltd

Care Response
Care4U WE Ltd
CareArt UK
Careline
– The Agency For Care Staff
Caremark
(Slough and South Bucks)
Caremark (West Berkshire and Reading)
Caremark (Wokingham)
CareWatch
(Audrey Needham House)
CareWatch (Windsor)
Carewell Ltd
CCS Homecare Services Ltd
Charles Clore Court Extra
Care Sheltered Housing
Chilmington at Home
Choice Supported Living
– East
Chrome Tree Ltd
Chrysalis Care Ltd
ComfortCare Ltd
Community Reablement Team
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Complete Care Windsor
Concept Care Practice Ltd
– 20 Cross Street
Consultancy Care Ltd
County Care (Windsor)
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– Reading Services
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– Slough Supported Living
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– West Berkshire Services
Crossroads Care
West Berkshire

Crossroads Caring
for Carers

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Dimensions Berkshire
Domiciliary Care Office
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Domiciliary Care Office
DVL Supported
Living Services
E.C. Care
Elegant Care Services
Evelyn Grace Ltd
Focus Support Ltd
Forestcare

G-J
G.R Response Healthcare
Gabriel’s Angels Ltd
Gardiner’s
Goldcrest Care Services
Good Oaks (Reading)
Halcyon Home Care
Harino Care Ltd
– Head Office

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

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Search for care at www.carechoices.co.uk to find support in your area
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