Berkshire
Care Services Directory 2020/21

The essential guide to choosing and paying for care and support
At Bickerton House, we understand that choosing a care home can be stressful for everyone involved.

We offer residential, nursing and dementia care, and all-round support to make things easier.

To find out more about living at Bickerton House, call us on 01344 981748 or email tracey.vanzyl@careuk.com
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</table>

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.

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**Alternative formats**

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). The e-book is also Recite Me compatible for those requiring information in the spoken word.
Welcome to this edition of the independent Berkshire Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

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

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

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

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 20 for those paying for care at home and 42 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

Bracknell Forest Council
Tel: 01344 352000
Email: customer.services@bracknell-forest.gov.uk
Web: www.bracknell-forest.gov.uk

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

Reading Services Guide
Web: www.reading.gov.uk/servicesguide
Berkshire Care Association

BCA

Raising standards

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 knowledgably 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 last year:

• over 1,000 staff attended learning sessions (100% rated them good/excellent);
• more than 100 people attended the BCA conference, with 100% approval rating;
• we visited and supported 70+ 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 150 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, Milton Keynes, and Oxfordshire care associations to support providers across the Thames Valley.
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 2020/21 *</th>
<th>MEMBER</th>
<th>EXECUTIVE</th>
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<tbody>
<tr>
<td>Annual Membership – single care provider</td>
<td>Free</td>
<td>£20pm/£240pa</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td></td>
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<tr>
<td>Email updates on things providers need to know</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Changes to legislation and best practice guidance</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Improvements needed to meet CQC standards</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Regular newsletter</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td><strong>Quarterly managers’ meeting</strong></td>
<td></td>
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<tr>
<td>With bespoke training at Ascot Priory (SL5 8RS)</td>
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<td></td>
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<tr>
<td>• Certificates provided following training</td>
<td></td>
<td></td>
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<tr>
<td>• A networking forum for information exchange, learning and experience</td>
<td></td>
<td></td>
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<tr>
<td>• A place to get help and advice from those who have faced the same issues</td>
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<tr>
<td>• Opportunity for up-skilling, mentorship and competency assessments</td>
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<td></td>
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<tr>
<td>• Meet critical friends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Signposting to what providers need when they need it</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Events, mentoring and training sessions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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.</td>
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<tr>
<td><strong>Annual conference in October</strong></td>
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<tr>
<td>• Over 120 care provider attendees</td>
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<td>• Keynote speeches from high profile organisations such as Kings Fund, CQC and UKHCA</td>
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<tr>
<td>• 100% delegates rated the conference excellent/good</td>
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<tr>
<td>• Huge care supplier exhibition</td>
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<tr>
<td><strong>Bespoke support when providers need it</strong></td>
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<td></td>
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<tr>
<td>• Signposting – where/how to access services</td>
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<tr>
<td>• RGN revalidation advice to maintain NMC registration</td>
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<tr>
<td>• A dedicated telephone adviser for each area of care: nursing/residential, learning disability, domiciliary care and supported living</td>
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<tr>
<td>• Care-planning, risk assessment and documentation templates</td>
<td></td>
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<tr>
<td>• Audit tools</td>
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<tr>
<td>• In a crisis, we will commit to visit you with help/advice and training at your service ASAP</td>
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<tr>
<td><strong>Advertise job vacancies for free on BCA’s website</strong></td>
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<tr>
<td><strong>Framed Certificate of Membership yearly</strong></td>
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<tr>
<td><strong>Use of BCA’s logo on website and email signatures</strong></td>
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<tr>
<td><strong>Representation with local authorities, CCGs, safeguarding boards and CQC</strong></td>
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* Please note, this membership is for care providers, not members of the general public.
Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

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

Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

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

Meals on wheels

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

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

Tel: 0118 959 4242
Email: www.ageuk.org.uk/berkshire/our-services/handyperson

Search for care in your area

www.carechoices.co.uk

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

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

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

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](http://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.

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

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.
Specialist equipment

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

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

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

Telecare

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

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, 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

Tell us what you think

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 [https://asksara.dlf.org.uk](https://asksara.dlf.org.uk)

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

<table>
<thead>
<tr>
<th><strong>Suitability</strong></th>
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<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td>☐</td>
</tr>
<tr>
<td>Are you willing to use it?</td>
<td>☐</td>
</tr>
<tr>
<td>Will it fit into your everyday life and routine?</td>
<td>☐</td>
</tr>
<tr>
<td>Have you tried a demo of the equipment?</td>
<td>☐</td>
</tr>
<tr>
<td>Do you understand what the equipment is for?</td>
<td>☐</td>
</tr>
<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
<td>☐</td>
</tr>
<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
<td>☐</td>
</tr>
<tr>
<td>Will it work alongside any assistive technology you already have?</td>
<td>☐</td>
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<thead>
<tr>
<th><strong>Reliability</strong></th>
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<tr>
<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
<td>☐</td>
</tr>
<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
<td>☐</td>
</tr>
<tr>
<td>Can you speak to someone who already uses it?</td>
<td>☐</td>
</tr>
<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
<td>☐</td>
</tr>
<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
<td>☐</td>
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<table>
<thead>
<tr>
<th><strong>Usability</strong></th>
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<tbody>
<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
<td>☐</td>
</tr>
<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
<td>☐</td>
</tr>
<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
<td>☐</td>
</tr>
<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
<td>☐</td>
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<tr>
<td>Is it portable?</td>
<td>☐</td>
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<table>
<thead>
<tr>
<th><strong>Cost</strong></th>
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<tbody>
<tr>
<td>Do you know how much it costs?</td>
<td>☐</td>
</tr>
<tr>
<td>Will you need to pay a monthly charge?</td>
<td>☐</td>
</tr>
<tr>
<td>Are there alternative solutions that might be free?</td>
<td>☐</td>
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<tr>
<td>Is there a cost associated with servicing the equipment?</td>
<td>☐</td>
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<tr>
<th><strong>Notes</strong></th>
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Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

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

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

You will need to contact Adult Social Care to arrange an assessment. Contact details are on page 4.

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

Information on paying for care can be found on page 20 if you are receiving home care and page 42 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:

- 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.

Visit www.carechoices.co.uk for further assistance with your search for care
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 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.
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 £67.25 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](http://www.gov.uk) has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.

Crossroads Care

Reading
Tel: 0118 945 4209
Web: [www.readingcrossroads.org](http://www.readingcrossroads.org)

Slough
Tel: 01753 525796
Web: [www.sloughcrossroads.org.uk](http://www.sloughcrossroads.org.uk)

Wokingham
Tel: 0118 979 5324
Web: [www.wokinghamcrossroads.org](http://www.wokinghamcrossroads.org)

Signal 4 Carers
Web: [www.signal4carers.org.uk](http://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
Tel: 0118 324 7333
Email: ask@berkshirecarershub.org
Web: [www.berkshirecarershub.org](http://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](http://www.myfamilyourneeds.co.uk)

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

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

Subscribe today

- hello@myfamilyourneeds.co.uk
- @WeAreMFON
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

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.

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

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

Attendance at day centres can be offered from just a few hours a week to several days. Contact your council or local Alzheimer's Society office for more details, see ‘Useful local contacts’ beginning on page 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 Dementia Connect support line is available on 0333 150 3456 and can provide information, support, guidance and signposting to other appropriate organisations.

The Helpline is open from 9.00am to 8.00pm, Monday to Wednesday; 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.

Search for care in your area

Visit www.carechoices.co.uk for further assistance with your search for care
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 Money Advice Service
A free and impartial money advice service set up by the Government. Tel: 0800 138 7777
Web: www.moneyadviceuk.org.uk

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 42.
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
Search for care in your area

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

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

www.carechoices.co.uk
Home care agency checklist

<table>
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<tr>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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</thead>
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<tr>
<td>Fees per week</td>
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<td>£</td>
</tr>
<tr>
<td>Quality rating*</td>
<td></td>
<td></td>
</tr>
</tbody>
</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)

### About the agency

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

### Staff

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

### Accommodating your needs

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

### Regulation

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

### Notes

*See page 46.*

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Home care you can trust
We are family-run and family-focussed, and we always strive for the best for our clients. Our carers can lend a helping hand with personal care, companionship, shopping and more. Choose the right care for you, choose Apex Prime Care!

Contact us for a free quote
0330 2020 200
www.apexprimecare.org

Exceptional care
in your own home

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
01488 209 104
info@audleycare.co.uk
www.audleycare.co.uk

Are you not yet ready for a care home?

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Live-in Care

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

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0808 163 5101 | agincare.com

“...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

Search for care at www.carechoices.co.uk to find support in your area
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: 0808 163 5101

Alina Homecare Reading
Reading
Tel: 01183 593222

All Seasons Care Services Ltd
Reading
Tel: 01189 821515

Angel Heart Home Care Ltd
Ascot
Tel: 01276 804421

Apex Healthcare Service Ltd
Reading
Tel: 0118 391 3542

Apex Prime Care – Newbury
Newbury
Tel: 0330 2020 200

Audley Care – Inglewood
Hungerford
Tel: 01488 209104

Baxters Homecare
Slough
Tel: 01753 701099

Beckland Care Ltd
Reading
Tel: 01183 489673

Berkshire Care Ltd
Bracknell
Tel: 07445 555596

Better Life Care
Slough
Tel: 01753 314246

Blue Angel Care Ltd
Reading
Tel: 01189 952996

Bluebird Care (Bracknell, Maidenhead, Reading, Windsor and Wokingham)
Reading
Tel: 01189 986 3552

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

Bridge House Nursing Home
Twyford
Tel: 01189 934 0777

Brighter Living Care Ltd
Reading
Tel: 01189 653465

Care @ Home Newbury Ltd
Reading
Tel: 01189 965 3465

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
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, Reading and South Oxfordshire)
Reading
Tel: 0118 957 1155

Caremark (Wokingham)
Wokingham
Tel: 0118 978 4657

CareWatch (Thames Valley)
Maidenhead
Tel: 01189 572844

CareWatch (Windsor)
Maidenhead
Tel: 01628 564707

Home care providers continued

**Professional and Personal Care in your Own Home**

Caremark provides fully trained and vetted staff who adhere to the highest quality standards.

- 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

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
<td>OP</td>
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<tr>
<td>D</td>
<td>Dementia</td>
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<tr>
<td>PD</td>
<td>Physical disability</td>
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<td>LDA</td>
<td>Learning disability, autism</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
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<tr>
<td>SI</td>
<td>Sensory impairment</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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Search for care at www.carechoices.co.uk to find support in your area
### Home care providers continued

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<th>City</th>
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<th>Service</th>
<th>User Bands</th>
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</thead>
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<tr>
<td>Carewell Ltd</td>
<td>Reading</td>
<td>0118 977 2135</td>
<td>OP D PD</td>
<td>LDA MH SI YA AD</td>
</tr>
<tr>
<td>CCS Homecare Services Ltd</td>
<td>Slough</td>
<td>01628 600412</td>
<td>OP D PD</td>
<td>LDA MH SI YA AD</td>
</tr>
<tr>
<td>Charles Clore Court Extra Care Sheltered Housing</td>
<td>Reading</td>
<td>0118 937 4820</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Chillington at Home</td>
<td>Reading</td>
<td>0118 958 5329</td>
<td>PD LDA</td>
<td></td>
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<tr>
<td>Choice Supported Living – East</td>
<td>Bracknell</td>
<td>02031 950146</td>
<td>PD LDA</td>
<td>MH SI YA</td>
</tr>
<tr>
<td>Chrome Tree Ltd</td>
<td>Slough</td>
<td>01753 708737</td>
<td>OP D PD</td>
<td>MH SI YA</td>
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<tr>
<td>Chrysalis Care Ltd</td>
<td>Reading</td>
<td>0118 942 9889</td>
<td>OP D PD</td>
<td>SI</td>
</tr>
<tr>
<td>Citibase Slough</td>
<td>Slough</td>
<td>07899 295548</td>
<td>OP D PD</td>
<td>YA</td>
</tr>
<tr>
<td>Community Reablement Team (CRT)</td>
<td>Reading</td>
<td>0118 937 3745</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Complete Care Windsor</td>
<td>Windsor</td>
<td>01753 622227</td>
<td>OP D PD</td>
<td>SI</td>
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<tr>
<td>Concept Care Practice Ltd – 20 Cross Street</td>
<td>Reading</td>
<td>0118 957 4510</td>
<td>OP D PD</td>
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<tr>
<td>Consultancy Care Ltd</td>
<td>Bracknell</td>
<td>01344 305891</td>
<td>OP D PD</td>
<td>LDA MH SI AD</td>
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<tr>
<td>County Carers Ltd</td>
<td>Wokingham</td>
<td>0118 973 3302</td>
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<td>Creative Support – Reading Services</td>
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<td>0118 957 3709</td>
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<td>01635 48631</td>
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<tr>
<td>D.Osteen Homecare Support</td>
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<td>Diamond Quality Care Services</td>
<td>Thatcham</td>
<td>01635 523410</td>
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<tr>
<td>Dimensions Berkshire Domiciliary Care Office</td>
<td>Newbury</td>
<td>0300 303 9012</td>
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<tr>
<td>Dimensions Bracknell Domiciliary Care Office</td>
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<td>DVL Supported Living Services</td>
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<td>Windsor</td>
<td>01753 358510</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Home care providers continued

EMI-Care UK
Reading
Tel: 0118 901 9890  OP YA

Endless Love Healthcare Services Ltd
Reading
Tel: 0118 449 2574  OP D PD LDA MH YA

Evelyn Grace Ltd
Reading
Tel: 0118 983 6368  OP D PD MH SI YA

Focus Support Ltd
Newbury
Tel: 01635 581244  OP D PD LDA MH SI

Forestcare
Bracknell
Tel: 01344 786500  OP D PD LDA MH SI YA

G.R Response Healthcare
Slough
Tel: 01344 723144  OP D PD LDA SI AD

Gabriel's Angels Ltd
Wokingham
Tel: 0118 332 0099  OP D PD LDA MH SI YA AD

Gardiner’s
Reading
Tel: 0118 334 7474  OP D PD SI YA

Global Care Ltd
Slough
Tel: 01753 376171  OP D PD MH SI AD

Goldcrest Care Services
Slough
Tel: 01753 299888  OP D PD LDA MH SI YA

Good Oaks (Reading)
Reading
Tel: 0118 327 1160  OP D PD LDA MH SI YA

Halcyon Home Care
Maidenhead
Tel: 01628 298262  OP D

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- Established for over 30 years
- Excellent standards of care
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- All profits go to charity
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www.universal-care.co.uk

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Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Berkshire.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

- Personal care
- Getting out and about
- Housekeeping
- Short-term care

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For more information www.helphands.co.uk

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Service
User Bands
Older people (65+)
Mental health
SI Sensory impairment
Younger adults
AD People who misuse alcohol or drugs

Search for care at www.carechoices.co.uk to find support in your area
### Home care providers continued

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<tr>
<th>Company Name</th>
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<th>Telephone Number</th>
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<td>Helping Hands Maidenhead &amp; Windsor</td>
<td>Maidenhead</td>
<td>0808 274 2935</td>
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<td>Heritage Healthcare Windsor</td>
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<td>Home Angels Healthcare Services Ltd</td>
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<td>Home Instead Senior Care (Denham &amp; Stoke Poges)</td>
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<td>01753 290988</td>
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<td>Home Instead Senior Care (Maidenhead, Henley &amp; Wallingford)</td>
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<td>Independent Supported Living and Disabilities</td>
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<td>Jigsaw Creative Care Ltd</td>
<td>Reading</td>
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<td>K &amp; J Carers</td>
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<td>Kharis Solutions</td>
<td>Slough</td>
<td>0333 012 4016</td>
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<td>Kingwood – Domiciliary Care</td>
<td>Reading</td>
<td>0118 931 0143</td>
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<td>Lady Elizabeth House</td>
<td>Maidenhead</td>
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<td>Laura Cares</td>
<td>Windsor</td>
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<td>Leading Care Company, The</td>
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<td>01753 369977</td>
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<td>Libertatem Healthcare Group Ltd</td>
<td>Wokingham</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
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<tr>
<td>LifeCarers (Bracknell, Crowthorne and Sandhurst) Bracknell Tel: 01344 393047</td>
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<td>Limms Care Services Ltd Reading Tel: 01183 278716</td>
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<td>New Support Solutions Reading Tel: 0118 933 2286</td>
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<td>Livability St Ronans Road Reading Tel: 02074 522000</td>
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<td>Norwood Ravenswood Crowthorne Tel: 0208 809 8809</td>
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<td>London Care (Huntley Place) Reading Tel: 07342 036892</td>
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<td>Novus Care Ltd – Reading Reading Tel: 0118 986 3406</td>
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<td>Loving Angels Care (Bracknell) Bracknell Tel: 0333 355 3126</td>
<td>OP D PD LDA SI YA</td>
<td>One Day at a Time Home Care Ltd Reading Tel: 0118 465 0465</td>
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<tr>
<td>Lynwood Home Care Ascot Tel: 01344 298170 Advert page 41</td>
<td>OP D PD MH SI</td>
<td>Optalis Extra Care Berkshire Wokingham Tel: 0118 977 8600</td>
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<td>Mahogany Care – Holyport Maidenhead Tel: 07703 020567</td>
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<td>Oracle Medical Care Uk Slough Tel: 0844 693 3312</td>
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<tr>
<td>MAK Community Care Wokingham Tel: 07825 180069</td>
<td>LDA MH YA</td>
<td>Oxford House Community Care Services Slough Tel: 01753 645112 Advert page 32</td>
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<td>Makai Care Ltd Reading Tel: 07825 180069</td>
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<td>Panacea Care Services Reading Tel: 0118 943 1642 Advert page 28</td>
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<td>Match Options Slough Tel: 01753 545342</td>
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<td>Pembroke Apartments Care (Reading) Domiciliary Services Reading Tel: 0118 941 4200</td>
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<td>Mayfair Homecare – Newbury Newbury Tel: 01635 36810</td>
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<td>Pembroke Lodge Reading Tel: 0118 941 4200</td>
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<td>Multi-Care Community Services Reading Ltd Reading Tel: 0118 467 5838</td>
<td>OP D PD LDA YA</td>
<td>People Matter Support Services Reading Tel: 07775 446434</td>
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Search for care at www.carechoices.co.uk to find support in your area
Home care providers continued

Prestige Healthcare Services
Thatcham
Tel: 01635 600766
OP PD SI YA

Privilege Care Ltd
Slough
Tel: 01753 548110
OP PD SI YA

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

Quintessential 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 875758
OP D PD SI YA

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

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

Spectrum Group Services Ltd
Wokingham
Tel: 07818 021958
OP D PD SI YA

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

START
Wokingham
Tel: 0118 977 8600
OP D PD SI YA

Stella Maris Healthcare Ltd
Bracknell
Tel: 07480 770168
OP LDA MH YA

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<td>YA</td>
<td>YA Younger adults</td>
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<td>LDA</td>
<td>LDA Learning disability, autism</td>
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<td>AD</td>
<td>AD People who misuse alcohol or drugs</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
Sunbeam Management Services Ltd  
Slough  
Tel: 0208 779 0930  
OP D PD YA

Superb Healthcare Ltd  
Reading  
Tel: 0118 375 4194  
OP D PD LDA MH SI YA AD

Support Horizons  
Wokingham  
Tel: 0118 989 3959  
OP D PD LDA MH SI YA

Surecare (Reading and East Berkshire)  
Reading  
Tel: 0118 959 5288  
OP D PD LDA MH SI YA

Surecare (Slough)  
Slough  
Tel: 01753 548876  
OP D PD LDA MH SI YA

Sylviancare  
Reading  
Tel: 0118 327 3232  
OP D PD LDA MH SI YA

Sylviancare Bracknell and Ascot  
Bracknell  
Tel: 07850 196392  
OP D PD LDA MH SI YA

Thames Care  
Reading  
Tel: 0118 327 6961  
OP D PD LDA SI YA

Thamesfield at Home  
Henley-on-Thames  
Tel: 01491 418100  
OP D PD SI YA

Tonna Care Services Ltd  
Reading  
Tel: 0118 975 9222  
OP D PD LDA

Top Class Quality Services Ltd  
Reading  
Tel: 0118 959 6526  
OP D PD LDA MH SI YA AD

Total Health Support and Training Services Ltd  
Reading  
Tel: 0118 987 2035  
OP D PD LDA MH SI YA

VJ Carers Ltd  
Reading  
Tel: 0118 986 8394  
OP PD YA

Voyage (DCA) Berkshire  
Wokingham  
Tel: 0118 967 9241  
OP D PD LDA MH SI YA

We Love Care  
Maidenhead  
Tel: 01628 306000  
OP D PD LDA SI YA

West Berkshire Council Home Care Service  
Newbury  
Tel: 01635 503503  
OP D PD LDA MH SI YA

Whitestone Care  
Slough  
Tel: 0800 085 1254  
OP LDA MH YA

Your Serenity Ltd  
Newbury  
Tel: 07969 345338  
OP D PD SI YA

YourLife (Crowthorne)  
Crowthorne  
Tel: 01344 762349  
OP D PD SI

YourLife (Maidenhead)  
Maidenhead  
Tel: 01628 629591  
OP D PD SI

Home care providers continued

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
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 here useful.

Mencap
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

Scope
Offers free, impartial and expert information, advice and support to disabled people and their families. • Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

Mental health

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

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

**Adult mental health teams**

**Berkshire Healthcare NHS Foundation Trust**
Web: www.berkshirehealthcare.nhs.uk

**Mental Health Crisis Team**
Contact if you need urgent help, but it’s not an emergency.
Tel: 0300 365 0300 or 0300 365 9999

**Talking Therapies**
Offers a range of mental health services depending on your needs. • Tel: 0300 365 2000
Email: talkingtherapies@berkshire.nhs.uk

**Bracknell Forest Community Network**
Tel: 01344 823300
Email: network@berkshire.nhs.uk

**Reading Mental Health Social Care Service**
Tel: 0118 937 3747

**Slough Community Mental Health Team**
Tel: 0300 365 0300 (new referrals).
Tel: 01753 690950 (existing referrals).

**Wokingham Mental Wellbeing Sports Programme**
Using exercise as a tool to encourage positive mental wellbeing. • Tel: 0118 974 3728
Email: sport@wokingham.gov.uk
Physical disability

If you have a physical disability or a long-term illness, Adult Social Care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

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

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

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

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

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.berkshirevision.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

The Advocacy People
Provides an advocacy service in Berkshire for adults with a mental health condition.
Tel: 0330 440 9000
Email: info@theadvocacypeople.org.uk
Web: www.theadvocacypeople.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 writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. 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 65 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 £183.92 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.

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

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

Austen House Care Home
Klinsea Drive
Reading, RG6 3UJ
01189 144 584

West Oak Care Home
Murray Road
Wokingham, RG41 2TA
01189 144 585

Nursing care • Dementia care • Respite care & short breaks
Delicious meals • Daily activities • Spa bathrooms • Wi-fi

Astbury Manor Care Home
Keeping Your Loved One Safe and Well

A safe and well-managed quality care home, Astbury Manor is located in the Borough of Bracknell Forest in Berkshire. The best in care is provided in safe surroundings and is a welcoming home-from-home for both residential residents and those living with dementia.

Our diligent approach to care you can be confident in is underpinned by stringent hygiene regimes and other protocols, including social distancing. Astbury Manor is rated as ‘Good’ by the Care Quality Commission, assessing that the home and its staff scored consistently highly throughout all the services delivered.

Call 01344 506625 or Search ‘Astbury Manor Care’ online or on
Care homes checklist

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

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
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</table>

<table>
<thead>
<tr>
<th>Home 3</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
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</table>

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

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

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

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

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

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

*See page 46.
Residential dementia care checklist

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).

<table>
<thead>
<tr>
<th>Design</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Choices</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can residents get help with eating and drinking?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>How often does the home review residents’ medication?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do GPs visit the home regularly?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are staff trained to identify when a resident might be unwell?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do the staff have any dementia specific training/experience?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approach to care</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home have a specific approach to end of life care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home keep up to date with best practice in dementia care?</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

*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 last two topics, see pages 45 and 36 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them. Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 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.

---

**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/lynnwood

Flexible, continuing care for those in later life

Owner and operated by Ben

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

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

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

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings 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 included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

### 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.

### Third party payments

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

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

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

If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already resident in a care home, and

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**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.
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.

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

**Age UK**
Tel: 0800 055 6112
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
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)
Important information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 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…

Search for care in your area

www.carechoices.co.uk

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

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

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

Leading Personal Injury, Medical Negligence, Court of Protection and Community Care solicitors

t: +44 (0)118 952 7219
e: claimsadvice@boyesturner.com
boyesturnerclaims.com

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

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

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

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

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

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

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 in other regions, visit www.carechoices.co.uk with details of your requirements.

Protecting vulnerable adults

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

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

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

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

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

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

If you think someone is being abused call Adult Social Care. Your concerns will be taken seriously and will receive prompt attention, advice and support. Adult Social Care will also arrange for an advocate to support you if needed.

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

If you are worried about contacting the police you can contact Adult Social Care to talk things over first. Contact details are on page 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 currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/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

Search for care at www.carechoices.co.uk to find support in your area
This Directory is divided into the geographical areas listed on this map.

Home care providers can be found beginning on page 25.

Bracknell Forest care homes

Astbury Manor Care Home
Crowthorne Road North, Bracknell RG12 7AU
Tel: 01344 506625 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 774 233 Advert page 48

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

Waymead Short Term Care
St Anthony’s Close, Bracknell RG42 2EB
Tel: 01344 353333

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

**Bracknell Forest care homes with nursing**

<table>
<thead>
<tr>
<th>Home Name</th>
<th>Address</th>
<th>Phone</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bickerton House Care Home</strong></td>
<td>Warfield Road, Bracknell RG12 2JB</td>
<td>Tel: 01344 981748</td>
<td>OP D PD YA</td>
</tr>
<tr>
<td><strong>Bracknell Care Home</strong></td>
<td>Crowthorne Road, Bracknell RG12 7DN</td>
<td>Tel: 01344 484584</td>
<td>OP PD</td>
</tr>
<tr>
<td><strong>Haldane House Nursing Home</strong></td>
<td>127 Yorktown Road, Sandhurst GU47 9BW</td>
<td>Tel: 01252 872218</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>St David's Nursing Home</strong></td>
<td>Ascot Priory, Priory Road, Ascot SL5 8RS</td>
<td>Tel: 01344 884079</td>
<td>OP</td>
</tr>
</tbody>
</table>

**Service**

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

**Advertisers are highlighted**

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**Reading care homes**

<table>
<thead>
<tr>
<th>Home Name</th>
<th>Address</th>
<th>Phone</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Abbeyfield Reading Society Ltd</strong></td>
<td>11 Maitland Road, Reading RG1 6NL</td>
<td>Tel: 0118 957 2826</td>
<td>OP</td>
</tr>
<tr>
<td><strong>Boltons, The</strong></td>
<td>2-4 College Road, Reading RG6 1QD</td>
<td>Tel: 0118 926 1712</td>
<td>OP MH</td>
</tr>
<tr>
<td><strong>Carisbrooke</strong></td>
<td>341 Peppard Road, Emmer Green, Reading RG4 8XG</td>
<td>Tel: 0118 946 2400</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>Chilmington House</strong></td>
<td>Armadale Court, Westcote Road, Reading RG30 2ES</td>
<td>Tel: 0118 956 7877</td>
<td>D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Disabilities Trust – 29 Briants Avenue</strong></td>
<td>Caversham, Reading RG4 5AY</td>
<td>Tel: 0118 947 9795</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>Downshire House</strong></td>
<td>9 Downshire Square, Reading RG1 6NJ</td>
<td>Tel: 0118 959 5648</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>Grange House</strong></td>
<td>16 Grange Avenue, Reading RG6 1DJ</td>
<td>Tel: 07798 905346</td>
<td>D MH YA</td>
</tr>
<tr>
<td><strong>Hazeldeane</strong></td>
<td>127-131 Wantage Road, Reading RG30 2SL</td>
<td>Tel: 0118 950 0567</td>
<td>LDA</td>
</tr>
<tr>
<td><strong>Jigsaw Creative Care Ltd – 77 Russell Street</strong></td>
<td>Reading RG1 7XG</td>
<td>Tel: 0118 939 3623</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td><strong>Lakeside Residential Home</strong></td>
<td>25 Whiteknights Road, Reading RG6 7BY</td>
<td>Tel: 0118 926 8369</td>
<td>OP D</td>
</tr>
</tbody>
</table>

---

**Search for care at** [www.carechoices.co.uk](http://www.carechoices.co.uk) **to find support in your area**
### Reading care homes continued

| Respite Service | Uppingham Gardens, 1 |
| 4 Alexandra Road, Reading RG1 5PE | Caversham, Reading RG4 6SP |
| Tel: 0118 966 6832 | Tel: 0118 946 2216 |
| PD LDA MH SI YA | OP LDA YA |

| Richmond Road, 30 | Wensley Road, 159 |
| Caversham, Reading RG4 7PR | Coley Park, Reading RG1 6DU |
| Tel: 0118 946 3282 | Tel: 0118 958 9022 |
| OP LDA YA | PD LDA MH YA |

| St Barnabas Road, 26 | Whitley Wood Lane Respite Care, 188 |
| Emmer Green, Reading RG4 8RA | Reading RG2 8PR |
| Tel: 0118 946 1775 | Tel: 0118 937 5347 |
| OP LDA YA | |

| St Luke's and The Oaks Care Home | Yew Tree Lodge |
| Marshland Square, Emmer Green, Caversham RG4 8RP | 17-19 Redlands Road, Reading RG1 5HX |
| Tel: 0118 946 1424 | Tel: 0118 931 3534 |
| OP D | MH |

### Reading care homes with nursing

| Beacher Hall Bupa Care Home | Parkside Bupa Care Home |
| 42 Bath Road, Reading RG1 6PG | Parkside Road, Reading RG30 2DP |
| Tel: 0118 391 4677 | Tel: 0118 321 2556 |
| Advert page 56 | Advert page 56 |
| OP PD YA | OP PD YA |

| Jasmine House Nursing Home | River View Care Centre |
| 16-22 Westcote Road, Reading RG30 2DE | Rodway Road, off Oxford Road, Tilehurst, Reading RG30 6TP |
| Tel: 0118 959 0684 | Tel: 0118 972 8360 |
| OP D PD | OP D |

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

### Slough care homes

| Applegarth Care Home | Lavender Court |
| 24 Huntercombe Lane North, Maidenhead SL6 0LG | 1 Priors Close, Slough SL1 2BQ |
| Tel: 01628 663287 | Tel: 01753 512368 |
| OP | LDA |

| Common Road | Reach |
| 131 Common Road, Slough SL3 8SX | 1 Yew Tree Road, Slough SL1 2AA |
| Tel: 01753 592454 | Tel: 01753 524621 |
| LDA YA | OP LDA |

| Forget Me Not Residential Care Home | REACH Lower Cippenham Lane |
| 151 Burnham Lane, Burnham, Slough SL1 6LA | 178 Lower Cippenham Lane, Slough SL1 5EA |
| Tel: 01628 668902 | Tel: 01628 666132 |
| OP D | OP D |

| Langley Haven Care Home | REACH Upton Court Road |
| 30 Rambler Lane, Langley, Slough SL3 7RR | 2a Upton Court Road, Slough SL3 7LX |
| Tel: 01753 527300 | Tel: 01753 570222 |
| OP D | OP LDA |

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

Respond
3 Priors Close, Slough SL1 2BQ
Tel: 01753 570866

Seymour House
21, 23, 25 Seymour Road, Slough SL1 2NS
Tel: 01753 820731

Stoke House
6 Stoke Poges Lane, Slough SL1 3NT
Tel: 01753 674113

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

Slough care homes with nursing

Oak House
Forest Close, Wexham Road, Slough SL2 4FA
Tel: 01753 528419

Oxford House Nursing Home
204 Stoke Road, Slough SL2 5AY
Tel: 01753 533554

Seymour House
21, 23, 25 Seymour Road, Slough SL1 2NS
Tel: 01753 820731

Stoke House
6 Stoke Poges Lane, Slough SL1 3NT
Tel: 01753 674113

Slough care homes continued

Salt Hill Care Centre
16-20 Bath Road, Slough SL1 3SA
Tel: 01753 575150

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

Windsor Care Centre
1 Burlington Road, Slough SL1 2LD
Tel: 01753 517789

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

Tell us what you think

Share your feedback
Take our five minute survey

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

www.carechoices.co.uk/reader-survey
### West Berkshire care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acorn House</td>
<td>20 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9462</td>
</tr>
<tr>
<td>Appletrees</td>
<td>Chapel Row, Bucklebury, Newbury RG7 6PB</td>
<td>0118 971 3769</td>
</tr>
<tr>
<td>Boxgrove House</td>
<td>Littlehealth Road, Reading RG31 5TY</td>
<td>0118 943 1019</td>
</tr>
<tr>
<td>Braeburn Lodge</td>
<td>Bath Road, Beenham, Reading RG7 5JB</td>
<td>0118 930 6469</td>
</tr>
<tr>
<td>Broad Lane, 30</td>
<td>Upper Bucklebury, Reading RG7 6QJ</td>
<td>01635 871191</td>
</tr>
<tr>
<td>Chaffinches</td>
<td>108 Paynesdown Road, Thatcham RG19 3TE</td>
<td>01635 874836</td>
</tr>
<tr>
<td>Charlotte House</td>
<td>4 Charlotte Close, Hermitage, Thatcham RG18 9TU</td>
<td>01635 247202</td>
</tr>
<tr>
<td>Coombe House, The</td>
<td>The Coombe, Streatley-on-Thames, Reading RG8 9QL</td>
<td>01491 872174</td>
</tr>
<tr>
<td>Dimensions 43 Clayhill Road</td>
<td>Burghfield Common, Reading RG7 3HF</td>
<td>0118 983 5047</td>
</tr>
<tr>
<td>Dimensions Daily Thomas House</td>
<td>Haysoms Drive, Greenham, Thatcham RG19 8EX</td>
<td>01635 47218</td>
</tr>
<tr>
<td>Downview Residential Home</td>
<td>11-12 Down View, Hungerford RG17 0ED</td>
<td>01488 683087</td>
</tr>
<tr>
<td>Duncan House</td>
<td>18 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9460</td>
</tr>
<tr>
<td>Elizabeth House</td>
<td>14 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9457</td>
</tr>
<tr>
<td>Glebe Garden</td>
<td>Reading Road, Burghfield Common, Reading RG7 3BH</td>
<td>0118 983 5476</td>
</tr>
<tr>
<td>Hazel View</td>
<td>21 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9463</td>
</tr>
<tr>
<td>Holly Grange Residential Home</td>
<td>Cold Ash Hill, Cold Ash, Thatcham RG18 9PT</td>
<td>01635 864646</td>
</tr>
<tr>
<td>Just Homes – 3 New Hill</td>
<td>Purley-on-Thames, Reading RG8 8HA</td>
<td>0118 962 4887</td>
</tr>
<tr>
<td>Kestrels</td>
<td>84 Hambridge Road, Newbury RG14 5TA</td>
<td>01635 522814</td>
</tr>
<tr>
<td>Little Heath Court</td>
<td>Little Heath Road, Tilehurst, Reading RG31 5TY</td>
<td>0118 942 8558</td>
</tr>
<tr>
<td>Newton House</td>
<td>404 London Road, Benham Hill, Thatcham RG18 3AA</td>
<td>01635 529817</td>
</tr>
<tr>
<td>Notrees</td>
<td>10 High Street, Kintbury, Hungerford RG17 9TW</td>
<td>01488 658332</td>
</tr>
<tr>
<td>Oaklands</td>
<td>5 The Green, Theale, Reading RG7 5DR</td>
<td>0118 930 5288</td>
</tr>
<tr>
<td>Old Vicarage, The</td>
<td>Parsonage Lane, Hungerford RG17 0JB</td>
<td>01488 683634</td>
</tr>
<tr>
<td>Parry House</td>
<td>15 Huckleberry Close, Purley-on-Thames, Reading RG8 8EH</td>
<td>0118 943 9458</td>
</tr>
</tbody>
</table>

### Service & User Bands

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people</td>
<td>MH Mental health</td>
</tr>
<tr>
<td>Dementia</td>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>PD Physical disability</td>
<td>YA Younger adults</td>
</tr>
<tr>
<td>LDA Learning disability, autism</td>
<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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

Offering 24 hour nursing, residential, respite and dementia care, Falkland Grange Care Home is a place to live well. Whether you’re looking for a care home for yourself or for a loved one, you can be confident that Falkland Grange is the right choice.

BOOK A VISIT AT PORTHAVEN.CO.UK OR CALL 01635 926976

Falkland Grange Care Home, Monks Lane, Newbury, Berkshire RG14 7RW
Prior’s Court Cottages, 1-2, 3-4
Prior’s Court Road, Hermitage, Thatcham, Reading RG18 9JT
Tel: 01635 247202  LDA  YA

Prior’s Court Cottages, 5-6: Bradbury House
Prior’s Court Road, Hermitage, Thatcham RG18 9JT
Tel: 01635 247203  LDA  YA

Purley House
20 Wintringham Way, Purley-on-Thames, Reading RG8 8BG
Tel: 01189 421330  LDA  MH  YA

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

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

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

Walnut Close
Brownsfield Road, Thatcham, Newbury RG18 3GF
Tel: 01635 587810  OP  LDA  YA

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

Willows Edge
Hutton Close, Shaw, Newbury RG14 1HJ
Tel: 01635 45252  OP  D  PD  SI

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

West Berkshire care homes with nursing

Argyles Bupa Care Home
Pound Street, Newbury RG14 6AE
Tel: 01635 899 698 Advert page 56  OP  YA

Bayford House Bupa Care Home
Rookwood, Stockcross, Newbury RG20 8LB
Tel: 01488 757 663 Advert page 56  OP  YA

Birchwood
Birchwood Road, Newbury RG14 2PP
Tel: 01635 33967  OP  D  PD  SI

Donnington Bupa Care Home, The
Wantage Road, Newbury RG14 3BE
Tel: 01635 899 692 Advert page 56  OP

Falkland Grange Care Home
Monks Lane, Newbury RG14 7RW
Tel: 01635 926976 Advert page 54  OP  D

Gracewell of Newbury
370 London Road, Newbury RG14 2QH
Tel: 01635 818887  OP  D  PD  YA

Hollies
Reading Road, Burghfield Common, Reading RG7 3BH
Tel: 0118 983 2254  OP  D  YA

Hungerford Care Home
Wantage Road, Newtown, Hungerford RG17 0PN
Tel: 01488 682002  OP  D

Thatcham Court Bupa Care Home
Chapel Street, Thatcham RG18 4QL
Tel: 01635 899 760 Advert page 56  D  PD  MH  SI  YA

Winchcombe Place
Maple Crescent, Newbury RG14 1LN
Tel: 0333 434 3096  OP  D  PD  MH  YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
Your local Bupa care homes in Berkshire.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Berkshire could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
0808 273 2221

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

Search for care in your area

www.carechoices.co.uk

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

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

Search for care at www.carechoices.co.uk to find support in your area
## Windsor and Maidenhead care homes

**Boulters Lock Residential Home**  
56 Sheephouse Road, Maidenhead SL6 8HP  
Tel: 01628 634985

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

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

**Disabilities Trust—25 Welby Close**  
Maidenhead SL6 3PY  
Tel: 01628 824154

**Edith Road (Tregona)**  
3 Edith Road, Maidenhead SL6 5DY  
Tel: 01628 789433

**Eton House Residential Home**  
68 Eton Road, Datchet, Slough SL3 9AY  
Tel: 01753 547251

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

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

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

**Homeside Close, 16**  
Maidenhead SL6 7RB  
Tel: 01628 630710

**Meadowbank Residential Care Home**  
44 Braywick Road, Maidenhead SL6 1DA  
Tel: 01628 781186

**Nightingales Care Home**  
Islet Road, Maidenhead SL6 8LD  
Tel: 01628 621494

**Normanhurst Residential Home**  
26 High Town Road, Maidenhead SL6 1PB  
Tel: 01628 632618

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

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

**Station Road, 43**  
Wraysbury, Staines TW19 5ND  
Tel: 01784 488581

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

**White Lodge Care Home**  
Bisham Road, Marlow SL7 1RP  
Tel: 01628 898281

**Winston Court, 5**  
Halifax Road, Maidenhead SL6 5HU  
Tel: 01628 418804

**Winton House**  
51 Dedworth Road, Windsor SL4 5AZ  
Tel: 01753 856466

### Windsor and Maidenhead care homes with nursing

**Allenby Road, 9**  
Maidenhead SL6 5BF  
Tel: 01628 781261

**Ascot Grange**  
Bagshot Road, Ascot SL5 9PR  
Tel: 01344 636050

**Apple Hill**  
Henley Road, Hurley,  
Maidenhead SL6 5LH  
Tel: 01628 823200

**Cherry Garden**  
Breadcroft Lane, Littlewick Green,  
Maidenhead SL6 3QF  
Tel: 01628 825044

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

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

The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

Our care homes in Berkshire
- Abbeycrest, Sonning Common
- Dormy House, Sunningdale

To arrange a free care assessment
Call us on 0808 223 5356 freephone
Find us online at caringhomes.org

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

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
Windsor and Maidenhead care homes with nursing continued

Cookham Riverside, The
Berries Road, Cookham, Maidenhead SL6 9SD
Tel: 01628 810557

Dormy House
Ridgemount Road, Sunningdale, Ascot SL5 9RL
Tel: 0808 223 5356

Foxleigh Grove Nursing Home
Forest Green Road, Holyport, Maidenhead SL6 3LQ
Tel: 01628 673332

Gracewell of Ascot
Burleigh Road, Ascot SL5 7LD
Tel: 01344 988476

Harwood House
Spring Lane, Cookham Dean, Maidenhead SL6 6PW
Tel: 01628 478000

Larchfield House
Larchfield Road, Maidenhead SL6 2SJ
Tel: 01628 639428

Larkland House
London Road, Ascot SL5 7EG
Tel: 01344 872121

Longlea Nursing Home
 Fifield Road, Fifield, Maidenhead SL6 2PG
Tel: 01628 634201

Lynwood Care Centre
Lynwood Court, Lynwood Village,
Rise Road, Ascot SL5 0FG
Tel: 01344 298100

Manor Care Home, The
Church Road, Old Windsor SL4 2JW
Tel: 01753 832920

Mountbatten Grange
Helston Lane, Windsor SL4 5GG
Tel: 03333 315859

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

Sandown Park Care Home
61 Vale Road, Windsor SL4 5JY
Tel: 01753 833140

St Mark’s Bupa Care Home
110 St Marks Road,
Maidenhead SL6 6DN
Tel: 01628 878 674

Wokingham care homes

Abbeyfield Winnersh
Woodward Close, Winnersh, Wokingham RG41 5NW
Tel: 0118 977 4246

Alexandra Grange
Oaklands Drive, Wokingham RG41 2RU
Tel: 0118 912 3210

Anthony Toby Homes Trust – Ashton
38 Sarum Crescent, Ashton, Wokingham RG40 1XF
Tel: 0118 977 2334

Beech House
49 Crockhamwell Road, Woodley, Wokingham RG5 3JY
Tel: 0118 969 8373

Beech Gardens
Salmond Road, Shinfield Park, Reading RG2 8QN
Tel: 0118 986 8863

Belamie Gables Care Home
210 Hyde End Road, Spencers Wood, Reading RG7 1DG
Tel: 0118 988 3417

Copper Beech
Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755645

Cornerways
32 Arbor Lane, Winnersh, Wokingham RG41 5JD
Tel: 0118 977 0036

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

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Younger adults
People who misuse alcohol or drugs
User Bands
Mental health
Sensory impairment
### Wokingham care homes continued

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<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td><strong>Dimensions 2 Dunstans Drive</strong>&lt;br&gt;Winnersh, Wokingham RG41 5EB&lt;br&gt; Tel: 0118 979 5362</td>
<td>&lt;br&gt;OP  Older people (65+)&lt;br&gt;PD  Physical disability</td>
<td></td>
<td></td>
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<tr>
<td><strong>Dimensions 6 Sadlers Lane</strong>&lt;br&gt;Winnersh, Wokingham RG41 5AJ&lt;br&gt; Tel: 0118 979 8408</td>
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<tr>
<td><strong>Dimensions 95 New Wokingham Road</strong>&lt;br&gt;Crowthorne RG45 6JN&lt;br&gt; Tel: 01344 771369</td>
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<td><strong>Dimensions Brambletye</strong>&lt;br&gt;New Mill Road, Finchampstead, Wokingham RG40 4QT&lt;br&gt; Tel: 0118 973 4539</td>
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<tr>
<td><strong>Dimensions Loddon Court</strong>&lt;br&gt;289 Wokingham Road, Earley, Reading RG6 7ER&lt;br&gt; Tel: 0118 966 0484</td>
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<tr>
<td><strong>Dimensions Parrot Farmhouse</strong>&lt;br&gt;Arborfield Road, Shinfield, Reading RG2 9EA&lt;br&gt; Tel: 0118 988 5051</td>
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<tr>
<td><strong>Dimensions The Laurels</strong>&lt;br&gt;3 Nine Mile Ride, Finchampstead, Wokingham RG40 4QA&lt;br&gt; Tel: 0118 973 7110</td>
<td>LDA</td>
<td></td>
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<tr>
<td><strong>Dimensions Woodmere</strong>&lt;br&gt;Lower Wokingham Road, Crowthorne RG45 6BT&lt;br&gt; Tel: 01344 752682</td>
<td>LDA</td>
<td></td>
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<tr>
<td><strong>Down Lodge Residential Care Home</strong>&lt;br&gt;11 Sturges Road, Wokingham RG40 2HG&lt;br&gt; Tel: 0118 978 6484</td>
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<tr>
<td><strong>Elms, The</strong>&lt;br&gt;Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ&lt;br&gt; Tel: 01344 755576</td>
<td>LDA</td>
<td></td>
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<tr>
<td><strong>Eretz</strong>&lt;br&gt;Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ&lt;br&gt; Tel: 01344 755613</td>
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<tr>
<td><strong>Farm House, The</strong>&lt;br&gt;Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ&lt;br&gt; Tel: 01344 755533</td>
<td>LDA</td>
<td></td>
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</tbody>
</table>
Wokingham care homes continued

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
30 Hilltop Road, Twyford, Reading RG10 9BN
Tel: 0118 934 0053

Kadimah
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755574

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

Lovat House
6 Crescent Road, Wokingham RG40 2DB
Tel: 0118 978 8732

Magnolia Lodge
42 Hollow Lane, Shinfield RG2 9BT
Tel: 0118 988 8732

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

Murdock House
1 Murdoch Road, Wokingham RG40 2DL
Tel: 0118 978 5423

Orchard, The
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755582

Pamela Barnett
Ravenswood Village, Nine Mile Ride, Crowthorne RG45 6BQ
Tel: 01344 755625

Rookery Cottage
249 Shinfield Road, Reading RG2 8HE
Tel: 0118 987 2278

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

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

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

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

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

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

Valerie’s Residential Care Home
20 Ravenswood Avenue, Crowthorne RG45 6AY
Tel: 01344 761701

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

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

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

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

### Wokingham care homes with nursing

- **Austen House Care Home**
  - Kilnsea Drive, Lower Earley, Reading RG6 3UJ
  - Tel: 01189 144 584  **Advert page 38**
  - **D**

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

- **Bridge House Nursing Home**
  - 64 High Street, Twyford RG10 9AQ
  - Tel: 0118 934 0777
  - **D PD SI**

- **Glebelands House**
  - Woolf Drive, Wokingham RG40 1DU
  - Tel: 0118 974 3260
  - **D PD MH SI**

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

- **Lynden Hill Clinic**
  - Lynden Hill Lane, Kiln Green, Reading RG10 9XP
  - Tel: 0118 940 1234
  - **OP PD YA**

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

- **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
  - **D**

- **West Oak Care Home**
  - Murray Road, Wokingham RG41 2TA
  - Tel: 01189 144 585  **Advert page 38**
  - **OP D**

- **Woodbury House**
  - Jouldings Lane, Farley Hill, Reading RG7 1UR
  - Tel: 0118 973 3885
  - **OP D YA**

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**Tell us what you think**

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

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)

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**Advertisers are highlighted**

**Tell us what you think**

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

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)
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.
Dementia Connect support line: **0333 150 3456**
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Maidenhead and Windsor Local Office
6 North Road SL6 1PL
Tel: **01628 626331**
Email: berkshire@alzheimers.org.uk

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

Slough Local Office
6 North Road SL6 1PL
Tel: **01628 626331**
Email: berkshire@alzheimers.org.uk

Ark Trust Ltd, The
A local charitable organisation providing services to people with disabilities and other disadvantaged groups.
Tel: **01344 266899**
Email: info@theark.org.uk
Web: [www.theark.org.uk](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)

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

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

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

Slough
Horsemoor Green Community Centre,
Common Road 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 SL4 3RU
Tel: **01753 428019**
Email: admin@windsormencap.org
Web: [www.windsormencap.btck.co.uk](http://www.windsormencap.btck.co.uk)

Wokingham, Bracknell and Districts
The Court House, Broadway, Town Square RG12 1AE
Tel: **0300 777 8539**
Email: admin@wokinghammencap.org
or admin@bracknellmencap.org
Web: [www.wokinghambracknellmencap.org](http://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 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.
Maidenhead Centre, 42 York Road SL6 1SH
Tel: 01628 636098
Email: berkshirehub@royalvoluntaryservice.org.uk
Web: www.royalvoluntaryservice.org.uk/service/1460-berkshire-hub/news

Useful national contacts

Action on Elder Abuse (Hourglass)
Works to protect, and prevent the abuse of, vulnerable older adults. • Tel: 0808 808 8141
Web: www.wearehourglass.org

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: helpline@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

Alzheimer’s Society
Tel: 0333 150 3456
Monday to Wednesday, 9.00am to 8.00pm;
Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

Association of Charity Organisations, The
A national umbrella body for benevolent charities.
Tel: 0207 255 4480 • Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Disabilities (BILD)
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960 • Email: enquiries@bild.org.uk
Web: www.bild.org.uk

British Red Cross
Provides support at home, transport and mobility aids to help people when they face a crisis in their

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 RG40 2AP
Tel: 0118 979 2620
Email: mailbox@wokinghammentalhealth.org.uk
Web: www.wokinghammentalhealth.org.uk
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

Dementia Adventure
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: 01245 237548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.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

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

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SANE
For advice on mental health issues.
Email: support@sane.org.uk
Web: www.sane.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers

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

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**Search for care in your area**

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

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


Sales Manager: Paul O’Callaghan. Regional Sales Supervisor: Vanessa Ryder.

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