



Berkshire

Care Services Directory 2025

The essential guide to choosing and
paying for care and support



Stay safe and independent in your own home

From 30 mins to around-the-clock care,
our care professionals can help with:

- Personal care
- Meal preparation
- Medication administration
- Companionship
- Dementia care
- Housework

Contact us to learn more:

SCAN HERE:



GoodOaks Homecare - Reading and West Berks

01182 371 573

reading@goodoakshomecare.co.uk

SCAN HERE:



GoodOaks Homecare - Wokingham and Bracknell

01344 961 431

wokingham@goodoakshomecare.co.uk

GoodOaks
Quality Care at Home

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

Alternative formats

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



Introduction

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

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

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

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 10. 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 page 46 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 6 and a list of local home care providers begins on page 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 36) or residential care. Comprehensive lists of care homes and care homes with nursing in Berkshire start on page 54.

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

Finding care in your area

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

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

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

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

Visit **www.carechoices.co.uk**



Contacting your local council

Bracknell Forest Council

Tel: **01344 352000**

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

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

Reading Borough Council

Tel: **0118 937 3747** • Web: **www.reading.gov.uk**

Slough Borough Council

Tel: **01753 475111** • Web: **www.slough.gov.uk**

The Royal Borough of Windsor and Maidenhead

Tel: **01628 683744** • Web: **www.rbwm.gov.uk**

West Berkshire Council

Tel: **01635 551111** • Web: **www.westberks.gov.uk**

West Berkshire Directory

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

Wokingham Borough

Council

Tel: **0118 974 6000** • Web: **www.wokingham.gov.uk**

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

Berkshire Care Association



Berkshire Care Association (BCA) supports all CQC-registered care providers and those

working in, or associated with, social care across the county. We offer advice and guidance, support networks through meetings, conferences and events and organise training and workshops where there are industry gaps or bespoke requests.

With a mission of 'Raising Standards', we endeavour to keep all CQC-registered care organisations in Berkshire updated with changes to 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 including Local Authorities, ICBs and ICSs. We believe it is essential to have the input of providers, staff and service users to inform relevant discussion and enable free and independent communication. By working professionally but independently with a sector-specific focus, we can speak honestly and knowledgeably about the reality of matters affecting care delivery and commissioning, staffing and regulation. Our activities include:

- holding a regular free Care Leaders Network (CLN) meeting for all CQC-registered services. Providers, managers and staff are all welcome. Meetings provide relevant updates, share

information and learning and address current concerns which can then be fed back into the system. Guest speakers, from the CQC for example, are invited regularly;

- supporting providers individually on a variety of topics, including infection control procedures, health and safety, training and workforce matters;
- offering ad hoc training on a range of topics;
- a monthly newsletter emailed to all CQC-registered services across Berkshire;
- resources on our website, **www.berkscore.co.uk**;
- a presence on social media;
- a dedicated WhatsApp group;
- an annual Care Awards event;
- the opportunity to upgrade to an Executive membership offering enhanced support and discounts. Further details can be found via our website or by email request;
- working closely with South East Social Care Alliance (SESCA) to support providers across the Thames Valley; and
- representation at local, regional and national levels, aiming to represent the voice of our sector in Berkshire and beyond.

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

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

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

Day care centres

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

Day care centres give people the chance to change

their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia. Centres can be as important for carers as those attending, as they allow for a regular break from caring.

Meals on wheels

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

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

be free. National and local commercial organisations can also provide meals delivered to your door at a charge. You may find a service by word of mouth or using the internet – your local library may be able to help here. Alternatively, your local authority may have details on its website.

Contact details begin on page 5.

Adapting your home

To remain in your own home for as long as you would like to, you should ensure it is safe, secure and warm. Some forward planning to ensure 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.

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



Scan to search now

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central Government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

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

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

For further information about, and contact details for, local HIAs, visit <https://housingcare.org> or contact your local council. Details begin on page 5.

Age UK Berkshire

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

Use the following contact details for more information.

Tel: **0118 959 4242**

Email: info@ageukberkshire.org.uk

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

Specialist equipment

If you need help with tasks around the home, there is a range of specialist equipment available to make life easier and to improve your safety and independence, such as stair rails, raised toilet seats and shower stools. These items are often referred to as 'simple aids for daily living'.

Living Made Easy provides a quick and easy-to-use

online guided advice service, which can help if you have difficulties with everyday tasks.

Visit <https://livingmadeeasy.org.uk> to learn more about possible solutions or see pages 8 and 9. Once you have identified equipment that might help with your support needs, use the checklist on page 11 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. When the sensors are activated, the system connects to a response centre where trained operators speak to the individual through their home unit. They will take appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or emergency services.

Telecare can help you regain confidence and remain independent, while reassuring relatives and carers that support is available if an incident occurs. Some devices also help monitor health conditions and reduce hospital admissions. You can buy Telecare privately or, if eligible through an assessment

(see page 10), your local council may provide it.

Appello – Slough

Tel: **01753 475111** (option one).

Email: adultsocialcare@slough.gov.uk

Forestcare – Bracknell Forest

Tel: **01344 786599**

Email:

forestcare.enquiries@bracknell-forest.gov.uk

Lifeline

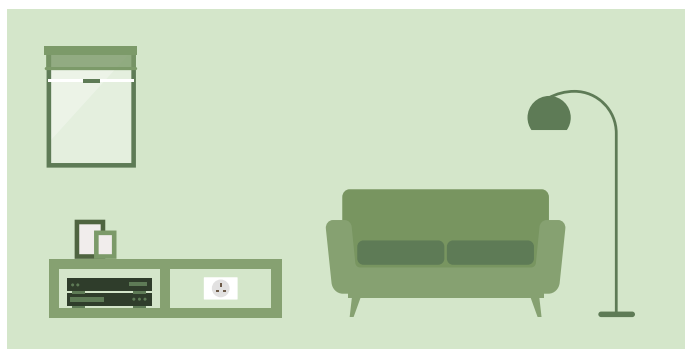
The Royal Borough of Windsor and Maidenhead

Tel: **01628 683744**

Email: adultsocialcarefrontdoor@rbwm.gov.uk

Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

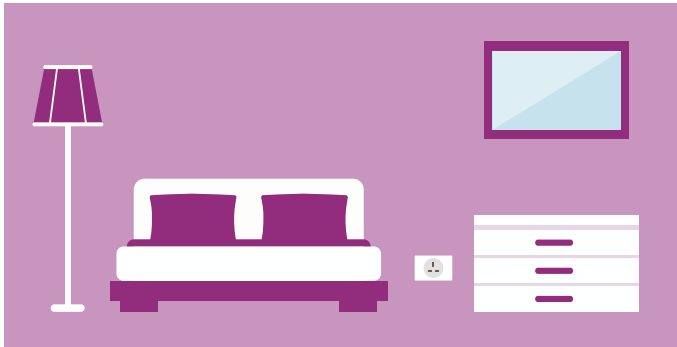


Level indicator



Teapot tipper

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



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

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

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

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

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



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

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

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

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

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



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Support from the council

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

This term is used to describe a number of different ways in which eligible adults with care and support needs can receive a combination of local authority and Government funding to help pay for the care services they require — without the council being

directly involved in arranging them.

If you contact the council for social care support, both your needs and your financial situation will be assessed to determine what help you qualify for.

If you have a carer, they can also be involved in the process and have their own needs assessed as well.

Your assessment

If you appear to have care or support needs, you have the legal right to have 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 for yourself or someone you care for. Contact details are on page 5.

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

Information on paying for care can be found on page 20 if you are receiving home care and page 46 if you are moving into a care home.

Personal Budgets

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

A Personal Budget is the amount of money the council calculates it will cost to meet your support needs. 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 partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a 'suitable person';
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of these options.

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



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://livingmadeeasy.org.uk>

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

Suitability

- Does the equipment support your specific needs? ☐
- Are you willing to use it? ☐
- Will it fit into your everyday life and routine? ☐
- Have you tried a demo of the equipment? ☐
- Do you understand what the equipment is for? ☐
- Do you need to take it with you when you leave the house? Is it transportable? ☐
- Does the equipment have any limitations that would make it unsuitable for you? ☐
- Will it work alongside any assistive technology you already have? ☐

Usability

- Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser? ☐
- Does the equipment need a plug socket, and will its wire cause a trip hazard? ☐
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐
- Are you able to use it? Are there any aspects you don't understand? ☐
- Is it portable? ☐

Notes

- Will it need to be installed by a professional? ☐
- Can the retailer provide you with training in using the equipment? ☐

Reliability

- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? ☐
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. ☐
- Can you speak to someone who already uses it? ☐
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐
- Is it durable? If you might drop it, is it likely to break? ☐

Cost

- Do you know how much it costs? ☐
- Will you need to pay a monthly charge? ☐
- Are there alternative solutions that might be free? ☐
- Is there a cost associated with servicing the equipment? ☐

Assessments from hospital

If you have been admitted to hospital and you 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, to prevent them from going unnecessarily into hospital.

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

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

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

NHS Continuing Healthcare

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

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

See page 47 for more information.

Personal health budgets

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

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

Services for carers

Who is a carer?

A carer regularly looks after, helps or supports someone who can't manage everyday life without their help. The 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;
- shopping and food preparation;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company;
- emotional support or communicating; or
- keeping an eye on someone to make sure they are safe.

Having a carers' assessment

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

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

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

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

Carers' Personal Budgets

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

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

Respite at home

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

the person who is being cared for. If they have a Personal Budget for their own needs (see page 10) 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

There are several benefits that carers may be entitled to and it is worth exploring all of these. One such benefit is the Carer's Allowance – currently £83.30 per week but it may change over the lifetime of this Directory.

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

Carer's Premium is an extra payment of up to £46.40 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit.

The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation,

which may be able to help undertake a benefit check for you.

Crossroads Care

Oxfordshire and West Berkshire

Tel: **01635 30008**

Email: care@oxfordshirecrossroads.org.uk

Slough

Tel: **01753 525796**

Web: www.sloughcrossroads.org.uk

Windsor and Maidenhead

Tel: **07833 449031**

Email: care@oxfordshirecrossroads.org.uk

Reading and West Berkshire Carers Partnership

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

SIGNAL

Covering Bracknell Forest.

Tel: **01344 266088**

Email: info@signal4carers.org.uk

Web: www.signal4carers.org.uk

Resource for people supporting disabled children



My Family, Our Needs is an online resource providing impartial information for parents, carers

and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit www.myfamilyourneeds.co.uk





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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk •  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family



Helping Hands

Rated Excellent on
Trustpilot



Based on **4000+** reviews
correct as at July 2025

Helping Hands Home Care

Visiting, live-in and respite care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

**Their level of service
and professionalism
is outstanding**

Mr Martin, Customer

The benefits of home care from Helping Hands:

- Bespoke care plan matched to your lifestyle
- Fully managed, CQC regulated service from employed, well-trained carers
- From 30 minute visits to live-in support
- Remain at home in familiar, comforting surroundings

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Maidenhead - 01628 884 579

Hungerford - 01488 310 295

helpinghands.co.uk

Care in your own home

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

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

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need 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 hospital stay, 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 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 help enable them to stay in their own homes.

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

A list of all home care agencies operating in Berkshire starts on page 23. For information on paying for home care, see page 20.

Live-in care

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

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

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

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

Finding the right support

This Directory offers a website service allowing you to search by postcode or region for care homes, care homes with nursing, and home care providers that meet your specific requirements across the country.

Your search can be sent to you by post or email, or discussed with you over the telephone if preferred.

If you are searching online, the results can be saved and emailed to others for convenience. You can also view an electronic version of this Directory on the site and have it read to you aloud 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. To start your search for care services, visit **www.carechoices.co.uk**

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

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

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home care agencies are increasingly providing staff who

can help meet these needs too.

The benefits of using a regulated agency include:

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

Living with dementia at home

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

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

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

Family support

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

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



When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

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

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

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

Contact your council to see if you are eligible for support with arranging these services.

See page 10 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. Attendance at day centres can be offered from just a few hours a week to several days.

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.

Contact your council or local Alzheimer's Society office for more details. See 'Useful local contacts' beginning on page 66.

Alzheimer's Society

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

to other appropriate organisations. The Helpline is open 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.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting



For more information on care homes for people with dementia, see page 41.

Paying for care in your home

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

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

Councils calculate charges in accordance with

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

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

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

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse.

Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge. If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and

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

Other ways to fund your care and support

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



Money Helper

A free and impartial money advice service set up by the Government.

Tel: **0800 138 7777**

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

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: **<https://societyoflaterlifeadvisers.co.uk>**

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

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

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

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*See page 50.




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- End of Life Care • Live In Care

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uxbridge@cardeahealthcare.co.uk



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Uxbridge UB8 1EX.

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Care Quality Commission

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- ES

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berkshire.acaciahomecare.co.uk

3 County Care

Crowthorne

Tel: 01344 750222

OP D PD LDA MH SI YA

9 Richmond Crescent

Slough

Tel: 07477 777786

OP PD LDA MH SI YA

121 Health&Care Ltd

Bracknell

Tel: 07946544729

OP D PD SI

A & T Caring Services

Bracknell

Tel: 01344 924442

OP D PD LDA MH YA

A1 Care & Support Ltd

Slough

Tel: 07391 034559

OP D PD MH

Absolute Care UK Ltd

Reading

Tel: 0118 986 6700

OP D PD

Acacia Homecare Berkshire

Wokingham

Tel: 0118 321 5219

OP D PD LDA MH SI YA

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Accelerated Home Health Ltd (T/A Visiting Angels)

Slough

Tel: 07518 519872

OP D

Address Healthcare

Reading

Tel: 07775 764308

OP LDA YA

Adjoy Healthcare Westberkshire

Newbury

Tel: 03335 670901

OP D PD LDA SI YA

Affinity Trust Domiciliary Care – West Berkshire

Newbury

Tel: 03003 039080

LDA

AIM 24 Ltd

Wokingham

Tel: 07802 713112

OP D PD YA

A-List Care Elite

Wokingham

Tel: 07742 112405

OP D PD SI YA

All Care Thames Valley

Reading

Tel: 0118 957 2844

OP D PD YA

All Seasons Care Services Ltd

Reading

Tel: 0118 982 1515

OP D PD LDA MH SI YA

AM Homecare Services Ltd

Wokingham

Tel: 07394 386434

OP D PD LDA MH SI YA

Ambrose Adrian Healthcare

Slough

Tel: 01753 708980

OP D PD LDA MH SI YA

Apex Healthcare Service Ltd

Reading

Tel: 0118 391 3542

OP D PD LDA SI YA

Apollo Care Surrey

Sandhurst

Tel: 07393 435919

D PD MH SI

Aptine Ltd

Bracknell

Tel: 07960 363922

OP D PD LDA MH SI YA

Assisted Care Solutions Ltd

Maidenhead

Tel: 07775 993337

OP D PD MH SI YA

Aster Homecare UK Ltd

Slough

Tel: 07404 160675

OP D PD MH SI YA

At Hand Supported Living Services

Reading

Tel: 0333 339 6009

OP YA

Audley Care – Inglewood

Hungerford

Tel: 01488 687020

OP D PD LDA MH SI AD

Audley Care Ltd

Ascot

Tel: 01344 968966

OP D PD MH SI YA

Barnfield Healthcare Ltd

Slough

Tel: 0333 050 9256

OP 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

Baxters Homecare

Slough

Tel: 01753 528618

OP D PD LDA MH SI YA

Beckland Care Ltd

Reading

Tel: 0118 348 9673

OP PD LDA MH YA

Berks Care UK

Slough

Tel: 01753 944662

OP D PD LDA MH SI YA

Best Choice Care

Slough

Tel: 03335 774455

OP D PD LDA MH SI YA

Best Choice Care

Slough

Tel: 03335 774455

OP D PD LDA MH SI YA

Better Life Care

Slough

Tel: 01753 314246

OP D PD LDA YA

Better Life Production Company

Wokingham

Tel: 08452 030937

LDA YA

BIBA Care Ltd

Reading

Tel: 07963 419328

OP D PD MH YA

BKH Support Agency

Bracknell

Tel: 01344 390512

OP YA

Blue Angel Care Ltd

Reading

Tel: 0118 995 2996

OP D PD LDA SI YA

Blue Currant Care Agency

Reading

Tel: 01189 412085

OP D PD MH SI YA

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

Reading

Tel: 0118 986 3552

OP D PD LDA SI YA

Bracknell Forest Borough Council**– Intermediate Care**

Bracknell

Tel: 01344 351627

OP D PD LDA MH SI YA

Bridge House Nursing Home

Twyford

Tel: 0118 934 0777

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OP D PD SI

Bright Future Care Ltd

Slough

Tel: 02037 193618

OP D PD MH SI YA

Brightdee Care Services

Slough

Tel: 07838 176103

OP D PD YA

Brisegene Care Ltd

Reading

Tel: 07863 970564

OP D PD YA

British Elderly Care Slough

Slough

Tel: 01753 415799

OP D PD MH SI YA

Build My Care Ltd

Reading

Tel: 07711 996962

OP D PD SI YA

Canary Care Services Reading

Reading

Tel: 0118 449 2728

OP D PD YA

Capital Care Resources Ltd – Slough

Slough

Tel: 02070 778715

OP YA

Cardinal Care Ltd

Reading

Tel: 07368 460827

OP D PD SI YA

Care @ Home Newbury Ltd

Reading

Tel: 07739 468221

OP D PD LDA MH SI YA

Care 1st Homecare – Berkshire

Crowthorne

Tel: 0118 418 1012

OP D PD MH SI YA

Care and Compassion Agency Main Office

Reading

Tel: 07838 200900

OP D PD MH SI YA

Care at Heart Home Services

Bracknell

Tel: 07570 456772

OP D YA

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

Care In Your Home Ltd

Bracknell

Tel: 01344 567675

OP D PD YA

Care Partners Newbury Ltd

Newbury

Tel: 01635 581244

D PD LDA MH SI YA

Care Response

Ascot

Tel: 01344 876099

OP D PD MH SI

Care Staff Services Ltd

Slough

Tel: 01628 660083

OP D PD LDA MH SI YA AD

Care4U WE Ltd

Wokingham

Tel: 01276 402453

LDA MH YA AD

Careaid Bracknell

Bracknell

Tel: 01344 987697

OP D PD LDA YA

Careful Choices

Slough

Tel: 07727 607283

OP D PD MH SI YA

Carelima Care Services Ltd

Reading

Tel: 07557 104341

OP D PD YA

Careline – The Agency For Care Staff

Reading

Tel: 0118 958 5858

OP PD LDA MH SI YA

Caremark (Slough and South Bucks)

Windsor

Tel: 01753 201116

OP D PD LDA MH SI YA AD

Caremark (West Berkshire and Reading)

Reading

Tel: 0118 957 1155

OP D PD LDA MH SI YA AD

Caremark (Wokingham and Bracknell)

Crowthorne

Tel: 0118 978 4657

OP D PD LDA MH SI YA AD

CCS Homecare Services Ltd

Slough

Tel: 01628 600412

OP D PD LDA MH SI YA AD

Charles Clore Court Extra Care Sheltered Housing

Reading

Tel: 0118 937 4820

OP

Cherry Sprouts Ltd

Maidenhead

Tel: 07477 165371

OP D PD MH SI YA

Chestnut Family

Newbury

Tel: 07474 158650

LDA

Chilmington at Home

Reading

Tel: 0118 958 5329

PD LDA

Chiron Care (UK) Ltd

Reading

Tel: 07956 885564

LDA MH YA

Choice Supported Living – East

Bracknell

Tel: 0203 195 0146

PD LDA MH SI YA

Chrysalis Care Ltd

Reading

Tel: 0118 942 9889

OP D PD SI YA

Cohen Care Ltd

Slough

Tel: 01753 701118

OP YA

Comfort Harmony Care Ltd

Thatcham

Tel: 07838 076414

OP D PD LDA SI YA

Community**Reablement Team (CRT)**

Reading

Tel: 0118 937 3745

OP D PD LDA MH SI YA AD

Companion Care Solutions Ltd

Wokingham

Tel: 0118 200 7510

OP LDA MH YA

Complete Care Windsor

Windsor

Tel: 01753 622227

OP D PD SI

Complete Circle Support Ltd

Maidenhead

Tel: 0333 987 5154

OP D PD MH SI YA

Concept Support Solutions

Reading

Tel: 07450 293910

OP D PD YA

Consultancy Care Ltd

Bracknell

Tel: 01344 305891

OP D PD LDA MH SI AD

County Care Berkshire Ltd

Windsor

Tel: 01753 201180 **OP D PD LDA MH SI YA AD****County Carers Ltd**

Crowthorne

Tel: 0118 973 3302 **OP D PD LDA MH SI YA AD****Creative Support – Berkshire & Oxfordshire Services**

Reading

Tel: 0118 957 3709 **PD LDA YA****Crest Care Solutions Ltd**

Reading

Tel: 07427 346151 **OP D LDA MH YA****Crossroads Care West Berkshire**

Newbury

Tel: 01635 30008 **OP D PD LDA MH SI YA AD****Dependable Social & Mental Health Ltd**

Reading

Tel: 01235415805 **OP D PD MH YA****D.Osteen Homecare Support**

Newbury

Tel: 07539 932775 **OP D PD****Dimensions Bracknell & Surrey Domiciliary Care Office**

Bracknell

Tel: 0300 303 9029 **OP LDA YA****Dimensions Wokingham and Reading Domiciliary Care Office**

Reading

Tel: 0300 303 9012 **OP LDA YA****Dunlin Care Ltd**

Reading

Tel: 01184 693043 **OP D PD YA****Elegant Care Services**

Windsor

Tel: 01753 358510 **OP D PD LDA MH SI YA****Embrace Community Care Service Ltd**

Reading

Tel: 07500 864 432 **OP D PD MH YA****Emerald Healthcare Ltd**

Bracknell

Tel: 01344 643000 **OP YA****EMI-Care UK**

Reading

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

Reading

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

Slough

Tel: 01753 570001 **OP D PD MH SI YA****EnViva Complex Care****Ltd – London**

Wokingham

Tel: 0300 303 3507 **OP D PD LDA MH SI YA****Equator Personnel Care Ltd**

Slough

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

Reading

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

Reading

Tel: 0118 983 6368 **OP D PD MH SI YA****Everkind Healthcare Ltd**

Bracknell

Tel: 07821 514900 **OP D PD LDA MH SI YA****Fidus Care**

Windsor

Tel: 01753 923400 **OP D PD SI YA****Flexible Care****Solutions Ltd**

Wokingham

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

Newbury

Tel: 01635 550039 **OP D PD LDA MH SI****Forestcare**

Bracknell

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

Bracknell

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

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OP D PD SI YA

Glorious Light Care Ltd

Slough
Tel: 01218 174727

OP D MH YA

Goldcrest Care Services

Slough
Tel: 01753 299888

OP D PD LDA MH SI YA

Golden Aura Care Main Office

Reading
Tel: 01184 662753

OP D PD LDA MH SI YA

GoodOaks Homecare – Reading & West Berkshire

Reading
Tel: 0118 237 1573

Advert inside front cover
OP D PD MH SI YA

Great Park Homecare

Windsor
Tel: 01753 369088

OP D PD LDA MH SI YA



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Guardian Angel Carers

Reading
Tel: 0118 237 1900

OP D PD SI YA

Halo Horizon Healthcare

Slough
Tel: 01753 316043

OP D PD MH YA

Happy at Home Community Care Services Ltd

Reading
Tel: 0118 467 5838

OP D PD LDA YA

Harino Care Ltd**– Head Office**

Reading
Tel: 0118 930 6120

OP D PD MH SI YA

Hearten UK Ltd

Reading
Tel: 0118 915 2374

OP D PD LDA YA

Helping Hands

Hungerford
Tel: 01488 310 295

OP D PD MH SI YA

Maidenhead and Windsor
Tel: 01628 884 579

OP D PD SI YA

Wokingham

Tel: 01182 173 878

OP D PD LDA SI YA

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Heritage Healthcare Berkshire Ltd

Windsor
Tel: 07554 016922

OP D PD LDA SI YA

Home Angels Healthcare Services Ltd

Wokingham
Tel: 0204 518 0064

OP D PD SI YA

Home Angels Reading

Reading
Tel: 0204 518 0064

OP D PD LDA SI YA

Home Instead (Reading)

Reading
Tel: 0118 909 9108

OP D PD LDA MH SI YA

Home Instead Senior Care**(Ascot, Camberley & Wokingham)**

Bracknell
Tel: 01344 233147

OP D PD MH SI YA AD

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

Home care providers continued

Home Instead Senior Care

(Maidenhead, Henley and Wallingford)

Reading

Tel: 01628 299 097

OP D PD YA

Homecare People Ltd, The – Wokingham

Wokingham

Tel: 0118 997 7499

OP D PD MH SI YA

House of Caring Ltd

Slough

Tel: 07404 452444

OP D PD LDA YA

i care 2018 Ltd

Reading

Tel: 0118 950 0777

OP D PD LDA MH SI YA

Independence with Dignity Support Services Ltd

– Head Office

Hungerford

Tel: 0118 943 2343

OP D PD LDA MH SI YA

Independent Supported Living and

Disabilities Ltd

Slough

Tel: 01753 771122

PD LDA MH YA

Ivy Care (Reading and Newbury)

Reading

Tel: 0118 327 1160

OP D PD LDA MH SI YA

JC99 Ltd

Reading

Tel: 0118 214 5581

OP D PD SI YA

Jigsaw Creative Care Ltd

Reading

Tel: 0118 988 9686

OP PD LDA MH SI YA

K & J Carers

Slough

Tel: 07542 780949

OP D PD LDA SI YA

K and D Care Services Ltd

Reading

Tel: 01184 373017

OP D PD YA

Kare Support Services Ltd

Wokingham

Tel: 07776 788606

OP D PD LDA MH SI YA

Kay Healthcare Ltd

Wokingham

Tel: 0203 983 1753

OP D PD LDA MH SI YA AD

Kcare

Reading

Tel: 0118 956 9922

OP D PD LDA MH SI YA AD

Slough

Tel: 07904 489041

OP D PD LDA MH SI YA AD

KDL Healthcare Ltd

Reading

Tel: 07940 997358

OP PD LDA MH SI YA

Kharis Solutions

Slough

Tel: 0333 012 4016

OP D PD LDA MH SI YA AD

Kindness & Care

Homecare Ltd

Slough

Tel: 07946 386421

OP D PD YA

King Homecare

Windsor

Tel: 01753 771356

OP D PD MH SI YA

Kingwood – Domiciliary Care

Reading

Tel: 0118 931 0143

LDA

Kuble Care Ltd

Reading

Tel: 07486 415714

OP PD LDA YA

KVN Care Ltd t/a Home Instead Slough

Slough

Tel: 01753 247740

OP D PD MH SI YA

Laura Cares

Windsor

Tel: 07534 472724

OP D YA

Leo Healthcare Group Ltd

Wokingham

Tel: 07976 169087

OP PD YA

Libertatem Healthcare

Group Ltd Head Office

Wokingham

Tel: 0118 973 0006

OP D PD LDA MH YA

Light (UK) Domiciliary Care Services, The

Slough

Tel: 07400 251001

OP D PD LDA MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Limms Care Services Ltd

Reading

Tel: 0118 327 1340

OP D PD LDA YA

Link Support

Wokingham

Tel: 01344 488155

OP PD LDA MH SI YA

Live In Care Company, The

Reading

Tel: 01184 492373

OP D PD MH SI YA

Loddon Healthcare Ltd

Slough

Tel: 0118 944 1410

OP D PD LDA MH SI YA AD

Loving Angels Care (Bracknell)

Reading

Tel: 01344 838888

OP D PD LDA SI YA

Loving Angels Care (Windsor)

Bracknell

Tel: 01344 838888

OP D PD YA

Lynwood Home Care

Ascot

Tel: 01344 298170

OP D PD MH SI

Mahogany Care – Holyport

Maidenhead

Tel: 07703 020567

OP D PD LDA YA

Majestic Care Ltd

Slough

Tel: 07367 140014

OP D PD YA

MAK Community Care

Wokingham

Tel: 0118 206 6517

OP LDA MH YA AD

Makai Care Ltd

Reading

Tel: 07825 180069

OP LDA MH YA

Manor Support and Housing Ltd

Slough

Tel: 01753 582630

OP D PD MH YA

Marigold Helping Hands Ltd

Reading

Tel: 07881 214068

OP D PD LDA MH SI YA

Match Options

Slough

Tel: 01753 548716

OP D PD LDA MH SI YA

Meadway, The

Reading

Tel: 07584 658541

OP D PD LDA SI AD

Medical Wing Locums Ltd

Reading

Tel: 0118 440 3575

OP D PD MH

Midass Care Ltd

Slough

Tel: 07588 591103

OP D PD MH SI YA

My Homecare Reading and Bracknell

Reading

Tel: 07828 492244

OP PD MH SI YA

NAD Home Instead Ltd

Newbury

Tel: 01635 017000

OP D PD SI YA

Nadiamed Ltd

Slough

Tel: 07387 853675

OP D PD MH SI YA

Nanny Care Services Ltd

Slough

Tel: 01753 944665

OP D PD YA

National Medicare Services Ltd

Ascot

Tel: 07534 447430

OP D PD YA

Nest HomeCare – Windsor

Windsor

Tel: 01753 847677

OP D PD SI YA

Neurodiversity Health Ltd

Bracknell

Tel: 0793 984 0043

D PD MH AD

New Support Solutions

Reading

Tel: 0118 933 2286

OP D PD LDA MH SI YA AD

NK Care Ltd

Reading

Tel: 07886 316300

OP D PD YA

Norwood Ravenswood

Crowthorne

Tel: 01344 755568

OP D PD LDA MH SI YA

Noubles Healthcare – Main Office

Newbury

Tel: 0333 577 8983

OP D PD YA

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Priority Services4U is an independent care company providing **At-Home Domiciliary Care**, **Supported Living**, and **24/7 Live-in Care** in Wokingham and the surrounding area. As dedicated care providers, our mission has always been to deliver an exceptional standard of care that not only meets but exceeds our clients' physical and emotional needs. Whether through regular visits or the ongoing support of a live-in carer, we strive to help every individual lead a happy, independent, and fulfilled life.

Our care staff are available to cover various fields of care needs and social care including:

- Elderly Services • Homecare • Learning Disabilities
- Mental Health • Physical Disabilities • Palliative Care
- Complex Care • Live in Care • Day Services of all kinds

Please contact us today on:

0118 214 3803

07824 388 794

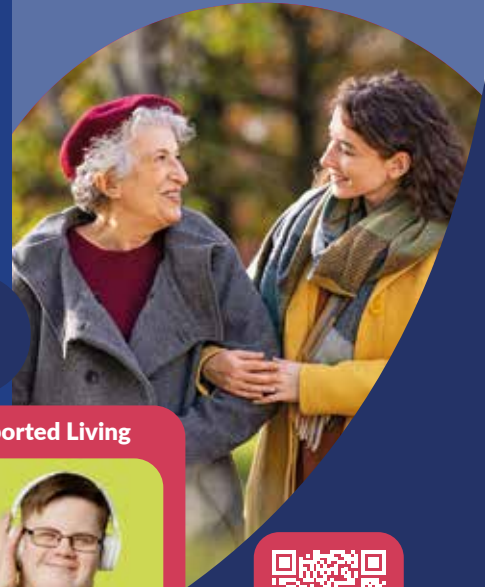
admin@priorityservices4u.co.uk

Molly Millars Lane, Fishponds
Road, Wokingham, RG41 2QJ

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- Personal Care • Medication Assistance
- Dementia & Alzheimer's Care
- Physical Disabilities • Respite Care
- Complex Care • Hospital to Home Care
- Housekeeping • Palliative Care

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www.puresoulcare.co.uk



Nurturing Nest Office

Reading

Tel: 0118 214 7099

D PD SI**One Day at a Time Home Care Ltd**

Reading

Tel: 0118 465 0465

OP D PD MH YA**Ontra Healthcare**

Slough

Tel: 07825 730847

OP LDA MH YA**Optalis ILS – WAM Domiciliary Care Office**

Maidenhead

Tel: 01189 778600

OP LDA YA**Optalis Supporting People Services**

Wokingham

Tel: 0118 977 8600

OP D PD LDA SI YA**Outreach Care and Staffing Ltd**

Slough

Tel: 01753 944724

OP D PD LDA YA**Panacea Care Services**

Reading

Tel: 0118 943 1642

OP D PD SI YA**Pembroke Care (Reading) Domiciliary Services**

Reading

Tel: 0118 941 4200

OP D PD MH SI YA**Pentland Close**

Reading

Tel: 0330 113 8633

OP D MH YA**People Matter Support Services**

Reading

Tel: 07775 446434

OP PD LDA YA**Platinum Healthcare Staffing Ltd**

Slough

Tel: 01753 722258

OP D PD MH YA**Pola Well Care Ltd**

Reading

Tel: 01184 492757

OP PD MH YA**PrctcALL Support Services Ltd**

Reading

Tel: 07988 819788

OP MH YA**Premier Medical Staffing Ltd**

Reading

Tel: 07799 558702

OP D PD MH SI YA AD**Prestige Home Care**

Maidenhead

Tel: 07949 754666

OP D YA**Prestige Nursing Bracknell**

Bracknell

Tel: 01344 948003

OP D PD LDA MH SI YA AD**Priority Services4u****Advert page 30**

Wokingham

Tel: 0118 214 3803

OP D PD LDA MH SI YA**Privilege Care Ltd**

Slough

Tel: 01753 548110

OP D PD YA**Proactive Life South**

Reading

Tel: 0118 466 1078

OP D LDA MH SI YA**PureSoul Care Ltd****Advert page 30**

Reading

Tel: 01189 507009

OP D PD SI YA**Purley Park Trust (DCA) (Unit 2)**

Reading

Tel: 07590 169111

LDA YA


PERSONALISED HOME CARE SERVICES

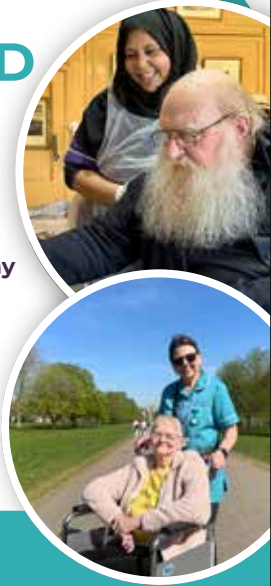
At Oxford House we believe that the right support can help you stay independent in your own home.

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- ✓ Personal Care
- ✓ Domestic Care
- ✓ Specialist Care: Dementia & Other Complex Needs

Windsor, Maidenhead, Slough, and local areas

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Q1 Care Ltd

Reading

Tel: 0118 932 3865

OP D PD SI YA

Radis Community Care (Reading Supported Living)

Reading

Tel: 0118 986 7891

OP D PD LDA MH SI YA AD

Rainbow Social Care Ltd

Wokingham

Tel: 07729 113390

OP D PD LDA MH SI YA

Rainbow Trust Children's Charity

Reading

Tel: 07749 416062

PD LDA SI

Ravens Support Services Ltd

Wokingham

Tel: 01184 693424

OP D PD YA

Reablement & Independence Service

Slough

Tel: 01753 475111

OP D PD SI YA

Realcare+ Ltd

Reading

Tel: 0118 983 9000

OP D PD LDA MH SI YA AD

Rebound Care and Support Ltd – Head Office

Wokingham

Tel: 01189740333

OP PD SI YA

Ree Care

Slough

Tel: 07827 505923

OP D PD LDA MH SI YA

Rees Healthcare Ltd

Newbury

Tel: 01635 017450

OP D PD LDA MH YA

Reincy Medicare Ltd

Wokingham

Tel: 07845 516227

OP D YA

Right at Home (Maidenhead and Slough District)

Maidenhead

Tel: 01628 566176

Advert page 33

OP D PD SI YA

Right at Home (Reading and Wokingham District)

Reading

Tel: 0118 207 0600

Advert page 33

OP D PD SI YA

Risek Care Ltd

Slough

Tel: 07308 719640

OP D PD SI YA

Rofemaron Healthcare Ltd

Hungerford

Tel: 01635 904096

OP D PD SI YA

Royle Care Ltd

Reading

Tel: 0118 957 7460

OP D PD MH SI YA AD

Safe Keep Care Ltd

Slough

Tel: 01753 701127

OP D PD SI YA

Shine Health Care Recruitment Services Pvt Ltd

Slough

Tel: 01753 537007

OP PD YA

Shon Medical Services – Main Office

Reading

Tel: 0118 211 7120

OP D PD YA

Short Term Support and Rehabilitation Team

Maidenhead

Tel: 01628 621981

OP D PD MH SI YA AD

Slough Care In Home Ltd

Slough

Tel: 01753 428997

OP D PD MH SI YA

Slough Crossroads – Caring for Carers

Slough

Tel: 01753 525796

OP D PD LDA MH SI YA

Smart Creative Care

Reading

Tel: 07787 825092

D PD LDA YA

Solution Healthcare

Reading

Tel: 07445 270636

OP D PD MH SI YA

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Salis Care supports adults with autism, learning disabilities, behaviours that challenge, dual diagnosis and histories of placement breakdowns.

Our homes in Reading offer structure, consistency, trauma-informed care, personalised support and emergency placements.


Salis Care

0118 405 0199
saliscare.co.uk

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

Staff Support Services Ltd

Slough

Tel: 07715 340302

OP D PD LDA MH SI YA

Sunbeam Management Services Ltd

Slough

Tel: 02476 420390

OP D PD LDA SI YA

Sunrise Care Mental Health Services

Bracknell

Tel: 07930256256

PD MH SI AD

Superb Healthcare Ltd

Reading

Tel: 01183 754194

OP D PD LDA MH SI YA AD

Support Horizons

Wokingham

Tel: 0118 989 3959

OP D PD LDA MH SI YA

Surecare (Reading and East Berkshire)

Reading

Tel: 0118 959 5288

OP D PD LDA MH SI YA

Surecare (Slough)

Slough

Tel: 01753 548876

OP D PD LDA MH SI AD



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Compassionate, Reliable, Local Care

Our carefully selected and highly trained **CareGivers** provide friendly, **one-to-one** support that's tailored to your **needs** and **routines**. From hourly visits to full live-in care, we go beyond tasks—we build **trust, dignity, and independence**.

Our care calls are **never rushed** (one-hour minimum up to full-time live-in care)

Clients decide on the **visit time**

We are **flexible** and **always go the extra mile**

All CareGivers are **introduced to Clients** in advance and have consistency of CareGivers to build **relationships and trust**



Reading & Wokingham District



www.rightathome.co.uk/reading-wokingham

0118 207 0600



Windsor, Maidenhead & Henley



www.rightathome.co.uk/maidenhead

01628 566176



Sylvian Care Reading and Wokingham

Reading

Tel: 01635 884999

OP D PD YA

Sylviancare Bracknell and Ascot

Bracknell

Tel: 01206 503263

OP D PD LDA MH SI YA

Sylviancare Reading & Wokingham

Reading

Tel: 0118 327 3232

OP D PD LDA MH SI YA

Tego Healthcare

Bracknell

Tel: 0333 577 4232

Advert below

OP D PD YA

Tender365 Care (UK) Ltd

Slough

Tel: 0333 577 3656

OP D MH YA

TenStone Care and Support

Bracknell

Tel: 01344 202132

OP PD MH

Thames Care

Reading

Tel: 0118 327 6961

OP D PD LDA SI YA

Tinywell Healthcare Services Ltd

Slough

Tel: 01628 559905

OP D PD MH SI YA

TIS Care Ltd

Slough

Tel: 07748 004059

OP D PD SI YA

Top Class**Quality Services Ltd**

Reading

Tel: 0118 959 6526

OP D PD LDA MH SI YA AD

Topline Care Solutions Ltd

Thatcham

Tel: 01635 914427

OP YA

Total Health Support and**Training Services Ltd**

Reading

Tel: 0118 987 2035

OP D PD LDA MH SI YA

Uniq Health Care

Slough

Tel: 07827 089542

OP LDA MH YA

Upton Care Plus Main Office

Slough

Tel: 07598 298327

OP D PD MH SI YA

Varang Recruitment Solutions Ltd

Slough

Tel: 01753 428014

OP D PD SI YA

Visiting Angels Home Care Berkshire

Slough

Tel: 01753 306187

OP D PD MH SI YA

VJ Carers Ltd

Reading

Tel: 0118 986 8394

OP PD YA

Voyage (DCA) Berkshire

Reading

Tel: 01189 079241

OP PD LDA MH SI YA

Walfinch Reading and Wokingham

Reading

Tel: 0118 229 0500

OP D PD YA



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Tego Healthcare provides personal care services allowing our clients to maintain their lifestyle in the comfort and familiarity of their homes.

Our professional and trustworthy carers ensure you or your loved one is staying healthy and safe by providing assistance with many different personal care activities ranging from a few hours to 24-hours a day.



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- Respite Care • End of Life • Specialist • Supported Living

Please get in touch today.

0333 577 4232

info@tegohealthcare.co.uk



Regus, 2 Arlington Square, Venture House, Downshire Way.
Bracknell. RG12 1 WA

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

Walfinch Windsor & Maidenhead

Slough

Tel: 01753 98333

OP D PD LDA MH SI YA

We Love Care Ltd

Maidenhead

Tel: 01628 306000

OP D PD LDA SI YA

Wecare Healthcare Providers Ltd

Reading

Tel: 07723711086

OP D PD YA

West Berkshire Council Home Care Service

Newbury

Tel: 01635 503503

OP D PD LDA MH SI YA

Whitestone Care Ltd

Slough

Tel: 0800 085 1254

OP D PD LDA MH SI YA

WR Care Services

Slough

Tel: 01753 206767

OP D PD SI

Your Life (Crowthorne)

Crowthorne

Tel: 01344 762349

OP D PD SI

Your Quality Care Services Ltd (Thamesfield)

Henley-on-Thames

Tel: 07943 022779

OP D PD SI YA

Your Serenity Ltd

Newbury

Tel: 07969 345338

OP D PD SI YA

YourLife (Maidenhead)

Maidenhead

Tel: 01628 629591

OP D PD SI YA

Yourlife (Thatcham)

Thatcham

Tel: 07764 226874

OP D PD SI YA



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

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 they can 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 is tailored to your 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 7).

Shared Lives

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

Lives carer's home. Shared Lives carers are local people, recruited and trained to ensure they have the qualities needed to provide care and support.

Sheltered housing

If you are an older person who would like to live independently but would also like the added security and reassurance of a scheme manager and an alarm call service, sheltered (or retirement) housing may be the answer.

Sheltered housing is provided by local authority

housing departments and housing associations and a scheme manager, who is either based at the site or visits regularly.

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

Extra care housing

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

available 24 hours a day. Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation.

For information on extra care housing in your region, contact adult social care.

Specific care and support services

Learning disability

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

Your local council aims to keep you independent in your own home wherever possible but, if you need to move somewhere that offers care and support, you might like to consider a housing with care scheme. See page 36.

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

You may also find the following organisations useful.

Mencap

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

Tel: **0808 808 1111**

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

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

Scope

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

Tel: **0808 800 3333**

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

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

Mental health

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

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

Berkshire Healthcare NHS Foundation Trust

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

Community Mental Health Teams

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

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

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

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

Tel: **01753 690 950** (Slough).

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

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

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

Crisis Resolution and Home Treatment Team

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

Tel: **0800 129 9999**

Talking Therapies

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

Tel: **0300 365 2000**

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

Bracknell Forest Community Network

Tel: **01344 351715**

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

Reading Borough Council Adult Social Care

Tel: **0118 937 3747**

Wokingham Mental Wellbeing Sports and Physical Activities – Stretch and Relax

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.

Berkshire Vision

Tel: **0118 987 2803**

Email: info@berkshirevision.org.uk

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

Reading Deaf Centre

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

131-133 Cardiff Road RG1 8JF

Tel: **0118 959 4969**

SMS: **07704 687298**

Email: info@readingdeafcentre.co.uk

Web: <https://readingdeafcentre.co.uk>

Royal National Institute of Blind People (RNIB)

Tel: **0303 123 9999**

Email: helpline@rnib.org.uk

Web: www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

Tel: **0808 808 0123**

Textphone: **18001 0808 808 0123**

SMS: **07360 268988**

Email: contact@rnid.org.uk

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

Advocacy

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

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

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

Advocacy People, The

Provides advocacy services to individuals across Berkshire.

Tel: **0330 440 9000**

Email: info@theadvocacypeople.org.uk

Web: www.theadvocacypeople.org.uk

POHWER

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

Tel: **0300 456 2370** (Open Monday to Friday, 8.00am to 6.00pm).

Email: pohwer@pohwer.net

Web: www.pohwer.net

Planning for end of life

The subject of dying is often painful to contemplate; however, 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 to happen. 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 care service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure

your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life. Search for examples of the document online.

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

Planning for your funeral

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

You do not have to instruct a funeral director but, if you do, ensure 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 to which members must adhere.

See page 68 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 10 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 £254.06 per week. This figure may change over the lifetime of this Directory – check with adult social care.

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

Activities in care homes

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

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

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



Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning. The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

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

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life-story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them. Within the home, much is down to the attitude and skills of the manager

and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 45.

Design and technology

The design of a care home specialising in dementia should 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 care home staff understand how best to support and care for people with dementia. Ask about the Dementia Friends Ambassador and, if the home does not have a specific Dementia Lead, ask whether the staff has the necessary experience and skill set to support someone to live well with dementia.



It's time to
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Finally, a care decision you can feel good about.

Buckler's Lodge
Woodcote Green,
Crowthorne RG45 6HZ
01344 951 691

Glebelands
Woolf Drive,
Wokingham RG40 1DU
01182 304 452

The Manor
Church Road,
Old Windsor SL4 2JW
01753 978 879

greensleeves
care

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 50.



BRIDGE HOUSE
of Twyford

Because you deserve the very best



Welcome to Bridge House of Twyford

Bridge House and the recently developed Bridge Court offers residents excellence in care, catering for longer term residential, nursing, dementia, and respite needs, with access to rehabilitation and physiotherapy delivered by our in-house team of therapists.

A welcoming, Georgian country house, Bridge House sits in extensive grounds at the edge of the village of Twyford. Specialist care is provided around the clock from a highly trained, dedicated team led by registered nurses and skilled care practitioners, creating a safe, tranquil, retreat, where residents can maintain their independence and dignity, gain confidence and enjoy the lifestyle they deserve.

To discuss your nursing, residential or rehabilitation needs, or to visit, please contact our Care Home Manager Rachel Stoneman, enquiries@bridgehouseoftwyford.co.uk 01189 340777.

64 High Street, Twyford, Berkshire RG10 9AQ Discover more at Bridgehouseoftwyford.co.uk

INDEPENDENT LIVING • ASSISTED LIVING • NURSING HOME



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Retirement Communities

Care that's shaped around your loved one.

With Barchester we'll spend time getting to know your loved one, and the people and things that are most important to them, so that we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can support them to live happily, comfortably, and just the way they choose.

Residential Care • Nursing Care • Dementia Care • Respite Breaks



Call, scan or visit: [Barchester.com/BerksCC](https://www.barchester.com/BerksCC) to see how we can help

Austen House Care Home
Kilnsea Drive, Reading, RG6 3UJ
0118 9144 584

Stoneham Grove Care Home
Stonehams Farm, Reading, RG31 5UG
01182 278 955

Farley Gardens Care Home
Turnpike Road, Bracknell, RG42 1FW
01344 957 396

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



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest 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 42. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 50.

Paying for care

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

Financial assessment

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

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

If you have capital and savings between £14,250 and

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

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

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs.

If the home you choose charges a fee in excess of the local authority's funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on pages 47 and 48).

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 pages 47 and 48 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are various financial products and

specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 48 for more information.



Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits.

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

If you are entitled to the mobility component of Personal Independence Payment, this payment

will not stop once you are in a care home and is not included in your financial assessment.

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

NHS Continuing Healthcare

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

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

Self-funding your care

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

Twelve-week property disregard

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

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement.

This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme, which covers all legal and administrative costs for the lifetime of the loan.

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

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for support from the council, 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 they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm they are able to maintain the payments as needed.

If the additional payments stop being paid for any

reason, 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 a resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example if you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must

take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market. A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **<https://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 768 1602**

Web: **www.ageuk.org.uk/information-advice/money-legal**

Citizens Advice

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

Money Helper

Tel: **0800 138 7777**

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

Important information

Finding care in your area

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

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

They can also be saved and emailed to others.

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

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

Visit **www.carechoices.co.uk**

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs, if you are unable to do so yourself.

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so. If a person is incapable of managing their own affairs and does not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow, and the fees are quite expensive, so preparing an LPA in advance is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'Advance

Decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

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



Comments, compliments and complaints

If you are unhappy about any aspect of your support – whether it's the way you are treated by staff, the quality of the food you are served or anything else that affects your happiness or comfort – you should feel able to complain. 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's a free service designed to investigate complaints in a fair and independent way.

Inspecting and regulating care services



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

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can

easily see where a service is performing well and where it needs to improve.

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/give-feedback-on-care**

CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

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

For more information, visit

www.cqc.org.uk/news/our-approach-assessing-local-authorities

Care Quality Commission

Tel: **0300 061 6161**

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

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

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

Out-of-county care

You don't have to move into a care home that is within your current county. You may want to be closer to friends or family members who live elsewhere, or you may have another reason why you'd like 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 care and support and must 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 be at risk of 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 range from treating someone with disrespect in a way that significantly affects their quality of life, to causing actual physical suffering.

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

There are many forms of abuse, such as physical, sexual, psychological, emotional or financial. It could also be an example of modern slavery, self-neglect and even institutional abuse. This is 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 who is being abused and could be:

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

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



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

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

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

The Disclosure and Barring Service (DBS)

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

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

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

People who know they are confirmed on the list but who 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.



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

Search for care in **your area**

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

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



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

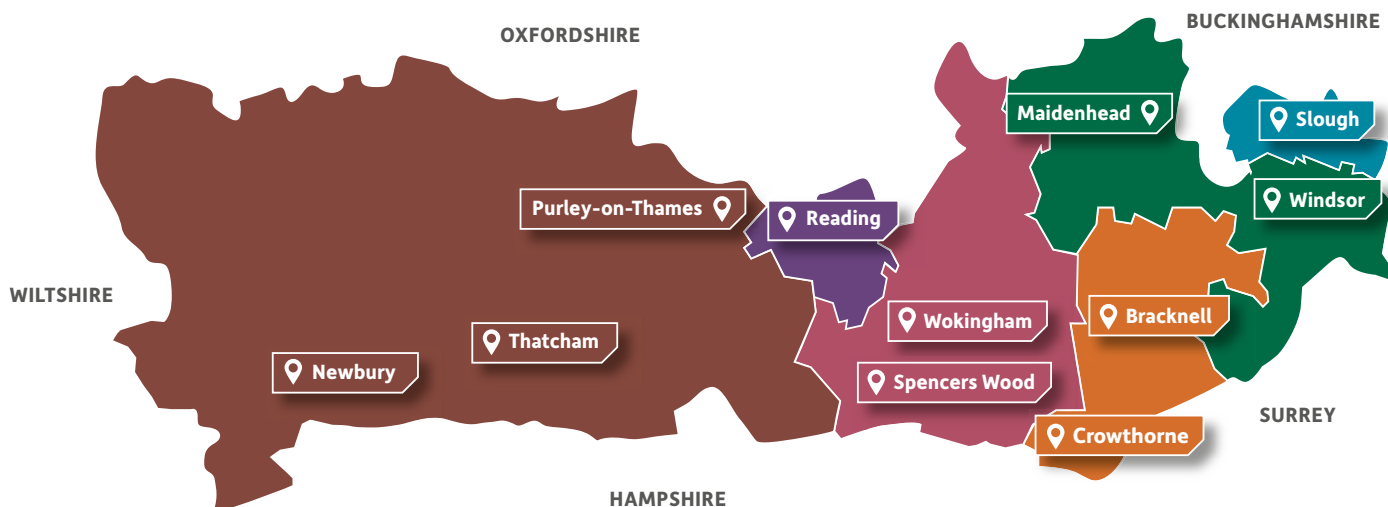


Scan to search now

Residential care in Berkshire

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

Home care providers can be found beginning on page 23.



Bracknell Forest	54	Slough	57	Windsor and Maidenhead	60
Reading	55	West Berkshire	58	Wokingham	63

Bracknell Forest care homes

Advertisers are highlighted

Astbury Manor Care Home **Advert page 61**

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Tel: 01344 598788

OP D PD MH SI YA

Beech House – Binfield

London Road, Binfield, Bracknell RG42 4AB

Tel: 01344 451949

OP D

Bickerton House

Warfield Road, Bracknell RG12 2JB

Tel: 01344 929200

OP D PD YA

Buckler's Lodge Care Home

Woodcote Green, Crowthorne RG45 6HZ

Tel: 01344 951 691 **Advert pages 41 & 55** **OP D PD SI**

Edwina Place

London Road, Binfield, Bracknell RG42 4AA

Tel: 02031 950151

OP MH YA

Farley Gardens

Turnpike Road, Bracknell RG42 1FW

Tel: 01344 208210 **Advert page 44** **OP D YA**

Fourways Residential Home

45 Scotland Hill, Sandhurst GU47 8JR

Tel: 01252 871751

OP D

Lodge, The

21 Roundshead Drive, Warfield, Bracknell RG42 3RZ

Tel: 01344 424982

OP LDA YA

Pinehurst Care Centre

38-44 Dukes Ride, Crowthorne RG45 6ND

Tel: 01344 774233

OP D

St Brendan's Care Home

44 Sandhurst Road, Crowthorne RG45 7HU

Tel: 01344 779318

OP D

St Christopher's Care Home

Ascot Priory, Priory Road, Ascot SL5 8RS

Tel: 01344 884079

OP

Waymead Short Term Care

St Anthony's Close, Bracknell RG42 2EB

Tel: 01344 353333

LDA

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

Bracknell Forest care homes with nursing

Bracknell Care Home

Crowthorne Road, Bracknell RG12 7DN
Tel: 01344 484584

OP PD YA

Heathlands Care Centre

Crossfell, Bracknell RG12 7RX
Tel: 01344 937779

OP D MH

Haldane House Nursing Home

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

OP D

St David's Nursing Home

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

OP

Reading care homes

Apple Blossom House

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

LDA YA

Jigsaw Creative Care Ltd – 77 Russell Street

Reading RG1 7XG
Tel: 0118 939 3623

OP LDA YA

Boltons, The

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

OP D MH

Lakeside Residential Home

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

OP D

Briants Avenue, 29

Caversham, Reading RG4 5AY
Tel: 0118 947 9795

LDA YA

Life Care Corporation Ltd

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

D

Carisbrooke

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

LDA

Maitland House

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

OP PD SI

Chilmington House

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

OP D PD LDA SI YA

Mayfair, 2a & 2b

Tilehurst, Reading RG30 4QY
Tel: 0118 945 3744

LDA YA

Downshire House

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

OP D PD LDA MH SI YA

Moorlands Rest Home

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

OP D MH

Hazeldene

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

LDA YA

Mulberry Care Ltd

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

OP D



Buckler's Lodge
Woodcote Green,
Crowthorne RG45 6HZ
01344 951 691

No.1
not-for-profit
care home in
Bracknell
Forest *

*Based on independent reviews on
carehome.co.uk at time of printing

greensleeves
care

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

Navara Lodge

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

OP
St Barnabas Road, 26

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

OP LDA YA
Parkview

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

LDA
St Luke's and The Oaks Care Home

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

OP D
Pembroke Lodge

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

OP D PD MH SI
Uppingham Gardens, 1

Caversham, Reading RG4 6SP
Tel: 0118 946 2216

OP LDA YA
Peppard House

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

LDA
Wensley Road, 159

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

PD LDA MH YA
Quality Care Providers Ltd

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

PD LDA MH SI YA
Whitley Wood Lane Respite Care, 188

Reading RG2 8PR
Tel: 0118 937 5347

LDA
Richmond Road, 30

Caversham, Reading RG4 7PR
Tel: 0118 946 3282

OP LDA YA
Yew Tree Lodge

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

OP MH YA

Reading care homes with nursing

Advertisers are highlighted

Applegarth Care Homes Ltd

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

OP
Florence Care Reading Ltd

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

OP D PD YA
Devonshire, The

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

OP D
Northcourt Lodge Nursing Home

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

OP D
Beacher Hall Bupa Care Home

42 Bath Road, Reading RG1 6PG
Tel: 0118 321 4623 **Advert page 57**

OP PD LDA YA
Parkside Bupa Care Home

Parkside Road, Reading RG30 2DP
Tel: 0118 321 6968 **Advert page 57**

OP PD YA
Signature at Caversham

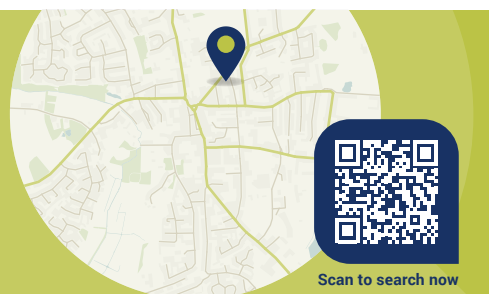
2 Willow View, Caversham, Reading RG4 6LB
Tel: 0118 911 3055

OP D PD SI YA

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



Slough care homes

See page 58 for the **Service User Bands** key

Common Road

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

LDA YA

REACH Upton Court Road

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

OP LDA YA

Forget Me Not Residential Home

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

OP D

REACH Yew Tree Road

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

OP LDA

Langley Haven Care Home

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

OP D

Seymour House

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

OP LDA

REACH Lower Cippenham Lane

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

OP LDA

Stoke House

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

PD LDA YA

Slough care homes with nursing

Oak House

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

OP D PD MH YA

Windmill Care Centre

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

OP D PD SI YA

Oxford House Nursing Home

204 Stoke Road, Slough SL2 5AY
Tel: 01753 645112 **Advert page 31**

OP D PD MH SI YA

Windsor Care Centre

Burlington Avenue, Slough SL1 2LD
Tel: 01753 517789

OP D PD YA

Salt Hill Care Centre

16-20 Bath Road, Slough SL1 3SA
Tel: 01753 575150

OP D PD LDA MH YA

If you are considering a care home with nursing, see the checklist on page 45.



- ☒ All types of funding welcome
- ☒ You don't need health insurance

Up for new things in our Berkshire care homes



It doesn't matter if you're 65 or 105 – you're still you. We believe it's never too late to explore new things, make new friends or enjoy every moment of the things you love the most. So, forget what you think you know about care homes. Start your search for a Bupa care home today.

Nursing | Residential | Dementia* | Rehabilitation care (over 18's)**

Book a visit? Need advice? Give us a call

0808 302 6299

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



Look in the listings for our care homes:

Argyles
Bayford House
Beacher Hall**

Parkside
St Mark's*
Thatcham Court*

The Donnington

CS 04119

West Berkshire care homes

Acorn House

20 Huckleberry Close, Purley-on-Thames,
Reading RG8 8EH
Tel: 0118 943 9462

OP LDA YA

Appletrees

Chapel Row, Bucklebury, Newbury RG7 6PB
Tel: 0118 971 3769

LDA

Boxgrove House

Littlehealth Road, Reading RG31 5TY
Tel: 0118 943 1019

LDA

Braeburn Lodge

Bath Road, Beenham, Reading RG7 5JB
Tel: 0118 930 6469

OP D PD MH SI YA

Broad Lane, 30

Upper Bucklebury, Reading RG7 6QJ
Tel: 01635 871191

OP LDA YA

Chaffinches

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

LDA

Charlotte House

4 Charlotte Close, Hermitage, Thatcham RG18 9TU
Tel: 01635 247202

LDA YA

Clifford House

7 Leonardslee Crescent, Newbury RG14 2FB
Tel: 01635 840839

LDA SI YA

Coombe House, The

The Coombe, Streatley-on-Thames, Reading RG8 9QL
Tel: 01491 872174

OP

Dimensions 43 Clayhill Road

Burghfield Common, Reading RG7 3HF
Tel: 0118 983 5047

LDA

Dimensions Baily Thomas House

Haysoms Drive, Greenham, Thatcham RG19 8EX
Tel: 01635 47218

LDA

Downview Residential Home

11-12 Down View, Hungerford RG17 0ED
Tel: 01488 683087

OP LDA YA

Duncan House

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

OP LDA YA

Elizabeth House

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

OP LDA YA

Kestrels

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

LDA

Little Heath Court

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

LDA

Mrs P M Eales t/a Just Homes – 3 New Hill

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

OP PD LDA YA

Newton House

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

PD LDA YA

Notrees

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

OP D SI YA

Oaklands

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

LDA YA

Old Vicarage, The

Parsonage Lane, Hungerford RG17 0JB
Tel: 01488 683634

LDA YA

Parry House

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

OP LDA YA

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

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

LDA YA

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

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

LDA YA

Purley House

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

LDA MH YA

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

Roebuck Rise

Tilehurst RG31 6TP

Tel: 0118 942 5500

LDA YA

Rowan Cottage

Sulhampstead Road, Burghfield, Reading RG30 3SB

Tel: 0118 983 6003

LDA

Slade House

17 Huckleberry Close, Purley-on-Thames,

Reading RG8 8EH

Tel: 0118 943 9459

OP LDA YA

Stoneham Grove Care Home

Long Lane, Tilehurst, Reading RG31 5UG

Tel: 0118 205 4950 **Advert page 44**

OP D 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 YA

Winchcombe Place

Maple Crescent, Newbury RG14 1LN

Tel: 01635 275400

OP D PD MH YA

If you are considering a care home with nursing, see the checklist on page 45.

West Berkshire care homes with nursing

Advertisers are highlighted

Argyles Bupa Care Home

Pound Street, Newbury RG14 6AE

Tel: 01635 896 748 **Advert page 57**

OP YA

Bayford House Bupa Care Home

Rookwood, Stockcross, Newbury RG20 8LB

Tel: 01488 757 948 **Advert page 57**

OP YA

Birchwood Care Home

1 Birchwood Road, Newbury RG14 2PP

Tel: 0163 533967

OP D PD SI

Donnington Bupa Care Home, The

Wantage Road, Newbury RG14 3BE

Tel: 01635 897 856 **Advert page 57**

OP YA

Falkland Grange Care Home

Monks Lane, Newbury RG14 7RW

Tel: 01635 926900

OP D

Hollies

Reading Road, Burghfield Common,

Reading RG7 3BH

Tel: 0118 977 0233

OP D YA

Hungerford Care Home

Wantage Road, Newtown,

Hungerford RG17 0PN

Tel: 01895 257010

OP D

Newbury Grove

370 London Road,

Newbury RG14 2QH

Tel: 01635 818887

OP D YA

Thatcham Court Bupa Care Home

Chapel Street, Thatcham RG18 4QL

Tel: 01635 899 651 **Advert page 57** OP D PD MH SI YA

Windsor and Maidenhead care homes

Allenby Road, 9

Maidenhead SL6 5BF

Tel: 01628 627556

OP PD LDA YA

Boulters Lock Residential Home

56 Sheephouse Road, Maidenhead SL6 8HP

Tel: 01628 634985

OP D YA

Bramerton

Upper Bray Road, Bray, Maidenhead SL6 2DB

Tel: 01628 771058

OP LDA YA

Clara Court

21 Courthouse Road, Maidenhead SL6 6JE

Tel: 01628 776022

OP D PD MH YA

Edith Road (Tregona)

3 Edith Road, Maidenhead SL6 5DY

Tel: 01628 789433

LDA YA

Eton House Residential Home

68 Eton Road, Datchet, Slough SL3 9AY

Tel: 01753 547251

OP D YA

Fearnley House

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

LDA

Herewards House

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

OP D YA

Heronsmede

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

LDA

Homeside Close, 16

Maidenhead SL6 7RB
Tel: 01628 630710

OP PD LDA YA

Meadowbank Residential Care Home

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

OP

Nightingales Care Home

Islet Road, Maidenhead SL6 8LD
Tel: 01628 621494

OP

Normanhurst Residential Home

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

OP D YA

Pinkneys Road

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

LDA YA

Queens Court

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

OP YA

Station Road, 43

Wraysbury, Staines, Middlesex TW19 5ND
Tel: 01784 488581

LDA YA

White House

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

OP LDA YA

White Lodge Care Home

Bisham Road, Marlow SL7 1RP
Tel: 01628 898281

OP D PD

Winston Court, 5

Halifax Road, Maidenhead SL6 5HU
Tel: 01628 418804

OP PD LDA YA

Winton House

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

OP D YA

Windsor and Maidenhead care homes with nursing

Apple Hill

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

OP MH YA

Ascot Grange

Bagshot Road, Ascot SL5 9PR
Tel: 01344 598552

Advert page 61
OP D PD SI YA

Cherry Garden

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

OP D PD LDA YA

Dormy House

Ridgemount Road, Sunningdale, Ascot SL5 9RL
Tel: 01344 872211

OP D LDA YA

Foxleigh Grove Nursing Home

Forest Green Road, Holyport,
Maidenhead SL6 3LQ
Tel: 01628 673332

OP PD

Harwood House

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

OP



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Residential, respite & day care at Winton House, Windsor or Nicholas House, Burnham when you need it most. We provide the best possible quality care, tailored to meet residents needs. All residents benefit from free, in-house physiotherapy as part of their care - helping everyone feel stronger, safer, and more independent every day.

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Astbury Manor Care Home: 01344 598788

Sonning Gardens: 0118 4620788

Find your nearest care home at: averyhealthcare.co.uk



Larchfield House

Larchfield Road, Maidenhead SL6 2SJ

Tel: 01628 639428

OP D YA

Larkland House

London Road, Ascot SL5 7EG

Tel: 01344 872121

OP D LDA MH YA

Longlea Nursing Home

Fifield Road, Fifield, Maidenhead SL6 2PG

Tel: 01628 634201

OP

Lynwood Care Centre

Lynwood Court, Lynwood Village, Rise Road,
Ascot SL5 0FG

Tel: 01344 298100

OP D PD SI YA

Manor Care Home, The

Church Road, Old Windsor SL4 2JW

Tel: 01753 978 879 **Advert below**

OP D PD SI

Mountbatten Grange

Helston Lane, Windsor SL4 5GG

Tel: 01753 392690

OP D PD MH YA

Queens Court

1 Dedworth Road, Windsor SL4 5AZ

Tel: 03333 218394

OP D PD MH YA

Sandown Park Care Home

61 Vale Road, Windsor SL4 5JY

Tel: 01753 978570 **Advert below**

OP D YA

Signature at Ascot

Bagshot Road, Ascot SL5 9PR

Tel: 01344 937800

OP D PD SI YA

St Mark's Bupa Care Home

110 St Marks Road, Maidenhead SL6 6DN

Tel: 01628 873 885 **Advert page 57**

OP D PD




The Manor
 Church Road,
 Old Windsor SL4 2JW
 01753 978 879

No.1
 not-for-profit
 care home in
 Windsor *



*Based on independent reviews on
carehome.co.uk at time of printing



Healthcare Homes

Sandown Park Care Home
 61 Vale Road, Windsor, Berkshire, SL4 5JY



Sandown Park is a real home-from-home offering high quality **nursing, residential and dementia care**. Our friendly team truly care for your family like they would their own – providing compassion, respect, and dignity.

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Call us today to book a viewing and meet our amazing team.

Call us on 01753 978570 or visit healthcarehomes.co.uk








Wokingham care homes

Abbeyfield Winnersh

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

OP D YA

Ashton

38 Sarum Crescent, Ashton,
Wokingham RG40 1XF
Tel: 0118 977 2334

LDA YA

Beech House

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

LDA YA

Belamie Gables Care Home

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

OP D YA

Copper Beech

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

OP D LDA SI

Cornerways

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

LDA YA

Dimensions 6 Sadlers Lane

Winnersh, Wokingham RG41 5AJ
Tel: 0118 979 8408

LDA

Down Lodge Residential Care Home

11 Sturges Road, Wokingham RG40 2HG
Tel: 0118 978 6484

OP

Elms, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755576

LDA

Eretz

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755613

OP D PD LDA SI

Farm House, The

Ravenswood Village, Nine Mile Ride,
Crowthorne RG45 6BQ
Tel: 01344 755533

LDA

Firs, The

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

OP D PD LDA SI

Green, The

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

LDA

Hallmark Alexandra Grange Luxury Care Home

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

OP D PD SI YA

Hilltop House

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

OP MH YA

Kadimah

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

OP D PD LDA SI

Loddon Court

289 Wokingham Road, Earley, Reading RG6 7ER
Tel: 0118 966 0484

LDA YA

Longmore Road, 1

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

LDA YA

Lovat House Residential Care

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

OP

Magnolia Lodge

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

OP PD LDA YA

Multi-Care (Reading) Ltd

– 375 Old Whitley Wood Lane

Reading RG2 8PY
Tel: 0118 931 3939

LDA YA

Murdoch House

1 Murdoch Road, Wokingham RG40 2DL
Tel: 0118 911 7010

OP D YA

Onuvar

98 Elm Road, Earley, Reading RG6 5TD
Tel: 03330 124016

OP LDA YA

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

Orchard, The

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

LDA

Pamela Barnett

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

LDA

Rookery Cottage

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

LDA YA

Shinfield View

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

OP D

Staverton

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

OP LDA YA

Suffolk Lodge

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

OP D PD

Tager Centre, The

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

LDA SI

Tikvah Woodpeckers

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

PD LDA SI

Tova

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

LDA

Valerie's Care Home and Valerie's Home Care

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

OP

Warren Lodge Care Centre

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

OP D PD

Wild Acres Care Home

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

OP D PD SI



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

Ask questions

Get involved

Join the family

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

Austen House Care Home

Kilnsea Drive, Lower Earley,
Reading RG6 3UJ

Tel: 0118 9144 584 **Advert page 44**

OP D YA

Bluebell House Residential and Nursing Home

126 Barkham Road,
Wokingham RG41 2RP
Tel: 01179 770233

OP D PD

Bridge House Nursing Home

64 High Street,
Twyford RG10 9AQ
Tel: 0118 934 0777

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OP D PD SI

Glebelands House

Advert page 41 & below

Woolf Drive, Wokingham RG40 1DU
Tel: 01182 304 452

OP D PD MH SI

Lynden Hill Clinic

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

OP PD YA

Parsons Grange

Westall Street, Shinfield,
Reading RG2 9AU
Tel: 0118 207 1540

OP D PD YA

Prince Philip Duke of Edinburgh Court

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

OP D YA

Sonning Gardens Care Home

Old Bath Road, Sonning RG4 6TQ
Tel: 0118 462 0788 **Advert page 61**

OP D PD SI YA

West Oak

Murray Road, Wokingham RG41 2TA
Tel: 0118 9144 585 **Advert page 44**

OP D

Woodbury House

Jouldings Lane, Farley Hill,
Reading RG7 1UR
Tel: 0118 911 1224

OP D YA

See page 64 for the **Service User Bands** key



Glebelands
Woolf Drive,
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Useful local contacts

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

Age Concern Twyford & District

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

Polehampton Close RG10 9RP

Tel: **0118 934 4040**

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

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

Age UK Berkshire

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

Tel: **0118 959 4242**

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

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

Alzheimer's Society – Dementia Support West Berkshire

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

Tel: **0118 959 6482**

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

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

Ark Trust Ltd, The

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

Tel: **01344 266899**

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

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

Autism Berkshire

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

40 Caversham Road, Reading RG1 7EB

Tel: **0118 959 4594**

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

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

Mencap in Berkshire

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

Reading

21 Alexandra Road RG1 5PE

Tel: **0118 966 2518**

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

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

Slough

Horsemoor Green Community Centre,
Common Road SL3 8JU

Tel: **01753 594666**

Email: **sloughmencap52@gmail.com**

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

West Berkshire

Enborne Gate, Enborne Road, Newbury RG14 6AT

Tel: **01635 41464**

Web: **www.wbmencap.org**

Wokingham, Bracknell and Districts (Promise Inclusion)

Waterford House, Erftstadt Court,
Denmark Street RG40 2YF

Tel: **0300 777 8539**

Email: **admin@promiseinclusion.org**

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

Royal Voluntary Service (RVS)

The Royal Voluntary Service provides social activities in Berkshire.

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

Wokingham Mental Health Association

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

Station House, Station Approach RG40 2AP

Tel: **0118 979 2620**

Email:

pamjenkinson@wokinghammentalhealth.org.uk

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

Useful national contacts

Age UK

Tel: **0800 678 1602**

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

Al-Anon Family Groups

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

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

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

Web: **<https://al-anonuk.org.uk>**

Alzheimer's Society

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

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

Association of Charitable Organisations, The

A national umbrella body for charities providing financial and wellbeing support.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

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

British Institute of Learning Disabilities (BILD)

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

Tel: **0121 415 6960**

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

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

British Red Cross

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

Tel: **0344 871 1111** • Web: **www.redcross.org.uk**

Care Choices

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

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

Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161**

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

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

Care Rights UK

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

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

Web: **www.carerightsuk.org**

Carers Trust

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

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

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **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: **0800 144 8848**

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

Dementia Adventure

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

Tel: **01245 237548**

Email: **info@dementiaadventure.org**

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

Elderly Accommodation Counsel

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

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

Friends of the Elderly

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

Tel: **0207 730 8263**

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

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

→ **Homecare Association**

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

Tel: **0208 661 8188**

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

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

Hourglass

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

Tel: **0808 808 8141** • Text: **07860 052906**

Web: **www.wearehourglass.org**

Independent Age

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

Tel: **0800 319 6789**

Email: **helpline@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: **07977 196934**

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

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

National Association of Funeral Directors

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

National Society of Allied and Independent Funeral Directors

Web: **https://saif.org.uk**

NHS 111

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

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

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

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

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

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

POhWER

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

Tel: **0300 456 2370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

Royal British Legion

A charity providing lifelong support to serving and ex-service armed forces personnel and their families. The helpline is open seven days a week, 8.00am to 8.00pm.

Tel: **0808 802 1212**

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

Web: **www.britishlegion.org.uk**

SANE

For advice on mental health issues.

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

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

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

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

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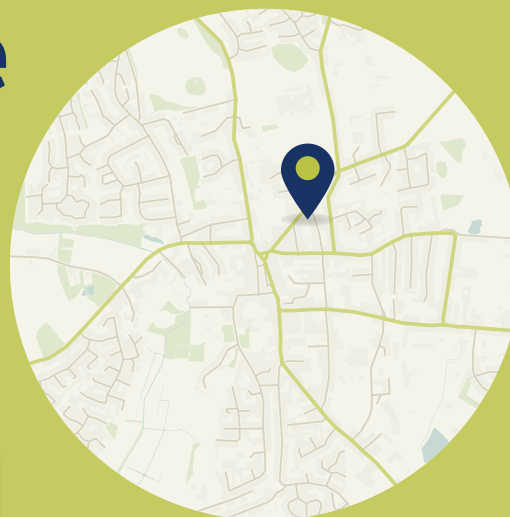
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Oxford Aunts
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- K, client's relative



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