Buckinghamshire
incorporating Milton Keynes
Care Services Directory 2019/20

The essential guide to choosing and paying for care and support
At The Fremantle Trust, care and kindness are at the heart of all we do. We strive to support older people to live their lives to the full through our specialist residential, nursing and dementia care.

The Trust also provides expert care and support for adults living with a wide range of learning disabilities in both residential and supported living environments.

To find out what makes us different, call us on: 01296 737 371 or email us at: enquiries@fremantletrust.org

www.fremantletrust.org

As a registered charity The Fremantle Trust invests all its profits into the services it provides. A registered charity and not for profit organisation. (Registration No. 1014986).
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

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

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

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

Welcome to this edition of the independent Buckinghamshire Care Services Directory, incorporating Milton Keynes, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from their local 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 11. 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 19 for those paying for care at home and 43 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 7 and a list of local home care providers begins on page 23.

If you are unable to remain living at home with support, you may want to consider a housing with care scheme (see page 33) or residential care. Comprehensive lists of care homes and care homes with nursing in Buckinghamshire and Milton Keynes start on page 51.

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.

Adult Social Care Buckinghamshire County Council
Tel: 01296 383204
Email: adultearlyhelpteam@buckscc.gov.uk
Web: www.buckscc.gov.uk/services/care-for-adults

Adult Social Care Milton Keynes Council – Access Team
Tel: 01908 253772
Email: Access.Team@Milton-Keynes.gov.uk

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 48), 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
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.

You can find local day opportunities by exploring www.careadvicebuckinghamshire.org or www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/directory-search

Meals on wheels

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

apetito provides this service on behalf of Buckinghamshire County Council and Milton Keynes Council. You don’t have to go via your local council for apetito meals, but if you’ve been assessed by your local council as needing a hot meal or tea-time meal, the cost may be subsidised. Call 01296 383204 in Buckinghamshire, or 01908 253772 in Milton Keynes, to arrange an assessment.

Alternatively, you could arrange to have meals delivered privately. You may find a service by word of mouth or using the internet – your local library may be able to help here – or you can contact apetito without being assessed by your local council.

apetito Ltd
Web: www.apetito.co.uk

Buckinghamshire
Unit 6 Garside Way, Stocklake,
Aylesbury HP20 1BH
Tel: 0800 090 3622
Email: buckinghamshire.office@apetito.co.uk

Milton Keynes
Tel: 0808 274 7819
Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

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

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

To find your local HIA or handyperson visit www.findmyhia.org.uk

For further information about housing in your area, contact your local district council.

Aylesbury Vale District Council
Tel: 01296 585605

Chiltern and South Bucks District Councils
Tel: 01494 732013

Wycombe District Council
Tel: 01494 421728
Finding it difficult to get in and out of chairs? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

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

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

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

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

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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.

Visit www.carechoices.co.uk for further assistance with your search for care
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 15.

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.

Adult Social Care
See page 4 for Buckinghamshire County Council and Milton Keynes Council – Access Team contact details.

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/helping-you-to-stay-independent](http://www.carechoices.co.uk/helping-you-to-stay-independent) There is also information on making larger adaptations to your home.
**Specialist equipment**

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

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

Visit [www.asksara.org.uk](http://www.asksara.org.uk) to learn more about possible solutions or see pages 7 to 8. Once you have identified equipment that might help with your support needs, use the checklist on page 10 to make sure it’s right for you.

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**Buckinghamshire Wheelchair Service**

Provides a comprehensive service to those with long-term mobility needs through assessment, provision and maintenance of equipment for specialist seating, mobility and pressure care.

Tel: [01494 734046](tel:01494%20734046)

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**Milton Keynes Wheelchair Service**

AJM Healthcare is the service provider for residents registered with a GP in Milton Keynes. All NHS wheelchair services are provided including clinical assessments, specialist seating, delivery, repairs, maintenance and collection when the wheelchair is no longer required.

Tel: [0808 164 6400](tel:0808%20164%206400)

Email: [miltonkeynes@ajmhealthcare.org](mailto:miltonkeynes@ajmhealthcare.org)


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**Safe+Well**

Can help you choose daily living aids or guide you to other local services which may help to make your life easier at home.

Tel: [0300 100 0247](tel:0300%20100%200247)

Web: [www.safeandwell.co.uk/buckinghamshire](http://www.safeandwell.co.uk/buckinghamshire)

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**Telecare**

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

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

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see page 11), your local council may be able to provide it for you.

For further information, please visit [www.safeandwell.co.uk/buckinghamshire](http://www.safeandwell.co.uk/buckinghamshire) or [www.milton-keynes.gov.uk/social-care-and-health/community-alarm](http://www.milton-keynes.gov.uk/social-care-and-health/community-alarm)
### Assistive technology checklist

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit [www.asksara.org.uk](http://www.asksara.org.uk)

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

#### Suitability

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
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<tr>
<td>Are you willing to use it?</td>
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<td></td>
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<tr>
<td>Will it fit into your everyday life and routine?</td>
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<td></td>
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<tr>
<td>Have you tried a demo of the equipment?</td>
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<tr>
<td>Do you understand what the equipment is for?</td>
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<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
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<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
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<tr>
<td>Will it work alongside any assistive technology you already have?</td>
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#### Usability

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<tr>
<th>Question</th>
<th>Yes</th>
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<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
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<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
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<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
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<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
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<tr>
<td>Is it portable?</td>
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#### Will it need to be installed by a professional?                         |     |    |

#### Can the retailer provide you with training in using the equipment?    |     |    |

#### Reliability

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

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10 Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement. If you approach your local council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

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

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

Once Adult Social Care has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. Your local 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 19 if you are receiving home care and page 43 if you are moving into a care home.

Personal Budgets

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

A Personal Budget is the amount of money that councils calculate it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount your local council will contribute 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 your local council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not your local council.

If you are eligible for a council contribution towards your Personal Budget, it may be taken:

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by your local council in line with your wishes; or
- as a mixture of the above.

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

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

Whatever services you need on discharge, Adult Social Care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

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

Reablement

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

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

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

Intermediate care

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

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is normally provided by the NHS and is free. It is usually limited to around 14 days. If, after this, you have ongoing care or support needs, your local council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person’s own home. People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. Many people are not aware of NHS Continuing Healthcare so consider asking your GP, care manager, hospital staff or people co-ordinating your care for more information. See page 44 for more information.
Personal health budgets

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

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

Services for carers

Who is a carer?

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

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

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

Having a carers’ assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own 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 their local 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.

To arrange a carers’ assessment, speak with the social worker of the person being cared for, or contact Carers Bucks or the Milton Keynes Council Adult Access Team – details are on page 14.

Carers’ Personal Budgets

If, following an assessment, the carer is found to be eligible for council support, it will work with them to develop a support plan, this will include information on any Personal Budget they may be eligible for.

A carer’s Personal Budget is the amount of money which has been agreed to meet the carer’s identified needs. The carer can request some or all of their local council’s contribution to the Personal Budget.
as a Direct Payment, a payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

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

Respite at home

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

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget for their own needs (see page 11) they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £66.15 per week but this may change over the lifetime of this Directory. Carer’s Allowance is a taxable benefit available to eligible carers.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, www.gov.uk has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.


Adult Social Care Milton Keynes Council
– Access Team
Tel: 01908 253772
Email: Access.Team@Milton-Keynes.gov.uk

Carers Bucks
Carers Bucks is a local organisation supporting carers in Buckinghamshire. It supports both adult and young carers and has various support groups and services to help carers in their role.
Tel: 0300 777 2722
Email: mail@carersbucks.org
Web: www.carersbucks.org

Resource for those supporting disabled children

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs.

As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs and those who support them.
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. Home care can offer the opportunity to remain living at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

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

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

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Care for an assessment 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.

Do you need a helping hand?

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

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

Looking for care?
0808 274 2935
For more information
www.helpinghands.co.uk

Agincare
Live-in Care

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

CONTACT US TODAY
08000 121 247 | AGINCARE.COM
Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to remain living in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

A list of all home care agencies operating in Buckinghamshire and Milton Keynes starts on page 23.

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 48), 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

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety and awards quality ratings. Further information is on page 48.

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

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

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

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

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

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

Family support

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

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

When someone is living with dementia, they need:

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

Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community.

Dementia Friends is a programme developed by Alzheimer’s Society to change the public’s perceptions of dementia. It gives people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia.

See [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for further information.
Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and may involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact your local council to ask about eligibility for support with arranging these services, see page 11 for information on assessments.

Care at home

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

A person living with dementia may respond best to the same care staff who know them well. Continuity of care can be provided by care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact your local council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 70.

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 70 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 41.
Paying for care in your home

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

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

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

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

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

Non-means tested care and support

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

Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk

Other ways to fund your care and support

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

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

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 43.
All our Caregivers are highly trained and DBS checked, providing Care and Support at an agreed time convenient to you.

- Personal Care
- Companionship
- Medication Support
- Dementia Care
- Meal Preparation
- Housework
- Hourly care to 24hr Live-in
- And much more...

CONTACT US TODAY FOR MORE INFORMATION

Just some of the areas we cover

Amersham  Beaconsfield  Burnham  Chalfonts  Chesham  Chartridge  Farnham Royal  Flackwell Heath  Gt Missenden
Gerrards Cross  High Wycombe  Holmer Green  Lane End  Marlow  Penn  Stokenchurch  Tring  Walters Ash

01494 573 500
highwycombe@rightathomeuk.com
rightathomeuk.com/highwycombe
# Home care agency checklist

<table>
<thead>
<tr>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
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<tbody>
<tr>
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We suggest that you have paper with you when speaking with home care agencies so you can make notes.
You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

<table>
<thead>
<tr>
<th>About the agency</th>
<th>Accommodating your needs</th>
<th>Reguation</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long has the agency been operating?</td>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
<td>Will your support plan be reviewed at regular intervals?</td>
</tr>
<tr>
<td>How long are staff allocated per visit?</td>
<td>Does the agency have a training scheme in place?</td>
<td>Can you see the agency’s contract terms?</td>
</tr>
<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
<td>Are all staff trained to a certain level?</td>
<td>Can you lodge a complaint easily?</td>
</tr>
<tr>
<td>Does the agency have experience with your specific needs?</td>
<td>Are staff able to help with administering medication if required?</td>
<td>Are complaints dealt with quickly?</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Staff</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Are you likely to be visited by different staff each day?</td>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
</tr>
<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
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<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
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</tr>
<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
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</tr>
<tr>
<td>Can you meet your care worker(s) before they start?</td>
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<tr>
<td>Does the agency have both male and female staff?</td>
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</table>

| Notes | |
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*See page 48.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
“All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position.”

Andrew, son
Audley Care customer

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

www.abbotscare.com

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

Contact us to find out more
01494 708 421
info@audleycare.co.uk
www.audleycare.co.uk
Buckinghamshire registered home care providers

Abbots Care Buckinghamshire
High Wycombe
Tel: 0330 094 5511

Affection Care Services Ltd (Bucks)
High Wycombe
Tel: 01494 528293

Agincare UK Ltd
Buckingham
Tel: 08000 121 247

All Care (GB) Ltd – High Wycombe Branch
High Wycombe
Tel: 01494 412280

Amegreen Complex Homecare – Buckinghamshire
Aylesbury
Tel: 01296 821911

Anchor Integrated Care & Housing Village
– Denham Garden Village
Uxbridge
Tel: 0808 102 7365

Appleberry Care
Slough
Tel: 01628 662123

Ashridge Home Care
Amersham
Tel: 01494 917344

Audley Care Ltd – Audley Care Chalfont Dene
Gerrards Cross
Tel: 01494 708421

Aylesbury Prime Care
Rowsham
Tel: 01296 680444

Bespoke Care at Home
Burnham
Tel: 01628 604555

Bluebird Care (Aylesbury and Wycombe)
Aylesbury
Tel: 01296 399000

Bluebird Care (South Bucks, South Wycombe & Slough)
Slough
Tel: 01628 605797

Buckinghamshire Reablement Service
High Wycombe
Tel: 0300 777 1001

Bucks Country Home Care Ltd
Princes Risborough
Tel: 01844 342125

Care & Carers – Buckinghamshire
Aylesbury
Tel: 01296 695372

Care Resource Bureau Ltd
High Wycombe
Tel: 01494 256150

Care Staff Services Ltd
Slough
Tel: 01628 660083

Caremark (Aylesbury & Wycombe)
Aylesbury
Tel: 01296 641662

Caremark (Chiltern & Three Rivers)
Chesham
Tel: 01494 573900

Carewatch (Mid Bucks)
Wendover
Tel: 01296 625385

Visit www.carechoices.co.uk for further assistance with your search for care
What we offer
Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live-in care, supporting you to remain as independent as possible, living the lifestyle you choose.

Why Bluebird Care for Live-in Care?
Stay in the comfort of your own home surrounded by the things you love. Our staff are caring and trained to give medication.

- Stay in your home
- Caring and trained staff
- Complex health experts
- Maintain a sense of normal

Quote ‘BCD10’ when you call and we will donate £10 to charity

Bluebird Care South Bucks, South Wycombe & Slough

01628 605 797
sbucks@bluebirdcare.co.uk
bluebirdcare.co.uk/southbucks
Personalised quality home care in Aylesbury & High Wycombe

- Personal care and support
- Domestic help
- Companionship
- Medication assistance
- Live-in care

01296 641662
aylesbury@caremark.co.uk
www.caremark.co.uk/aylesbury-and-wycombe

The Hub is different...

You choose your own Personal Assistant to meet your needs
- High quality, trained, DBS checked, accredited and insured
- Flexible support for social, domestic, sitting, appointments and personal care
- Personal Assistants’ rates range from £15-£17 per hour

Personalised service – Call to discuss your needs:
Tel: 01494 774888 • Email: info@hubcaresupport.co.uk
www.hubcaresupport.co.uk

Trusted help at prices you can afford

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

General Help
Personal Care
Dementia Care
Live-In Care
Overnight Care
Cooking & Shopping

Tell us what you need help with...

Trusted support and care from £13 per hour

Introductory offer – Please quote code CD1BU

Freephone: 0808 278 1112
www.trustontap.com

Visit www.carechoices.co.uk for further assistance with your search for care
We provide:
- Fully Supported Living
- 24 hr Live in and Home Care
- Day Care Service
- Transition Services
- Complex Domiciliary Care

Want to find out more?
Please contact us:
Head Office Address:
20 Benjamin Road,
High Wycombe HP13 6SR
Tel: 01494 532926
email: mail@chilternsupport.com
www.chilternsupport.com

A more caring approach to care at home.

Have you ever wondered if there’s an alternative to residential or respite care for a loved one?

With EdenCare there is.
We offer quality care at home for you, or your loved one, whether a child, young adult or an elderly person.
We are a local and independent provider of care and understand the importance of choice.
If you would like further details of our individually tailored care-at-home packages please contact us for a no obligation chat or visit our website.

EdenCare at home
Tel. 01753 885556
www.EdenCaretatHome.co.uk

Chilworth Care

A little difference makes all the difference

Chilworth Care is a trusted care provider supporting and assisting clients within their own homes in and around the South Buckinghamshire area.

Our aim is to provide the standard of care that we would want for our own families. Our services are flexible and respond to your changing priorities and needs. We deliver a person centred approach to all care and support.

Tel: 01494 523480
Email: info@chilworthcare.com
www.chilworthcare.co.uk

Our range of services include:
- Domiciliary Care
- Day services for adults with learning disabilities
- Dementia care / Vulnerable adults / Elderly
- Recuperation after a fall or hospital stay
- Live in care
- Temporary support
- Support in emergencies (once registered with us)
- Short-term support
<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Advert inside front cover</th>
<th>Advert page 26</th>
<th>Advert page 15</th>
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<td>OP D PD LDA MH SI YA AD</td>
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<td>Dementia</td>
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<td>Physical disability</td>
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<td>Mental health</td>
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<td>Sensory impairment</td>
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<td>Younger adults</td>
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<tr>
<td>People who misuse alcohol or drugs</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Buckinghamshire registered home care providers continued

My Homecare Slough South Bucks
Slough
Tel: 0800 130 3006

Oxford House Community Care
Farnham Royal
Tel: 01753 645112

Phoenix Medical Advice and Repatriation Ltd
Aylesbury
Tel: 01296 422499

Poppy Cottage Ltd
Uxbridge
Tel: 01895 832199

Porters Lodge
Aylesbury
Tel: 01296 707952

Positive Community Care Recovery Services
High Wycombe
Tel: 0208 621 1724

Precious Care Services Ltd
Slough
Tel: 01628 669648

Professional Care Services Bucks Ltd
High Wycombe
Tel: 01494 882722

Right at Home
High Wycombe and District
High Wycombe
Tel: 01494 573500

SeeAbility Buckinghamshire Support Service
Aylesbury
Tel: 01296 323753

Whether it be 1 hour per week or full time, it is a privilege to be trusted to care for you or your loved ones.

5 Reasons to use us:
• High standard of care
• Established over 3 decades
• All profits go to charity
• Competitive charges

Why not ask us for a free visit/assessment?

Tel: 01494 678811
www.universal-care.co.uk

Providing a Compassionate & Caring Service

- NVQ qualified in Health & Social Care
- Enhanced DBS checked
- Over 20 years experience for all types of care
- Dementia, Private & Social Services clients welcome
- Ad hoc services also available

The provision of 6-8 visits per day can be accommodated, 7 days a week
Long term, temporary & hospital discharges welcome
Shopping, meals & transport services catered for as well as sit-ins / nights
No hiked prices for weekends and Bank Holidays

For more information or to discuss your care plan please contact Jackie on:
07533 687961 or 01494 882722
Or email jackiew@professionalcareservicesbucks.co.uk
www.professionalcareservicesbucks.co.uk

At Calibre Quality Care we look at matching you with the right support for your individual needs.

Calibre Quality Care offers support to clients in every aspect of their lives maintaining and promoting individual’s independence. It is a one stop shop for support whether you need assistance with personal care, companionship, medication collection, shopping or help in the garden there is a Personal Assistant to suit you.

Happiness and Contentment... aids to good health!

hello@calibrequalitycare.org.uk 07990 040448
www.calibrequalitycare.org.uk

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

SSA Quality Care
Aylesbury
Tel: 01296 398763

St James Court
High Wycombe
Tel: 01494 769790

Stepping Stone Independent Living Ltd
High Wycombe
Tel: 01494 459219

Supported Living and Domiciliary Care Service
Gerrards Cross
Tel: 01494 601458

Surecare Wycombe and Chiltern
High Wycombe
Tel: 01494 422101

Swan Court
Winslow
Tel: 01296 711464

Transparent Care Ltd
Beaconsfield
Tel: 0203 828 0760

Universal Care – Beaconsfield
Beaconsfield
Tel: 01494 678811

Westminster Homecare Ltd
(Aylesbury)
Aylesbury
Tel: 01296 339346

Westminster Homecare Ltd
(Buckinghamshire)
Slough
Tel: 01753 553256

Willowmead Court
Aylesbury
Tel: 01296 432563

Your Own Home Care
Berkhamsted
Tel: 07920 887414

Yourlife
(Chalfont St.Peter)
Gerrards Cross
Tel: 01202 362303

Milton Keynes registered home care providers

24hr Swift Care Services
Milton Keynes
Tel: 01908 824424

Access24 Health and Medical Services Ltd
Milton Keynes
Tel: 0333 014 7312

Anco Care Ltd
Milton Keynes
Tel: 01908 315261

Assure Care Ltd
Milton Keynes
Tel: 01908 506617

Authentic Kare Milton Keynes
Milton Keynes
Tel: 07711 284904

Autism Care Community Services
(Milton Keynes)
Milton Keynes
Tel: 01908 698910

Axis Healthcare Ltd
Milton Keynes
Tel: 01908 082267

Bespoke Support MK Ltd
Milton Keynes
Tel: 01908 867759

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

Service
User Bands
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
Milton Keynes registered home care providers continued

Better Health 4 US – 42 Columbia Place
Milton Keynes
Tel: 0843 289 7339  OP D PD LDA MH SI YA

Courteney’s Lodge
Milton Keynes
Tel: 01908 254513  OP D

Blessing’s Care Ltd Domiciliary Care
Milton Keynes
Tel: 0800 689 0764  OP D PD LDA YA

Cripps Lodge
Milton Keynes
Tel: 01908 254332  OP D PD MH SI YA

Bletchley Community Hospital
Milton Keynes
Tel: 01908 254455  OP D PD LDA MH SI AD

Dimensions Milton Keynes Domiciliary Care Office
Milton Keynes
Tel: 0300 303 9001  OP LDA YA

Bluebird Care (Milton Keynes)
Newport Pagnell
Tel: 01908 299032  OP D PD LDA SI YA

Domiciliary Care Service
Milton Keynes
Tel: 01908 010360  OP D PD LDA MH SI YA AD

Call4Care Services Ltd
Milton Keynes
Tel: 01908 377706  OP D PD LDA SI YA

Elevate Care Ltd
Milton Keynes
Tel: 01908 272860  OP D PD LDA SI YA

Care As YOU Like It Ltd
Milton Keynes
Tel: 07936 344881  OP D PD LDA MH SI YA

Elevation Care Services
Milton Keynes
Tel: 01908 889758  OP D PD LDA MH YA

Care Services (MK) CIC
Milton Keynes
Tel: 01908 569475  PD LDA SI YA

Empathy Care24 Ltd
Milton Keynes
Tel: 0333 011 1756  OP D PD LDA MH SI YA

Care Support MK Ltd
Milton Keynes
Tel: 01908 889043  OP D PD LDA MH SI YA

Everycare (MK & Beds) Ltd
Milton Keynes
Tel: 01908 224820  OP D PD LDA MH SI YA

Challenge House
Milton Keynes
Tel: 01908 522679  OP D PD LDA MH SI YA

ExcelCare24
Wolverton
Tel: 01908 766221  OP D PD LDA MH SI YA AD

Chiltern Health Division
Milton Keynes
Tel: 01908 373888  OP D PD LDA SI YA

Expectation Care Ltd
Milton Keynes
Tel: 01908 990030  OP D PD SI YA

Clarriots Care (Milton Keynes & Bedford)
Milton Keynes
Tel: 0333 202 3195  OP D PD LDA MH SI YA

Fairview Resources Ltd
Milton Keynes
Tel: 01908 533259  OP D PD LDA SI YA

Courtcare Flexi
Milton Keynes
Tel: 0330 022 5456  OP D PD LDA MH SI YA

Fenny Mews & Stratford View
Milton Keynes
Tel: 01908 046140  PD LDA MH YA

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th></th>
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<tbody>
<tr>
<td>OP</td>
<td>Old people (65+)</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
<td>LDA Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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### Milton Keynes registered home care providers continued

<table>
<thead>
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<th>Name</th>
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<tr>
<td>Future Care Enable Ltd – Milton Keynes</td>
<td>Milton Keynes</td>
<td>01908 372003</td>
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<tr>
<td>Gemini Exclusive Care Ltd</td>
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<td>01908 032685</td>
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<tr>
<td>GND Support</td>
<td>Milton Keynes</td>
<td>07581 231760</td>
<td>OP D PD</td>
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<tr>
<td>Good Shepherd Healthcare Services Ltd, The</td>
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<td>01908 367474</td>
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<tr>
<td>Hanslope and CASTLETHORPE</td>
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<tr>
<td>Healthcare Access Ltd – Milton Keynes</td>
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<td>07492 843016</td>
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<tr>
<td>Helping Hands Newport Pagnell</td>
<td>Newport Pagnell</td>
<td>0808 274 2935</td>
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<tr>
<td>Home Care Preferred Milton Keynes</td>
<td>Newport Pagnell</td>
<td>01908 299170</td>
<td>OP D LDA MH YA AD</td>
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<tr>
<td>HomeAid Community Care Services – a division of Lloyds Concepts &amp; Solutions Ltd (Head Office)</td>
<td>Milton Keynes</td>
<td>01908 410991</td>
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<tr>
<td>Integer Healthcare Services</td>
<td>Milton Keynes</td>
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<td>Intrust Care Milton Keynes</td>
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<td>01908 533441</td>
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<tr>
<td>Kare Plus Milton Keynes and Bedford</td>
<td>Milton Keynes</td>
<td>01908 410992</td>
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</tr>
<tr>
<td>Keynes Care Service Ltd</td>
<td>Milton Keynes</td>
<td>07888 831871</td>
<td>OP D PD LDA SI YA AD</td>
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<tr>
<td>Kilkenny House</td>
<td>Milton Keynes</td>
<td>01908 506408</td>
<td>OP</td>
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<tr>
<td>Limes, The</td>
<td>Newport Pagnell</td>
<td>01908 215008</td>
<td>OP D PD SI</td>
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<tr>
<td>Line Of Sight Care Ltd</td>
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<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Linford Homecare</td>
<td>Newport Pagnell</td>
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<tr>
<td>MacIntyre Milton Keynes Support</td>
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<tr>
<td>Mayfair Homecare – Milton Keynes</td>
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<td>OP D LDA MH SI YA</td>
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<tr>
<td>Medsol Healthcare</td>
<td>Milton Keynes</td>
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<td>OP PD LDA SI</td>
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<tr>
<td>Midsummer Court</td>
<td>Milton Keynes</td>
<td>07956 714860</td>
<td>OP D MH YA</td>
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<tr>
<td>Milton Keynes Supported Living Service</td>
<td>Milton Keynes</td>
<td>01908 678713</td>
<td>Advert inside front cover</td>
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<tr>
<td>MK Executive Care</td>
<td>Milton Keynes</td>
<td>01908 375199</td>
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</tbody>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Tel No</th>
<th>Service Bands</th>
</tr>
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<tbody>
<tr>
<td>MK Nursing Agency</td>
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<td>01908 968830</td>
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<tr>
<td>My Homecare Milton Keynes</td>
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<tr>
<td>Oatctree Court Ltd</td>
<td>Milton Keynes</td>
<td>01908 608619</td>
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<tr>
<td>Olney Care Services Ltd</td>
<td>Olney</td>
<td>01234 241655</td>
<td>OP D PD LDA</td>
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<tr>
<td>Paratus Partners</td>
<td>Milton Keynes</td>
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<td>OP D PD MG</td>
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<tr>
<td>Precious Hope and Home Care Ltd – Milton Keynes</td>
<td>Milton Keynes</td>
<td>01908 821298</td>
<td>OP D PD LDA</td>
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<tr>
<td>Rehab Without Walls</td>
<td>Milton Keynes</td>
<td>01908 560041</td>
<td>OP D PD</td>
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<tr>
<td>Revive Care Service (Milton Keynes)</td>
<td>Milton Keynes</td>
<td>0207 183 8229</td>
<td>Advert below</td>
</tr>
<tr>
<td>Rosebud Homecare Ltd</td>
<td>Milton Keynes</td>
<td>0333 600 0100</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Sanctuary Oasis Ltd</td>
<td>Milton Keynes</td>
<td>01908 322839</td>
<td>OP D PD LDA</td>
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<tr>
<td>Sarmey Healthcare</td>
<td>Milton Keynes</td>
<td>07985 233020</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Shri Hari Care Ltd (Heritage Healthcare)</td>
<td>Milton Keynes</td>
<td>01908 686792</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Social Care Solutions Ltd</td>
<td>Milton Keynes</td>
<td>0208 441 7757</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Starry Care</td>
<td>Milton Keynes</td>
<td>01908 044353</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Superior Homecare Services</td>
<td>Milton Keynes</td>
<td>01908 522245</td>
<td>OP D PD LDA</td>
</tr>
<tr>
<td>Thomas Edward Mitton House</td>
<td>Milton Keynes</td>
<td>01908 504778</td>
<td>PD LDA MH</td>
</tr>
</tbody>
</table>

**Revive Care Service**

Our aim is to provide a professional, friendly service to aid independence and improve quality of life to those who require care and support in their own home.

- 24 Hour live-in care
- Domiciliary Care
- Respite Care
- Nursing Care
- Complex Care
- Reablement
- Travel Companion
- and much more...

Tel: 0207 183 8229
Email: info@revivecareservice.co.uk
Website: www.revivecareservice.co.uk

**HOME BASED. EXPERT CARE.**

- Personal Care Companionship
- Household & Domestic Live-in Care

For further details, contact a trusted member of our care team:

Call: 01908 686 792
Email: care@miltonkeynes.heritagehealthcare.co.uk
Visit: www.heritagehealthcare.co.uk/milton-keynes

<table>
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<tr>
<td>LDA Learning disability, autism</td>
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</tr>
</tbody>
</table>
Housing with care

Housing with care combines independent living in a home of your own with security of tenure and care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 9).

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.
Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service. A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

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

Contact your local council for more information on housing with care options.

**Adult Social Care Buckinghamshire County Council**
Tel: 01296 383204
Email: adultearlyhelpteam@buckscc.gov.uk

**Adult Social Care Milton Keynes Council – Access Team**
Tel: 01908 253772
Email: Access.Team@Milton-Keynes.gov.uk

Specialist services

Learning disability and autism

If you are living with a learning disability or autism in Buckinghamshire or Milton Keynes, you should contact your local council for support. See above for contact details.

Your local council might be able to signpost you to local services and assess your needs in case they can help you.

Councils aim to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you may consider a housing with care scheme, see page 33.

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

You could also use the contacts listed opposite.

**Autism Bucks**
Aims to inform, guide, enable and empower adults with autism and their families.
Email: autismbucks18@gmail.com
Web: www.autismbucks.org

**Autism MK Partnership Board**
A forum where anyone who is affected by autism in Milton Keynes can meet and discuss their experiences, share ideas and work together to improve local services. Contact Talkback Milton Keynes for meeting dates.
Tel: 07545 513140 or 07894 213650

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

**Buckinghamshire and Mid-Thames Relate**
Supports people with relationship concerns.
Tel: 01296 427973 • Web: [www.relatemtb.co.uk](http://www.relatemtb.co.uk)

**MIND**
Provides support to people with mental health needs and offers one-to-one counselling, befriending, peer support and more.

**Bedfordshire, Luton and Milton Keynes**
Tel: 0300 330 0648
Email: hq@mind-blmk.org.uk

**Buckinghamshire**
Tel: 01494 463364
Email: info@bucksmind.org.uk
Web: [www.bucksmind.org.uk](http://www.bucksmind.org.uk)

**Bucks Open Access Service**
A first point of contact for people who misuse drugs and alcohol.

**Aylesbury**
Tel: 01296 337717

**High Wycombe**
Tel: 01494 474804

**Carers Bucks**
Supports unpaid carers including those who may be experiencing mental health difficulties or who are supporting someone with a mental health condition.
Tel: 0300 777 2722 • Email: mail@carersbucks.org
Web: [www.carersbucks.org](http://www.carersbucks.org)

**Cruse Bucks**
Helps people in Buckinghamshire who have been bereaved.
Email: support.buckinghamshire@cruse.org.uk
Web: [www.crusebucks.org.uk](http://www.crusebucks.org.uk)

**Healthy Minds**
Offers quick and easy access to talking therapies, practical support and employment advice.
Tel: 01865 901600
Text: ‘TALK’ and your name to 07798 667169
Web: [www.healthymindsbucks.nhs.uk](http://www.healthymindsbucks.nhs.uk)

**Talk for change**
Provides access to talking therapies and mental health services in Milton Keynes.
Tel: 01908 725099 (option one)
Email: support@talkforchange.org.uk
Web: [www.talkforchange.org.uk](http://www.talkforchange.org.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
The Buckinghamshire Integrated Sensory Service (BISS), provided by Action on Hearing Loss, is commissioned by Buckinghamshire County Council to assess people’s sensory needs.

It also offers other services, including:

• registration of any sensory loss;
• rehabilitation to help you develop daily living skills;
• daily living equipment, including demonstration and advice;
• mobility training to help you travel independently;
• advice and information;
• support to access activities in your community; and
• referral on to other services.

For more information, contact BISS.
Buckinghamshire Integrated Sensory Service, Riverside House, 44 Wedgewood Street, Fairford Leys, Aylesbury HP19 7HL
Tel: 01296 479970 • Text: 07918 904664
Minicom: 01296 485154
Email: bucks@hearingloss.org.uk

You can also contact Buckinghamshire County Council.
Tel: 0845 370 8090
Text Relay: 18001 0845 370 8090
Email: customerservices@buckscc.gov.uk

For residents in Milton Keynes, contact the Adult Social Care Access Team (see page 4) or search the Adult Social Care Directory for local sensory services at www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/directory-search

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 or support.

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

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

POhWER
Mental health, mental capacity and community advocacy.
Tel: 0300 456 2370
Text: send the word ‘pohwer’ with your name and number to 81025 • Minicom: 0300 456 2364
Email: pohwer@pohwer.net
Web: www.pohwer.net

Talkback
Supports people to build self-esteem, confidence and have more say and control over their lives.
Amersham Community Centre, Chiltern Avenue, Amersham HP6 5AH
Tel: 01494 434448
Email: talkback@talkback-uk.com
Web: www.talkback-uk.com
Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like.

Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

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

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

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

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 73 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Residential, Dementia and Respite Care

Every resident detail has been considered at Milton Court where a warm and friendly welcome awaits. Your well-being is at the heart of all we do, supporting your physical, social, and nutritional needs for a fulfilled life.

- Nutritious and balanced menus contribute to a healthier lifestyle
- Beautifully decorated bedrooms all with en-suite showers
- Cinema room; all-day café to meet with friends
- Aromatherapy suite including a hair salon and nail bar
- Secure and sunny private landscaped gardens with lawns and flowerbeds
- Comprehensive Well-being Programme and activities to support an active and healthy lifestyle

Call 01908 699555 or Search ‘Milton Court Care’ online

Tunbridge Grove | Milton Keynes | Buckinghamshire | MK7 6JD | MiltonCourtCareHome

“...I love seeing our residents enjoying activities.”

Buckingham Lodge care home has given me a new sense of freedom and independence. I am now able to enjoy social activities such as dancing and gardening, whilst still being empowered by making my own decisions and sharing my Anchor story with loved ones.

Buckingham Lodge care home
Culpepper Close, Aylesbury, HP19 9DU
Call 0808 102 4329
Visit BuckinghamLodge.org.uk
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 quality 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 at 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 11 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £165.56 per week. This figure may change over the lifetime of this Directory, check with Adult Social Care.

For help with finding care homes and care homes with nursing in your area, visit this Directory’s website at 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 checklist

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

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
</table>

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

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

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

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

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

### Fees
- Do your fees cover all of the services and activities? □□□
- Are fees likely to change regularly? □□□
- Is the notice period for cancellation of the contract reasonable? □□□
- Could you have a trial period? □□□
- Can you keep your room if you go into hospital? □□□
- Can you handle your own money? □□□

*See page 48.
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 address their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these, see pages 47 and 37 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 42.

Design and technology

The design of a care home specialising in dementia is ideally 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 can help to minimise disorientation.

Staff training

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

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
# Residential dementia care checklist

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 40. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

<table>
<thead>
<tr>
<th>Design</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>Can residents get help with eating and drinking?</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>How often does the home review residents’ medication?</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
</tr>
<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
<td>Do GPs visit the home regularly?</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Choices</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td>Are staff trained to identify when a resident might be unwell?</td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td>Do the staff have any dementia specific training/experience?</td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>Approach to care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td>Does the home have a specific approach to end of life care?</td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td>Does the home keep up to date with best practice in dementia care?</td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td></td>
</tr>
</tbody>
</table>

*See page 48.*
Paying for care

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

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, your local 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 your local council and you may be able to get some support with funding your care, see page 44.

These figures may change during the lifetime of this Directory.

If you are eligible for support from your local 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 your local council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 45).

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 your local 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 council support with funding your care, and the home you are living in charges more than your local council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 45 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 a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 45 for more information.
Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions.

There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you move into 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

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

Many people are not aware of NHS Continuing Healthcare so consider asking your GP, care manager, hospital staff or people co-ordinating your care for more information. Getting NHS Continuing Healthcare can be a difficult process as the criteria are strict, though there are companies that specialise in the process.

Beacon

Gives free and impartial advice on NHS Continuing Healthcare.

Tel: 0345 548 0300 • Web: www.beaconchc.co.uk

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements.

It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 45 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, your local council may share the cost of the first 12 weeks of permanent care, provided it agrees that 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 your local 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. There is also an annual maintenance fee and a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

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

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

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

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

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

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

Seeking financial advice

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

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

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at www.societyoflaterlifeadvisers.co.uk or you can call 0333 202 0454.

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

Age UK
Tel: 0800 055 6112
Web: www.ageuk.org.uk/moneymatters

Citizens Advice
Web: www.citizensadvice.org.uk

Money Advice Service
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk
WHY MAKE A WILL?

Understandably many people don’t like the thought of preparing a Will. However, in my experience making a Will doesn’t have to be a sad or awkward time, clients often tell me how comforted they are by the thought that they have all their affairs in order and how relieved they are knowing that their wishes will be met.

A Will allows you to appoint the executors of your estate and those chosen will ensure your estate is administered and your wishes carried out. It will allow you to state who will benefit, by how much and for you to set out specific wishes (such as funeral arrangements).

Without a properly drafted Will, your estate will have to be dealt with by the rules set out in law – the intestacy rules. It is a common misconception that couples who live together will inherit from their partner or that married couples will automatically inherit everything. This is not correct and most people are horrified when they hear how their estate will be divided under the intestacy rules. Close friends, carers, godchildren and unmarried partners whether heterosexual or same sex will not benefit under these rules.

I have often found that a clear and valid Will helps provide directions, during what is such a difficult time, for those left behind.

ARE YOUR AFFAIRS IN ORDER? WILL YOUR WISHES BE MET?

Making a Will or Lasting Power of Attorney can ensure this

To ensure your peace of mind and to protect your loved ones for whatever the future holds, our highly qualified solicitors can provide tailored, quality and sympathetic advice. We take pride in understanding our clients’ needs in detail and providing the services to meet these needs. Our Private Client team can assist with the following:

- Will writing
- Lasting Power of Attorney
- Inheritance Tax and Estate planning
- Probate
- Court of Protection

Legal needs covered:

- Affordable Housing
- Corporate Services
- Commercial Property
- Commercial Dispute Resolution
- Debt Recovery
- Employment Law
- Family Law
- Intellectual Property
- New Homes
- Residential Property
- Wills, Trusts and Probate

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

To receive your 10% discount on a Will or Lasting Power of Attorney please call 01908 660966 or email wills@franklins-sols.co.uk and quote discount code: BUCKCARE10
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 48), indicating the quality of care provided.

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

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA.

The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law.

Citizens Advice offers an advice service and may be able to recommend solicitors in your area.

Comments, compliments and complaints

You have the right to make comments, compliments or complaints about any care or support services you receive. You should feel free to make comments and suggestions about possible improvements to...
your surroundings and the services provided.

If you want to make a complaint, you should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served.

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.

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/share

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

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. In Buckinghamshire, call 01296 387844 or write to Compliments and Complaints Team, Buckinghamshire County Council, County Hall, Aylesbury HP20 1UA. For residents in Milton Keynes, call 01908 691691 or email customerservices@milton-keynes.gov.uk

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 and its job is to investigate complaints in a fair and independent way.

Search for care at www.carechoices.co.uk to find support in your area
Out-of-county care

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

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions. You should seek further advice before making your decision.

For help finding care providers in Buckinghamshire, Milton Keynes and other regions, visit this Directory’s website at www.carechoices.co.uk to search for care that meets your requirements.

Protecting vulnerable adults

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

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

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

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

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

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

If you think someone is being abused, call the Safeguarding Adults Team in Buckinghamshire on 0800 137 915, or on 01908 253772 in Milton Keynes. Your concerns will be taken seriously and will receive prompt attention, advice and support.

In Buckinghamshire, the Safeguarding Adults Team is available from 9.00am to 5.30pm, Monday to Thursday; and 9.00am to 5.00pm on Friday. In Milton Keynes, the Safeguarding Adults Team is available from 8.30am to 5.00pm, Monday to Friday.

Outside these hours:

- call the Emergency Duty team in Buckinghamshire on 0800 999 7677, or on 01908 725005 in Milton Keynes;
- leave a message on the answerphone; or
- call the police on 101, or 999 if it is an emergency.

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 in Buckinghamshire on 0800 137 915, or on 01908 253772 in Milton Keynes to talk things over first. If immediate action is needed dial 999.
You can also:

- contact the Care Quality Commission (CQC) on 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or

- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

**The Disclosure and Barring Service (DBS)**

There is a system for checking all those intending to work or working with children and vulnerable adults.

The DBS combines the criminal records checking and barring functions to prevent unsuitable people working with children or vulnerable adults. For more information, visit [www.gov.uk/dbs](http://www.gov.uk/dbs)

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

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.

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### Residential care in Buckinghamshire and Milton Keynes

Home care providers can be found on page 23.

<table>
<thead>
<tr>
<th>Buckinghamshire</th>
<th>Milton Keynes</th>
</tr>
</thead>
<tbody>
<tr>
<td>52</td>
<td>57</td>
</tr>
</tbody>
</table>

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

Abbeyfield Haddenham Society Ltd
Stonehill House, 106 Churchway, Haddenham, Aylesbury HP17 8DT
Tel: 01844 290028

Alde House
Church Road, Penn HP10 8NX
Tel: 01494 813365

Alpha Community Care
Green Tiles, 5 Green Lane, Stokenchurch, High Wycombe HP14 3TU
Tel: 01494 482229

Ashley Drive
4 Ashley Drive, Tylers Green, High Wycombe HP10 8BQ
Tel: 01442 292300

Austenwood Nursing Home
29 North Park, Chalfont St Peter, Gerrards Cross SL9 8JA
Tel: 01753 890134

Bartletts Residential Home
Peverel Court, Portway Road, Stone, Aylesbury HP17 8RP
Tel: 01296 747000

Beech Tree House
65 Beech Tree Road, Holmer Green, High Wycombe HP15 6UR
Tel: 0203 195 3561

Buckingham Lodge
Culpepper Close, Aylesbury HP19 9DU
Tel: 0808 102 4329

Bury Lodge Care Home
Penn Road, Knotty Green, Beaconsfield HP9 2TN
Tel: 01494 730472

Carey Lodge
Church Street, Wing LU7 0NY
Tel: 01296 689870

Ceely Road
34 Ceely Road, Aylesbury HP21 8BQ
Tel: 01296 485756

Chartridge Lane, 69
Chesham HP5 2RG
Tel: 01494 810117

Cheriton Care Home
9 Stubbs Wood, Chesham Bois, Amersham HP6 6EY
Tel: 01494 726829

Cherries, The
Heath End Road, Flackwell Heath, High Wycombe HP10 9DY
Tel: 01628 530657

Belgrave Lodge
61 Belgrave Road, Aylesbury HP19 9HP
Tel: 01296 619525

Birchwood
Fullers Close, Chesham HP5 1DP
Tel: 01494 794112

Bradbury House
Abbeyfield Beaconsfield Society, Windsor End, Beaconsfield HP9 2JW
Tel: 01494 671780

Service
User Bands
OP Older people (65+)
MH Mental health
D Dementia
SI Sensory impairment
PD Physical disability
YA Younger adults
LDA Learning disability, autism
AD People who misuse alcohol or drugs
Your Local Care Homes for the Elderly
Small and Personal - Passionate and Caring

Residential and Nursing Care

“...I feel so relieved Mum is in safe hands...”

“...outstanding care and support...in particular the nursing staff...”

Austenwood Nursing Home
Gerrards Cross
Tel: 01753 890 134

Kingfishers Nursing Home
Bourne End
Tel: 01628 520 020

Cherry Tree House Residential
Wendover
Tel: 01296 623 350

Tel: 01753 890 777
www.salveocare.co.uk
Email: carerelations@salveocare.co.uk
Buckinghamshire care homes continued

Cherry Garth
Orchard Way, Holmer Green HP15 6RF
Tel: 01494 711681 Advert inside front cover OP D

Cherry Tree House Residential Home
49 Dobbins Lane, Wendover, Aylesbury HP22 6DH
Tel: 01296 623350 Advert page 52 OP PD

Chesham Bois Manor
Amersham Road, Chesham HP5 1NE
Tel: 01494 783194 OP D

Chestnuts, The
Lavric Road, Aylesbury HP21 8JN
Tel: 01296 414980 Advert page 56 OP D PD YA

Chiltern House – Care Home Physical Disabilities
82 Packhorse Road, Gerrards Cross SL9 8JT
Tel: 01753 480950 OP PD YA

Chiltern View
Oving Road, Whitchurch, Aylesbury HP22 4ER
Tel: 01296 641146 LDA YA

Chilterns Manor
Northern Heights, Bourne End SL8 5LE
Tel: 01628 528676 OP D

Cotswold Cottage
Grange Road, Hazlemere, High Wycombe HP15 7QZ
Advert inside front cover D PD LDA SI YA

Croft Cottage
17 Rickmansworth Lane, Chalfont St Peter, Gerrards Cross SL9 0JY
Tel: 01494 601323 PD LDA YA

Croft, The
The Penningtons, Chestnut Lane, Amersham HP6 6EJ
Tel: 01494 732500 Advert page 56 OP D PD SI

Crossings, The
108a Aylesbury Road, Wendover, Aylesbury HP22 6LX
Tel: 01296 625928 OP D PD LDA SI YA

Culwood House
130 Lye Green Road, Chesham HP5 3NH
Tel: 01494 771012

Drayton Road
14 Drayton Road, Newton Longville, Milton Keynes MK17 0BJ
Tel: 01908 649592 OP D PD LDA SI YA

Farnham Common House
Beaconsfield Road, Farnham Common SL2 3HU
Tel: 01753 669900 Advert inside front cover OP D

Fremantle Trust, The – Buckingham Road
199 Buckingham Road, Aylesbury HP19 9OF
Tel: 01296 437469

Gables, The
49 Moreland Drive, Gerrards Cross SL9 8BD
Tel: 01753 890399 Advert inside front cover D PD LDA SI YA

Greene House
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601374 PD LDA YA

Heathcotes Wendover House
137 Wendover Road, Stoke Mandeville, Aylesbury HP22 5TF
Tel: 01296 612598 LDA YA

Holmers House
Holmers Farm Way, Cresssex Road, High Wycombe HP12 4PU
Tel: 01494 769560 Advert page 56 OP D PD SI YA

Hughenden Road, 215
High Wycombe HP13 5PG
Tel: 07771 373240 LDA YA

Icknield Court
Berryfield Road, Princes Risborough HP27 0HE
Tel: 01844 275563 Advert inside front cover OP D

Visit www.carechoices.co.uk for further assistance with your search for 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
If you’re looking for a care home with a difference, you’ve found it. In Chartridge, on the outskirts of Chesham, our warm, welcoming home can be found in a quiet residential area, backing onto beautiful green surroundings.

When we say we’re different, we really are, because at Portobello Place, our focus is on offering outstanding care in a luxurious environment, and it’s all-inclusive too. Fancy getting your hair done? Fine dining with your family? Or heading out on a chauffeur-driven adventure? No problem at all, it’s all included. Additionally, we have 50% more staff than the industry average and we pay our staff above the living wage.

That means we’re able to offer the best care in a happy and homely environment. It’s all about giving you a fantastic quality of life. Whether you like the sound of our inspired and stimulating events, you need a helping hand with daily tasks, or you’d like freshly-cooked food every day without having to wash up, we’re here to help.

And when you come and see us, whether you’d like to move in or you’re just looking ahead, we’ll give you a tour of the home and gardens and have a chat over a drink in our bar & bistro. Let us show you what we mean by Luxury Living & Exceptional Care. We hope to meet you very soon.
### Buckinghamshire care homes continued

<table>
<thead>
<tr>
<th>Establishment</th>
<th>Address</th>
<th>Telephone</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Keep Hill Residential Home</strong></td>
<td>17 Keep Hill Drive, High Wycombe HP11 1DU</td>
<td>01494 528627</td>
<td>OP D</td>
</tr>
<tr>
<td><strong>Kent House</strong></td>
<td>1 Haslerig Close, Aylesbury HP21 9PH</td>
<td>01296 330101</td>
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<tr>
<td><strong>Kingfishers Nursing Home</strong></td>
<td>Fieldhead Gardens, Bourne End SL8 5RA</td>
<td>01628 520020</td>
<td>DPD SI</td>
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<tr>
<td><strong>Lane End Road</strong></td>
<td>80 Lane End Road, High Wycombe HP12 4HX</td>
<td>01494 527347</td>
<td>OP MHA</td>
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<tr>
<td><strong>Lime Tree Court Ltd</strong></td>
<td>Church Street, Twyford, Buckingham MK18 4EX</td>
<td>01296 730556</td>
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<tr>
<td><strong>Lindens Care Home, The</strong></td>
<td>Stoke House, Stoke Road, Stoke Hammond MK17 9BN</td>
<td>01908 371705</td>
<td>DOP MH</td>
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<tr>
<td><strong>Litslade Farm</strong></td>
<td>2 Bletchley Road, Newton Longville MK17 OAD</td>
<td>01908 648143</td>
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<td><strong>Little Oaks Residential Home</strong></td>
<td>Daws Lea, High Wycombe HP11 1QG</td>
<td>01494 446878</td>
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<tr>
<td><strong>Magnolia</strong></td>
<td>Wexham Park Lane, Wexham, Slough SL3 6LX</td>
<td>01753 578509</td>
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<tr>
<td><strong>Maria Residential Home</strong></td>
<td>Silver Birches, Kendalls Close, High Wycombe HP13 7Nj</td>
<td>01494 530042</td>
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<tr>
<td><strong>Maybank Residential Care Home</strong></td>
<td>43 Slough Road, Iver Heath SLO 0D</td>
<td>01753 653636</td>
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<tr>
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<td>202 Little Marlow Road, Marlow SL7 1HX</td>
<td>01628 898068</td>
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<tr>
<td><strong>Micholl’s House</strong></td>
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<td><strong>Milton House</strong></td>
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<td>01494 601374</td>
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<tr>
<td><strong>Morton House</strong></td>
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<td><strong>Mulberry Court</strong></td>
<td>Gold Hill East, Chalfont St Peter SL9 9DL</td>
<td>01753 886613</td>
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<tr>
<td><strong>Nicholas House</strong></td>
<td>147 Lent Rise Road, Burnham, Slough SL1 7BN</td>
<td>01628 603222</td>
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<tr>
<td><strong>Oakmead</strong></td>
<td>19 World Ends Lane, Weston Turville, Aylesbury HP22 5SA</td>
<td>01296 615364</td>
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<tr>
<td><strong>Old Barn Close</strong></td>
<td>5 Old Barn Close, Gawcott, Buckingham MK18 4JH</td>
<td>01280 824799</td>
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<tr>
<td><strong>Old Barn Close, 4</strong></td>
<td>Gawcott, Buckingham MK18 4JH</td>
<td>01280 821006</td>
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<tr>
<td><strong>Old School House</strong></td>
<td>Thame Road, Longwick, Princes Risborough HP27 9SF</td>
<td>01844 343620</td>
<td>OP D</td>
</tr>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
YOUR LOCAL CARE HOMES IN BUCKINGHAMSHIRE

Providing 24 hour residential care, support and respite for older people including those living with dementia.

Keeping those you love nearby in...

Amersham: 01494 732500
The Croft
The Penningtons, Chestnut Lane, Amersham. HP6 6EJ

Aylesbury: 01296 414980
The Chestnuts
Lavric Road, Aylesbury. HP21 8JN

Hazlemere: 01494 767800
Hazlemere Lodge
Barn Lane, Hazlemere. HP15 7BQ

High Wycombe: 01494 769560
Holmers House
Holmers Farm Way, Cressex Road, High Wycombe. HP12 4PU

Winslow: 01296 711400
Swan House
High Street, Winslow. MK18 3DR

Call us to find out more or to arrange a visit. Our professional and friendly care home teams look forward to meeting you.

“Thank you so much for the care and kindness. We really appreciate all you have done.”

“All the staff showed such care and kindness both to mum and the family.”

www.heritagecare.co.uk

general.enquiries@heritagecare.co.uk

Heritage Care is a Registered UK Charity and Company Limited by Guarantee in England & Wales. Registered Charity Number: 1135353. I Company Registration Number: 07211819 Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235).
Buckinghamshire care homes continued

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

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Penley Grange  
Marlow Road, Stokenchurch HP14 3UW  
Tel: 01494 483119  

Penley View  
Marlow Road, Stokenchurch, High Wycombe HP14 3UW  
Tel: 07808 781314  

Pennefather Court  
Croft Road, Aylesbury HP21 7RA  
Tel: 01296 484810  

Pratt House  
Quill Hall Lane, Amersham HP6 6LU  
Tel: 01494 722940

Rayners Residential Care Home  
Weedon Hill, Hyde Heath, Amersham HP6 5UH  
Tel: 01494 773606 Advert page 60

Reach Bierton Road  
22 Bierton Road, Aylesbury HP20 1EJ  
Tel: 01296 429586  

Reach Ivy Cottage  
1 Bierton Road, Aylesbury HP20 1EE  
Tel: 01296 434646  

Reach Sistine Manor  
Sistine Manor, Stoke Green, Stoke Poges SL2 4HN  
Tel: 01753 531869  

Reach Vale Road Chesham  
17 Vale Road, Chesham HP5 3HH  
Tel: 01494 793185  

Reach Wendover Road  
46 Wendover Road, Aylesbury HP21 9LB  
Tel: 01296 394926  

Rock House Residential Care Home  
Austenwood Lane, Chalfont St Peter SL9 9DF  
Tel: 01753 882194  

Rushyead Residential Care Home  
Tower Road, Coleshill, Amersham HP7 0LA  
Tel: 01494 727738  

Russell House  
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ  
Tel: 01494 601374  

Ryeview Manor Care Home  
Keep Hill Road, High Wycombe HP11 1DW  
Tel: 01494 761586  

Seeleys House Short Breaks Centre  
Seeleys House, Campbell Drive, Beaconsfield HP9 1TF  
Tel: 01494 475340  

Shaftesbury Court (High Street)  
High Street, Winslow MK18 3HA  
Tel: 01296 714858  

Sir Aubrey Ward House  
Prospect Road, Marlow SL7 2PJ  
Tel: 01628 890150 Advert inside front cover  

Southernwood  
148 Plantation Road, Amersham HP6 6JG  
Tel: 01494 721607  

St Leonards Care Home  
86 Wendover Road, Aylesbury HP21 9NJ  
Tel: 01296 337765  

Sunnybrook Close  
6 Sunnybrook Close, Aston Clinton, Aylesbury HP22 5ER  
Tel: 01296 630038  

Sunrise of Beaconsfield  
30-34 Station Road, Beaconsfield HP9 1AB  
Tel: 01494 739602  

Swan House  
High Street, Winslow MK18 3DR  
Tel: 01296 711400 Advert page 56  

Swarthmore Housing Society Ltd  
31 Marsham Lane, Gerrards Cross SL9 8HB  
Tel: 01753 885663

Visit www.carechoices.co.uk for further assistance with your search for care
WOODLANDS PARK CARE CENTRE
GREAT MISSENDEN, BUCKS

24-Hour Residential Care Aged 45 & over, Respite Care. Specialists in Dementia Care.

A wonderfully warm and vibrant home, located in extensive landscaped grounds situated two miles from the beautiful village of Great Missenden.

Here in a friendly atmosphere and with the help of our dedicated staff, we provide a caring environment that makes all our residents feel not just special but very much at home. Visitors are always welcome and contact with families and friends is encouraged.

Although this is a restful place, there is no shortage of activities. Live entertainment is often the order of the day and in summer many of our activities take place in the gardens. There is a choice of attractive lounges and most of our bedrooms are en suite.

- 24 hour residential care
- Dementia care
- Female/male 45+
- Crisis intervention/emergency admission
- Non planned assessments
- End of life/continuing care
- Nutritional meals
- Highly trained staff/ GP visits
- Single/companion rooms
- Daily activities/entertainment
- Resident hairdressing
- Exquisite grounds and gardens
- En suite facilities
- Excellent parking
- Respite care

Please visit us to see just why our clients and their families are so happy to be cared for by us.

WOODLANDS PARK CARE CENTRE
Aylesbury Road, Great Missenden, Buckinghamshire HP16 9LS
Call 01494 862 535 or email sally.hogg@foresthc.com www.foresthc.com

Calls charged at a maximum of 4p per minute from UK land lines. Mobile charges vary.
Buckinghamshire care homes continued

**Totteridge House**
310 Totteridge Road, High Wycombe HP13 7LW
Tel: 01494 744360

**Trinity Court, 4**
Ardenham Lane, Bicester Road, Aylesbury HP19 8AB
Tel: 01296 486444

**Turning Point – Follybridge House**
Bulbourne Road, Tring HP23 5QG
Tel: 01442 828285

**Trinity Court, 4**
Ardenham Lane, Bicester Road, Aylesbury HP19 8AB
Tel: 01296 486444

**Wendover Road**
87 Wendover Road, Stoke Mandeville, Aylesbury HP22 5TD
Tel: 01296 615403

**Whincup Care Ltd**
6 Whincup Close, High Wycombe HP11 1TD
Tel: 01494 530881

**White Hill House Residential Care Home**
128 White Hill, Chesham HP5 1AR
Tel: 01494 782992

**White Leaf Support Ltd**
8 and 10 Priory Avenue, High Wycombe HP13 6SH
Tel: 01494 452676

**White Plains Care Home**
Tilehouse Lane, Denham UB9 5DE
Tel: 01895 832190

**Willow, The**
110 Chartridge Lane, Chesham HP5 2RG
Tel: 01494 773451

**Woodlands Park Care Centre**
Aylesbury Road, Great Missenden HP16 9LS
Tel: 01494 862535

**Windsor Lodge Care Home**
Windsor Road, Gerrards Cross SL9 8SS
Tel: 01753 662342

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

**Windsor Lodge Care Home**
Windsor Road, Gerrards Cross SL9 8SS

**Windsor Lodge** is a care home for the elderly set in 10 acres of idyllic landscaped gardens in South Buckinghamshire. It is conveniently located near Gerrards Cross, making it easy to reach from the M25 and M40. We pride ourselves on providing our residents with a “home from home” environment which is tailored to their specific needs and requirements. Our independent home has eight rooms which enable us to focus on the needs of each resident.

The home has an excellent reputation for providing consistently high quality care for our residents and we are proud to have been rated ‘Outstanding’ by CQC in our latest inspection.

Windsor Lodge employs a dedicated team of permanent staff who work closely with residents to ensure a continually high standard of individualised care.

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

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<tr>
<td>AD</td>
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</tbody>
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Live Well in Our Care in Buckinghamshire

Avondale Care Home
Gatehouse Road, Aylesbury
Buckinghamshire HP19 8EH
Tel 01296 438037

Chiltern Grange Care Home
Ibstone Road, Stokenchurch
Buckinghamshire HP14 3GG
Tel 01494 480205

Woodland Manor Care Home
Micholls Avenue, Chalfont St Peter
Buckinghamshire SL9 0EB
Tel 01494 917677

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NURSING • RESIDENTIAL • DEMENTIA • RESPITE

Celebrating Life

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

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

Ashby House
Milton Keynes, MK5 5LS
01908 824 932

Chalfont Lodge
Chalfont St. Peter, SL9 0QQ
01753 468 147

Shelburne Lodge
High Wycombe, HP11 2LJ
01494 840 343

Rayners, the first purpose built Residential Home for the elderly in South Buckinghamshire was opened in June 1990, designed specifically to provide the elderly with a level of care and comfort that is unsurpassed. In addition to the high level of care provided we are able to offer ‘extra care’, in the event of a resident becoming more dependant.

This degree of care is not usually available in residential homes and gives the resident and their relatives alike confidence and peace of mind. Rayners also has the ability to accommodate respite or short stay residents, subject to suite availability. Rayners who is still family owned and managed is also proud to offer luxurious ‘Assisted Living Apartments’ at Maple Tree House, situated on the same site as Rayners Residential Home.

Search for care at www.carechoices.co.uk to find support in your area
Buckinghamshire care homes with nursing

Austenwood Nursing Home
29 North Park, Chalfont St Peter, Gerrards Cross SL9 8JA
Tel: 01753 890134 Advert page 52 OP YA

Avondale Care Home
Gatehouse Road, Aylesbury HP19 8EH
Tel: 01296 438037 Advert page 60 OP D

Brendoncare Chiltern View
St Johns Drive, Stone, Aylesbury HP17 8PP
Tel: 01296 747463 OP D MH

Brook House
28 The Green, Wooburn Green HP10 0EJ
Tel: 01628 528228 OP YA

Buckingham House
Oxford Road, Gerrards Cross SL9 7DP
Tel: 01753 468200 OP PD SI YA

Burnham Lodge
Parliament Lane, Burnham SL1 8NU
Tel: 01628 667345 OP

Byron House Care Home
141-143 Wendover Road, Aylesbury HP21 9LP
Tel: 01296 737530 Advert page 64 OP D PD SI YA

Catherine Court
Cressex Road, High Wycombe HP12 4QF
Tel: 01494 524850 OP D PD LDA MH

Chalfont Lodge
Denham Lane, Chalfont St Peter SL9 0QQ
Tel: 01753 468147 Advert page 60 OP D PD YA

Chandos Lodge Nursing Home
Blackpond Lane, Farnham Common, Slough SL2 3ED
Tel: 01753 643224 OP

Cherry Tree House Residential Home
49 Dobbins Lane, Wendover, Aylesbury HP22 6DH
Tel: 01296 623350 Advert page 52 OP PD

Cherry Tree Nursing Home
Bledlow Road, Saunderton, Princes Risborough HP27 9NG
Tel: 0808 169 1375 Advert page 63 OP

Chesham Leys
Cameron Road, Chesham HP5 3BP
Tel: 01494 782841

Chiltern Grange Care Home
Ibstone Road, High Wycombe HP14 3GG
Tel: 01494 480205 Advert page 60 OP D YA

Chilton House
Chilton, Aylesbury HP18 9LR
Tel: 01844 265200 OP

Cliveden Manor
210 Little Marlow Road, Marlow SL7 1HX
Tel: 01895 834470 OP D YA

Denham Manor
Halings Lane, Denham, Uxbridge UB9 5DQ
Tel: 01895 834470 OP D

Fremantle Court
Risborough Road, Stoke Mandeville, Aylesbury HP22 5XL
Tel: 01296 615278 Advert inside front cover OP

Gables Nursing Home, The
123 Wendover Road, Aylesbury HP21 9LW
Tel: 01296 423077 OP PD LDA

Gracewell of High Wycombe
The Row, Lane End, High Wycombe HP14 3JS
Tel: 01494 292722 Advert page 62 OP D PD SI YA

Gracewell of Maids Moreton
Church Street, Maids Moreton, Buckingham MK18 1QF
Tel: 01280 736182 Advert page 62 OP D PD SI

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AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
At Gracewell Healthcare we go out of our way to ensure that our modern, purpose-built home is full of life and activity. A place that our residents love to call home.

- Highly trained and compassionate team
- Choice of stylish, furnished en-suite rooms
- Homely lounges and sociable dining rooms
- Wheelchair friendly garden
- Freshly prepared, balanced and nutritious meals

- Range of daily activities
- Café for residents and their loved ones
- Cinema room
- 24 hour on-site care
- Accessible location close to amenities

Gracewell of High Wycombe (Lane End)
Call 01494 292722 or email highwycombe.haa@gracewell.co.uk
The Row, High Wycombe, Bucks HP14 3JS
GracewellHighWycombe.co.uk

Gracewell of Maids Moreton
Call 01280 736182 or email maidsmoreton.haa@gracewell.co.uk
Church Street, Maids Moreton, Buckingham MK18 1QF
GracewellMaidsMoreton.co.uk
A lovely home in beautiful grounds offering the very best in nursing and residential care. Please give us a call on 0808 1691375 or call in to see us at Bledlow Road, Saunderton Princes Risborough Buckinghamshire HP27 9NG www.chilterncare.co.uk

Search for care in your area

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

www.carechoices.co.uk

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

Visit www.carechoices.co.uk for further assistance with your search for care
Life is to be loved.

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

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Service
User Bands

www.westgatehc.co.uk
0800 994 9041, or email enquiries@westgatehc.co.uk

Award-winning care.

Promotional content for Westgate Healthcare, highlighting care homes and their services.

Our Locations

Byron House Care Home
T: 01296 737530
141-143 Wendover Road,
Aylesbury, HP21 9LP

Hampden Hall Care Centre
T: 01296 616600
Tamarisk Way, Weston Turville,
Aylesbury, HP22 5ZB

“Excellent care…I have been a resident for 11 years and do not want to go anywhere else.”

To find out more contact our enquiry line on
0800 994 9041, or email enquiries@westgatehc.co.uk

www.westgatehc.co.uk
### Buckinghamshire care homes with nursing continued

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#### Hamilton House Care Home
West Street, Buckingham MK18 1HL
Tel: 01280 813414

#### Hampden Hall Care Centre
Tamarisk Way, Weston Turville, Aylesbury HP22 5ZB
Tel: 01296 616600  *Advert page 64*

#### Hazlemere Lodge
Barn Lane, Hazlemere, High Wycombe HP15 7BQ
Tel: 01494 767800  *Advert page 56*

#### Heights, The
5 Langley Close, Downley, High Wycombe HP13 5US
Tel: 01494 885460  *Advert inside front cover*

#### Hillside
Ardenham Lane, Bicester Road, Aylesbury HP19 8AB
Tel: 01296 710011  *Advert page 68*

#### Hulcott Nursing Home
The Old Rectory, Hulcott, Aylesbury HP22 5AX
Tel: 01296 488229

#### Kingfishers Nursing Home
Fieldhead Gardens, Bourne End SL8 5RA
Tel: 01628 520020  *Advert page 52*

#### Lakeside Care Centre
Brambling, Aylesbury HP19 0WH
Tel: 01296 393166

#### Lent Rise House
Coulson Way, Burnham, Slough SL1 7NL
Tel: 01628 550750  *Advert inside front cover*

#### Leonard Pulham Nursing Home, The
Tring Road, Halton, Aylesbury HP22 5PN
Tel: 01296 625188

#### Lewin House
61 Belgrave Road, Aylesbury HP19 9HP
Tel: 01296 397582  *Advert inside front cover*

#### Mandeville Grange Nursing Home
201-203 Wendover Road, Aylesbury HP21 9PB
Tel: 0808 169 1375  *Advert below*

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**mandeville grange nursing home**

**A personal approach to caring for your loved one.**

A lovely home with a beautiful garden offering the very best in nursing and residential care.

Please give us a call on **0808 169 1375**
or call in to see us at
201/203 Wendover Road
Aylesbury HP21 9PB
www.chilterncare.co.uk

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

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<tr>
<th>Queen Elizabeth House</th>
<th>Stone House Nursing Home</th>
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<tbody>
<tr>
<td>Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ</td>
<td>44 Bishopstone Road, Stone, Aylesbury HP17 8QX</td>
</tr>
<tr>
<td>Tel: 01494 601441</td>
<td>Tel: 01296 747122</td>
</tr>
<tr>
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<tr>
<td>Main Street, Maids Moreton MK18 1QL</td>
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<tr>
<td>Tel: 01280 816916</td>
<td>Tel: 01753 653920</td>
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<td>Hughenden Avenue, High Wycombe HP13 5GG</td>
<td>Park Road, Stoke Poges SL2 4PJ</td>
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<td>Rutland Street, High Wycombe HP11 2LJ</td>
<td>Micholls Avenue, Chalfont St Peter, Gerrards Cross SL9 0EB</td>
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<td>Tel: 01494 840343</td>
<td>Tel: 01494 917677</td>
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<tr>
<td><strong>Advert page 60</strong></td>
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<tr>
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**Milton Keynes care homes**

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<tr>
<th>ABI Homes – Dyers Mews</th>
<th>Broomfield Residential Care</th>
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<tr>
<td>34 Dyers Mews, Neath Hill, Milton Keynes MK14 6ER</td>
<td>Yardley Road, Olney MK46 5DX</td>
</tr>
<tr>
<td>Tel: 01908 605066</td>
<td>Tel: 01234 711619</td>
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<tr>
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<th>Burlington Hall Care Home</th>
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<tr>
<td>141 Harlow Crescent, Oxley Park, Milton Keynes MK4 4EP</td>
<td>9 Station Road, Woburn Sands MK17 8RR</td>
</tr>
<tr>
<td>Tel: 01908 505516</td>
<td>Tel: 01908 289700</td>
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<td>100 Watling Street, Bletchley, Milton Keynes MK1 1BW</td>
<td>18 Theydon Avenue, Woburn Sands, Milton Keynes MK17 8PL</td>
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<tr>
<td>Tel: 01908 640341</td>
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<th>Disabilities Trust – 1 Westfield Road</th>
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<td>60 Tolcarne Avenue, Fishermead, Milton Keynes MK6 2SS</td>
<td>Bletchley, Milton Keynes MK2 2RR</td>
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<tr>
<td>Tel: 01908 237937</td>
<td>Tel: 01908 366168</td>
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<th>Disabilities Trust – 49 Stolford Rise</th>
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<tr>
<td>40 Veryan Place, Fishermead, Milton Keynes MK6 2SR</td>
<td>Tattenhoe, Milton Keynes MK4 3DW</td>
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<tr>
<td>Tel: 01908 664329</td>
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<th>Bay House</th>
<th>Disabilities Trust – 52 Porthcawl Green</th>
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<tr>
<td>31 Weston Road, Olney MK46 5BD</td>
<td>Tattenhoe, Milton Keynes MK4 3AL</td>
</tr>
<tr>
<td>Tel: 01234 711356</td>
<td>Tel: 01908 507149</td>
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<tr>
<td><strong>OP D</strong></td>
<td><strong>LDA YA</strong></td>
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**Service**  
**User Bands**  
- **OP** Older people (65+)  
- **D** Dementia  
- **PD** Physical disability  
- **LDA** Learning disability, autism  
- **MH** Mental health  
- **SI** Sensory impairment  
- **YA** Younger adults  
- **AD** People who misuse alcohol or drugs
Visit www.carechoices.co.uk for further assistance with your search for care
Nursing and dementia care homes in Buckinghamshire

We’re an award-winning charity, with over 75 years’ experience providing care and supporting families, so we know what’s important for you. We’re dedicated to raising the standard of care for people in later life by creating a warm and supportive environment that ensures you truly feel at home.

All our homes offer:

• Compassionate staff who care for everyone as an individual
• A community spirit, supporting independence and fostering friendship
• Home cooked meals prepared by in-house chefs
• Personalised care plans, developed with residents and their family

Nursing care

Hillside Care Home
Aylesbury
01296 710011
www.mha.org.uk/hillside

Westbury Grange Care Home
Newport Pagnell
01908 210322
www.mha.org.uk/westburygrange

Both homes have a ‘Good’ CQC rating and offer tailored care in a warm, supportive and friendly environment:

• Large bedrooms with en-suite bathrooms
• Lots of activities and entertainment
• Hair salon
• Chaplain and activities coordinators
• Large, beautiful gardens
• Music therapy and a bistro at Westbury Grange

Call or visit us anytime.
www.mha.org.uk
Milton Keynes care homes with nursing

- **Ashby House – Milton Keynes**
  100 Chadwick Drive, Eaglestone West, Milton Keynes MK6 5LS
  Tel: 01908 824932 [Advert page 60]  OP D YA

- **Becket House Nursing Home**
  Pitcher Lane, Loughton, Milton Keynes MK5 8AU
  Tel: 01908 231981  OP D

- **Bletchley House Residential Care and Nursing Home**
  Beaverbrook Court, Whaddon Way, Bletchley, Milton Keynes MK3 7JS
  Tel: 01908 376049  OP YA

- **Bluebirds Neurological Care Centre**
  Faraday Drive, Shenley Lodge, Milton Keynes MK5 7FY
  Tel: 01908 234092  D YA

- **Castlemead Court Care Home**
  Wolverton Road, Newport Pagnell, Milton Keynes MK6 5LS
  Tel: 01908 519187  OP D YA

- **Caton House Residential and Nursing Home**
  37 Epsom Grove, Bletchley, Milton Keynes MK3 5NR
  Tel: 01908 630670  OP D PD MH SI

- **Highclere Care Home**
  1 Chapman Avenue, Downs Barn, Milton Keynes MK14 7NH
  Tel: 01908 667568  OP D

- **Kents Hill Care Home**
  50 Tunbridge Grove, Kents Hill, Milton Keynes MK7 6JD
  Tel: 01908 355900  OP D PD SI YA

- **Mallard House Neurological Care Centre**
  2 Dunthorne Way, Grange Farm, Milton Keynes MK8 0DZ
  Tel: 01908 520022  D YA

- **Milton Court Care Home**
  Tunbridge Grove, Kents Hill, Milton Keynes MK7 6JD
  Tel: 01908 699555 [Advert page 38]  OP D PD MH SI YA

- **Parklands Nursing Home**
  33 Newport Road, Woolstone, Milton Keynes MK15 0AA
  Tel: 01908 692690  OP D PD MH

- **Waterhall Care Home**
  Fern Grove, Lakes Estate, Bletchley, Milton Keynes MK2 3QH
  Tel: 01908 640570  OP D

- **Westbury Grange**
  Westbury Lane, Newport Pagnell, Milton Keynes MK16 8JA
  Tel: 01908 210322 [Advert page 68]  OP D YA

- **Willows Care Home, The**
  Heathercroft, Great Linford, Milton Keynes MK14 5EG
  Tel: 01908 679505  OP D YA

- **Woburn Sands Lodge**
  60 Station Road, Milton Keynes MK17 8RZ
  Tel: 01908 587677  OP MH YA

If you are considering a care home with nursing, see the checklist on page 42.

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

**Adult Social Care Buckingham County Council**
Tel: 01296 383204  
Email: adultearlyhelpteam@buckscc.gov.uk  
Web: www.buckscc.gov.uk/services/care-for-adults

**Adult Social Care Milton Keynes Council**
– Access Team  
Tel: 01908 253772  
Email: Access.Team@Milton-Keynes.gov.uk  

**Age UK**
Confidential, up-to-date, independent information and advice on all issues of concern, including dementia, for older people, their families, friends and carers.  

**Buckinghamshire**  
Tel: 01296 431911  
Email: age@ageukbucks.org.uk  
Web: www.ageuk.org.uk/buckinghamshire

**Milton Keynes**  
Tel: 01908 550700  
Email: info@ageukmiltonkeynes.org.uk  
Web: www.ageuk.org.uk/miltonkeynes

**Alzheimer’s Society**
Works to improve the quality of life of people affected by dementia by providing advice, information and support.  

**Aylesbury and Buckingham**  
Tel: 01296 331722  
Email: aylesbury@alzheimers.org.uk

**Milton Keynes**  
Tel: 01908 232612  
Email: miltonkeynes@alzheimers.org.uk

**South Buckinghamshire**  
Tel: 01494 670909  
Email: southbuckinghamshire@alzheimers.org.uk

**Care Advice Buckinghamshire**
A website for adults, their families and carers who might need support. Includes information and advice, assessing your own needs, community support and care products and services.  
Web: www.careadvicebuckinghamshire.org

**Carers Bucks**
Supports carers by providing information, advice and emotional support.  
Tel: 0300 777 2722  
Web: www.carersbucks.org

**Citizens Advice**
A registered charity offering advice and information to the public on a wide range of topics. The service is free, confidential and independent.  
Web: www.citizensadvice.org.uk

**Aylesbury Vale (Aylesbury and Buckingham offices)**  
Tel: 0344 411 1444  
Email: admin@aylesburycab.org.uk  
Web: www.aylesburycab.org.uk

**Chiltern (Amersham and Chesham)**  
Tel: 01494 545991  
Web: www.chilterncab.org.uk

**High Wycombe and District**  
Tel: 0344 245 1289  
Web: www.highwycombecab.org.uk

**Milton Keynes**  
Tel: 01908 604475  
Web: www.miltonkeynescab.org.uk

**South Buckinghamshire**  
Tel: 0344 245 1289  
Web: www.southbuckscab.org.uk

**Health and Wellbeing Bucks**
The one stop website for all the information you need on health services in Buckinghamshire. Includes information on quitting smoking, falls services, mental health and more.  
Web: www.healthandwellbeingbucks.org
Healthwatch
Helps you get the best out of your local health and social care services. Healthwatch is an opportunity for the public to influence how social care services are developed locally. If you have something to share about your experience of health or social care services in Buckinghamshire or Milton Keynes, get in touch.

Buckinghamshire
Tel: 01844 348839
Email: info@healthwatchbucks.co.uk
Web: www.healthwatchbucks.co.uk

Milton Keynes
Tel: 01908 698800
Email: info@healthwatchmiltonkeynes.co.uk
Web: www.healthwatchmiltonkeynes.co.uk

Hospice of St Francis, The
Operates the Spring Centre, a free Health and Wellbeing Centre in Berkhamsted. The Hospice is here for adults who have a serious illness such as cancer or who have a neurological, heart or lung condition. If you would like to access care for yourself, relative or partner, visit:
www.stfrancis.org.uk/our-care/make-an-enquiry
Tel: 01442 869550
Email: info@stfrancis.org.uk
Web: www.stfrancis.org.uk

Live Well Stay Well
A free service to help people to lose weight, quit smoking, get more active, feel happier or manage their diabetes.
Tel: 01628 857311
Email: PARKWOOD.livewellstaywell@nhs.net
Web: www.livewellstaywellbucks.co.uk

Patient Advice and Liaison Service (PALS)
Patient Advice and Liaison Services are one stop shops for patients and their families seeking advice and support on all aspects of healthcare. Contact your local hospital and ask to speak to its PALS team.

Prevention Matters
A free and friendly advice service linking eligible adults in Buckinghamshire to social activities, volunteers and community services.

UK Men’s Sheds Association
‘Men’s Sheds’ is a network of local ‘Sheds’ where men can meet up to undertake hobbies with like-minded people.
Web: www.menssheds.org.uk

Aylesbury
Monday to Friday, 10.00am to 4.00pm.
2 Walton Road, Aylesbury HP19 8RS
Tel: 01296 709256
Email: misa.shed@gmail.com
Web: www.misashedwordpress.wordpress.com

Winslow
Tuesdays and Thursdays, 10.00am to 4.00pm.
Station Road Industrial Estate, Winslow MK18 3RQ
Tel: 01296 715226
Email: winslowshedders@gmail.com
Web: www.meninshedswinslow.org.uk
Useful national contacts

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

**Age UK**
Tel: 0800 055 6112 • Web: www.ageuk.org.uk

**Al-Anon Family Groups**
Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am to 10.00pm)
Email: enquiries@al-anon.org.uk
Web: www.al-anonuk.org.uk

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

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

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

**Care Choices**
Searchable website providing comprehensive details of care providers as well as essential information on finding appropriate care and support.
Web: www.carechoices.co.uk

**Care Quality Commission**
Independent regulator of care services in England.
Tel: 03000 616161
Web: www.cqc.org.uk

**Carers Trust**
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

**Carers UK**
The voice of carers.
Tel: 0808 808 7777
Monday and Tuesday, 10.00am to 4.00pm.
Email: advice@carersuk.org
Web: www.carersuk.org

**Citizens Advice**
Practical, reliable, up-to-date information on a wide range of topics.
Tel: 0344 411 1444 • Text relay: 0344 411 1445
Web: www.citizensadvice.org.uk

**Elderly Accommodation Counsel**
Helps older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs.
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

**Independent Age**
Produces a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789, Monday to Friday, 8.30am to 6.30pm; Saturday, 9.00am to 1.00pm
Email: advice@independentage.org
Web: www.independentage.org

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

Search for care at www.carechoices.co.uk to find support in your area
National Activity Providers Association (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.com

National Association of Funeral Directors
Represents funeral homes and has a searchable database of funeral firms.
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Represents privately-owned, independent funeral homes. Has a searchable database of members.
Web: www.saif.org.uk

NHS 111
Free helpline for urgent medical concerns. 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.
Tel: 111
Typetalk: 18001 111
Web: www.111.nhs.uk

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088
Email: info@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136, Monday to Friday, 9.30am to 4.30pm
Email: info@relres.org
Web: www.relres.org

SANE
Advice on mental health issues.
Tel: 0300 304 7000, every day, 4.30pm to 10.30pm
Email: info@sane.org.uk
Web: www.sane.org.uk

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

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

Veterans’ Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.
Tel: 0808 802 1212
Web: www.veteransgateway.org.uk

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

www.myfamilyourneeds.co.uk

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

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<th>A</th>
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<td>24hr Swift Care Services</td>
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<td>B</td>
<td>Access24 Health and Medical Services Ltd</td>
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<td>Agincare UK Ltd</td>
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<td>Amegreen Complex Homecare – Buckinghamshire</td>
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<td>Anchor Integrated Care &amp; Housing Village – Denham Garden Village</td>
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<td>Autism Care Community Services (Milton Keynes)</td>
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<td>B</td>
<td>Axis Healthcare Ltd</td>
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<td>B</td>
<td>Aylesbury Prime Care</td>
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<td>Call4Care Services Ltd</td>
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<td>C</td>
<td>Care &amp; Carers – Buckinghamshire</td>
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<td>C</td>
<td>Care As YOU Like It Ltd</td>
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<td>Care Resource Bureau Ltd</td>
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<td>C</td>
<td>Care Staff Services Ltd</td>
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