



Buckinghamshire **incorporating Milton Keynes**

Care Services Directory 2023/24

The essential guide to choosing and
paying for care and support



"Mum has settled in so well because time has been taken to understand her likes and dislikes. She has been nourished both physically and emotionally."

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www.fremantletrust.org

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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**. Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.

Alternative formats

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



Introduction

Welcome to this edition of the independent 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 22 for those paying for care at home and page 52 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 27.

If you are unable to remain living at home with support, you may want to consider a housing with care scheme (see page 42) or residential care.

Comprehensive lists of care homes and care homes with nursing in Buckinghamshire and Milton Keynes start on page 60.

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 Council

Tel: **01296 383204**

Email: ascfirstresponse@buckinghamshire.gov.uk

Web: www.buckinghamshire.gov.uk/care-adults

Adult Social Care Milton Keynes Council

– Access Team

Tel: **01908 253772**

Email: access.team@milton-keynes.gov.uk

Web:

www.milton-keynes.gov.uk/adult-social-care

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 57), 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

Milton Keynes and Buckinghamshire Care Association



MKB Care is the trade association for social care providers operating in Buckinghamshire and Milton Keynes. We can support you to enhance your service through commercial offers, digital support and connection to local commissioners. MKB Care is made up of care providers (private, voluntary or charitable) who work together to share information,

training, support, guidance and best practice to promote high standards of care within the county.

For further details, visit **www.mkbcare.org.uk** (select 'Get in touch') to complete the online contact form.

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

Twitter: **[@MKBCare](https://twitter.com/MKBCare)**

Helping you to stay independent

Services developed in partnership with the voluntary sector

Your local adult social care department 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 and people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as for those attending, as they allow for a regular break from caring. You can find local day opportunities by exploring

<https://directory.buckinghamshire.gov.uk> or **www.milton-keynes.gov.uk/adult-social-care/adult-social-care-directory**



Meal delivery services

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

You may find a service by word of mouth or using

the internet – your local library could also help.

Research local services at

<https://directory.buckinghamshire.gov.uk> or www.milton-keynes.gov.uk/adult-social-care/adult-social-care-directory

Adapting your home

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

Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central Government. HIAs 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 handyman 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 handyman, visit **www.findmyhia.org.uk**

For further information about housing and home

improvements in your area, use the following contact details.

Age UK Buckinghamshire

Handyperson service.

Tel: **01296 431911**

Email: **age@ageukbucks.org.uk**

Web: **www.ageuk.org.uk/buckinghamshire/our-services/handyperson-service**

Age UK Milton Keynes

Handyperson service.

Tel: **01908 557874**

Web: **www.ageuk.org.uk/miltonkeynes/our-services/independent-living-service/handyperson-service**

Foundations

The national body for home improvement agencies in England. Foundations can put you in touch with a local organisation.

Tel: **0300 124 0315**

Email: **info@foundations.uk.com**

Web: **www.foundations.uk.com**

Shelter

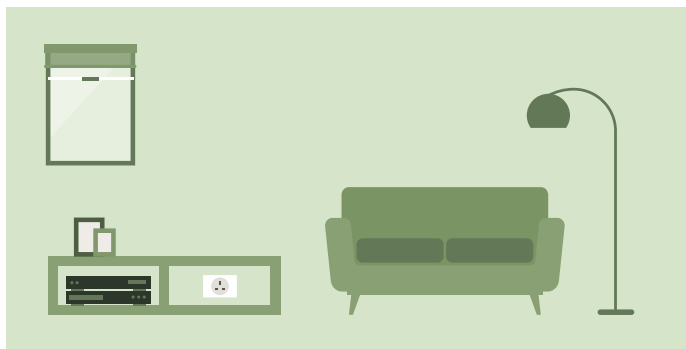
Advice if you live in a council house or a housing association property.

Web: **https://england.shelter.org.uk/housing_advice/repairs**



Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

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



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

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

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service called AskSARA, which can help you if you have difficulties with everyday tasks.

Visit <https://asksara.livingmadeeasy.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.

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**

Web: www.buckshealthcare.nhs.uk/our-services/wheelchair-service

Milton Keynes Equipment Self-Assessment Tool

Millbrook Healthcare allows Milton Keynes residents to self-assess their needs and choose suitable equipment.

Web: <https://millbrook.store/miltonkeynesselfassessment>

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**

Email: miltonkeynes@ajmhealthcare.org

Web: <https://miltonkeynes.wheelchair.services>

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**

Web: www.safeandwell.co.uk/buckinghamshire

Telecare

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

Telecare can allow you to regain confidence in your home and remain independent. Relatives and carers are also reassured, safe in the knowledge that, should an incident occur, someone will be on hand to help. Some devices can also help to 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, visit

www.safeandwell.co.uk/buckinghamshire or www.milton-keynes.gov.uk/adult-social-care/our-adult-social-care-services/support-home/community-alarm-service



It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

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

Suitability

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

Usability

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

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Support from your local council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several ways in which eligible adults can receive a mixture of local authority and Government money to pay for the care services

they need without direct council involvement. If you approach 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 appear to have care or support needs, you have the legal right to have an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

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

You will need to contact your local adult social care department to arrange an assessment. Call **01296 383204** in Buckinghamshire, or **01908 253772** in Milton Keynes.

Once your local adult social care department understands your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. 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 22 if you are receiving home care and page 52 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 councils calculate it will cost to meet your support needs. 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 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 these options.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan. For more information, visit **www.buckinghamshire.gov.uk/care-adults** or **www.milton-keynes.gov.uk/adult-social-care** (search 'Direct Payments').



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, your

local adult social care department 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 costs money.

For example, a reablement worker could help you to 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, so that you can gain the skills and confidence to do daily living tasks.

Intermediate care

Intermediate care provides recovery and rehabilitation support to help you regain your independence when you come out of hospital or, just as importantly, to prevent you from going unnecessarily into hospital.

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

and community nurses. 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 53 for more information.

Personal health budgets

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

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

Services for carers

Who is a carer?

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

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

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

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- 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 to them. 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.

A carers' assessment can also give the carer lots of information about other services that might help and other ideas for support. It will also show if the carer qualifies for support from their local adult social care department.

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

Respite at home

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

Respite at home is considered to be a service for

the person who is being cared for. If they have a Personal Budget for their own needs (see page 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 £76.75 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. If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

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

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

You can find out more about the organisations

supporting carers in Buckinghamshire by exploring <https://directory.buckinghamshire.gov.uk> or www.milton-keynes.gov.uk/adult-social-care/adult-social-care-directory for carers in Milton Keynes.

Adult Social Care Milton Keynes Council – Access Team

Tel: **01908 253772**

Email: access.team@milton-keynes.gov.uk

Web:

www.milton-keynes.gov.uk/adult-social-care

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 people supporting disabled children

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

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

Care in your own home

If you wish to retain freedom and independence by staying in your own home, carefully chosen home care with a good-quality provider can give you the help you need to stay happy and safe in your own

home. It provides you with the opportunity to stay in your own familiar surroundings and to retain a quality of life you might have feared lost. Reasons for choosing home care can differ from person to person.

Why choose home care?

People's reasons for choosing home care can vary. After a stay in hospital, for instance, someone might find they need help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope on their own 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, as will your family 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 →



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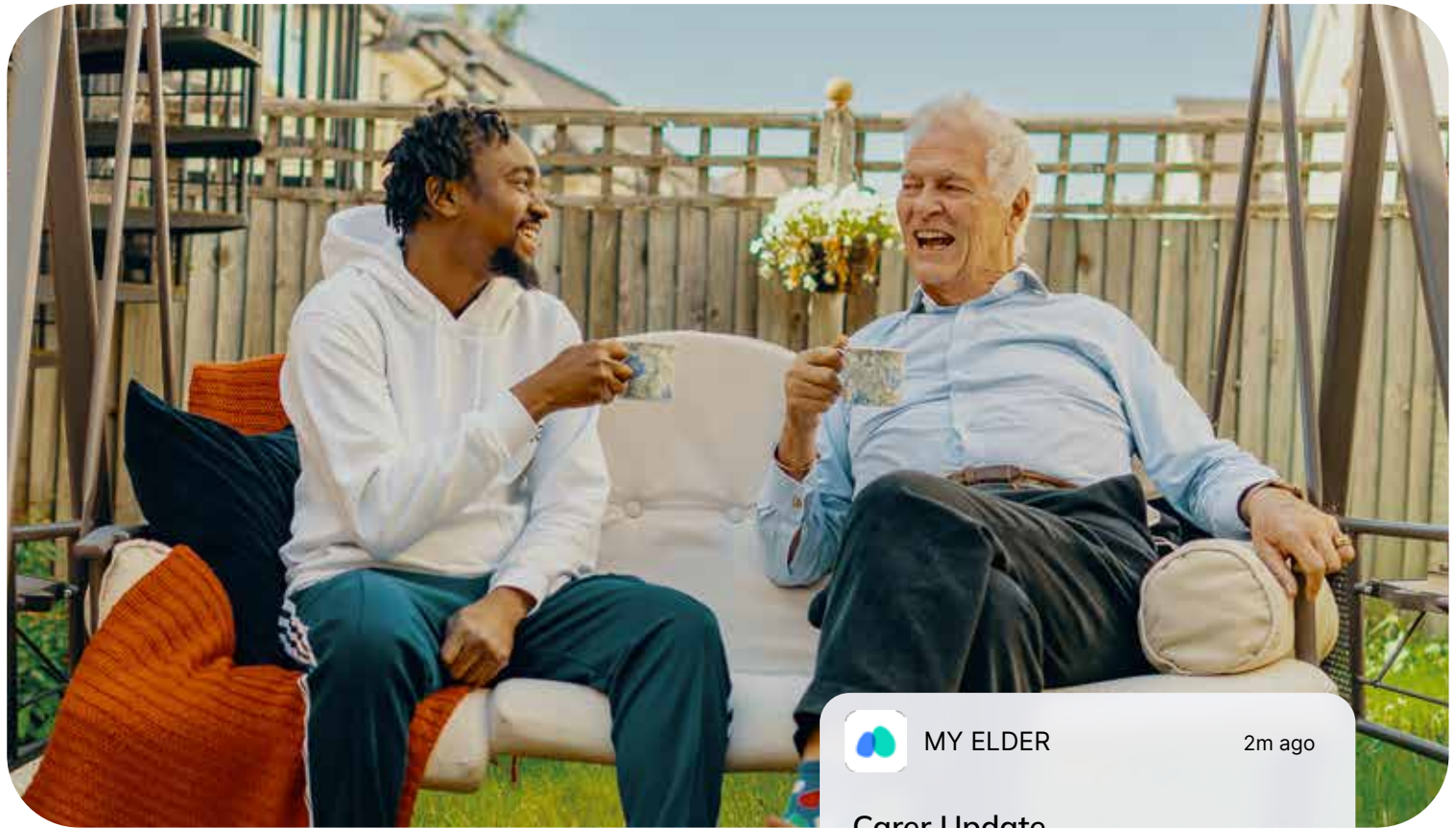
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MY ELDER

2m ago

Carer Update

Anthony has confirmed their placement

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Find out if live-in care is right for your situation.

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www.elder.org

 **elder**

→ meals or looking after yourself. If this happens, contacting your local adult social care department 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.

Even those with quite significant and debilitating

medical conditions can get skilled personal care that can enable them to remain living at home.

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

A list of all home care agencies operating in Buckinghamshire and Milton Keynes starts on page 27.

Live-in care

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

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

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

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 57.

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 57), 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 57.

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

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

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs; →

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- Assistance to appointments



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Review the PA profiles we send



Meet with any PA's you choose



Agree which PA will support you

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- • 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 experiencing persistent forgetfulness or memory difficulties and it is causing you to feel concerned, you should 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, your local adult social care department 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 an initiative 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 to make a difference to people living with dementia, from helping someone find the right bus to spreading the word about dementia.

See **www.dementiafriends.org.uk** for further information.



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Tel **01525 376 677**

Or visit our website at www.1st-homecare.com



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 they require some support services at home. A person living with dementia

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

Specialist dementia day centres

A good day care service will 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 several days.

Contact your local council or your local Alzheimer's Society office for more details. See 'Useful local contacts' beginning on page 74.

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 74.

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

information, support, guidance and signposting to other appropriate organisations. The support line 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 52.

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you think** 

 CareChoices

⊙ What have you found useful?

⊙ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

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 your local adult social care department 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.

Your local adult social care department can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

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

Non-means-tested care and support

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

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

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal

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

Other ways to fund your care and support

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

Money Helper

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

Society of Later Life Advisers (SOLLA)

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

Tel: **0333 202 0454**

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

Further information on paying for care can be found beginning on page 52.



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Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 57.



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Aylesbury
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OP PD YA

Anchor Integrated Care & Housing Village – Denham Garden Village

Uxbridge
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Angels Care Agency Ltd

Aylesbury
Tel: 01296 582220

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Anglo Support and Housing Ltd

High Wycombe
Tel: 07999 784417

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Apollo24 Healthcare Services Ltd

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Appleberry Care

Slough
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Ashridge Home Care

Amersham
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Gerrards Cross
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Tel: 01292 94804

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Blackdice Healthcare Ltd

Aylesbury
Tel: 07825 307979

OP D PD MH YA

Bluebird Care (Aylesbury)

Aylesbury
Tel: 01296 399000

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Bluebird Care Burnham, Gerrards Cross & High Wycombe

Slough
Tel: 01628 605797

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Buckingham Home Care Ltd

Milton Keynes
Tel: 01280 734065

OP D

Bucks Country Home Care Ltd

Princes Risborough
Tel: 01844 342125

OP D PD YA

Care & Carers – Buckinghamshire

Aylesbury
Tel: 01296 695372

OP D PD LDA MH YA

Care at Your Home Ltd

High Wycombe
Tel: 01494 977397

OP PD LDA MH SI YA

Care Resource Bureau Ltd

High Wycombe
Tel: 01494 256150

OP D PD LDA YA

Caremark (Aylesbury & Wycombe)

Aylesbury
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Caremark (Chiltern & Three Rivers)

Chesham
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High Wycombe

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Chromium Care Ltd

High Wycombe

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Classic Care (Homecare Services) Ltd

Aylesbury

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OP D PD YA

Collective Healthcare Ltd

Aylesbury

Tel: 07460 942653

OP D PD YA

Connect 2 Flexicare Head Office

Aylesbury

Tel: 01296 329380

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CSG Homecare Ltd

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High Wycombe

Tel: 07570 084284

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Debbie Eaton Case Management

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Dravens Healthcare

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Flomut Ltd

Aylesbury

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OP D PD MH SI YA

Genuine Carers Buckingham

Buckingham

Tel: 01280 825721

OP D PD LDA MH SI YA

Global M'ckarm International Care Services Ltd

Aylesbury

Tel: 07762 161369

OP D PD MH YA

Glowing Care Ltd

Aylesbury

Tel: 07799 662074

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OP D PD LDA MH SI YA

Good Oaks Home Care – Aylesbury

Aylesbury

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Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
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Slough
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OP D PD LDA SI YA

Helping Hands Aylesbury

Aylesbury
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High Wycombe Supported Living

High Wycombe
Tel: 01494 528372

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Hippo Care Ltd

Aylesbury
Tel: 07379 386209

OP YA

Home 1st Ltd

High Wycombe
Tel: 01213 893166

OP D PD MH SI YA

Home Independence

Aylesbury
Tel: 0300 777 1001

OP D PD LDA YA

Home Instead

Aylesbury Vale and North East Oxfordshire
Tel: 01296 410029

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Hughenden Gardens

High Wycombe
Tel: 07894 229280

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Innovative Start Ltd

High Wycombe
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Insight Care & Support Ltd

Aylesbury
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Kare Plus Windsor Homecare

Slough
Tel: 01628 360001

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Lamora Healthcare Ltd

Aylesbury
Tel: 07943 054707

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Legacy Healthcare Services Ltd

High Wycombe
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Levante Agency

Buckingham
Tel: 07565 470874

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Living Horizon

Aylesbury
Tel: 01296 821009

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Malkuwth Home Care Ltd

High Wycombe
Tel: 01494 435319

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Mayfair Homecare – Wycombe

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My Homecare Slough South Bucks

Aylesbury
Tel: 0800 130 3006

OP D PD LDA MH

Nobilis Care Buckinghamshire

Beaconsfield
Tel: 01494 678811

OP D PD SI YA

Norma Care Ltd

Aylesbury
Tel: 07876 552326

OP D PD MH

Nurses Alliance Ltd

Aylesbury
Tel: 01296 434611

OP D PD LDA

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

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Home Care
Group 5 years
in a row**



Radfield
Home Care

*"I really love
being able to
get out and
about like I
used to"*

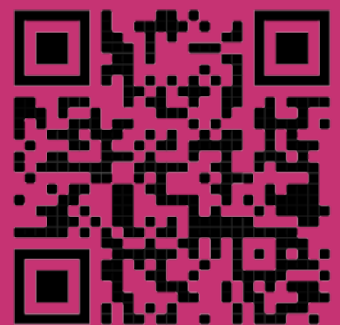
-Jennie

- Personal care
- Dementia care
- Meal preparation
- Medication support
- Getting out and about
- Housework and laundry
- Overnight sleep-ins / care

Remain connected to what matters to you

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Beaconsfield & South Bucks
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Bourne End
SL8 5DT



Homecare
Association



Oakridge House

High Wycombe
Tel: 07402 057570

OP D PD LDA MH SI YA AD

Oxford House Community Care

Farnham Royal
Tel: 01753 645112

OP D PD MH SI YA

Pheonix Healthcare

High Wycombe
Tel: 0333 011 6226

OP PD

Phoenix Medical Advice and Repatriation Ltd

Aylesbury
Tel: 01296 422499

OP D PD LDA MH SI YA

Poppy Cottage Ltd

Uxbridge
Tel: 01895 832199

OP D PD LDA MH SI YA

Premier Care Support Ltd

Amersham
Tel: 01494 412957

OP LDA MH YA

Prime Care Support Ltd

Rowsham
Tel: 01296 680444

OP D PD LDA MH SI YA

Prime Home Care Buckinghamshire

High Wycombe
Tel: 0333 015 6436

OP D LDA MH YA

Providence Helping Hands Ltd

Aylesbury
Tel: 07927 436437

OP D PD MH YA

Purified Hearts Care Services

Aylesbury
Tel: 07908 053863

OP D PD MH YA

Quality & Compassion Ltd

Aylesbury
Tel: 0800 689 1100

OP D PD LDA SI YA

Radfield Home Care Wycombe, Beaconsfield & South Bucks

Bourne End
Tel: 01494 611 085

Advert page 32

OP D PD MH SI YA

Renaissance Personnel (Bucks)

High Wycombe
Tel: 0844 848 1411

OP D PD LDA MH SI YA AD

Responsive Healthcare Ltd

Aylesbury
Tel: 01296 768965

OP D PD LDA MH YA

Right at Home Aylesbury Vale and Chiltern

Aylesbury
Tel: 01296 798910

Advert page 24

OP D PD MH SI YA

Right at Home High Wycombe and District

High Wycombe
Tel: 01494 573500

Advert page 24

OP D PD MH SI YA

Royal British Legion, The

High Wycombe
Tel: 01494 977397

OP PD LDA MH SI YA

S&P Care Services Ltd

Aylesbury
Tel: 01296 841031

OP D PD LDA MH YA

SeeAbility Buckinghamshire Support Service

Aylesbury
Tel: 01296 323753

PD LDA MH SI YA

Smart Choice Healthcare Ltd

Leighton Buzzard
Tel: 07983 621024

OP D PD MH YA

SSA Quality Care

Aylesbury
Tel: 01296 398763

OP D PD MH SI YA

St James Court

High Wycombe
Tel: 01494 767970

OP D PD SI

Stepping Stone Independent Living Ltd

High Wycombe
Tel: 01494 459219

LDA YA

Supported Living and Domiciliary Care Service

Gerrards Cross
Tel: 01494 601458

PD LDA YA

Surecare Wycombe and Chiltern

High Wycombe
Tel: 01494 422101

OP D PD LDA MH SI YA AD

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

Buckinghamshire home care providers continued

Swan Court

Winslow

Tel: 01296 711464

OP D PD SI YA

SYM Care Ltd

Chesham

Tel: 01494 328533

OP D PD SI YA

This is Homecare

Chesham

Tel: 07960 879617

OP D PD MH SI YA

Transparent Care Ltd

Beaconsfield

Tel: 0203 828 0760

LDA

Trinity Peaks Ltd

Aylesbury

Tel: 01296 872500

OP D PD MH SI YA

Triple E Healthcare Ltd (Aylesbury)

Aylesbury

Tel: 01296 761978

OP D PD YA

Utmostcare Ltd

Aylesbury

Tel: 07828 268141

OP D PD LDA MH YA AD

Visiting Angels

Slough

Tel: 01628 308333

OP D

Visiting Angels South Bucks

Chesham

Tel: 01494 328533

OP D PD SI YA

Walfinch Mid & South Buckinghamshire

High Wycombe

Tel: 01494 506300

OP D PD LDA MH SI YA

Westminster Homecare Ltd

(Aylesbury)

Aylesbury

Tel: 01296 339346

OP D YA

Westminster Homecare Ltd

(Buckinghamshire)

Slough

Tel: 01753 553256

OP D PD LDA MH SI YA AD

White Leaf Support

High Wycombe

Tel: 01628 533983

OP LDA YA

Willow Support

High Wycombe

Tel: 0333 577 2209

OP D PD LDA YA

Willowmead Court

Aylesbury

Tel: 01296 432563

OP D PD SI YA

Yourlife (Amersham)

Amersham

Tel: 01202 362303

OP D PD SI

Yourlife (Chalfont St. Peter)

Gerrards Cross

Tel: 01753 883320

OP D PD SI



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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

Milton Keynes home care providers

24hr Swift Care Services

Milton Keynes

Tel: 01908 824424

OP D PD MH SI YA

Access24 Health and Medical Services Ltd

Milton Keynes

Tel: 0333 014 7312

OP D PD LDA MH YA

Anco Care Ltd

Milton Keynes

Tel: 01908 315261

OP D PD LDA YA

Anglo Support and Housing Ltd

Bletchley

Tel: 07999 784417

OP D PD LDA MH YA

AO Healthcare

Milton Keynes

Tel: 07903 780360

OP PD YA

Around the Clock Healthcare – Head Office

Milton Keynes

Tel: 07882 092732

OP PD LDA MH SI YA

Assure Care Ltd

Milton Keynes

Tel: 01908 506617

OP D PD LDA MH SI YA

Assured Care Services (MK)

Milton Keynes

Tel: 01908 714459

OP D PD LDA MH YA

Authentic Kare Milton Keynes

Milton Keynes

Tel: 07711 284904

D PD LDA MH SI AD

Autism Care Community Services (Milton Keynes)

Milton Keynes

Tel: 01908 698910

OP LDA YA

Axis Healthcare Ltd

Milton Keynes

Tel: 01908 082267

OP D PD LDA SI YA AD

Ayivin Health Care Ltd

Milton Keynes

Tel: 01908 915354

OP D PD LDA MH SI YA

Bago Care Ltd

Newport Pagnell

Tel: 07733 292079

OP D MH YA

Bedfordshire Office

Milton Keynes

Tel: 07838 484157

OP D PD LDA MH YA

Bespoke Support MK Ltd

Milton Keynes

Tel: 01908 867759

OP D PD LDA SI YA

Blessing's Care Ltd

Milton Keynes

Tel: 0800 689 0764

OP D PD LDA MH YA

Bletchley Community Hospital

Milton Keynes

Tel: 01908 254455

OP D PD LDA MH SI AD

Blue Lotus Healthcare Ltd

Milton Keynes

Tel: 07415 107443

OP D PD MH SI YA

Bluebird Care (Milton Keynes)

Newport Pagnell

Tel: 01908 299032

OP D PD LDA MH SI YA

Brightblessing Healthcare Ltd

Milton Keynes

Tel: 07944 890871

OP D LDA

Call4Care Services Ltd

Milton Keynes

Tel: 07585 383237

OP D PD LDA SI YA

Care MK Ltd

Milton Keynes

Tel: 07787 874955

OP D PD LDA MH SI YA

Care Support MK Ltd

Milton Keynes

Tel: 01908 889043

OP D PD LDA MH SI YA

Caremark (Milton Keynes)

Milton Keynes

Tel: 01296 641662

OP D PD LDA MH SI YA AD

Castle House

Milton Keynes

Tel: 01908 915091

OP D PD LDA MH SI YA

Centred Healthcare

Milton Keynes

Tel: 01908 915205

OP D PD LDA MH SI YA

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

Chiltern Health Division

Milton Keynes

Tel: 01908 373888

OP D PD LDA SI YA

Choice Support Bedfordshire, Buckinghamshire and Milton Keynes

Milton Keynes

Tel: 01908 787940

OP PD LDA MH SI YA

Christol Care Ltd

Milton Keynes

Tel: 01908 368878

OP YA

Clarity Homecare Milton Keynes

Milton Keynes

Tel: 01908 011005

OP D PD LDA MH YA

Comfort Living Care Services Ltd

Milton Keynes

Tel: 07728 986982

OP D PD MH SI YA

Cor Care Force Ltd

Milton Keynes

Tel: 07908 125699

OP D PD MH SI YA

Courtcare Flexi

Milton Keynes

Tel: 0330 022 5456

OP D PD LDA MH SI YA

Courteney's Lodge

Milton Keynes

Tel: 01908 254513

OP D

Crystalize Care Service Milton Keynes

Milton Keynes

Tel: 07484 939652

OP D PD LDA MH SI YA AD

Crystal Quality Care Ltd Milton Keynes

Milton Keynes

Tel: 01908 046805

OP D PD LDA MH SI YA

Daffodil Care Ltd

Milton Keynes

Tel: 01908 608226

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OP D PD YA

Dimensions Beds, Bucks, Cambs and Luton
Domiciliary Care Office

Milton Keynes

Tel: 07384 215578

OP LDA YA

Domiciliary Care Service

Milton Keynes

Tel: 01908 010360

OP D PD LDA MH SI YA AD

Dunedin Complex Care Ltd

Milton Keynes

Tel: 07810 552031

OP PD YA

Dunnis Ltd

Milton Keynes

Tel: 07960 309343

OP D PD LDA MH SI YA

Eastview Healthcare Milton Keynes

Milton Keynes

Tel: 01536 217884

OP D PD LDA MH SI YA

EJC Group Ltd

Milton Keynes

Tel: 07957 723273

OP D PD LDA MH SI YA

Elevate Care Ltd

Milton Keynes

Tel: 01908 272860

OP D PD LDA SI YA

Elevation Care Services

Milton Keynes

Tel: 01908 889758

OP D PD LDA MH YA

Emiran HealthCare

Newport Pagnell

Tel: 01908 299170

OP D LDA MH YA AD

ExcelCare24

Wolverton

Tel: 01908 766221

OP D PD LDA MH SI YA AD

Expectation Care Ltd

Milton Keynes

Tel: 01908 990030

Advert page 37

OP D PD SI YA

Fairview Resources Ltd

Milton Keynes

Tel: 07496 221339

OP D PD LDA MH SI YA

FÉ Care

Milton Keynes

Tel: 07590 019509

OP D PD LDA YA

Fenny Mews & Stratford View

Milton Keynes

Tel: 01908 046140

PD LDA MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Flowers House

Milton Keynes
Tel: 01908 253555

OP D

Frontal Care Ltd

Milton Keynes
Tel: 01480 509200

OP D PD SI YA

Future Care Enable Ltd – Milton Keynes

Milton Keynes
Tel: 01908 372003

OP D PD LDA MH SI YA

Gemini Exclusive Care Ltd

Milton Keynes
Tel: 01908 032685

OP D PD LDA SI YA

Genuine Carers – Milton Keynes

Milton Keynes
Tel: 01908 440054

OP D PD LDA MH SI YA

GND Support

Milton Keynes
Tel: 07581 231760

OP D PD

Hands In Harmony

Home Care Services Ltd

Milton Keynes
Tel: 01908 224820

OP D PD LDA MH SI YA

Hanslope and Castlethorpe

Milton Keynes
Tel: 01908 511034

OP D PD SI YA

Havilah Care

Milton Keynes
Tel: 07714 466659

PD LDA MH SI YA

Helping Hands Newport Pagnell

Newport Pagnell
Tel: 01908 822 686

Advert page 23

OP D PD LDA MH SI YA

Heritage Healthcare

Milton Keynes
Tel: 01908 686792

Advert page 39

OP D PD LDA MH SI YA



**DAFFODIL
CARE**

Our services are tailored to support anyone above the age of 18 years and over struggling to live independently in their own homes within the community. Our innovative programmes are designed for social inclusion and building sustainable change.

We offer a range of expert services to people, who require additional support with:

- young mothers struggling with independent living and motherhood
- outdoor activities and community care assistance
- house cleaning, deep cleaning & de-clutter services
- homelessness and sleeping rough
- pest control services
- young people transitioning into adulthood
- house clearance services
- daily living activities
- respite care
- sitting service
- shopping services



01908 608 226 / 07527 964 926
or **info@daffodilcare.uk**

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Domiciliary Care Agency



**Are you looking for a personal, professional carer?
Look no more...**



Expectation Care Agency is an established care provider based in Milton Keynes. Services are provided in and around Buckinghamshire and Milton Keynes. We provide domiciliary care to those who need extra help and support with their Advanced Daily Living.

We have the attention to detail and provide customer focused service to all our service users. The need to involve service users and their family in decision making is of importance to the service we provide.



We provide the following services:

- Long or short term care
- Terminal care
- One to One care
- Respite care
- Domestic Help
- Live-in help
- Personal care



07444 907517 / 01908 99 00 30
info@expectationcare.co.uk
www.expectationcare.co.uk

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

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- ⦿ What have you found useful?
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Higher Height Care

Milton Keynes

Tel: 07538 793274

OP D PD LDA MH

Home Instead Senior Care

– Milton Keynes

Milton Keynes

Tel: 01908 774333

39 OP D PD YA

Intrust Care Milton Keynes

Milton Keynes

Tel: 01908 380600

OP D PD LDA SI YA

Iron Pillar Ltd

Milton Keynes

Tel: 07427 348 125

OP YA

Johav Care Support Healthcare Ltd

Milton Keynes

Tel: 01908 046891

OP D PD LDA MH YA

Kay Healthcare Office

Milton Keynes

Tel: 0203 983 1753

OP D PD LDA MH SI YA AD

Kilkenny House

Milton Keynes

Tel: 01908 506408

OP

KPM Care Services Ltd

Milton Keynes

Tel: 07525 852530

OP PD YA

L8/A, Bletchley Business Campus

Milton Keynes

Tel: 07762 805131

OP PD YA

Leelin Ltd

Milton Keynes

Tel: 01908 392381

OP D PD MH YA

Limes, The

Newport Pagnell

Tel: 01908 215008

OP D PD SI

MacIntyre Milton Keynes Support

Milton Keynes

Tel: 01908 968130

OP PD LDA MH SI YA

Mayfair Homecare – Milton Keynes

Newport Pagnell

Tel: 01908 299051

OP D PD LDA MH SI YA

Medicare Support & Housing Ltd

Milton Keynes

Tel: 07935 473423

OP D PD LDA MH YA

Medsol Healthcare

Milton Keynes

Tel: 01604 605995

OP PD LDA SI YA

Medwells Care Ltd

Milton Keynes

Tel: 07483 866145

OP PD LDA YA

Midsummer Court

Milton Keynes

Tel: 07539 396054

OP YA

Midsummer Court

Milton Keynes

Tel: 0330 055 2205

LDA MH YA



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At Heritage Healthcare, we are passionate about providing high-quality care services to individuals in the comfort of their own homes. Our team of dedicated and experienced professionals are committed to delivering person-centered care that meets the unique needs and preferences of each of our clients.

We offer a wide range of services with the goal to help our clients maintain their independence and improve their quality of life by providing the support they need to live comfortably and safely at home.

 **care@miltonkeynes.heritagehealthcare.co.uk**

www.heritagehealthcare.co.uk/home-care-services-milton-keynes

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



www.myfamilyourneeds.co.uk

Birth to Adulthood • Real life blogs
Directory • Ask the Experts • Monthly columnist

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

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

Milton Keynes Supported Living Service

Milton Keynes

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Tel: 01908 678713

OP PD LDA SI YA
MK Care

Milton Keynes

Tel: 07743 953259

OP D PD LDA YA
MK Care and Response (Homecare)

Milton Keynes

Tel: 01908 254330

OP D PD YA
MK Executive Care

Milton Keynes

Tel: 01908 375199

OP D PD LDA MH YA
More-Energy Care Services Ltd

Milton Keynes

Tel: 07402 267329

OP D PD YA
My Homecare Milton Keynes

Milton Keynes

Tel: 01908 272846

OP D PD LDA YA
Neptune Home Care

Milton Keynes

Tel: 01908 887222

OP D YA
Nightingale Services

Milton Keynes

Tel: 01908 410992

OP D PD LDA MH SI YA
Oasis Care Milton Keynes

Milton Keynes

Tel: 07967 201367

OP D PD MH SI YA
Olney Care Services Ltd

Olney

Tel: 01234 241655

OP D PD MH SI YA
Ontime Response Healthcare Ltd

Milton Keynes

Tel: 01908 061712

OP D PD LDA MH SI YA
Paratus Partners

Milton Keynes

Tel: 01908 082265

OP D PD LDA MH SI YA
Paula Integrated Care Milton Keynes

Milton Keynes

Tel: 07935 856978

OP D PD MH YA AD
Peach Care Services

Milton Keynes

Tel: 01908 698700

OP D PD LDA MH SI YA
Pleasant Services Ltd

Milton Keynes

Tel: 07495 082499

OP D PD LDA MH SI YA AD
Precious Homes Ltd

Milton Keynes

Tel: 0208 826 4343

OP LDA MH YA
Precious Hope and Home Care Ltd – Milton Keynes

Milton Keynes

Tel: 01908 821298

OP D PD YA
Quality Life Matters Care Services Ltd

Milton Keynes

Tel: 07427 446591

OP D PD MH YA
Radfield Home Care Milton Keynes

Milton Keynes

Tel: 01908 850190

OP D PD MH SI YA
Regus House

Milton Keynes

Tel: 0330 133 3976

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Rehab Without Walls

Milton Keynes

Tel: 01908 560041

OP PD LDA MH SI YA AD
Relyon Health Solutions Ltd

Milton Keynes

Tel: 07523 327633

OP YA
RNJ Homecare Ltd

Milton Keynes

Tel: 07769 112117

OP D YA
Room 130i

Milton Keynes

Tel: 01908 440014

OP D PD LDA MH SI YA AD
Rosebud Homecare Ltd

Milton Keynes

Tel: 0333 600 0100

OP D PD LDA MH SI YA
SAG Living Hope

Milton Keynes

Tel: 03301 330645

OP D PD LDA MH YA
Service
OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands
MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Sam2Sam Deaf Care Service Ltd

Milton Keynes

Tel: 07534 715114

OP SI YA

Sanctuary Oasis Ltd

Milton Keynes

Tel: 01908 322839

OP D PD LDA SI YA

Sarmey Healthcare

Milton Keynes

Tel: 07985 233020

OP PD LDA MH YA

Shed, The

Milton Keynes

Tel: 07739 337542

OP D PD MH SI YA

Smart Options Healthcare Ltd

Milton Keynes

Tel: 01908 822422

OP D PD MH SI YA

Source Complex Home Care Ltd

Milton Keynes

Tel: 07412 069401

LDA YA

Starry Care

Milton Keynes

Tel: 01908 044353

OP D PD LDA SI YA

Superior Homecare Services

Milton Keynes

Tel: 01908 522245

OP D PD LDA MH SI YA

Teddy's Haven

Milton Keynes

Tel: 07877 320416

OP MH YA

Thomas Edward Mitton House

Milton Keynes

Tel: 01908 504778

PD LDA MH

Triple Diamond Healthcare Ltd

Milton Keynes

Tel: 07377 382007

OP D PD LDA MH SI YA AD

Tuncare Healthcare Services

Milton Keynes

Tel: 07947 370746

OP LDA MH

Turning Point – Northamptonshire & Milton Keynes

Milton Keynes

Tel: 01234 219817

OP PD LDA SI YA

Verity Healthcare – Milton Keynes

Milton Keynes

Tel: 0203 643 5295

OP D PD LDA MH SI YA AD

Victory Locum Ltd

Milton Keynes

Tel: 07368 854235

Advert below

OP D PD LDA MH SI YA

Vital HealthCare – Buckinghamshire

Milton Keynes

Tel: 01473 212089

OP D PD LDA MH SI YA

Walnuts Care

Milton Keynes

Tel: 01908 568005

OP LDA SI YA

Wellness Care Provider

Milton Keynes

Tel: 07449 836212

OP D PD SI YA

Westminster Homecare Ltd

(Milton Keynes)

Milton Keynes

Tel: 01908 373734

OP D PD LDA MH SI YA AD

Your Life(Stony Stratford)

Milton Keynes

Tel: 01908 563737

OP D PD SI


Victory Locum Limited
 Tailored Healthcare

Your Trusted Care Provider in the UK

Domiciliary Care • Supported Living • Hospital Discharge • Companionship

Empowering Healthcare Excellence

Victory Locum Limited is an agency with a goal to fill the increasing gap between the number of people who need medical assistance and the shortage of healthcare workers in the NHS starting from Milton Keynes and beyond.

We are registered by the Care Quality Commission (CQC). So, we are up to date with policies as well as requirements for running a domiciliary care service and a nursing care agency.


 We provide a friendly atmosphere for both staff and clients to achieve the best possible experience.


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 CareChoices

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

Housing with care

Housing with care combines independent living in a home of your own with security of tenure, along with care services arranged according to need.

Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This is tailored to your individual needs 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

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

Sheltered housing is provided by local authority

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

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

Extra care housing

Extra care housing brings together self-contained accommodation with some communal facilities, allowing you to retain some independence in your living space while also receiving help from an on-site designated team of care workers.

In an extra care scheme, instead of the low-level

support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided by 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

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 Council

Tel: **01296 383204**

Email: **ascfirstresponse@buckinghamshire.gov.uk**

Adult Social Care Milton Keynes Council

– Access Team

Tel: **01908 253772**

Email: **access.team@milton-keynes.gov.uk**



Specific care and support services

Learning disability and autism

If you are living with a learning disability or autism in Buckinghamshire or Milton Keynes, you can contact your local council for support. See page 4 for contact details.

Your local council may be able to signpost you to local services and assess your needs in case they can help you. See page 11.

Councils aim to keep people living independently in their own homes wherever possible but, if you need to move somewhere that offers care and support, you might like to consider a housing with care scheme. See page 42.

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. All learning disability providers are denoted with **LDA**. You could also use the following contacts.

Autism Bucks

Aims to inform, guide, enable and empower adults with autism and their families.

Web: **www.autismbucks.org**

Mencap

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

Tel: **0808 808 1111**

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

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

Scope

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

Tel: **0808 800 3333**

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

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

Talkback

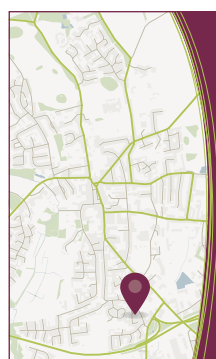
Working with Milton Keynes and Buckinghamshire councils, Talkback offers a range of autism and learning disability services programmes constructed around the individual.

Tel: **01494 434448**

or **01296 434448** (Aylesbury only).

Email: **talkback@talkback-uk.com**

Web: **www.talkback-uk.com**



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

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

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 following organisations for free help and support.

Buckinghamshire and Mid-Thames Relate

Supports people with relationship concerns.

Web: **www.relate.org.uk/centre/london-north-west-hertfordshire-mid-thames-and-bucks**

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**

Cruse Bucks

Helps people in Buckinghamshire who have been bereaved.

Tel: **01494 511117**

Web: **www.cruse.org.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**

Web: **www.mind-blmk.org.uk/how-we-can-help/milton-keynes**

Buckinghamshire

Tel: **01494 463364**

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

Web: **www.bucksmind.org.uk**

NHS Talking Therapies

Offers access to talking therapies, practical support and employment advice.

Buckinghamshire

Tel: **01865 901600** (self-referral).

Text: **07798 667169** (send 'Talk' and your name).

Email: **bucks-talking-therapies@oxfordhealth.nhs.uk** (general enquiries).

Web: **www.oxfordhealth.nhs.uk/bucks-talking-therapies**

Milton Keynes

Tel: **01908 725099**

Email: **cnw-tr.iaptmiltonkeynes@nhs.net**

Web: **<https://mktalkingtherapies.nhs.uk>**

One Recovery Bucks

A first point of contact for people who misuse drugs and alcohol in Aylesbury, Buckingham, Burnham, Chesham and High Wycombe.

Tel: **0300 772 9672**

Email: **orb@mpft.nhs.uk**

Web: **www.onerecoverybucks.org**

Physical disability

If you have a physical disability or a long-term illness, your local adult social care department 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 BucksVision, is commissioned by Buckinghamshire 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**.
143 Meadowcroft, Aylesbury HP19 9HH
Tel: **01296 479970**
Text: **07918 904664**
Email: **biss@bucksvision.co.uk**
Web: **<https://bucksvision.co.uk/biss>**

You can also contact **Buckinghamshire Council**.
Tel: **01296 383204**
Text Relay: **18001 01296 395000**
Email: **ascfirstresponse@buckinghamshire.gov.uk**

For residents in Milton Keynes, contact the **Sensory Advice Resource Centre**.
Gloucester House, 399 Silbury Boulevard
MK9 2AH
Tel: **01908 401135**
Email: **sarcmk@bid.org.uk**

Advocacy

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

POhWER Buckinghamshire

Mental health, mental capacity and Care Act advocacy.
Tel: **0300 456 2370**
Text: **81025** (send 'Pohwer' with your name and number).
Email: **pohwer@pohwer.net**
Web: **www.pohwer.net/buckinghamshire**

Planning for end of life

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

When choosing a care service, you should consider its end of life care philosophy and policies.

Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

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

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

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

Planning for your funeral

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

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

See page 76 for details of organisations that may be able to help you plan for the end of your life or your funeral.



Search for care in your area

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 CareChoices

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 (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 £219.71 per week. This figure may change over the lifetime of this Directory – check with your local 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.





Your care matters with Barchester

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

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

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

Call to find out how we can help.



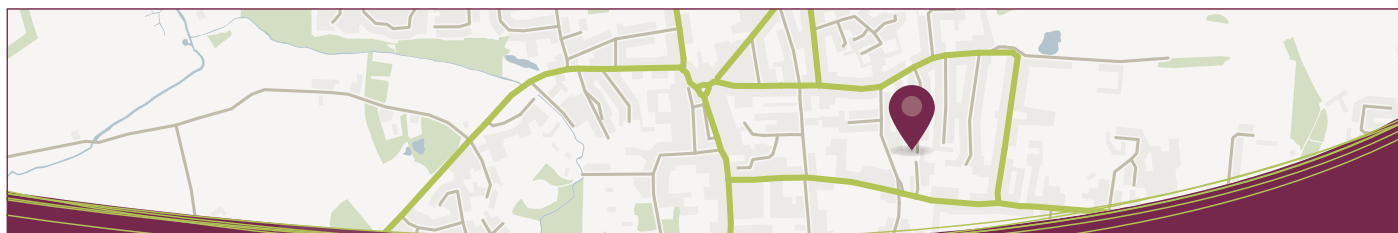
barchester.com/Bucks

Nursing • Residential • Dementia • Respite

Ashby House Care Home
100 Chadwick Drive, MK6 5LS
01908 824 932

Chalfont Lodge Care Home
Denham Lane, SL9 0QQ
01753 468 147

Shelburne Lodge Care Home
Rutland Street, HP11 2LJ
01494 840 343



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Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 57.

Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

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



Beaconsfield Heights
Beaconsfield

 01494 920891



Cliveden Manor
Marlow

 01628 324327



Milton Court
Milton Keynes

 01908 037978

averyhealthcare.co.uk

Home 1
 Home 2
 Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 49. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

- Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐
- Are residents encouraged to be independent? ☐ ☐ ☐
- Can residents decide what to do each day? ☐ ☐ ☐
- Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

- Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐
- Are there activities on each day? ☐ ☐ ☐
- Can residents walk around outside on their own? ☐ ☐ ☐
- Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐
- Are there rummage boxes around? ☐ ☐ ☐

Health

- Can residents get help with eating and drinking? ☐ ☐ ☐
- How often does the home review residents' medication? ☐ ☐ ☐
- Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐
- Do GPs visit the home regularly? ☐ ☐ ☐

Staff

- Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐
- Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐
- Do the staff have any dementia-specific training/experience? ☐ ☐ ☐
- Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐
- Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐
- Does the home have a specific approach to end of life care? ☐ ☐ ☐
- Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 57.

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.

The person living with dementia must also be given the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 55 and 45 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 51.

Design and technology

The design of a care home specialising in dementia should be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one's way around the building and grounds 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 about the Dementia Friends Ambassador and, if the home does not have a specific Dementia Lead, ask whether the staff has the necessary experience to support someone to live well with dementia.

Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute

towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, 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 below.

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 54).

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 54 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 several 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 55 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.

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

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you 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 State Pension age) or Pension Credit (if you are over State 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, although 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 any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 55 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 support from the council, 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

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 they are able to do this.

If the additional payments stop being paid for any reason, 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 a resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example, if you move to a more expensive 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 paying for care can be expensive. Getting professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

You are 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.

Specialist care-fees advisers can offer advice on products from across the whole market because they are not tied to particular providers.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can

be found at **www.societyoflaterlifeadvisers.co.uk** or you can call **0333 202 0454**.

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

Age UK

Tel: **0800 678 1602**

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

Citizens Advice

Tel: **0800 144 8848**

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

Money Helper

Tel: **0800 138 7777**

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

Important information

Finding care in your area

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

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

Your search can be refined by the type of care you are looking for and the results can be emailed to

you. 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 57), indicating the quality of care provided.

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

How solicitors can help

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

made the correct contribution to your fees.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions

about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs, if you are unable to do so yourself.

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

If a person is incapable of managing their own affairs and does not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow and the fees are quite expensive, so preparing an LPA in advance is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

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

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved.

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

Comments, compliments and complaints

If you are unhappy about any aspect of your support – whether it's the way you are treated by staff, the quality of the food you are served or anything else that affects your happiness or comfort – you should feel able to complain. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

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

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

registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see page 57 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**, email **complimentsandcomplaints@buckinghamshire.gov.uk** or write to Compliments and Complaints Team, Buckinghamshire Council, Walton Street Offices, Walton Street, Aylesbury HP20 1UA. For residents in Milton Keynes, call **01908 253817**.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including

adult social care providers (such as care homes and home care providers).

It's a free service designed to investigate complaints in a fair and independent way.

Inspecting and regulating care services



Health and social care services must be registered to show 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 these 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

Care Quality Commission

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You don't have to move into a care home that is within your current county. You may want to be closer to friends or family members who live elsewhere, or you may have another reason why you'd like to relocate to another part of the country.

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for

your assessed needs and must comply with the paying authority's terms and conditions. You should seek further advice before making your decision.

For help with finding care providers in Buckinghamshire, Milton Keynes and in 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 be at risk of abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

Abuse is mistreatment that violates a person's

human and civil rights. The abuse can range from treating someone with disrespect in a way that significantly affects their quality of life, to causing actual physical suffering.

Abuse can happen anywhere – at home, in a care home or a care home with nursing, a hospital,





www.carechoices.co.uk



Search for care in your area

**With so many providers
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where do you start?**

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

➔ 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 be an example of modern slavery, self-neglect and even institutional abuse. This is where the abuse affects more than one person within an organisation and is not addressed by the service's management.

Who might be causing the abuse?

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

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

If you think someone is being abused, call the Safeguarding Adults Team in Buckinghamshire on **0800 137 915**, or on **01908 252835** in Milton Keynes. Your concerns will be taken seriously and will receive prompt attention, advice and support. Outside of working 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, your local adult social care department will work with them and with you to provide support.

If you are worried about contacting the police, you can contact your local adult social care department

in Buckinghamshire on **0800 137 915**, or on **01908 252835** 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 **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

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

The DBS combines the criminal records checking and barring functions to prevent unsuitable people from working with children or vulnerable adults. For more information, visit **www.gov.uk/db**

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS. Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed, or placed at risk of harm, a vulnerable adult.

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



Residential care in Buckinghamshire and Milton Keynes

Home care providers begin on page 27.

Buckinghamshire

60

Milton Keynes

71



Waddesdon

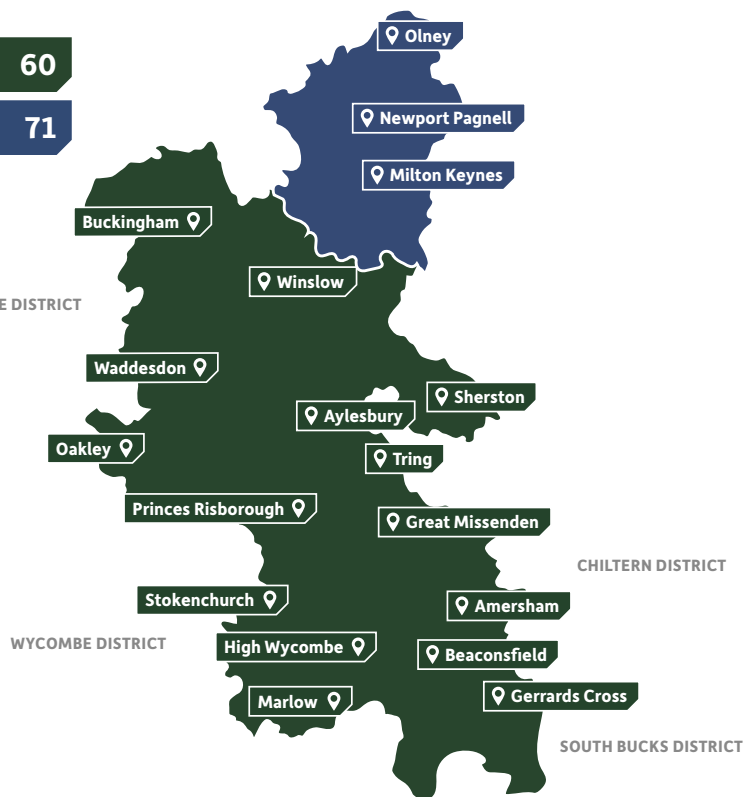


Marlow



Milton Keynes

AYLESBURY VALE DISTRICT



Buckinghamshire care homes

Advertisers are highlighted

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OP

Bartletts Residential Home

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

OP D

Alde House

Church Road, Penn HP10 8NX
Tel: 01494 813365

OP

Beaconsfield Heights Care Home

30-34 Station Road, Beaconsfield HP9 1AB
Tel: 01494 920891 **Advert page 50**

OP D PD SI YA

Alpha Community Care

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

LDA

Beech Tree House

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

LDA YA

Ashley Drive

4 Ashley Drive, Tylers Green,
High Wycombe HP10 8BQ
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OP PD LDA YA

Belgrave Lodge

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Advert inside front cover

OP D PD LDA SI YA

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

Birchwood

Fullers Close, Chesham HP5 1DP

Tel: 01494 794112

OP PD LDA SI YA

Bradbury House

Abbeyfield Beaconsfield Society, Windsor End,

Beaconsfield HP9 2JW

Tel: 01494 671780

OP SI

Buckingham Lodge

Culpepper Close,

Aylesbury HP19 9DU

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Advert page 62

OP D PD SI YA

Bury Lodge Care Home

Penn Road, Knotty Green,

Beaconsfield HP9 2TN

Tel: 01494 730472

OP D

Ceely Road

34 Ceely Road, Aylesbury HP21 8JA

Tel: 01296 485756

LDA

Chartridge Lane, 69

Chesham HP5 2RG

Tel: 01494 810117

OP LDA MH YA

Cheriton Care Home

9 Stubbs Wood, Chesham Bois,

Amersham HP6 6EY

Tel: 01494 726829

OP D PD MH SI

Cherries, The

Heath End Road, Flackwell Heath,

High Wycombe HP10 9DY

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LDA

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Holmer Green HP15 6RF

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Cherry Tree House Residential Home

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Tel: 01296 623350

OP PD

Chesham Bois Manor

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Tel: 01494 783194

OP D

Chestnuts, The

Lavric Road, Aylesbury HP21 8JN

Tel: 01296 414980

OP D PD SI YA

Chiltern House – Care Home Physical Disabilities

82 Packhorse Road,

Gerrards Cross SL9 8JT

Tel: 01753 480950

OP PD LDA YA

Chilterns Manor

Northern Heights, Bourne End SL8 5LE

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LDA

Croft Cottage

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Gerrards Cross SL9 0JY

Tel: 01494 601323

PD LDA YA

Croft, The

The Penningtons, Chestnut Lane,

Amersham HP6 6EJ

Tel: 01494 732500

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

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OP D PD YA

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OP D

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LDA

Gable, The

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LDA YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

9.9

Buckingham Lodge
Review score 2023
carehome.co.uk**

*T&C's apply. Please see website for details

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Aylesbury HP22 5TF

Tel: 01296 612598 **LDA SI YA**

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High Wycombe HP13 5PG

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Lime Tree Court Ltd

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Tel: 01296 730556 **OP D**

Lindens Care Home, The

Stoke House, Stoke Road,

Stoke Hammond MK17 9BN

Tel: 01908 371705 **OP D MH**

Litslade Farm

2 Bletchley Road, Newton,

Longville MK17 0AD

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Daws Lea, High Wycombe HP11 1QG

Tel: 01494 446878 **OP**

Maria Residential Home

Silver Birches, Kendalls Close,

High Wycombe HP13 7NJ

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Maybank Residential Care Home

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Meadowside Residential Care Home

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Micholl's House

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Gerrards Cross SL9 0RJ

Tel: 01494 601374 **PD LDA**

Morton House

Chesham Lane, Chalfont St Peter,

Gerrards Cross SL9 0RJ

Tel: 01494 601374 **PD LDA YA**

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Gold Hill East,

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Slough SL1 7BN

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Oakmead

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Aylesbury HP22 5SA

Tel: 01296 615364 **OP D PD LDA SI YA**

Old Barn Close

5 Old Barn Close, Gawcott,

Buckingham MK18 4JH

Tel: 01280 824799 **OP PD LDA YA**

Old Barn Close, 4

Gawcott, Buckingham MK18 4JH

Tel: 01280 821006 **OP PD LDA YA**

Old School House

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Princes Risborough HP27 9SF

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Penley Grange

Marlow Road, Stokenchurch HP14 3UW

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Penley View

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High Wycombe HP14 3UW

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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

Rayners

caring for the elderly

Rayners

Rayners was established in June 1990, being the first purpose built care home for the elderly in South Buckinghamshire. Set in the Chiltern village of Hyde Heath, Amersham, with our local pub, village shop, infant school and village green, Rayners and our residents remain an important part of the local and vibrant village community.

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PD

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OP D PD SI

Pratt House

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OP YA

Rayners Residential Care Home

Weedon Hill, Hyde Heath,
Amersham HP6 5UH
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Advert page 64

OP D

Reach April Cottage

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OP PD MH YA

Reach Birtton Road

22 Birtton Road, Aylesbury HP20 1EJ
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OP PD LDA MH SI YA AD

Reach Ivy Cottage

1 Birtton Road, Aylesbury HP20 1EE
Tel: 01296 434646

OP PD LDA MH SI YA AD

Reach Magnolia

Wexham Park Lane, Wexham, Slough SL3 6LX
Tel: 01753 578509

OP PD LDA MH SI YA

Reach Sistine Manor

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

LDA

Reach Vale Road Chesham

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

OP PD LDA SI YA

Reach Wendover Road

46 Wendover Road, Aylesbury HP21 9LB
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OP LDA

Rushmead Residential Care Home

Tower Road, Coleshill,
Amersham HP7 0LA
Tel: 01494 727738

OP D

Russell House

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

PD LDA YA

Ryevew Manor Care Home

Keep Hill Road, High Wycombe HP11 1DW
Tel: 01494 761586

OP D YA

Seeleys House Short Breaks Centre

Seeleys House, Campbell Drive,
Beaconsfield HP9 1TF
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PD LDA YA

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Tel: 01296 714858

LDA

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Southernwood

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LDA

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OP D

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OP D PD SI

Swarthmore Housing Society Ltd

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Tel: 01753 885663

OP D YA

Totteridge House

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High Wycombe HP13 7LW
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PD LDA MH SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

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OP D PD LDA YA

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Aylesbury HP22 5TD
Tel: 01296 615403

OP PD LDA YA

Whincup Care Ltd

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High Wycombe HP11 1TD
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OP PD LDA MH SI YA

White Hill House Residential Care Home

128 White Hill, Chesham HP5 1AR
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OP D SI YA

White Leaf Support Ltd

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OP LDA MH YA

White Plains Care Home

Tilehouse Lane, Denham UB9 5DE
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OP D

Willow, The

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

OP

Windsor Lodge Care Home

Windsor Road, Gerrards Cross SL9 8SS
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OP

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Buckinghamshire care homes with nursing

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Gerrards Cross SL9 8JA
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OP YA

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Tel: 01296 438037 **Advert page 66**

OP D YA

Brook House

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Tel: 01453 546746

OP D PD SI 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 D PD MH SI

Byron House Care Home

141-143 Wendover Road, Aylesbury HP21 9LP
Tel: 01296 616600

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 468 147 **Advert page 48**

OP D PD YA

Chandos Lodge Nursing Home

Blackpond Lane, Farnham Common, Slough SL2 3ED
Tel: 01753 643224

OP

Cherry Tree Nursing Home

Bledlow Road, Saunderton,
Princes Risborough HP27 9NG
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OP D

Chesham Leys

Cameron Road,
Chesham HP5 3BP
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OP D SI YA

Chiltern Grange Care Home

Ibstone Road, High Wycombe HP14 3GG
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OP D YA

Clarendon House

Cornwalls Meadow, Buckingham MK18 1RP
Tel: 07766 143110

OP D PD SI YA

Cliveden Manor

210 Little Marlow Road, Marlow SL7 1HX
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OP D PD SI YA

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

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OP D PD YA

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OP D PD

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OP D PD SI

Hampden Hall Care Centre

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OP D PD SI YA

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OP D PD SI YA

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OP D LDA

Hillside

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OP PD YA

Hulcott Nursing Home

The Old Rectory, Hulcott, Aylesbury HP22 5AX
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OP D

Kingfishers Nursing Home

Fieldhead Gardens, Bourne End SL8 5RA
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D PD SI YA

Lace Hill Manor Care Home

112 Needlepin Way, Buckingham MK18 7RB
Tel: 01280 428297

OP D PD SI YA

Lakeside Care Centre

Brambling, Aylesbury HP19 0WH
Tel: 01296 393166

OP YA

Lent Rise House

Coulson Way, Burnham,
Slough SL1 7NL
Tel: 01628 550750

Advert inside front cover

OP D LDA

Lewin House

61 Belgrave Road,
Aylesbury HP19 9HP
Tel: 01296 397828

Advert inside front cover

OP D LDA

See page 67 for the **Service User Bands** key

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DENHAM



HULCOTT
AYLESBURY



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Maids Moreton Hall

Church Street, Maids Moreton,
Buckingham MK18 1QF
Tel: 01280 818710

OP D PD SI

Mandeville Grange Nursing Home

201-203 Wendover Road,
Aylesbury HP21 9PB
Tel: 01296 397512

OP D

Queen Elizabeth House

Chesham Lane, Chalfont St Peter,
Gerrards Cross SL9 0RJ
Tel: 01494 601441

OP PD LDA YA

Red House Nursing Home, The

Main Street, Maids Moreton MK18 1QL
Tel: 01280 816916

OP D PD MH YA

Ridley Manor

The Row, Lane End, High
Wycombe HP14 3JS
Tel: 0121 796 8383

OP D PD SI YA

Royal Star & Garter Home

– High Wycombe, The

Hughenden Avenue,
High Wycombe HP13 5GG
Tel: 01494 927555

Advert below
OP D PD SI YA

Shelburne Lodge

Rutland Street,
High Wycombe HP11 2LJ
Tel: 01494 840 343 **Advert page 48**

OP D

Stone House Nursing Home

44 Bishopstone Road, Stone, Aylesbury HP17 8QX
Tel: 01296 747122

OP D PD LDA SI

Sunnyside Nursing Home

140 High Street, Iver SL0 9QA
Tel: 01753 653920 **Advert inside back cover** OP D YA

Tithe Farm Nursing Home

Park Road, Stoke Poges SL2 4PJ
Tel: 01753 643106

OP D PD SI

Woodland Manor Care Home

Micholls Avenue, Chalfont St Peter,
Gerrards Cross SL9 0EB
Tel: 01494 917677 **Advert page 66**

OP D YA

See page 67 for the **Service User Bands** key



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Our loving, compassionate care helps our family of veterans and their partners to live life to the full. We welcome anyone who has served in His Majesty's Armed Forces, including Reservists and those who completed National Service.

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- Scan the **QR code** with your smartphone camera
- Telephone us on **01494 927 555**
- Email us **hw.enquiries@starandgarter.org**
- Visit us online at **starandgarter.org/hw**
- Drop by at **Hughenden Avenue, High Wycombe, HP13 5GG**

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Welcome to Devon Lodge, a home from home in Woburn Sands.

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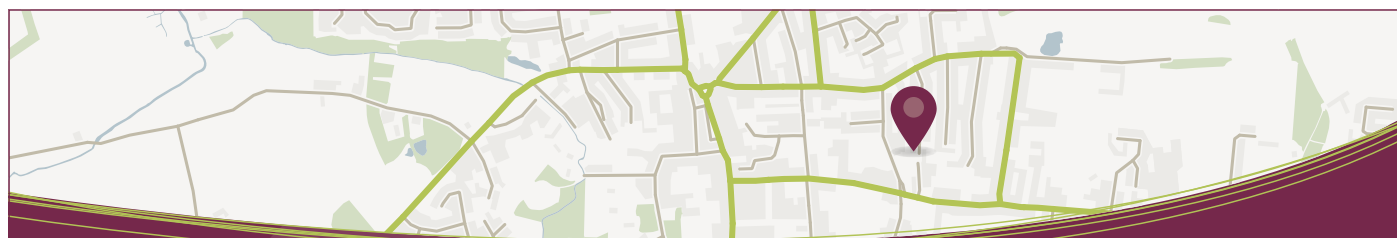
"Welcome home to
the care you need"



Please call **01908 281470** for further information or to request a visit, or see us on the website: **devonlodgcare.co.uk**

For more information about care homes with nursing, see page 47.

See page 51 for a residential dementia care checklist.



Search for care in your area

www.carechoices.co.uk



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

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

 CareChoices

ABI Homes – Dyers Mews

34 Dyers Mews, Neath Hill,
Milton Keynes MK14 6ER
Tel: 01908 605066

ABI Homes – Oxley Park

141 Harlow Crescent, Oxley Park,
Milton Keynes MK4 4EP
Tel: 01908 505516

ABI Homes – Roman House

100 Watling Street, Bletchley,
Milton Keynes MK1 1BW
Tel: 01908 640341

ABI Homes – Tolcarne Avenue

60 Tolcarne Avenue, Fishermead,
Milton Keynes MK6 2SS
Tel: 01908 237937

ABI Homes – Vryan Place

40 Vryan Place, Fishermead,
Milton Keynes MK6 2SR
Tel: 01908 664329

Bay House

31 Weston Road, Olney MK46 5BD
Tel: 01234 711356

Broomfield Residential Care

Yardley Road, Olney MK46 5DX
Tel: 01234 711619

Burlington Hall Care Home

9 Station Road, Woburn Sands MK17 8RR
Tel: 01908 533337

Devon Lodge Residential Home

18 Theydon Avenue, Woburn Sands,
Milton Keynes MK17 8PL
Tel: 01908 281470

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OP

Disabilities Trust – 9 Twyford Lane

Brownswood, Milton Keynes MK7 8DE
Tel: 01908 639086

Disabilities Trust – 49 Stolford Rise

Tattenhoe, Milton Keynes MK4 3DW
Tel: 01908 505626

Disabilities Trust – 52 Porthcawl Green

Tattenhoe, Milton Keynes MK4 3AL
Tel: 01908 507149

Kimwick Care Home

7 Colossus Way, Bletchley, Milton Keynes MK3 6GU
Tel: 01908 666980

Lakeview Lodge Care Home

Jersey Drive, Newton Leys, Bletchley,
Milton Keynes MK3 5SD
Tel: 01908 641200

Lathbury Manor Care Home

Northampton Road, Lathbury,
Newport Pagnell MK16 8JX
Tel: 01908 615245

Linford Grange

16 Lakes Lane, Newport Pagnell MK16 8HP
Tel: 01908 217096

MacIntyre Care – 42a Haddon

Great Holm, Milton Keynes MK8 9HP
Tel: 01908 262860

MacIntyre Care – Daubeney Gate

1a Daubeney Gate, Shenley Church End,
Milton Keynes MK5 6EH
Tel: 01908 505245

Marley Grove

6 Marley Grove, Crownhill,
Milton Keynes MK8 0AT
Tel: 01908 260005

Melrose House

90 Melrose Avenue, Bletchley,
Milton Keynes MK3 6PP
Tel: 01908 474777

Milton Keynes Short Breaks and Shared Lives

4 & 6 Mathiesen Road, Bradville,
Milton Keynes MK13 7AG
Tel: 01908 312558

MK Supported Housing Ltd

105 London Road, Milton Keynes MK5 8AG
Tel: 01908 699028

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

Monro Avenue

54 Monro Avenue, Crownhill,
Milton Keynes MK8 0BL
Tel: 01908 269116

LDA

Neath Hill Care Home

Currier Drive, Neath Hill,
Milton Keynes MK14 6NS
Tel: 01908 607248

OP D YA

Normandy House

2 Laser Close, Shenley Lodge,
Milton Keynes MK5 7AZ
Tel: 01908 673974

D LDA

Park House

Tyringham, Newport Pagnell MK16 9ES
Tel: 01908 613386

OP D PD SI

Rhodsac Care Home

24 Worrelle Avenue, Middleton,
Milton Keynes MK10 9GZ
Tel: 01908 666980

LDA MH YA

Stratford's Residential Home, The

Anthony Court, Russell Street, Stony Stratford,
Milton Keynes MK11 1BT
Tel: 01908 262621

OP D PD LDA MH YA AD

Thomas Edward Mitton House

Belvoir Avenue, Emerson Valley,
Milton Keynes MK4 2JA
Tel: 01908 504778

OP PD YA

Thurston House

90 High Street, Newport Pagnell MK16 8EH
Tel: 01908 617173

LDA

Tickford Abbey

Priory Street,
Newport Pagnell MK16 9AJ
Tel: 01908 103 962 **Advert page 73**

OP D PD

Woburn Sands Lodge

60 Station Road,
Milton Keynes MK17 8RZ
Tel: 01908 587677

OP MH YA

Milton Keynes care homes with nursing

Ashby House – Milton Keynes

100 Chadwick Drive, Eaglestone West,
Milton Keynes MK6 5LS
Tel: 01908 824 932 **Advert page 48**

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

OP D YA

Castlemead Court Care Home

Wolverton Road, Newport Pagnell,
Milton Keynes MK16 8HW
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 YA

Dovecote Manor Care Home

Dovecote Manor, Whalley Drive, Bletchley,
Milton Keynes MK3 6EN
Tel: 01908 270126

OP D YA

Highclere Care Home

1 Chapman Avenue, Downs Barn,
Milton Keynes MK14 7NH
Tel: 01908 667568

OP D

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

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

OP D YA

Milton Court Care Home

Tunbridge Grove, Kents Hill,
Milton Keynes MK7 6JD
Tel: 01908 037978

Advert page 50
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 MK2 3QH
Tel: 01908 640570

OP D PD YA

Westbury Grange

Westbury Lane,
Newport Pagnel MK16 8JA
Tel: 01908 210322

OP D YA

Willows Care Home, The

Heathercroft, Great Linford,
Milton Keynes MK14 5EG
Tel: 01908 679505

OP D YA



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01908 103 962

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care
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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Useful local contacts

Adult Social Care Buckinghamshire Council

Tel: **01296 383204**

Email: ascfirstresponse@buckinghamshire.gov.uk

Web: www.buckinghamshire.gov.uk/care-adults

Adult Social Care Milton Keynes Council

– Access Team

Tel: **01908 253772**

Email: access.team@milton-keynes.gov.uk

Web:

www.milton-keynes.gov.uk/adult-social-care

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. Dementia Connect is Alzheimer's Society's personalised support and advice service for anyone affected by dementia.

Dementia Connect – Buckinghamshire

Tel: **0333 150 3456**

Email: dementiasupportline@alzheimers.org.uk

Be Healthy Bucks

A free service to help people to lose weight, quit smoking, get more active, feel happier or manage their diabetes.

Tel: **0333 230 0177**

Email: behealthybucks@maximusuk.co.uk

Web: <https://bhb.maximusuk.co.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: <https://careadvice.buckinghamshire.gov.uk>

Carers Bucks

Supports carers by providing information, advice and emotional support.

Tel: **0300 777 2722** • Email: mail@carersbucks.org

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.

Buckinghamshire

Tel: **0808 278 7938** (9.30am to 4.30pm, Monday to Friday).

Web: www.citizensadvicebucks.org.uk

Milton Keynes

Tel: **0808 278 7991** (9.00am to 5.00pm, Monday to Friday).

Web: www.miltonkeynescab.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: **01494 324832**

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, a relative or your partner, visit **www.stfrancis.org.uk/our-care/make-an-enquiry**

Tel: **01442 869550**

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

Web: **www.stfrancis.org.uk**

Patient Advice and Liaison Service (PALS)

One-stop shop for patients and their families seeking advice and support on all aspects of healthcare.

Buckinghamshire Healthcare NHS Trust

Tel: **01296 831120** • Email: **bht.pals@nhs.net**

Web: **www.buckshealthcare.nhs.uk/our-services/patient-liaison-service**

Milton Keynes University Hospital NHS Foundation Trust

Tel: **01908 995954**

Email: **pals@mkuh.nhs.uk**

Web: **www.mkuh.nhs.uk/patients-and-visitors/tell-us-about-your-care/pals**

Prevention Matters

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

Tel: **01296 484322**

Email:

preventionmatters@connectionsupport.org.uk

Web: **www.connectionsupport.org.uk/services/prevention-matters**

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.

Buckingham

The Cote, The Woolpack, Well Street MK18 1EP
(Tuesday, 10.00am to 1.00pm; Thursday, 10.00am to 1.00pm; and Friday, 10.00am to 2.00pm).

Tel: **07817 464251**

Email: **buckmshed@btinternet.com**

Milton Keynes

Tel: **07963 888837**

Email: **alan.williamson@**

woughtoncommunitycouncil.gov.uk

Useful national contacts

Age UK

Tel: **0800 678 1602**

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

Al-Anon Family Groups

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

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

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

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

Alzheimer's Society

Dementia Connect support line: **0333 150 3456**

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

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

Association of Charitable Organisations

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: **0300 061 6161**

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

Care Rights UK

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

Tel: **0207 359 8148**

Email: **team@carerightsuk.org**

Web: **www.carerightsuk.org**

Carers Trust

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

Tel: **0300 772 9600**

Email: **info@carers.org**

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics.

Tel: **0800 144 8848**

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

Dementia Adventure

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

Tel: **01245 237548**

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

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

Elderly Accommodation Counsel

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

Web: **www.housingcare.org**

Friends of the Elderly

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

Tel: **0207 730 8263**

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

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

Homecare Association

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

Tel: **0208 661 8188**

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

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

Hourglass

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

Tel: **0808 808 8141**

Web: **www.wearehourglass.org**

Independent Age

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

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

National Activity Providers Association (NAPA)

Promotes the importance of activities for older persons.

Tel: **01494 590421**

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

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

National Association of Funeral Directors

Represents funeral homes and has a searchable database of funeral firms.

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

National Care Association

Strengthening the voice of social care providers.

Tel: **01634 716615**

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

Web: **http://rnha.co.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**

Playlist for Life

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

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

Tel: **0141 404 0683**

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

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

SANE

Advice on mental health issues.

Tel: **0300 304 7000**

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

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

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

Veterans' Gateway

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

Tel: **0808 802 1212**

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





Search for care in your area

www.carechoices.co.uk 

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
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