



Isle of Wight

Care Services Directory 2023

The essential guide to choosing and paying for care and support

Live well, *your* way

Your home is where you feel the most comfortable and the happiest.

Our office is proud to be part of the national Home Instead family. Among the awards received by Home Instead is the Queens Award for Enterprise in Innovation. Our mission is to provide high quality CAREgiving with a complete focus on a person centred and compassionate approach **to change the face of ageing**. To us it's personal and that is why our visits last a minimum of one hour as we believe quality care cannot be delivered in less. Our aim is that each and every one of our clients receives the best possible care, the same care we would expect for our own Mum, Dad or loved one.

Looking for a change of direction or a new career?

We are looking for outstanding Care Professionals to join our experienced care team. No experience is required as we have a fully inclusive induction process and supervision structure to ensure you have all the knowledge you need to provide excellent care. We are looking for people who have an enthusiasm to provide support and companionship led care to older people living on the island.

Contact us on 01983 240015 for more information.



Our care

- ✓ Home help
- ✓ Companionship
- ✓ Personal care
- ✓ Dementia and Alzheimer's care
- ✓ Medication administration
- ✓ Specialist falls response team with Raizer Chair
- ✓ Nurse Led Care
- ✓ Home from hospital service
- ✓ Visits from 1 hour to 24 hour live in support



Rated **OUTSTANDING** by CQC 2021

Contact us for more information

Telephone: **01983 240015**

Email: **info.iow@homeinstead.co.uk**
www.homeinstead.co.uk/isle-of-wight

Home Instead Isle of Wight Office
Unit 2, Prospect Business Centre, Prospect Road, Cowes, Isle of Wight PO31 7AD

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To obtain extra copies of this Directory, free of charge, call **Isle of Wight Council** on **01983 821000** (extension **6534**).

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.



Welcome

Welcome to the Isle of Wight Care Services Directory 2023, which provides information on a range of adult social care services available across the Island.

There is a variety of organisations on the Island that can provide you with information. This Directory will be a useful starting point. It has been produced with you in mind and will allow you to find information and help point you in the right direction if you require guidance.

The Directory can help you make an informed decision about your care and support by providing brief information about what support is available and where to go for that support. It also provides information that will help your family members or representatives in their caring roles.

The Directory lists organisations that are registered to provide care; however, the council appreciates

many of you will have many other ways of receiving support, such as support groups, leisure services, faith organisations and through activities taking place within your communities.

More detailed information about local services can be found at **www.islefindit.org.uk**

Isle Find It is a well-established directory of services and the most accurate, up-to-date business and community directory on the Isle of Wight. It is designed and operated by Citizens Advice Isle of Wight. The directory can help you to access the information you need, all in one place, including local events, local community groups, businesses that are recommended by trading standards, links to other relevant sites and information portals.

Isle Find It may be helpful for carers too, as it can signpost people under their care to appropriate contacts, support groups and services.

Staying independent, being safe

If you are beginning to find everyday tasks difficult or you have a disability, you may need some additional support to help you. It might be easy to identify the care and support you need, or you may need some help to do this. You should speak with people who know you well to see what support they think you need – your family and friends may notice areas where you need help that

you hadn't thought about.

Once you've thought about the areas you need help with, there are lots of ways to find that support. You can use this Directory, look on the internet at **www.carechoices.co.uk**, and speak to other people who have had help and support. You can also find help and support at **www.islefindit.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
- Additional information, photos and web links
- Brochure requests

 CareChoices

Information, advice and guidance

Citizens Advice Isle of Wight

Everyone is entitled to the information that affects their lives. That's why Citizens Advice has given independent, confidential and free advice to generations of Island residents. Citizens Advice wants you have the knowledge and the confidence you need to find your way forward – whoever you are, and whatever your problem. Citizens Advice aims to:

- provide the advice you need for the problems you face; and
- improve the policies and practices that affect people's lives.

Citizens Advice values diversity, promotes equality and challenges discrimination. It can provide advice on a range of subjects including housing, relationships, debt, tax credits, welfare benefits, employment, immigration and health and community care, as well as many other issues faced by the local community.

Citizens Advice Isle of Wight

County Hall, High Street, Newport PO30 1UD
Tel: **01983 823898** or **0800 144 8848** (national advice line).
Web: **www.islefindit.org.uk**

Living Well and Early Help Partnership

A service supporting people with low level needs. It offers support within the local community for people who wish to access information, advice, guidance, groups and activities. The service will also be able to help you if you want to find out about specific areas of support, such as advice and assessment for independent living equipment to enable people to remain living independently in their own homes.

The service aims to prevent you from going into crisis by signposting, referring or helping you

to access the right support for your specific requirements. The service has four hubs located across the Island, based in Ryde, Newport, Ventnor and West Wight, all of which can be accessed for practical support, advice and guidance. The service also has a mobile information hub which travels around the Island.

For more information, contact the **Living Well and Early Help Partnership**.
Tel: **01983 240732**

People Matter IW

The Island's user-led organisation. Its primary aim is to support you to shape, direct and manage the support and services you need to live the life you choose. People Matter IW provides information, advice and guidance on the many services available.

People Matter IW is building a strong, independent and collective voice for you and relevant organisations, to influence policy and practice and to be heard at higher strategic levels. People Matter IW is a free member organisation that welcomes you, via application, if you:

- define yourself as having support needs, including disabilities (temporary or permanent)

or mental health concerns; and

- have a Personal Budget or fund your own care.

People Matter IW also welcomes family carers and organisations that support you and others with additional needs. People Matter IW also provides a Personal Assistant Recruitment and Employment Service (PARES).

PARES

Helps you to employ a Personal Assistant (someone who is paid to support you with a range of tasks to help you live your life and achieve your goals), enabling you to have more choice and control over

who provides you with support but without having the responsibility of being an individual employer.

Find Your Care

A service that will find you the care that you need if you pay for your own care.

It can assist with finding a Personal Assistant, home care agency or residential care home.

For more information and to arrange an assessment, contact **People Matter IW** on **01983 685348**.

Care technology

Care technology can include equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. If a problem is detected, sensors, which are placed in the home, are triggered and an alert is received, either by trained operators at the council's local 24-hour response centre or directly by a relative or carer.

Care technology can allow you to remain independent with relatives and carers feeling reassured, safe in the knowledge that there will be care technology support should an incident occur. Some devices can also help monitor particular health conditions and may reduce the need for hospital admission.

Care technology can help restore confidence if

you feel vulnerable in your own home for a variety of reasons – that could be because of living alone, growing older or the need to summon help in an emergency. Care technology could also be used as a short-term measure during a period of convalescence. Care technology can also be used to enhance your wellbeing by using smart technology, such as automated switches, doorbells and virtual assistants.

Wightcare has a dedicated 24/7 response service, whereby highly trained Wightcare responders can be dispatched in case of an emergency. Wightcare is also certificated by the Telecare Services Association (TSA) which is the benchmark of safety and quality in the industry.

Telecheck

Wightcare has a Telecheck service. This service can offer welfare calls to check that you are safe and well, as well as social calls to provide a friendly chat and catch-up. Calls are made by Wightcare's professional team based in Newport and are tailored to individual needs. People already using the service have commented that they look forward to having someone to talk to about their everyday life.

This service is available for long-term use but could also provide short-term support for people whose families and/or other support networks are away temporarily. The service could also lend itself to support people who have had a change in circumstances or who are returning home from hospital.

The cost of this service is £5.00 per week for up to seven calls per week, which can be flexible to meet individual needs. For people needing more support, this can be increased to 14 calls per week, for a slightly higher fee of £7.50.

The Telecheck service enhances the offer provided by Wightcare to the Island's community.

For more information, call **Wightcare** on **01983 821105** (24 hours a day, seven days a week).

For a useful checklist of questions to ask when considering care technology, see page 7.



We suggest you consider the following questions before buying any care technology. If you are in any doubt 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 care technology you already have? ☐

Usability

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

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Community alarms

A community alarm provides peace of mind if you feel at risk in your own home. The alarm is installed and monitored by Wightcare and operates 24 hours a day, 365 days a year. This service can give you the freedom to live your life independently knowing that you can obtain assistance when you need it. The service is available if you feel at risk in your own home because of your age, disability, isolation, illness or vulnerability.

The alarm works via a special unit connected to your telephone line or over a mobile network. The alarm unit has a built-in button that you press to

obtain assistance. Alternatively, the alarm can be activated by a pendant that is worn around your neck, or on a wristband.

Wightcare has a dedicated 24/7 response service, whereby highly trained Wightcare responders can be dispatched in case of an emergency. Wightcare is also certificated by the TSA, which is a benchmark of safety and quality in the industry.

For more information, call **Wightcare** on **01983 821105** (24 hours a day, seven days a week).

Adapting your home

If you have mobility problems and simple equipment is not enough to help you get around, adaptations and adding more to your home may help. For useful tips and advice about aids and equipment that can help you to remain independent at home, see pages 9 to 10.

To see if you are eligible for funding for specialist equipment and adaptations, you will be offered a referral to Occupational Therapy who will carry out

an assessment of your needs to determine if you are eligible for adaptations to your home.

If you can access the community and your needs don't appear to be complex, assessments are carried out by a trusted assessor. If you are unable to move outside of your house, the occupational therapist, NRS Healthcare, may arrange to visit you at home. If you would like an assessment by an occupational therapist, call **01983 215774**.



Search for care in your area

www.carechoices.co.uk

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

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- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

CareChoices



A Personal Assistant Recruitment and Employment Service (PARES)

- Are you looking for support to help you in your home or in the community?
- We are a care provider helping you recruit the right personal assistant
- Employing them on your behalf
- Giving you choice & control in who provides your support & care needs

Established since 2014

Part of PEOPLE MATTER IW

Charity No. 1150937

Tel: **01983 685 348**
Email: **PARES@peoplematteriw.org**
Web: **www.peoplematteriw.org**

Inspected and rated Good
Care Quality Commission



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

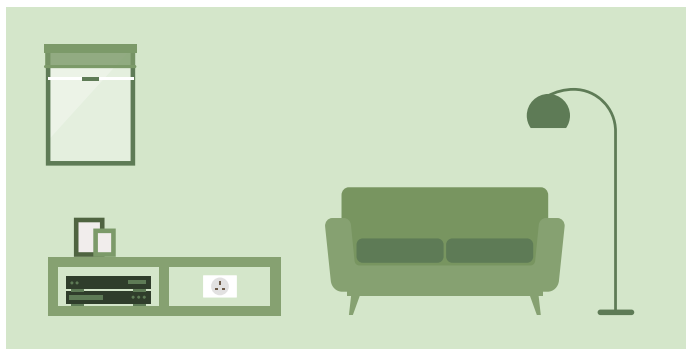
www.myfamilyourneeds.co.uk

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

hello@myfamilyourneeds.co.uk • @WeAreMFON

Making life easier at home

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



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise 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 so that you can turn 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**? Try making a note of when you've taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

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

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

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

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



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

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

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

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

**Community Occupational Therapy Service
– NRS Healthcare**

Tel: **01983 215774**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Dementia care

If you are worried that your memory, or the memory of someone you know, is beginning to affect everyday life, it is worth sharing your worries and seeking advice. Although there are many reasons for memory loss, it can sometimes be an early sign of dementia.

You should first speak with your GP about any concerns or arrange for further investigation. You may be referred to the hospital Memory Service where a formal diagnosis can be made.

Alongside the NHS and adult social care services, available via your GP and Isle of Wight Council, there are several voluntary sector organisations on the Island who support people with dementia, their families and carers.

Age UK Isle of Wight

Working on many local projects, Age UK Isle of Wight is focused on creating an environment where the Isle of Wight community is set up to help older people live safely, enjoy good health, and stay locally involved.

Tel: **01983 525282**

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

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

Alzheimer Café Isle of Wight

A meeting place providing informal education about dementia, guidance, support and signposting. It welcomes people with dementia, their families, carers, professionals and anyone with an interest in dementia, to meet up in a café style environment.

Tel: **01983 220200**

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

Web: **www.alzheimercafeiw.org.uk**

Alzheimer's Society

Providing informative, evidence-based information and resources to support people with dementia, their families and the community to understand more about dementia and how to live with the disease.

Tel: **0333 150 3456** (National Dementia Connect support line).

Text Relay: **18001 0300 222 1122**

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

Carers IW

For over 30 years, Carers IW has been working with carers who either live on the Isle of Wight or care for someone living on the Isle of Wight. Its dedicated staff work with carers to ensure they receive the right support and information at the right time, enabling them to continue to support their relatives, friends and neighbours.

Tel: **01983 533173**

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

Web: **www.carersiw.org.uk**

Independent Arts

An Isle of Wight charity founded in 1987, using the arts to improve wellbeing, quality of life and reduce social isolation.

Tel: **01983 822437**

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

Web: **www.independentarts.org.uk**

Sensory services if you live with sight loss, hearing loss or dual sensory loss

The Wight Sense team can give you, your family and friends, information, advice and support if you have hearing or sight difficulties or both. The team's aim is to help people living with sensory loss to live safe and independent lives.

This free service, delivered by Wight Sense, provides practical help and advice, equipment and support to aid independence and wellbeing for people living with sensory loss. Anyone with a hearing impairment, visual impairment, or anyone who is

deaf/blind or who has dual sensory loss may access the service.

For more information or support, contact **Wight Sense**.

Millbrooke House, 137 Carisbrooke Road,
Newport PO30 1DD

Tel: **01983 240222**

Email: **enquiry@wightsense.org.uk**

Web: **www.wightsense.org.uk**

If you need help

You may need a little extra help and care at certain times in your life. This can be because of falling or tripping, going into hospital or because of a general decrease in mobility and wellbeing.

When this happens, there are several short-term solutions that can help you to regain as much independence as possible. See the information beginning on page 4.

Assessments

If, after initial short-term help, it is felt that you require ongoing care and support, the council will work with you to identify your needs. The council will do this by carrying out a strengths-based assessment that will include discussions around:

- health – including mental health, physical disability, sensory impairments and mobility, such as how far you can walk and whether you can manage the stairs to get to bed, for example;
- personal care or activities of daily living, your home environment and where you live;
- social support and relationships – including if you have someone who cares for you;
- involvement in work, education and learning;
- wellbeing; and

- concerns regarding abuse or neglect.

If you have a family carer, they will also be offered an assessment of their needs.

The council often needs to obtain information and advice from health professionals. If you have other people involved in your care and support, for example your doctor, district nurse or occupational therapist, the council may talk to them to get a comprehensive picture of your needs.

Should you have any difficulty with understanding the assessment process and have no one to help you, you are entitled to an advocate to help you put across your views and opinions. The council is obligated to provide an advocate for you if you meet the required conditions for this advocacy support.

Eligibility

There are national eligibility criteria, set by the Department of Health and Social Care, that the council will use to decide if you are eligible for services. The council has a duty to provide services or support if you are assessed as having eligible needs.

Eligibility is based on identifying how your needs affect your ability to live your life and how these impact on your wellbeing. The council may contribute to the cost of your care and support if you have eligible care and support needs and are assessed as being eligible for financial support from the council.

You can find out more about eligibility at **www.iwight.com/adults**

If you are not eligible for support services, the Living Well and Early Help Partnership will be able to signpost you to other organisations that may be able to help. For more information contact **01983 240732** or **Isle Find It** on **01983 823898** or **Age UK Isle of Wight** on **01983 525282**.

For more information about paying for your care, see page 29.

Support planning

Once your assessment has been completed, you will be able to prepare your Care Plan. You should be at the centre of developing your Care Plan with

the help, if you want and need it, of people who know you well, like family and friends or your social care worker.

Your Care Plan will record what help you need, your desired outcomes and what difference it will make to your life.

It will be fully costed so that it is clear how much it should cost to meet your unmet needs. The council will give you a copy of your plan.

Direct Payments

This is how you receive the money, or Personal Budget, that has been assessed to meet your eligible Care Act needs. A Direct Payment provides you with choice and control over how your eligible needs are met, including purchasing and arranging things that are important in your life. It allows you to use the funds to achieve the outcomes identified in your agreed Care Plan.

Your agreed Direct Payment funding is paid

directly onto a pre-paid card provided by the council. This card will enable you to organise and pay for your care yourself as outlined in your Care Plan. Money will be transferred onto the pre-paid card, and this can be used just like a debit card. You will not be able to withdraw cash using your pre-paid card, but you can make payment by using the associated online banking facility or by making a telephone call to the council's Direct payments Support Service on **01983 823340**.

Management of the Direct Payment

If you do not wish to manage the Direct Payment yourself, a friend or a relative can assist you with this. If you would prefer that a friend or relative takes full management of the Direct Payment on your behalf, this is also an option.

If you are unable to manage the Direct Payment yourself and do not have a representative who can

manage it for you, there is an option for the council's Direct Payment Support Service Team to manage it on your behalf. This team provides an internal brokerage service and will pay any invoices for care that has been received that is outlined in your Care Plan.

For more information, contact the team on **01983 823340**.

Combination

This is where you choose to have a Direct Payment but want to use services provided directly by the council. You may also decide to have some of your services arranged directly by the council (see page 12). The council will keep the money needed to pay for any internal or managed services it provides, and

you will receive the remainder of your agreed funding as a Direct Payment. Please note, you cannot use a Direct Payment to pay for residential care.

For more information about paying for your care, please see page 29.

Being safe – safeguarding adults at risk

You should be able to live your life free from fear and harm – it is important that you are as safe as possible. This is sometimes more difficult if you are vulnerable, whether that's because of your age, a mental health condition, sensory loss or a physical or learning disability.

Are you, or is someone you know, being harmed, exploited or neglected (including self-neglect)? Then you need to speak out. If you have heard or seen something that worries you, or if you think someone is being abused, tell the council about it.

You can report your concerns by telephoning the **Safeguarding Team** on **01983 814980** or emailing **safeguardingconcerns@iow.gov.uk**

If you feel that someone is in immediate danger, contact the **Police** by telephoning **999**.



Emergency Duty Service

The council operates an out-of-hours Emergency Duty Service to deal with crises in your care or with any welfare emergency involving other adults, children and families.

In the case of a major incident affecting you or a visitor to the Island, the Emergency Duty Service will facilitate crisis support. To contact the service, call Wight Care on **01983 821105**.

Leaving hospital

As a patient, you, your family and carers may be offered a range of services to help make your discharge from hospital quicker and safer. If you think you will need help when you are discharged, ask the ward staff to make a referral for an assessment of your needs. Services may be provided as follows:

- reablement – care and support at home to help you regain or maintain your independence (see below);
- an occupational therapist (OT) who assesses your ability to undertake daily tasks at home and gives advice on how you can maintain and improve your independence – an OT may also provide aids and adaptations to support you to live independently in your own home; and

- residential services – usually on a temporary basis to help you regain your daily living skills and return home.

For carers, the Carers Lounge based at the entrance of the North Hospital at St Mary's Hospital is open to all unpaid carers and offers a safe space to discuss any concerns with Carers IW staff, get a cup of coffee, use the folding bed and get a Carers Card that offers free parking and discounted meals.

For information about paying for care, please see page 29. Also, see page 17 for information about receiving care at home and page 19 for a useful checklist of questions to ask if you are considering care at home after leaving hospital.

Reablement

As part of a joint health and social care programme, the Regaining Independence Service provides support in your own home to enable you to recover and regain your independence following a period of illness or deterioration.

If you require more focused support initially, there is the option of receiving the service in one of the council's resource centres at the Adelaide in Ryde or the Gouldings in Freshwater. All reablement services are short-term services, funded jointly by health and social care, and are free at the point of delivery, lasting for up to 42 consecutive days.

The service will cease at the point you have regained your independence or as soon as it is apparent that there is a long-term support need, where the service becomes chargeable.

The service is offered by the Community Reablement and Outreach Team, which can be contacted on **01983 823830**. For more information on bed-based services, contact **01983 568621** (Adelaide) or **01983 752135** (Gouldings). Reablement is also offered by the Mental Health Outreach Service through an Adult Social Care referral. For more information, call **01983 293092**.

Inspecting and regulating care services



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

Care Quality Commission (CQC) is the independent regulator of health and social care in England.

It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found.

The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

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

You can find reports and ratings on the CQC's website (www.cqc.org.uk).

Care providers must also display their latest rating at their premises and on their website.

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

www.cqc.org.uk/share

Tel: **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

Support for carers

People supporting a friend, neighbour, wife, husband, partner or relative whose caring role is having an impact on their day-to-day lives, may be eligible for support. Looking after you can mean helping you with practical tasks, such as shopping or cleaning, helping you to wash and dress and supporting you with everyday activities or emotional

support. People providing, or intending to provide you with regular unpaid support, without which you could not manage, are probably a carer and they are entitled to a carers' assessment.

You can find out more about carers at

www.iwight.com/adults or www.carersiw.org.uk

Carers IW

Offers support to adult carers caring for adults over 18 years, who would struggle to manage without a carer's help. This support can vary, from general information and advice to one-to-one emotional support.

Carers IW offers support to unpaid carers in the community at its Carers Centre, call **01983 533173**; a Carers Lounge at St Mary's Hospital at the entrance to the North Hospital, call **01983 552568**; and a Carers Lounge for carers supporting people experiencing poor mental health at Sevenacres Hospital, call **01983 552401**.

The Carers Centre and Carers Lounges are open Monday to Friday, 10.00am to 4.00pm, and offer an out-of-hours telephone advice line at **01983 533173** (Monday to Friday, 8.00am to 8.00pm; and Saturday to Sunday, 10.00am to 4.00pm. Please only use out of hours for emergencies). Carers IW may help carers to:

- talk to a key worker in confidence about how they feel;
- attend dementia training;
- attend mental health training;
- complete a carers' assessment;
- attend training on carer resilience;
- create a crisis contingency plan;
- learn coping strategies and meet other carers;
- help to apply for carers' allowance; and
- organise a carers' emergency alert card.

Carers may like to attend a:

- meditation/relaxation session;
- free gym session;
- male-only carers' social group;



- ➔ • weekly mental health carers' drop in;
- weekly craft session;
- support group for people with someone in a care or nursing home;
- weekly social group for carers, cared-for and former carers;
- self-care café;

- dementia forum support group; or
- residential carers' weekend.

For more information, contact **Carers IW**.

Carers IW Centre, Riverside Centre,
Newport PO30 2QR

Tel: **01983 533173** • Email: **info@carersiw.org.uk**

Web: **www.carersiw.org.uk**

Emergency Alert Card

It is important for carers to let others know they are a carer to ensure you will be properly supported in case of an emergency. The Emergency Alert Card (also available as a wristband) is a card that carers can carry with them in case they have an accident or an emergency when away from home. Carers register their details with Wightcare, setting out what should be done to ensure your wellbeing.

No details appear on the card, just a registration number and the Wightcare telephone number. The service is free of charge and can provide peace of mind.

For more information, visit **www.iwight.com/adults** or contact **Wightcare** on **01983 821105**.

Short breaks

Everyone needs to be able to take a break from time to time and carers are no exception. Carers shouldn't feel guilty about wanting some time to themselves – they may want a few hours to relax and catch their breath, or they may want a weekend (or even longer) to get away. This is all very normal – if carers don't take some time off, they may find that their ability to cope with caring starts to decline. The type and length of break your carer has will depend on your eligible needs (see page 12 for information on assessments). There are several short break options:

- a couple of hours of support can be arranged in your home so your carer can have a break from their caring role;
- overnight or short stays in a residential home can be arranged for you if your carer wishes to have a break for longer than a couple of hours; or
- if you need home-based respite, this can be arranged – a care worker moves into your home for a short period/time required.

For more information on services for carers, contact **Carers IW** on **01983 533173**. This service is available for both self-funding individuals and local authority-funded individuals.

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- Trips Out
- Specialist Care

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agincare.com/live-in-care

Inspected and rated
Good
CareQuality Commission

Other types of support

Support and care in your own home

If you need help to live independently in your own home, or you are finding it difficult to manage at home, family and friends may be able to help. Alternatively, you could consider using the services of a home care/support provider. Home care providers employ care assistants to provide help in your home.

Care assistants can provide help with personal care such as help with bathing, washing and dressing, and/or meals. Care assistants are trained in personal care, moving and handling, food hygiene and infection control. Care assistants must be checked with the Disclosure and Barring Service (DBS)

and have had their references checked by their employers. If you require nursing care at home, some home care providers can provide this. You may also require assistance with other day-to-day needs.

A list of home care providers operating on the Island starts on page 20. Also, see page 19 for a useful checklist of questions to ask if you are considering care at home. Alternatively, you can choose to employ a Personal Assistant. Personal Assistants can offer more flexibility, choice and control over your care. To find out more about employing a Personal Assistant, call People Matter IW on **01983 685348** or visit **www.iwight.com/adults**

Isle of Wight Personal Assistant Noticeboard

The Isle of Wight Personal Assistant/Carer Noticeboard is a free service that lists Personal Assistants looking for work and individuals looking for Personal Assistants to support them at home and in the community.

Employing your own Personal Assistant means you are in control of the care and support you receive, and you choose the Personal Assistant and the work they do. Having a Personal Assistant can support your physical and emotional wellbeing and help with daily living tasks such as:

- maintaining relationships with family and friends, including support with childcare;
- meeting new people and developing friendships;

- getting out and about and staying involved in your community;
- supporting you in the workplace;
- maintaining hobbies and interests;
- providing personal care and support, for example, to dress and bathe;
- carrying out household jobs like cooking, cleaning, meal preparation and shopping; and
- help with personal appointments, such as going to the doctor, and more.

For further information, visit **<https://isleofwight.panoticeboard.org.uk>** or call **01983 823340**.

Supported Living

Supported Living schemes are usually most suitable if you have a learning or physical disability or a mental health condition. Schemes offer a wide range of support to enable you to live in your own home, helping you to maintain home life and live as independently as possible. The schemes provide support through a care worker with things such as:

- household tasks;
- personal care;
- maintaining a tenancy;
- taking medication;
- money management;
- building links with friends, family and the community;
- social and leisure activities; and
- making healthy lifestyle choices.



Award-winning home care with more choice, and more control.

People across the Isle of Wight are protecting their way of life with Elder live-in care. Working with local authorities and families, we enable older people to be cared for in their own homes, in their own way, by a skilled and vetted carer of their choosing.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Our support specialists and clinical team listen, guide, and empower every family
- Can support recovery and better health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home, with no hidden costs or surcharges
- Care can often be arranged in 24 hours
- Every carer is DBS checked, assessed, and referenced
- Care is managed through a simple online account

At Elder we offer flexible support:

- Companionship
- On-going care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

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 14.

Acorn Care Service

Sandown

Tel: 01983 409820

OP D PD LDA SI YA

Adult Social Care, Community Re-ablement & Outreach

Isle of Wight

Tel: 01983 821000

OP D PD LDA SI YA

Agincare UK Ltd

Isle of Wight

Tel: 01983 478 134

Advert page 16

OP D PD LDA MH SI YA

Alpha Quality Care Newport

Newport

Tel: 07535 881880

OP D PD LDA MH YA AD

Apex Prime Care

– Isle of Wight

Ryde

Tel: 01983 450023

Advert page 21

OP D PD LDA MH SI YA

Bluebird Care (Isle of Wight)

Newport

Tel: 01983 526776

OP D PD SI YA

Call on Me Ltd

Shanklin

Tel: 01983 685517

OP D LDA MH YA

Care at Home

Newport

Tel: 01983 216400

OP PD YA

Carewatch (Isle of Wight)

Newport

Tel: 01983 530981

D PD LDA MH SI AD

Community Spirited

East Cowes

Tel: 01983 296592

OP PD LDA YA

Dolphin Care (IOW) Ltd

Ventnor

Tel: 01983 853478

OP D PD SI YA

Emerald Agency

Ryde

Tel: 01983 564969

LDA SI

Empathy Care (IOW)

Ryde

Tel: 01983 611531

OP D PD MH SI YA

Everycare (Isle of Wight)

Ryde

Tel: 01983 611390

Advert outside back cover

OP D PD LDA MH SI YA

First City Nursing

Newport

Tel: 01983 530458

OP D PD LDA MH SI YA AD

Green Meadows

Freshwater

Tel: 01983 538080

Advert page 23

OP D PD LDA MH SI YA

Haven Support

Cowes

Tel: 07358 084946

LDA YA

Helping Hands Live in Regional

Alcester

Tel: 01789 762121

Advert page 21

OP D PD LDA MH SI YA

Home Instead

Cowes

Tel: 01983 240015

Advert inside front cover

OP D PD MH SI YA

JHN Healthcare Ltd

Ryde

Tel: 07737 277609

OP D PD YA

Milford Del Support Agency

Shanklin

Tel: 01983 405321

OP D PD LDA MH SI YA AD

MyCareCrew Ltd

Ryde

Tel: 01983 873706

OP D PD

Newcross Healthcare Solutions Ltd (Isle of Wight)

Newport

Tel: 01983 220024

OP D PD LDA MH SI YA

Nobilis Care IOW Ltd

Sandown

Tel: 01983 401865

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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01983 450023

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Find Your Care

Right time, right support

ARE YOU LOOKING FOR A PERSONAL ASSISTANT, A HOME CARE AGENCY OR A CARE/RESIDENTIAL HOME?



People Matter IW are providing a new service to help people who are self-funding, to enable them to access Care and Support in a person-centred timely way. This will enable choice and control for self-funders, as well as give information and advice to ensure you get the support you choose.

For more information, charges and options for this service please contact:

Tel: 01983 685348

Email: findyourcare@peplematteriw.org

Web: www.peplematteriw.org

People Matter IW

1 and 2 Bernard Way, Newport
Isle of Wight, PO30 5YL

Search for care in your area

www.carechoices.co.uk



- Find care providers quickly and easily
- Search by location and care need

CareChoices

Dedicated live-in care

Supporting people to live **at home**

There are many benefits to opting for live-in home care rather than a care home. But by choosing Helping Hands, there is one real, unique difference: constant care and companionship from a carer who's completely dedicated to you or your loved one.

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- ✓ Regulated by the CQC and CIW
- ✓ You choose your carer
- ✓ Fully managed service

To discuss live-in care options with
our specialist care team

please call
03301 624 454

for more details visit: helpinghands.co.uk

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Specialised Needs

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SAYCARELIMITED@GMAIL.COM

Looking for Work?

Say Care is always looking for full and part time carers to work remotely in the West Wight Area, Contact us for information.



Pacific Care Services Ltd

– Isle of Wight

Sandown

Tel: 01983 405690

OP D PD MH SI YA AD

Personal Assistant Recruitment and Employment Service (PARES)

Newport

Tel: 01983 685348

Advert page 8

OP D PD LDA MH SI YA AD

Right at Home Isle of Wight

Bembridge

Tel: 01983 218318

OP D PD MH SI YA

Ryde House Outreach Service

Ryde

Tel: 01983 817094

PD LDA MH SI YA

Ryde Village

Ryde

Tel: 01983 615483

OP D PD LDA SI YA

Say Care Ltd

Freshwater

Tel: 01983 716686

Advert page 22

OP D PD LDA YA

Southern Housing DCA

Newport

Tel: 01983 521244

OP D LDA PD MH SI YA

TD Homecare Services

Freshwater

Tel: 01983 641815

OP D PD SI YA

Victoria Pook Care Provider

Freshwater

Tel: 01983 753784

OP D PD YA

Wight Home Care Ltd

Ryde

Tel: 01983 813000

OP D PD MH SI YA AD

Your Life (Newport)

Newport

Tel: 01983 524537

OP SI



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**WELLBEING CHARGES FOR THE 1ST YEAR FREE
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2 BED
SHARED
OWNERSHIP
APARTMENTS

Prices from
£51,250*
with a monthly rent of £352.43



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24 hours a day
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& Hairdressers
- ✓ Activities & Lunch Club

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Charging Room
- ✓ Scheme Shop

- ✓ Minibus Outings
- ✓ Lifts to all floors

For more information or to view please phone **01983 538080** or email **newhomes@hrdiw.co.uk**



Service charges apply. Rent figure decreases the more shares you purchase, no rent is paid if purchasing 75% ownership. Wellbeing charges return to full price at third year of occupation.

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

Sheltered housing

If help in your own home starts to present a challenge and you want more independence than residential care offers, sheltered housing might be a good option. There are different types of sheltered housing schemes. Some will have a scheme manager (a warden) who lives on or off site. All schemes should provide 24-hour

emergency help through an alarm system.

Each scheme usually has between 20 and 40 self-contained flats or bungalows, but there will often be communal areas, such as the lounge, laundry room and garden. Many schemes will run social events if you are a resident.

Extra Care housing

Extra Care housing allows you to retain privacy and remain as independent as possible. It is designed for people who need extra support to look after themselves, but not at a level provided in a residential care setting. The type of care and housing offered in Extra Care housing will differ according to the scheme – some schemes will have more facilities and services available than others.

Within Extra Care housing you will have your own home but with the added benefit of flexible, on-site care and support if you want it, available 24 hours a day, seven days a week.

Extra Care accommodation can be provided by a housing association or a private company. You can rent, part-own or own it, either by yourself or as a couple. Again, this will vary between schemes.

Typical features of Extra Care living

All schemes will be different, but you can expect an Extra Care scheme to include some or all of these features:

- residents of schemes are aged 55 and over and can live safely on their own with some support;
- some schemes will provide specialised supported housing for vulnerable adults over 45;
- security of tenure – it aims to be a home for life;
- accommodation in self-contained apartments, with your own bedroom, living room, bathroom and front door;
- qualified care and support staff on site 24 hours a day to respond quickly to a variety of personal

care and other support needs (planned and in an emergency);

- a safe and supportive environment;
- communal facilities and shared services, such as lounges, a dining area, laundry, hairdresser and gardens; and
- social activities to help build a community.

If you require more support with everyday tasks, Extra Care housing may be the option for you.

For more information, contact the **Initial Adult Social Care Contact team** on **01983 814980**.

A dark blue banner with a map of a city on the left. The map shows streets and a red location pin. The text 'Search for care in your area' is in large white font. Below it is a white search bar with the URL 'www.carechoices.co.uk' and a magnifying glass icon. To the right of the search bar is a green box with a list of features. The CareChoices logo is in the top right corner.

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

Residential care homes

Inspecting care services

All care services, including residential care homes, are required by law to register with the Care Quality Commission (CQC) which inspects them according to specific standards. Homes are categorised by the type of care they provide and

are listed in this Directory, starting on page 33. The latest inspection reports and ratings for care homes and care homes with nursing on the Isle of Wight can be viewed on the CQC website at www.cqc.org.uk

Is a care home the right option for me?

If you need greater assistance with personal care such as bathing, feeding, dressing and help with moving, and your needs cannot be met in your own home, a care home may be the answer. You will need to think about how you are going to pay for your care placement. Based on your financial assessment, you may have to pay for all or just some of the cost.

If the council is contributing towards the cost, you should consider that it will only pay a set amount for a care home placement. If the cost of your care home placement is more than this amount, you will

need to make up the difference. This is usually paid by a family member or other party and is referred to as a 'top up'. You cannot pay for this yourself except in specific circumstances.



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





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



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Isle of Wight
barchester.com
/IsleOfWight

Call to arrange a visit or to find out how we can help:

Orchard House Care Home

Dementia Care • Nursing Care • Respite Care

189 Fairlee Road, Newport, PO30 2EP

01983 623 324

Vecta House Care Home

Dementia Care • Respite Care

24 Atkinson Drive, Newport, PO30 2LJ

01983 623 325

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 14.

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. Please use this checklist in conjunction with the care homes checklist on page 27. 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 14.

Care homes with nursing

If your needs are too great to be met in a care home that offers personal care only, you may need a care home that also offers nursing care. A care professional or a registered nurse will visit you to look at what care you will need. This visit might be in your own home, a hospital if you've been ill, or a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best setting for you, the care professional will give you information to help you find a home that meets your care needs. The cost of the nursing care part

of your fees may be paid by the NHS directly to the care home. It is important that you get your nursing care needs identified before you go into the care home with nursing. You may be entitled to 'fully funded NHS Continuing Health Care', although the eligibility criteria for this are strict.

This will be looked at during the assessment process. You may want a carer, family member or friend to be part of this assessment. This Directory contains details of residential care homes and care homes with nursing on the Island starting on pages 33 and 36 respectively.

Paying for your care

Financial assessment

Whatever your circumstances, whether you receive care in your own home or in a care home, the council will assess your finances on an individual basis to determine how much you will need to pay towards the cost of your care and support. The amount you must pay will depend on your income, outgoings, savings and investments. Anyone who has over £23,250 in savings and investments will need to pay for the full cost of

any services they receive.

To help you understand the financial assessment process, the council has produced some factsheets that can be accessed on its website at **www.iow.gov.uk** (search 'adult social care services factsheet'). Alternatively, you can request a copy to be sent to you by emailing **fac.team@iow.gov.uk** or calling **01983 823479**.

NHS Nursing Care Contribution

If you are a temporary or permanent resident in a care home that provides nursing care, you may be able to get an NHS Funded Nursing Care contribution towards the cost of that care. An assessment of your nursing needs will be

required to assess your eligibility. This is not means-tested and is paid directly to the home. You will still require a financial assessment to determine your contribution towards the cost of that care.

Essential information

Healthwatch Isle of Wight

Healthwatch Isle of Wight is the independent consumer champion for health and social care services. Healthwatch is influential at a local and national level. It listens to what local people like you want and need from local services and uses this information to help you get the best out of your

local health and social care services – whether that means improving services today or helping to shape services for tomorrow.

Healthwatch Isle of Wight also provides information, advice and signposting for health

and social care services. It works closely with SWAN Advocacy, the local provider of NHS Complaints Advocacy. If you would like to access the information, advice and signposting service or would like to share your experience of a local health or care service, please contact Healthwatch Isle of Wight.

Healthwatch Isle of Wight

FREEPOST RTGR-BKRU-KUEL, The Riverside Centre, The Quay, Newport PO30 2QR

Tel: **01983 608608**

Email: **enquiries@healthwatchisleofwight.co.uk**

Web: **www.healthwatchisleofwight.co.uk**

Why your views are important

All organisations are happy to receive your feedback on the services provided, whether the feedback is a compliment or a complaint. Feel free to tell organisations what you think; your comments can be used constructively to improve the service. If you use a home care agency or move into a care home, you should feel able to complain about any aspect of your life that affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

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

If you are concerned about the care that you, a

friend or a relative is 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 the manager is made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. The owners have a duty to respond to any complaints made. If your complaint is about a breach of regulations, contact the Care Quality Commission at **www.cqc.org.uk/contact-us**

If the council has arranged and funded care and support for you, another option is to speak with your social care worker or the department's designated complaints manager. Call **01983 823340** or visit **www.iow.gov.uk** (search 'adult services complaints').

You can also complain to the **Local Government and Social Care Ombudsman**.

Visit **www.lgo.org.uk** for further details.

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 14), 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**

Share your feedback

Take our five minute survey

⊙ What have you found useful?

⊙ What could we do better?



CareChoices

www.carechoices.co.uk/reader-survey

Useful contacts

Useful council contacts

Isle of Wight Council

Customer Service Centre, County Hall, High Street,
Newport PO30 1UD

Tel: **01983 821000**

Email: **customer.services@iow.gov.uk**

Web: **www.iow.gov.uk**

Help Centres

These centres enable you and visitors to the Island to access a wide range of services from a single point of contact. Both centres are working on an

appointment only basis. Call **01983 823134** to book.

Newport

Floor 1, County Hall, High Street PO30 1UD
(Monday to Thursday, 8.30am to 5.00pm;
and Friday, 8.30am to 4.30pm).

Ryde

Ryde Library, 101 George Street PO33 2JE
(Monday, Tuesday and Friday, 9.00am to 5.00pm.
Closed, 12.15pm to 1.30pm).

Useful local contacts

Age UK Isle of Wight

Provides various services benefitting the community, enabling you to be involved with your community in a meaningful and positive way if you are older.

Tel: **01983 525282** • Email: **info@ageukiw.org.uk**

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

Alzheimer's Society Isle of Wight Information Provision – Drop In

A wide range of expert information for people with dementia, carers, family, friends and health professionals.

Isle of Wight Council, Ryde Library,
101 George Street, Ryde PO33 2JE

Tel: **023 9289 2035**

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

Carers IW

Provides information, support and advocacy to carers. The service works with carers who either live on the Isle of Wight or care for someone living on the Isle of Wight. Services are free and confidential.

Carers IW Centre, The Riverside, The Quay,
Newport PO30 2QR

Tel: **01983 533173** • Email: **info@carersiw.org.uk**

Web: **www.carersiw.org.uk**

Citizens Advice Isle of Wight

Isle Find It Advice Centre, County Hall, High Street,
Newport PO30 1UD

Tel: **0800 144 8848** (free advice line,
open Monday to Friday, 9.00am to 5.00pm).

Community Action Isle of Wight

Aims to promote and organise co-operation in the achievement of any charitable purpose for the benefit of the community.

The Riverside Centre, The Quay,
Newport PO30 2QR

Tel: **01983 524058** (helpline).

Email: **hello@actioniw.org.uk**

Web: **www.communityactionisleofwight.org.uk**

Independent Arts

Works predominantly with older people, addressing dementia, social isolation and disadvantage. Uses therapeutic arts activities to improve health, wellbeing and quality of life. Also runs free projects in the community, including singing and dancing for wellbeing and dementia and paid-for workshops in care homes.

48-49 High Street,
Newport PO30 1SE

Tel: **01983 822437**

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

Web: **www.independentarts.org.uk**

Isle Find It

Website managed by Citizens Advice, offering information and advice on a wide range of subjects.

Tel: **01983 823898** or **0800 144 8848**
(free advice line).

Web: **www.islefindit.org.uk**

→ Isle of Wight NHS Trust

Provides services across acute hospital services, ambulance services, community services, mental health services and prison healthcare.

Trust Headquarters, St Mary's Hospital,
Parkhurst Road, Newport PO30 5TG

Tel: **01983 822099**

Web: **www.iow.nhs.uk**

RNID

Offering hearing aid support services across the Island for NHS hearing aid users. RNID can help with hearing aid maintenance, issuing batteries and information, advice and signposting.

Tel: **07918 740936**

Email: **iow@rnid.org.uk**

Sight for Wight

Provides support and rehabilitation services through advice and equipment if you are blind or partially sighted.

Millbrooke House, 137 Carisbrooke Road,
Newport PO30 1DD

Tel: **01983 522205**

Web: **www.iwsb.org.uk**

Southern Advocacy Service

Provides volunteer and paid advocates to support you if you have a learning disability.

Will work with you based on your needs and provides Independent Mental Health Advocacy.

The Riverside Centre, The Quay,
Newport PO30 2QR

Tel: **01983 559299**

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

Web: **www.southernadvocacyservices.co.uk**

SWAN Advocacy

SWAN (South West Advocacy Network) delivers statutory independent advocacy on behalf of Isle of Wight Council. This includes Mental Health Act Advocacy, Mental Capacity Act Advocacy and Independent Care Act Advocacy.

Riverside Centre, The Quay,
Newport PO30 2QR

Email: **reception@swanadvocacy.org.uk**

Tel: **0333 344 7928**

Web: **www.swanadvocacy.org.uk/iow**

Wight Sense Service

Free service providing support for anyone with sight loss or hearing loss. Providing practical help and advice to help people live safe and independent lives.

Millbrooke House, 137 Carisbrooke Road,
Newport PO30 1DD

Tel: **01983 240222**

Email: **enquiry@wightsense.org.uk**

Web: **www.wightsense.org.uk**



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

- Find care providers quickly and easily
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- Additional information, photos and web links
- Brochure requests

Adelaide, The

Adelaide Place, Ryde PO33 3DQ
Tel: 01983 568621

OP D PD YA

Annefield Grange

85 George Street, Ryde PO33 2JE
Tel: 01983 617327

OP YA

Appley Cliff – Care Home Physical Disabilities

8 Popham Road, Shanklin PO37 6RG
Tel: 01983 862193

OP PD LDA YA

Argyll Street, 22

Ryde PO33 3BZ
Tel: 01983 565964

LDA

Autumn House Residential Home

21-27 Avenue Road, Sandown PO36 8BN
Tel: 01983 402125

OP D MH

Beaufort House

30 Broadway, Sandown PO36 9BY
Tel: 01983 716731

LDA YA

Blackwater Mill Residential Care Home

Blackwater, Newport PO30 3BJ
Tel: 01983 520539

OP D PD YA

Briars, The

35 Broadway, Sandown PO36 9BD
Tel: 01983 220 082 **Advert inside back cover** OP D PD

Brighstone Grange

Brighstone, Newport PO30 4DZ
Tel: 01983 740236

OP D PD SI YA

Broadhurst Residential Care Home

35 Broadway, Sandown PO36 9BD
Tel: 01983 403686

OP D PD MH SI

Byrnhill Grove Registered Care Home

Byrnhill Grove, Park Avenue, Ventnor PO38 1LR
Tel: 01983 852300

OP D

Cameron House

78 Pellhurst Road, Ryde PO33 3BS
Tel: 01983 564184

OP D PD

Capri

48 St Johns Road, Sandown PO36 8HE
Tel: 07966 497792

OP D PD MH

Cherry Blossom Care Home

252-257 Arctic Road, Cowes PO31 7PJ
Tel: 01983 293849

OP D PD MH YA

Cherry Tree Care Home

149 Park Road, Cowes PO31 7NQ
Tel: 01983 299731

OP D

Cornelia Manor RCH

60 Watergate Road, Newport PO30 1XP
Tel: 01983 522964

OP D PD YA

Downside House

3-4 St Boniface Terrace,
St Boniface Road, Ventnor PO38 1PJ
Tel: 01983 854525

OP D

Easthill Home for Deaf People

7 Pitt Street, Ryde PO33 3EB
Tel: 01983 564068

OP D PD MH SI YA

Eden House

Eden Road, Totland Bay PO39 0EJ
Tel: 01983 752393

OP D PD MH YA

Esplanade House

19-20 The Strand, Ryde PO33 1JE
Tel: 01983 616683

OP LDA YA

Fairhaven Care Home

3 High Park Road, Ryde PO33 1BP
Tel: 01983 568929

OP D PD MH SI YA

Gouldings, The

St Andrews Way, Freshwater PO40 9NH
Tel: 01983 752135

OP D PD YA

Hazelwood House

22 Newbarn Road, East Cowes PO32 6AY
Tel: 01983 280039

LDA

Highfield House

4 Highfield Road, Shanklin PO37 6PP
Tel: 01983 862195

OP D PD SI YA

Inver House

Foreland Road, Bembridge PO35 5UB
Tel: 0800 817 4990 **Advert page 34**

OP D YA

Kinloch Tay Residential Care Home

Granville Road, Totland Bay PO39 0AX
Tel: 01983 756096

OP D PD MH SI

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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Kite Hill, Wootton Bridge, Ryde PO33 4LE
Tel: 01983 882874

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Kynance Residential Home

97 York Avenue, East Cowes PO32 6BP
Tel: 01983 297885

OP D PD SI

Limes Residential Home, The

43 Foreland Road, Bembridge PO35 5XN
Tel: 01983 873655 **Advert page 34**

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Little Hayes

Church Hill, Totland Bay PO39 0EX
Tel: 01983 752378

OP D PD MH SI YA

Magnolia House

20-22 Broadway, Sandown PO36 9DQ
Tel: 01983 403844

OP D PD

Merrydale Residential Home

90 Spencer Road, Ryde PO33 3AL
Tel: 01983 563017

OP

Moorings Retirement Home, The

Egypt Hill, Cowes PO31 8BP
Tel: 01983 297129

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Newport Residential Care Ltd

3 Watergate Road, Newport PO30 1XN
Tel: 01983 520299

OP D MH YA

Newton Lodge

Appley Rise, Ryde PO33 1LF
Tel: 01983 611324

OP D PD LDA MH SI YA

Northbrooke House

Main Road, Havenstreet, Ryde PO33 4DR
Tel: 01983 882236

OP D PD SI YA

Old Charlton House Residential Home

69 Baring Road, Cowes PO31 8DW
Tel: 01983 294453

OP D

Penshurst

24 Spring Hill, Ventnor PO38 1PF
Tel: 01983 853184

LDA

Plean Dene

Luccombe Road, Shanklin PO37 6RQ
Tel: 01983 866015

LDA

Portland Lodge

21 Landguard Manor Road, Shanklin PO37 7HZ
Tel: 01983 862148

OP D PD MH

Powys House Residential Home

121 York Avenue, East Cowes PO32 6BB
Tel: 01983 291983

LDA MH

Quarry Oaks Care Home

50-51 Quarry Road, Ryde PO33 2TY
Tel: 01983 616862

MH AD

Ryde Cottage

Ryde House Drive, Binstead Road, Ryde PO33 3NF
Tel: 01983 614892

OP D PD LDA MH SI YA

Ryde House

Binstead Road, Ryde PO33 3NF
Tel: 01983 811629

OP D PD LDA MH SI YA

Saxonbury

Heathfield Road, Freshwater PO40 9SH
Tel: 01983 755228

LDA

Sea Gables Residential Home

6 Northcliff Gardens, Shanklin PO37 6ES
Tel: 01983 861473

LDA MH

St Vincents Retirement Home

Binstead Road, Ryde PO33 3NB
Tel: 01983 563248

OP

Summerhouse

Guyers Road, Freshwater PO40 9QA
Tel: 01983 755184

OP MH

Tile House

34 Victoria Avenue, Shanklin PO37 6LS
Tel: 01983 862762

OP D PD SI YA

Victoria House

22 Nelson Place, Ryde PO33 2ET
Tel: 01983 614515 **Advert below**

OP

Waxham House

1 High Park Road, Ryde PO33 1BP
Tel: 01983 564326

OP PD

Westminster House

Westminster Lane, Newport PO30 5DP
Tel: 01983 526310

LDA



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Read our reviews on carehome.co.uk

Westview House

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Tel: 01983 753813

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91 West Street, Ryde PO33 2NN
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Sandown Nursing Home

28 Grove Road, Sandown PO36 9BE
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OP

Hazel Lodge

Main Road, Havenstreet,
Ryde PO33 4DR
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Solent Grange Nursing Home

Staplers Road, Wootton PO33 4RW
Tel: 01983 882 382 **Advert below**

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Highfield House Nursing Home

33 Queen's Road, Ryde PO33 3BG
Tel: 01983 811015

OP D PD

Springfield Nursing Home

26 Arthurs Hill, Shanklin PO37 6EX
Tel: 01983 862934

OP D PD

Inglefield Nursing and Residential Home

Madeira Road,
Totland PO39 0BJ
Tel: 01983 755559

OP D PD MH SI YA

Vecta House

24 Atkinson Drive, Newport PO30 2LJ
Tel: 01983 623 325 **Advert page 26**

OP D MH YA

Ward House Nursing Home

21-23 Alpine Road, Ventnor PO38 1BT
Tel: 01983 854122

OP D PD SI

Orchard House Care Home

189 Fairlee Road, Newport PO30 2EP
Tel: 01983 623 324 **Advert page 26**

OP D PD YA

Woodside Hall Nursing Home

Woodside, Wootton Bridge PO33 4JR
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OP PD





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www.futurecaregroup.com

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

Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

Lead Editor: Henry Thornton.

Editors: Olivia Hubbard, Angharad Burnham.

Content Editor: Aislinn Thompson.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Gemma Kelly, Hannah O'Neill, Susan Speaight.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating.

Graphic Designers: Rebecca Mendil, Patrycja Radzka, Tyler Smith.

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WE'RE HERE TO HELP!

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Email: RM@everycareiow.co.uk

www.everycareiow.co.uk

SERVICES WE OFFER:

- Companionship care
- Live-in care & full 24 hour care
- All aspects of personal care
- Rehabilitation
- Hospital discharge aftercare service
- Full palliative care service
- Night sitting service
- Prompting medication
- Full domestic service and laundry