Live Well Oxfordshire
Support and Care Guide for Adults 2020/21

Your guide to support and care services in Oxfordshire
Care Beyond Compare in Oxfordshire

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Welcome from Oxfordshire County Council

Welcome to the latest edition of your Live Well guide to care and support services available to you in Oxfordshire.

People tell us that they want to remain living independently in their own homes, connected to their communities for as long as possible, and at some point, you may need some help to allow you to do this. Whether you are arranging your own care, or it is being supplied by the Council, there are many options available. This could include services and activities in your community, care and support in your own home as well as other options if your home is no longer the best place for you.

If you look after someone else who needs support and care, the guide can also provide you with information that might help you in your caring role.

We know that finding the right support can be a challenge and we hope this guide helps you to make the choices that are right for you.

If you have any feedback about this guide or information you would like to see included in the next edition, please contact socialandhealthcare@oxfordshire.gov.uk

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Health and wellbeing

One You

Modern life can sometimes make it hard to be healthy. But it’s never too late to improve your health – making small lifestyle changes such as eating well, drinking less alcohol, dealing with stress, can double your chances of being healthy at 70 and beyond. Our busy lives often mean that our own health is at the bottom of our list of priorities.

One You is here to remind you that your health matters.

A good way to start is to take the free One You health quiz, ‘How Are You’. This provides personalised recommendations based on your results and directs you to tools and offers to help you take action where it’s most needed. Visit www.nhs.uk/oneyou

Keeping healthy and fit

Staying active

Being regularly active helps to prevent diseases such as diabetes, heart disease and stroke.

It also:

- improves co-ordination, flexibility and muscle strength, which can help to reduce the risk of falls;
- helps to ease depression and anxiety and improves sleep patterns;
- helps to reduce high blood pressure; and
- helps you maintain an ideal weight and can help with weight loss.

Make activity part of your daily routine; once it’s a habit it’s easy to maintain and there are so many different ways to get active.

Health walks are short, organised walks, led by trained volunteers from the local community. Health walks can improve both physical and mental health by offering a safe, friendly and supported environment where everyone can walk at their own pace.

For more information on walking for health, visit www.walkingforhealth.org.uk/ For information on health walks in Oxfordshire, visit www.activeoxfordshire.org/health-walks

Generation Games is Oxfordshire’s activity network for the over 50s. This free service will create a personal programme of activities for you, provide support and help to ensure your safety. For more information about signing up and Generation Games activities offered in your local area, visit www.generationgames.org.uk

If you would like more information on fitness activities available across Oxfordshire, visit www.getoxfordshireactive.org

NHS Health Checks

The free NHS Health Check aims to help you lower your risk of developing common but often preventable diseases such as heart disease, stroke, diabetes, kidney disease and some forms of dementia.

The free check will be carried out by a healthcare assistant at your GP practice. You don’t have to wait to be invited but you do have to be eligible. If you are between 40 and 74, contact your GP practice to find out.

The check will take around 20 to 30 minutes:

- you will be asked some simple questions about your family history, whether you smoke and how much alcohol you drink;
- your height, weight, sex, ethnicity and age will be recorded;
- your blood pressure will be taken;
- a simple blood test will check your cholesterol level; and
your body mass index (BMI) will be calculated. BMI is a measure of whether you’re a healthy weight for your height.

You will receive free, personalised advice about what you can do to stay healthy. If the NHS Health Check does highlight any potential problems, you will be offered plenty of advice and support to help you address them.

For more information about the **NHS Health Check**, visit [www.healthcheck.nhs.uk](http://www.healthcheck.nhs.uk)

**Stopping smoking**

The Smoke Free Life Oxfordshire service gives free support to help people stop smoking.

To find out more, visit [www.smokefreelifeoxfordshire.co.uk](http://www.smokefreelifeoxfordshire.co.uk), call 01869 814216 or 0800 246 1072, email info@smokefreelifeoxfordshire.co.uk or text QUIT to 66777.

**Alcohol and drug addiction**

For advice and information on drug and alcohol services for adults aged 18 and over, visit the Turning Point Roads to Recovery website ([www.wellbeing.turning-point.co.uk/oxfordshire](http://www.wellbeing.turning-point.co.uk/oxfordshire)), contact Turning Point on 0300 013 4776 or email Oxfordshire@turning-point.co.uk

Alternatively, you can drop in to one of the hubs – no appointment needed. Please phone or see the website for hub addresses and exact opening times.

**Dementia support**

Dementia Oxfordshire is a specialist support service that works with people of all ages affected by dementia.

The service aims to be alongside people living with dementia and their families from the moment of diagnosis, ensuring that they have the information, advice and support they need to live as well and fully as possible in their community.

Find out more about the support available by calling the **local helpline** on [01865 410210](tel:01865%20410210), available 9.00am to 5.00pm, Monday to Friday. You can also visit [www.dementiaoxfordshire.org.uk](http://www.dementiaoxfordshire.org.uk) or email info@dementiaoxfordshire.org.uk

**Mental wellbeing**

Mental wellbeing describes your mental state – how you are feeling and how well you can cope with day-to-day life. One in four of us will experience mental ill health each year, and people from all walks of life can be affected. Poor mental wellbeing can lead to issues such as depression and anxiety.

Five simple actions can support positive mental wellbeing:

1. **Connect** – with people, friends, neighbours and communities around you.
2. **Give** – do something nice for others – a smile or helping with a task, volunteer with a local group.
3. **Take notice** – of your surroundings and experiences.
4. **Keep learning** – try something new, re-discover an old hobby, visit the library.
5. **Be active** – walking, dancing, cycling, gardening.

**Reading Well – Books on Prescription**

Books and reading can have a great effect on your health and wellbeing. The national Reading Well programme recommends books approved by health experts, as well as by people living with the conditions, their relatives and carers. Your health professional can recommend a title (which is why Reading Well is sometimes still called Books on Prescription), or you can visit your local library and simply take a book out on your own.

To find your local library, visit [www.oxfordshire.gov.uk/libraries](http://www.oxfordshire.gov.uk/libraries) or find out more at [www.oxfordshire.gov.uk/cms/content/reading-well](http://www.oxfordshire.gov.uk/cms/content/reading-well)
The Home Library Service

The Home Library Service is offered in partnership with Age UK to people who are unable to visit the library themselves because of frailty, infirmity or a disability and who have no other means of accessing reading materials.

Full-time carers and those who might need the service on a short-term basis following debilitating illness or hospitalisation can apply too. The Home Library Service is free of charge, and there is no charge for requests or late returns.

To register for this service or for further information, call the Home Library Service on 01865 810259 or email homelibraryservice@oxfordshire.gov.uk

The Home Assessment Reablement Team (HART)

The reablement service provided by HART allows you to leave hospital once your medical needs are stable; or to remain at home following a minor accident or illness, rather than being admitted into hospital or residential care.

The service is provided by Oxfordshire University Hospitals Foundation Trust on behalf of Oxfordshire County Council. It will provide you with a short-term period of support to help you regain your independence and confidence in the skills you need to live at home safely.

Contact Oxfordshire County Council’s Social and Health Care team on 0345 050 7666 to find out more.

NHS Continuing Healthcare

Some people with long-term, complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS Continuing Healthcare and is provided to people aged 18 or over to meet significant and complex physical or mental health needs that have arisen as a result of disability, accident or illness. It is free of charge for those who are assessed as eligible. NHS Continuing Healthcare support may be provided in a care home, a hospice or in a person’s own home.

Getting NHS Continuing Healthcare can be a difficult process and NHS England has commissioned Beacon to provide independent information and advice – visit www.beaconchc.co.uk or call 0345 548 0300.

NHS 111

This number gives you access to local NHS healthcare services 24 hours a day, 365 days a year. Calls from landlines and mobiles to 111 are free.

The service is part of a national programme to make it easier for the public to access urgent health services.
Community activities

The Live Well Oxfordshire website

This website brings together over 2,300 services and activities in one easy to search online directory: from residential care homes and care services to help you stay living at home, to transport services to get you out and about and new hobbies to enjoy. You’ll find useful information on a range of subjects, all aimed at giving you greater choice and control over the support and services you need.

Community Information Network

Stay involved, informed, in touch.
The Community Information Network can provide you with information on local support services and activities, money matters and social care.

Whether you want to meet people, get help at home, find out about benefits and support, discover a computer or exercise class, or volunteer in your local community, the Community Information Network is here to help you. The service is free and operates across the county through information drop-ins, over the phone or visiting you at home.

Your local Community Information Network team
Your local Community Information Network team can help you find activities and support near to where you live. You can meet the team at community information events and drop-ins, or you can give the team a call. The team can also visit you at home if you have difficulty getting out and about, want a family member to join you, or would rather talk privately.

Tel: 0345 450 1276
Email: network@ageukoxfordshire.org.uk
Web: www.ageuk.org.uk/oxfordshire/community-information-network

The Community Information Network is delivered by Age UK Oxfordshire in partnership with Volunteer Link-Up and supported by Oxfordshire County Council.

Good Neighbour Schemes

Good Neighbour Schemes are local voluntary groups that offer a service in their community for those in need of help and support – whether it’s transport, collecting repeat prescriptions, walking the dog, tidying up the garden, taking someone to hospital, doing a bit of shopping or changing a light bulb, Good Neighbour Schemes can help you to stay independent, safe and well.

For more information, contact Age UK Oxfordshire on 0345 450 1276 or visit www.ageuk.org.uk/oxfordshire/community-information-network
**Voluntary organisations**

**Headway Oxfordshire** provides support and guidance to anyone affected by brain injury, along with their families and carers. Headway offers a range of services to support and help speed up recovery; from physical and mental therapy, to vocational support and training.

For more information, call **01865 326263**, email **admin@headway-oxfordshire.org.uk** or visit **www.headwayoxfordshire.org.uk**

**Age UK Oxfordshire** works with older people and provides advice and information as well as a variety of services and support. There are opportunities for older people to take part in activities and to volunteer. Contact the team on **0345 450 1276**, email **admin@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire**

Age UK’s national helpline is open 8.00am to 7.00pm, seven days a week, including bank holidays. Call **0800 678 1602**.

**Alzheimer’s Society Oxfordshire**, alongside partnership agencies, runs dementia cafés, carers’ support groups and singing for the brain groups.

For more information, visit the national website **www.alzheimers.org.uk** or call the national helpline **0300 222 1122**.

**Autism Oxford** raises awareness of the realities of living with autism and supports the development of autism services. The organisation offers training sessions and speaker events featuring people on the autism spectrum, family members and expert professionals in the field. Autism Oxford provides the Autism Alert Card Scheme, which offers a free card to anyone on the autism spectrum in Oxfordshire. The card can be used to let people know if you are autistic.

For more information about Autism Oxford, email **info@autismoxford.org.uk**

**Unlimited Oxfordshire** is a voluntary organisation and registered disability charity that is run by its members and supports people with physical difficulties, including sensory impairments. Unlimited Oxfordshire is focused on ‘opening doors and widening horizons’ for people with disabilities, to enable everyone to have the same opportunities. The organisation campaigns with and on behalf of Oxfordshire residents, promoting their interests and working to resolve access issues and many other aspects of daily life.

Call **0800 044 8192** or email **info@unltdox.org.uk**

**Oxfordshire Association for the Blind** supports children and adults who are blind or partially sighted, advising on and providing services and equipment that enable visually impaired people to live independent lives.

Opening hours are Monday to Friday, 10.00am to 3.00pm.

Bradbury Lodge, Gordon Woodward Way, Oxford OX1 4XL

Helpline: **01865 725595**

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

Web: **www.oxeyes.org.uk**

**Oxfordshire Mind** runs a wide range of services for anyone over the age of 16 who is affected by mental health issues, including:

- peer support groups for people with a shared experience of mental ill health;
- free short courses on subjects like managing stress and becoming more assertive;
- expert benefits advice for people with mental health issues;
- signposting to other forms of help;
- supported housing schemes; and
- support for people caring for someone with a mental health issue.

The charity has also compiled a directory of mental health services in Oxfordshire. Call **01865 247788**, 9.30am to 4.30pm, Monday to Thursday; and Friday, 9.30am to 4.00pm or visit **www.oxfordshiremind.org.uk**

To find more information about care and support services visit **www.oxfordshire.gov.uk/livewell**
Rethink Mental Illness is a national charity that offers support, information and advice to people affected by mental illness such as depression and schizophrenia. There are services in Oxfordshire to support carers looking after people with mental illness.

For more information, phone 01865 904499, email oxfordshirecarers@rethink.org or visit www.rethink.org

Restore is an Oxfordshire-based mental health charity that supports people to take control of their recovery, develop skills and lead meaningful lives. The organisation provides recovery groups, training and employment coaching to make this possible.

Manzil Way, Cowley Road, Oxford OX4 1YH
Tel: 01865 455821
Email: information@restore.org.uk
Web: www.restore.org.uk

Day centres and daytime activities

There is a wide variety of daytime support activities and day centres available in Oxfordshire for adults of all ages and with differing needs.

Often organised by voluntary and community groups, they provide places where people can receive support and have fun socialising, learning new skills and retaining their independence. They also provide a valuable break for carers.

Oxfordshire County Council has eight Community Support Services centres which offer bespoke support activities for adults who have a learning disability, health needs relating to their age, a physical disability, dementia or mental health needs.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Address</th>
<th>Tel</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abingdon Community Support Service</td>
<td>Audlett Drive OX14 3GD</td>
<td>01865 897104</td>
<td><a href="mailto:abingdoncss@oxfordshire.gov.uk">abingdoncss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Banbury Community Support Service</td>
<td>Neithrop Avenue OX16 2NT</td>
<td>01865 897101</td>
<td><a href="mailto:banburycss@oxfordshire.gov.uk">banburycss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Bicester Community Support Service</td>
<td>Launton Road OX26 6PS</td>
<td>01865 897105</td>
<td><a href="mailto:bicestercss@oxfordshire.gov.uk">bicestercss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Didcot Community Support Service</td>
<td>Britwell Road OX11 7JN</td>
<td>01865 897100</td>
<td><a href="mailto:didcotcss@oxfordshire.gov.uk">didcotcss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Oxford Community Support Service</td>
<td>Awgar Stone Road, Horspath Driftway OX3 7JQ</td>
<td>01865 897102</td>
<td><a href="mailto:oxfordcss@oxfordshire.gov.uk">oxfordcss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Wallingford Community Support Service</td>
<td>51 High Street OX10 0DB</td>
<td>01865 897106</td>
<td><a href="mailto:wallingfordcss@oxfordshire.gov.uk">wallingfordcss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Wantage Community Support Service</td>
<td>Charlton Village Road OX12 7HG</td>
<td>01865 897103</td>
<td><a href="mailto:wantagecss@oxfordshire.gov.uk">wantagecss@oxfordshire.gov.uk</a></td>
</tr>
<tr>
<td>Witney Community Support Service</td>
<td>6 Moorland Road OX28 6LF</td>
<td>01865 897107</td>
<td><a href="mailto:witneycss@oxfordshire.gov.uk">witneycss@oxfordshire.gov.uk</a></td>
</tr>
</tbody>
</table>

There are also many smaller-scale community activities around Oxfordshire such as lunch clubs, tea dances, church cafés, book clubs, exercise classes, film clubs, computer classes and walking groups.

The Community Information Network (see page 8) can help you find out what’s available in your area. Call 0345 450 1276 or search the Live Well Oxfordshire website, www.oxfordshire.gov.uk/livewell which contains information on over 2,300 services and activities across Oxfordshire.
Adult learning

Whether you are looking to learn a new skill, take up a new hobby, or progress at work, Oxfordshire Adult Learning at Abingdon and Witney College offers a wide range of courses designed to fit in with your lifestyle so that you can study in a way which suits you. For more information, call 01235 555585, email enquiries@abingdon-witney.ac.uk or visit www.abingdon-witney.ac.uk/oal

The University of the Third Age is an organisation of retired ‘but not retiring’ people who come together to learn. They do not run formal courses and no qualifications are necessary to join.

Go to www.u3aoxford.org.uk to find out more about adult learning in Oxfordshire.

Travelling in Oxfordshire

Community Transport

Many groups across Oxfordshire provide transport services, from small volunteer car schemes to larger minibus schemes offering timetabled services. They are run largely by volunteers and do not make a profit but may make a charge to cover expenses.

Contact Community First Oxfordshire on 01865 883488, visit www.communityfirstoxon.org to find out more information about community transport groups and services in the county, or search the Live Well Oxfordshire website www.oxfordshire.gov.uk/livewell

Bus passes

There are several different types of bus pass available, subject to eligibility criteria. To find out more, visit www.oxfordshire.gov.uk and search for ‘bus passes’ or call Oxfordshire County Council’s Social and Health Care team on 0345 050 7666.

Blue Badge parking permits

The national Blue Badge Scheme helps people with severe walking difficulties who travel as drivers or passengers to park close to their destinations. For more information on the scheme and to apply, visit www.oxfordshire.gov.uk/disabledparking

Public toilets – including accessible toilets

District Councils have a list of all public toilets in your area and can tell you how accessible they are. They’ll also let you know about local shops and businesses which have accessible toilets. A list of contact details for local District Councils is on pages 36 and 37.

The Changing Places website has a map of toilets that are fully accessible and have the equipment that disabled people may need.

Visit www.changing-places.org

Keeping safe

Trusted traders

The ‘Buy With Confidence’ scheme provides a list of reputable local businesses. Oxfordshire County Council’s Trading Standards staff have checked local member businesses to ensure their trustworthiness and compliance with the law.

You can search the list of approved providers at www.buywithconfidence.gov.uk

Scams and doorstep crime

Scams are more common than most people realise. Every day, Oxfordshire County Council’s Trading Standards team hear from people who have lost money to a scam-artist or rogue trader.

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Some scams are one-offs that persuade you to part with a lump sum, while others go after your personal details so they can access your money or copy your identity. Cold calls, high-pressure sales tactics and automated voicemails asking for people’s details are just some of the tricks scammers are using.

If you have been a victim of a scam or know someone who has and would like advice, contact the Citizens Advice Consumer Helpline on 0808 223 1133, or call Action Fraud on 0300 123 2040 to report a scam.

Unfortunately, there are also a number of traders that want to cheat us out of our money. A rogue trader may persuade a homeowner to have work carried out on their property. This work is often unnecessary, may be charged at inflated prices, may be poorly done and often the trader will charge for work that hasn’t been completed.

If you think a rogue trader has called in your area, please report it immediately by calling the Citizens Advice Consumer Helpline on 0808 223 1133.

For more information, visit www.oxfordshire.gov.uk and search for ‘scams’.

Fire and rescue

To reduce the chance of having a fire in your home, you need to be aware of the risks, how to prevent them and what to do should a fire occur.

Oxfordshire County Council’s Fire and Rescue Service offers free ‘Safe and Well’ visits to vulnerable members of the community.

Your home will be assessed for fire risk, and if required, free smoke alarms will be fitted. The visit will also cover home escape plans and provide advice to lower fire risk.

Visit www.365alive.co.uk to find out more.

Keeping warm in winter

It’s important to stay safe and keep warm in winter. The Age UK website has some excellent tips on preparing for and coping with cold weather; visit www.ageuk.org.uk/information-advice/health-wellbeing

Better Housing Better Health (BHBH) is a one stop shop for a range of free services aimed at helping Oxfordshire residents reduce energy bills and keep warm and well at home. Contact BHBH on 0800 107 0044 or visit www.bhbh.org.uk

Safeguarding and protecting vulnerable adults

Sadly, some adults suffer abuse and neglect, sometimes at the hands of relatives or people in trusted positions. The abuse can be physical, sexual, psychological, emotional or financial, or it can arise from neglect.

Organisational abuse may occur within an institution or specific care setting such as a hospital or care home, or where care is provided in a person’s own home. It may range from a one-off incident to ongoing ill-treatment.

If you are worried about contacting the police, you can contact Oxfordshire County Council’s Social and Health Care team to talk things over on 0345 050 7666.

Further information is also available on the Oxfordshire Safeguarding Adults Board website at www.osab.co.uk

If someone is in immediate danger, call the police on 999.

Domestic abuse

Oxfordshire Domestic Abuse services offer emotional and practical support to victims of domestic abuse. Call the helpline on 0800 731 0055 between 9.30am
Support and care – where do I start?

This guide will give you a good starting point to help you think about options and provide you with information so that you can find solutions to help you to remain independent and well.

There is a wide range of local support services and activities across the county, and a broad network of voluntary, community and faith organisations in Oxfordshire.

Search the online Live Well Oxfordshire directory at www.oxfordshire.gov.uk/livewell, or contact the Community Information Network (see page 8).

Family, friends and neighbours can often be an invaluable source of help and support, as well as care homes and providers of care and support in your own home.

Oxfordshire County Council’s Adult Social Care pages at www.oxfordshire.gov.uk also have further information and advice to support you.

Assessment

Anyone who thinks they may have a need for social care support can ask the Council for an assessment of their needs. If you need help to manage day-to-day activities, such as getting washed and dressed or getting yourself something to eat, and as a result there is a significant impact on your health and wellbeing, then you may be eligible for support from Oxfordshire County Council.

Being ‘eligible’ means that, because of illness or disability, you need support and care to manage some of the basics of everyday life, such as eating, using the toilet, maintaining relationships or keeping yourself safe at home.

The Council uses national eligibility criteria for both adults with care and support needs and carers with support needs to work out if you are eligible.

You have the right to have an assessment regardless of your ability to pay for the support you may need.

The assessment may be over the telephone or face-to-face, and you may also be able to complete some assessments online.

Your assessment will involve talking with you, your carer, and other people who know you well about different aspects of your life, which may include...
your physical health, your emotional health, how you manage to look after yourself, and your current family and support networks.

The assessment is an opportunity to understand your situation, the needs you may have and your strengths and capabilities. It should take your personal wishes into account in deciding what sort of care, advice or information you need.

Planning your support

If you have eligible needs, the Council will draw up a support plan with you. This will look at what you want to achieve and outline the ways in which you want your needs to be met. If you have services you need to pay for, the Council will also do a financial assessment.

If your assessment shows you're not eligible for help from the Council, you will be told about other organisations that can help you.

If you have eligible needs, the Council will tell you how much meeting your needs is likely to cost – known as a Personal Budget. A Personal Budget helps you to have control over your life, identify your needs and the things you want to do and, if you wish, manage your own support. If you are eligible for financial support from the Council, you can choose to have your Personal Budget paid to you as a Direct Payment, which means you can plan exactly how to use it to meet the eligible needs agreed in your assessment.

Contact Oxfordshire County Council’s Social and Health Care team on 0345 050 7666 or visit www.oxfordshire.gov.uk to find out more.

Looking after someone

Caring can be very stressful, but you are not alone. At any one time in Oxfordshire, over 60,000 people are providing unpaid care for a family member, friend or neighbour. It is very important that you take time to look after yourself while you are caring for someone else.

You may not see yourself as a ‘carer’ – you see yourself as a son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without you then you are a carer and there is help available to support you to carry on with this vital work.

If you provide unpaid support to someone who could not manage without your help, the law says you have the right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a ‘Carers’ Assessment’, gives you the chance to say what you need as a carer, and to find out what support might be available to help you to continue in your caring role while still being able to pursue your own interests or lifestyle. Your physical and emotional wellbeing and quality of life are at the heart of the assessment.

Your Carers’ Assessment will result in a support plan that will give you information about services available, and other ideas for supporting you in your caring role.
Respite care and short breaks

Respite is alternative care or support for a ‘cared-for’ person so the carer can have a break from caring.

It can range from a break of a few hours during the day so that the carer can go out, to a longer break of a week or more. A respite service may be provided in the home, for example a care worker comes in to look after the cared-for person, or in another place such as a care home or respite centre.

Respite is considered to be a service for the person being cared for. If they have a Personal Budget for their own needs (see page 14), 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.

Carers Oxfordshire

Carers Oxfordshire is a free service providing information, advice and support to unpaid carers of adults in Oxfordshire to help them balance work and caring responsibilities.

The service has four elements:

• a telephone and web-based information service, providing information about benefits and entitlements, support services, carers’ breaks, employment and more;
• an outreach support service – providing advice and support over the phone and face-to-face;
• a network of peer support groups; and
• training and wellbeing opportunities.

Call 0345 050 7666 or visit www.carersoxfordshire.org.uk

Young carers

A young carer is someone under the age of 18 who may be physically or emotionally caring for someone in their family because of an illness or disability, including mental health issues like depression and addiction.

Being a young carer can have a positive impact on some children, for example, they may acquire new skills, or be safely independent. However, being a young carer may also have a negative impact on a child and for some children, providing care to another person can cause them to have support needs, or put their health, development, or education at risk.

If you have concerns about a young carer, contact the Multi-Agency Safeguarding Hub (MASH) on 0345 050 7666.

Carers’ benefits

Carer’s Allowance
If you care for someone for at least 35 hours a week and you are over 16, you may be entitled to Carer’s Allowance. However, you cannot claim it if you are in full-time education or employment and it can affect other benefits or pension you receive.

Carer Premium
If you are over 65 and you claim Carer’s Allowance, you may be able to get extra money added to your existing benefits or credits. This is called Carer Premium.

Carer’s Credit
Carer’s Credit is a National Insurance credit which will let carers build up qualifying years for the basic State Pension and additional State Pension.

This means that there will be no gaps in your National Insurance record if you have to take on caring responsibilities.

See www.gov.uk for more information about benefits.
Resource for those supporting children with additional needs

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

Living at home

For many people, it is important to stay in their own familiar surroundings near to friends and family and to retain their independence. But, some of us may need a little extra help. Adaptations to your home, trying different ways of doing things or equipment may make your life easier and safer.

Oxfordshire County Council’s Social and Health Care team takes referrals for occupational therapy. An Occupational Therapist can work with you to identify changes that could help in your day-to-day life, from simple solutions such as walking aids; using reminders for events and medication; to major adaptations such as walk-in showers.

For further information, call Oxfordshire County Council’s Social and Health Care team on 0345 050 7666 or visit www.oxfordshire.gov.uk/equipmentaidsadaptations

Equipment, aids and gadgets

Assistive Technology

Assistive Technology is any device or system that can be used to increase your independence and safety and help you with day-to-day tasks. It can also give you, your family, carers or professionals the peace of mind that help is available when you need it and can help determine how you are managing at home if you have memory problems.

Assistive Technology can help you to:

• remember to have something to eat or drink, take medication or go to an appointment;
• keep safe at home, through smoke, flood, or fall detectors;
• request immediate help;
• keep safe when you’re out and about; and
• reassure family, friends and carers that you are safe.

Assistive Technology includes a wide range of devices from very simple ‘low tech’ gadgets, such as medication aids (boxes with compartments for days of the week and times of day), to more ‘high tech’ items such as GPS tracking devices to locate somebody who may have gone missing and Telecare devices that can automatically and remotely monitor emergencies and call for help.

Telecare

Sensors in your home are linked through your phone line and a base unit connected to a 24-hour staffed monitoring centre. If the sensor detects a potential danger, such as smoke, flood or falls, it will automatically call the monitoring centre. Staff at the monitoring centre will then phone the person and if necessary, can request further help from their family, friend, neighbour or the emergency services.

Simple gadgets

A range of gadgets exist to remind or enable you to do something or alert a family member or carer living with you that you need help. These gadgets are sometimes referred to as standalone Assistive
Technology. Here are some ways that Assistive Technology may support a person:

Reduce risk of falling:
- sensors/lights may help, particularly at night, for example, when getting up from bed to go to the toilet.

Support to remember important things:
- remembering to take medication on time and remembering doctor’s appointments;
- knowing the date and time and distinguishing between day and night;
- remembering to eat and drink regularly or at specific times; and
- remembering to take your mobility aid, keys, purse, etc. when going out.

Reduce the risk of getting lost:
- sensors can be placed inside the home to alert a carer or family member, e.g. if a person gets out of bed at night; and
- locating systems using GPS/mobile phone technology can be used to find somebody outdoors.

Getting help in an emergency:
- waterproof pendant alarms and care phones may help somebody call for help in an emergency.

Gaining information about a person:
- movement sensors can help assess how well a person is managing at home.

Will I have to pay for my Assistive Technology?
If you arrange this through Oxfordshire County Council, a financial assessment will be undertaken to work out what contribution you need to make towards the cost of Assistive Technology. Standalone Assistive Technology is provided based on your need for the equipment and does not require a financial assessment.

How can I find out more and get an assessment of my needs?
Oxfordshire County Council can tell you about the full range of options available, simply visit www.oxfordshire.gov.uk/assistivetechnology

If you are unable to access the internet, call the Social and Health Care team on 0345 050 7666 and let them know that you’re interested in Assistive Technology.

Once you have identified equipment that might help with your support needs, use the checklist on page 18 to make sure it’s right for you.
Assistive technology checklist

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

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

Suitability

Does the equipment support your specific needs? [ ]

Are you willing to use it? [ ]

Will it fit into your everyday life and routine? [ ]

Have you tried a demo of the equipment? [ ]

Do you understand what the equipment is for? [ ]

Do you need to take it with you when you leave the house? Is it transportable? [ ]

Does the equipment have any limitations that would make it unsuitable for you? [ ]

Will it work alongside any assistive technology you already have? [ ]

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser? [ ]

Does the equipment need a plug socket, and will its wire cause a trip hazard? [ ]

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? [ ]

Are you able to use it? Are there any aspects you don’t understand? [ ]

Is it portable? [ ]

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? [ ]

Notes

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Improving your home

Each District Council in Oxfordshire provides the following assistance to help residents remain safe, secure, independent and warm in their own homes. There is also information available online at www.oxfordshire.gov.uk – search for ‘improving your home’.

Disabled Facilities Grants
If you have a permanent and substantial disability you may be eligible for a Disabled Facilities Grant. This grant is administered by your local District or City Council and is subject to a financial assessment by them. This means you may have to pay something towards the cost of the work. If you rent your property from the Council or a housing association, they may directly fund work to adapt your home. If not, you can still apply for a Disabled Facilities Grant.

Essential Repairs Grants
This is a means-tested grant for home owners. An Essential Repairs Grant of up to £5,000 can be made available to eligible people to help with essential repairs to the home.

Flexible Home Improvement Loans
This loan scheme for owners and occupiers aged 60 and over is designed to help improve the comfort, safety and security of your home.

Small Repairs Service
The Small Repairs Service is available to owners, occupiers and tenants who are aged 60 and over, disabled and suffering from a long-term health condition. This service covers small plumbing, electrical and basic household repairs. There will be a labour charge as well as the cost of any materials used.

Insulating and heating your home efficiently
If you are struggling with your fuel bills or need information on how to keep warm in winter, call the Better Housing, Better Health helpline on 0800 107 0044 for free, impartial advice on:

• reducing your energy bills;
• heating your home affordably and efficiently; and
• grants and financial assistance.

Contact your District Council to find out more about all of the schemes above.

Cherwell District Council
Tel: 01295 227001

Oxford City Home Improvement Agency
Tel: 01865 252788

South Oxfordshire
Tel: 01235 422422

Vale of White Horse
Tel: 01235 422422

West Oxfordshire
Tel: 01993 861000

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Making life easier at home

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

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

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

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

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

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

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

Can you **reach everything in your cupboards**? If not, try a handi-reaching 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.
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 23.

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

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

If 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.

**Oxfordshire County Council – Social and Health Care team • Tel: 0345 050 7666**
Emergency Duty team: 0800 833 408
Web: [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)

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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/](http://www.carechoices.co.uk/staying-independent-at-home/) There is also information on making larger adaptations to your home.
Driving and Companion Service

We're family when family can’t be there

We offer a safe, friendly and reliable driving and companion service for the elderly, children and anyone who is unable to drive but wishes to remain independent. We can help with your:

- Shopping trips and day trips
- Family and friends’ functions
- Hospital and health appointments
- Airport runs and holiday destinations
- Local and long-distance trips
- Companionship / respite at home
- Transport of children to school and activities

DBS Checked • Full Licenced
First-Aid Trained
Dementia Friends
didcot@drivingmissdaisy.co.uk
www.drivingmissdaisy.co.uk

Book our Didcot service!
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07308475489

There are care homes. And then there is your home...

...with the best spot for breakfast, your favourite cup for tea and the comfort of your well loved chair.

Let Abicare help you stay at home, with a fully trained live-in carer to help you prepare your breakfast, carry your cup of tea or help you into your comfortable chair.

Call us today to create your bespoke live-in care package.

24-hour help with daily tasks and specialist care.

01722 441357 | live-in@abicare.co.uk
www.abicare.co.uk
Falls prevention

The Oxfordshire Falls Prevention Service helps people to avoid falls and regain confidence following a fall. Specialist nurses offer a detailed assessment and make recommendations about medication, physiotherapy and home adaptations.

For more information, contact the Falls Information Line on 01865 903400 or visit www.oxfordhealth.nhs.uk and search for ‘falls prevention service’.

Delivered meals

Wiltshire Farm Foods can deliver frozen meals to your home. Call the 24-hour customer helpline on 0800 077 3100 or visit www.wiltshirefarmfoods.com to find out more.

Support and care at home

Having care and support in your own home is an excellent way to get the help you need to stay safe in familiar surroundings whilst retaining your independence. You may choose to use a care agency or employ your own personal assistant.

Personal assistants carry out a range of tasks, for example, helping you to get dressed, cook, or supporting you to go out.

If you hire a personal assistant, you become an employer and there are responsibilities that come with this.

All home care providers are regulated and inspected by the Care Quality Commission (CQC) which publishes inspection reports and quality ratings on its website www.cqc.org.uk/ When considering a service, it’s a good idea to check the CQC report.

Before you make any decisions regarding care, be sure to contact several providers and ask for a ‘Service User’s Guide’ and their charges and a draft contract between you and the provider.

Paying for support and care at home

Depending on your personal financial circumstances, you may have to pay for some or all of the cost of support and care you need at home. Most people are likely to have to contribute something towards the cost of their care.

The Council will carry out a financial assessment to work out whether you have to contribute. This will look at your capital, savings and income.

Capital assets could include additional property, shares and other relevant assets. The assessment will be based on the current upper threshold limit of £23,250. This figure does not include the value of the home in which you live if you are receiving care at home but may include any other properties you own.

If you have savings or other capital assets over £23,250 then you would be expected to pay for the full cost of your care and support.

If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

For more detailed information, please visit www.oxfordshire.gov.uk/payingcare or contact Oxfordshire County Council’s Social and Health Care team on 0345 050 7666.

More information on paying for care can be found on page 42.

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
The standards you can expect
If you receive support at home from a care agency, these standards will set out what you can expect. Oxfordshire County Council uses these standards to monitor the quality of services.

Home care staff will:
• introduce themselves when they arrive;
• know you and your support plan;
• be trained to deliver the support you need; and
• always deliver support to a good standard.

When your home care worker visits you, they will:
• focus their attention on you;
• be pleasant and treat you with dignity and respect;
• do their best to arrive on time and let you know by phone if they will be late;
• tell you when they are leaving;
• check to see how they can best support you at the start of each visit;
• not rush you – they will help you at a pace that suits you;
• carry out all agreed tasks;
• make sure that you are comfortable at all times;
• communicate and discuss topics that interest you;
• check you are happy with the support you are given and encourage you to feed back where they can improve;
• show you your care record if you ask for it; and
• be aware that their visit may affect other household members.

These standards have been jointly written by people who receive care in their home and home care support agencies.

If you have any compliments, comments and/or complaints about the support you receive, please contact your care agency; usually, talking to someone in the service can put it right.

If not, please call Oxfordshire County Council on 01865 323589, email commentsandcomplaints@oxfordshire.gov.uk or write to Comments and Complaints Service, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

Why leave the home you love to receive the care you need?

Choosing live-in care from Oxford Aunts means staying in your own home, on your own terms, even if you only need a little extra help. Our service is fully managed, nurse-led and worry-free. To find out more, please get in touch today.

01865 791017
oxfordaunts.co.uk
Supporting you with first class care

Responsive and independent care agency providing individual tailor-made packages to meet all of your care needs in the home.

- Nursing Care
- Personal Care
- Dementia Care
- Sensory Impairment Care
- Palliative Care
- Mental Health
- Physical Disabilities

For more information please contact us: Tel 01865 744 174 Web www.1st-homecare.com

Do you need a helping hand?

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

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

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

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
Home care agency checklist

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<th>Agency 1</th>
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We suggest that you have paper with you when speaking with home care agencies so you can make notes.
You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

*See page 23.

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Bluebird Care
Care and Live-in support in your own home

Bluebird Care is your alternative to residential care. We can help you remain in your own home while enjoying a fulfilling life with dignity and enjoyment. We can help you with personal care, shopping, cleaning, social visits and round the clock live in care. Our care assistants are supported and trained to exceptional standards. We are experts at providing compassionate care.

Oxford: 01865 704035
Wallingford: 01491 225029
Witney: 01993 644019
Email: oxford@bluebirdcare.co.uk
www.bluebirdcare.co.uk/oxford

Agincare
Live-in Care

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

Contact us today
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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
## Support and care at home providers

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<th>User Bands</th>
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<td>Bridges Home Care Ltd</td>
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<td>Care Bureau Ltd, The – Domiciliary Care – Banbury</td>
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<td>Care Compassion and Conversation Ltd</td>
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### Service User Bands

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

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**To find more information about care and support services visit** [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Support and care at home providers continued

Cherry Care Services
Oxfordshire Ltd OACP
Witney
Tel: 01993 402200

Clark Care Services
Reading
Tel: 07725 972580

Countywide Caring Ltd
– Domiciliary Care Office OACP
Wallingford
Tel: 01865 858895

Crossroads Care
(Oxford) OACP
Oxford
Tel: 01865 260280

Crystal Business Solutions Ltd T/A Everycare Oxford
Oxford
Tel: 01865 778330

Dashwood
Banbury
Tel: 07736 100147

Day and Nightcare Assistance
Banbury
Tel: 01295 252277

Day and Nightcare Assistance (HO) OACP
Witney
Tel: 01993 708905

Day and Nightcare Live-in Care Ltd
Oxford
Tel: 01865 715780

Advert below

Golden Services

We provide a service which allows our support service users to remain living safely and securely in their own homes and to enhance their lifestyle and allow them their independence and comfort. We provide this service to a wide range of support service users who have a variety of care needs, and we pride ourselves on our professionalism and dedication. Our approach is based around the idea of working with our support service users.

Your care needs are first identified by brokers or social workers all working with relatives particularly in the case of older support service users, and we always consult everybody concerned when putting together a care plan for their loved one. We also report back regularly to ensure that everyone who needs to know, including social services and medical professionals, is kept in the loop.

We are recruiting HOME CARERS in Wantage, Grove, Didcot, Abingdon & Southmoor. See our website for more details

11A Mill Street, Wantage, Oxfordshire, OX12 9AB
Call: 01235 764422 • www.goldenservices.co.uk
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>City</th>
<th>Contact Details</th>
<th>Specialised Needs</th>
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<tr>
<td>Diversity Care Providers Ltd</td>
<td>Oxford</td>
<td>Tel: 0800 001 6683</td>
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<tr>
<td>Elite Care Agency OACP</td>
<td>Bicester</td>
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<td>Enable Health Ltd OACP</td>
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<td>Fernleigh (OSJCT) OACP</td>
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<td>Golden Services Care Ltd</td>
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<tr>
<td>Goldsmith Personnel Ltd (Oxfordshire) OACP</td>
<td>Chipping Norton</td>
<td>Tel: 01608 642064</td>
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<td>Greigcare Ltd</td>
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<td>HF Trust – North Oxfordshire DCA OACP</td>
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<tr>
<td>HF Trust – Oxon Vale DCA OACP</td>
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<td>HF Trust – South Oxfordshire &amp; Berks DCA OACP</td>
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<tr>
<td>Home Instead Senior Care North Oxfordshire</td>
<td>Banbury</td>
<td>Tel: 01295 237237</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Homecomfords</td>
<td>Chinnor</td>
<td>Tel: 01844 354994</td>
<td>OP D PD LDA YA</td>
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<tr>
<td>Housing 21 – Stanbridge House</td>
<td>Banbury</td>
<td>Tel: 0370 192 4000</td>
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<tr>
<td>ICE Centre, The</td>
<td>Witney</td>
<td>Tel: 01993 846240</td>
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<tr>
<td>Inspiratus Senior Care Ltd OACP</td>
<td>Swindon</td>
<td>Tel: 01793 232585</td>
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<tr>
<td>Isis Court (OSJCT) OACP</td>
<td>Donnington</td>
<td>Tel: 01865 748301</td>
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<td>Jes Care Services Ltd OACP</td>
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<tr>
<td>Kare Plus Oxford</td>
<td>Cowley</td>
<td>Tel: 01865 922449</td>
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Laurel Leaf Support

A Care & Support Provider

01993 358 060
www.laurelleaf.co.uk
Email: admin@laurelleaf.co.uk
Laurel Leaf Support, 4 Spinners Court, 53 West End, Witney, Oxfordshire, OX281NH

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www.oasisprivatecare.co.uk

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LifeCarers Ltd is regulated by the Care Quality Commission
### Support and care at home providers continued

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<tr>
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<td><strong>Laurel Leaf Support Ltd OACP</strong></td>
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<td>01993 358060</td>
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<td><strong>Lifecarers (Cherwell) OACP</strong></td>
<td>Bloxham</td>
<td>01295 675070</td>
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<td><strong>MacIntyre Central England Support OACP</strong></td>
<td>Oxford</td>
<td>07917 080992</td>
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<tr>
<td><strong>Mayott House (OSJCT) OACP</strong></td>
<td>Abingdon</td>
<td>01235 538387</td>
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<tr>
<td><strong>MiHomecare – Carterton</strong></td>
<td>Carterton</td>
<td>0333 121 5801</td>
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<tr>
<td><strong>Moorside Place (OSJCT) OACP</strong></td>
<td>Kidlington</td>
<td>07971 972877</td>
<td>Advert page 58 OP D PD LDA SI YA</td>
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<td><strong>Mumby’s Homecare Support Ltd OACP</strong></td>
<td>Frilford</td>
<td>01865 391187</td>
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<td><strong>My Carer OACP</strong></td>
<td>Faringdon</td>
<td>01367 244014</td>
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<td><strong>North Cherwell Supported Living</strong></td>
<td>Banbury</td>
<td>0300 303 1808</td>
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<td><strong>Oasis Private Care Ltd</strong></td>
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<td><strong>Oxford Aunts OACP</strong></td>
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<td><strong>Oxford Private Care OACP</strong></td>
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<td>01865 594240</td>
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<td><strong>Oxfordshire Children – Young People &amp; Families</strong></td>
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<td><strong>Oxfordshire DCA</strong></td>
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<td><strong>Paddocks, The (OSJCT) OACP</strong></td>
<td>Milton Under Wychwood</td>
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<td><strong>Paterson Health and Social Care OACP</strong></td>
<td>Bicester</td>
<td>01869 325530</td>
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<td><strong>PB Moinville Care OACP</strong></td>
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<td><strong>Pechiv Care Services</strong></td>
<td>Abingdon</td>
<td>01235 798202</td>
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**Service User Bands**
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

**Note:**
- **OACP** Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.
- Advertisers are highlighted.

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
### Support and care at home providers continued

<table>
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<th>Contact Information</th>
<th>Service User Bands</th>
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<td>Premier Personal Care Ltd</td>
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<td>Tel: 01491 411144</td>
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<td>Real Life Options – Oxfordshire OACP</td>
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<td>Right at Home Oxford</td>
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<td>Risborough Carers Ltd</td>
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<td>Roses Care Services</td>
<td>Banbury</td>
<td>Tel: 01295 810711</td>
<td>OP D LDA MH SI YA</td>
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</tr>
</tbody>
</table>

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**Advertemen**

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**LIVE-IN HOME CARE, YOUR WAY.**

Your care, your home, your choice.

Oxford Private Care provide specialist live-in carers that enable you to continue living in the comfort and familiarity of your own home, the alternative to a residential care home that many families are choosing as their preferred option.

24/7 high quality one-to-one care and support, at a similar weekly cost of a good care home, but with the added benefits of still living in your home.

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"After one quick email over a weekend, SureCare were on site the following day to carry out an assessment and daily visits started a day or so later. This prompt and excellent service was much appreciated. All the carers were friendly, professional and competent. We could not have asked for more. Excellent and well recommended."

**01235 798867**

info@surecareoxfordshire.com

www.surecare.co.uk/oxfordshire

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<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Dementia</td>
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<td>SI</td>
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<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>

**OACP** Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission. Advertisers are highlighted.

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For further information about Oxfordshire County Council services visit [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)
Support and care at home providers continued

Royal Mencap Society
– Oxford Domiciliary Care
Oxford
Tel: 0808 808 1111

S and T Care Ltd OACP
Bicester
Tel: 07395 572320

Saint Andrews Ltd
Kidlington
Tel: 01865 841362

Same Ways Care Ltd OACP
Oxford
Tel: 01865 481508

Seabrook Services Ltd
Oxford
Tel: 01865 606212

SeeAbility
– Bicester Support Service
Bicester
Tel: 01869 369843

SeeAbility Oxfordshire Support Service OACP
Banbury
Tel: 01295 268543

Shotover View (OSJCT) OACP
Oxford
Tel: 01865 415116

Siete Care Services
Banbury
Tel: 07832 791284

Star Projections Ltd T/A Eaton Care Services OACP
Wantage
Tel: 01235 352776

Style Acre OACP
Wallingford
Tel: 01491 838760

SureCare Oxfordshire OACP
Advert page 34
Abingdon
Tel: 01235 798867

Towse Court (OSJCT)
Advert page 58
Reading
Tel: 01491 872988

We–Care–Recruitment Ltd
Oxford
Tel: 01865 987571

West Oxfordshire Supported Living
Witney
Tel: 0300 303 1808

Windmill Place (OSJCT) OACP
Advert page 58
Thame
Tel: 01844 218450

Your Life (Didcot)
Didcot
Tel: 01235 816295

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell

Service
OP Older people (65+)

D Dementia
PD Physical disability
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

User Bands
OACP Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted
Housing options

Sheltered or retirement housing

Sheltered and retirement housing is provided by housing associations and some District Councils. Sheltered housing, which is mostly available for rent only, is a practical step if you would like more security and companionship and, for some, additional help and support.

Sheltered and retirement housing is provided by housing associations and some District Councils. Sheltered housing, which is mostly available for rent only, is a practical step if you would like more security and companionship and, for some, additional help and support.

Homeshare Oxford

Homeshare Oxford personally matches older people across Oxfordshire looking for help, companionship or reassurance at home, with another person, a Sharer, who needs affordable accommodation and can lend a hand. In return for a room, the Sharer will provide up to ten hours of help around the home each week. This may involve things like cooking, gardening, help with technology, odd jobs, errands as well as companionship.

Please visit www.homeshareoxford.org.uk for details of fees. To find out more, email homeshare@ageukoxfordshire.org.uk or call 01865 410670.

Extra Care housing

Extra Care housing allows older and disabled people with care needs to rent, part-buy or buy their own home with round-the-clock care if needed. For many people, Extra Care housing is an alternative to residential care.

The look of the accommodation varies enormously; some are new, purpose-built retirement villages, others are modernised sheltered housing schemes with extra services on site. Many offer a choice of accommodation such as flats or bungalows.

What all residents of Extra Care housing have in common is the security of owning or renting your own home, control over your finances and the peace of mind that goes with having 24-hour care and support available on site.

In most cases, Extra Care housing is accessed via an assessment of your care needs from a social worker and an assessment of your housing needs by a housing officer. Some apartments are available for full market sale and buyers do not normally require an assessment of their needs; they just need to be over 55 to qualify.

If you wish to refer yourself or someone else for assessment, you can arrange an assessment online or call the Social and Health Care team on 0345 050 7666.

To find out more about Extra Care housing, visit www.oxfordshire.gov.uk and search for ‘extra care’. There are also details on how to apply to Extra Care schemes in Oxfordshire.

District Council contacts

Cherwell District Council
Bodicote House, Bodicote, Banbury OX15 4AA
Tel: 01295 227001
Web: www.cherwell.gov.uk

Oxford City Council
St Aldate’s Chambers, 109 St Aldate’s OX1 1DS
Tel: 01865 249811
Web: www.oxford.gov.uk

South Oxfordshire District Council
135 Eastern Avenue, Milton Park, Milton OX14 4SB
Tel: 01235 422422
Web: www.southoxon.gov.uk
Vale of White Horse District Council
135 Eastern Avenue, Milton Park, Milton OX14 4SB
Tel: 01235 422422
Web: www.whitehorsedc.gov.uk

West Oxfordshire District Council
Elmfield, New Yatt Road, Witney OX28 1PB
Tel: 01993 861000
Web: www.westoxon.gov.uk

Shared Lives

The Shared Lives scheme offers long-term accommodation, short breaks, respite care and daytime support to adults with care and support needs. Shared Lives carers receive training and share their family and community life with the person needing support.

Call 01865 897971 or visit www.oxfordshire.gov.uk/sharedlives to find out more.

Residential care

All care providers in the country must be registered with the Care Quality Commission. All services are inspected by the Commission, which reports on its findings and awards quality ratings. These inspection reports are available at www.cqc.org.uk

Care homes
A registered care home provides accommodation, meals and help with personal care, such as washing, dressing, bathing, getting in and out of bed, getting around and eating.

Care homes with nursing
Care homes with nursing offer the same personal care as care homes, but with qualified nursing staff on duty 24 hours a day. If a care home providing nursing is the best solution for you, a specially trained nurse will assess your nursing needs to determine the level of nursing care the NHS will fund. This is known as Funded Nursing Care (FNC), sometimes referred to as Registered Nursing Care Contribution (RNCC) and is paid directly to the care home. The amount the NHS will contribute towards your support in a care home with nursing is limited. It is important to get this assessment done before you move into a care home. The assessment 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 your care needs.

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 guide, 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 above), indicating the quality of care provided. You can also view an electronic version of this guide on the site and have it read to you by using the ‘Recite Me’ function. Visit www.carechoices.co.uk

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
For care homes.
For Living

Green Gates, your local Bupa care home.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why Green Gates, in Oxford could be something for you to think about, whether you’ve got our insurance or not.

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01865 986 870
Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Celebrating Life

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

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

Chacombe Park
Chacombe, OX17 2JL
01295 641 712

Glebefields
Drayton, OX15 6EH
01295 641 807

Hempton Field
Chinnor, OX39 4EB
01844 809 301

Juniper House
Brackley, NN13 6JZ
01280 428 285

Middletown Grange
Hailey, OX29 9UB
01993 627 810

Oxford Beaumont
Boars Hill, OX1 5DF
01865 565 461

Southerndown
Chipping Norton, OX7 5YF
01608 433 192

Waterside Court
Wallingford, OX10 9EG
01491 455 208

Residential • Nursing • Dementia • Respite

COMING SOON
## Care homes checklist

### Home 1  

### Home 2  

### Home 3  

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

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

### Staff

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

### Activities

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

### Life in the home

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

### Personal preferences

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

### Catering

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

### Fees

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

*See page 37.
The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

You can find us in Oxfordshire:
- Benson House, Wallingford
- Huntercombe Hall, Henley upon Thames
- Oaken Holt, Farmoor
- Tall Trees, Chipping Norton
- Wytham House, Farmoor

To arrange a free care assessment freephone 0808 223 5355 or visit us at www.caringhomes.org/oxfordshire
## Residential dementia care checklist

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

### 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 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 37.

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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 39. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Money and paying for support and care

Care funded by the Council

Figures mentioned in this section are subject to change annually. Check with your local authority for the latest information.

Do I qualify for local authority financial assistance?
If you have been assessed as having eligible care needs and your capital is below £23,250, you may be entitled to financial assistance from your local authority.

The Council will complete an assessment of your finances to determine how much you can afford to contribute towards the cost of your care. This assessment will differ depending on whether you receive care and support in your own home or in a care home.

To find out more, contact Oxfordshire County Council’s Social and Health Care team on 0345 050 7666 or visit www.oxfordshire.gov.uk/payingcare

Do I have a choice of care home if the Council is paying?
Yes, and it can even be in a different county. The home you choose must be suitable for your assessed needs, comply with any terms and conditions set by your Council and not cost any more than it would usually pay for someone with your needs.

What if I want to choose a home that costs more than the Council is prepared to pay?
The Council will allow a third party to top-up your fees as long as the third party is able to do so for the long-term.

You are not allowed to top-up the fees yourself from capital below £23,250, except in limited circumstances. Speak to the Council for more information.

Paying for your own care

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

If you are funding your own care because you are not eligible for local authority funding, there are other forms of financial assistance you may be entitled to.

The important thing is not to try to do it alone, always seek professional advice.

My Care My Home
My Care My Home offers a free advice service through home visits aimed at helping people find a suitable care provider.

As well as offering a professional assessment of needs to people who fund their own care, and helping them to source suitable providers, My Care My Home can refer you on to an independent financial adviser.

If you wish to arrange your own financial adviser, My Care My Home can give you the necessary details to enable you to do this.

For more information, visit www.mycaremyhome.co.uk or call 0800 731 8470.

Other sources of help and advice include:

The Society of Later Life Advisers (SOLLA)
SOLLA aims to help people to find trusted accredited financial advisers who have an understanding of financial needs in later life.

The Later Life Adviser Accreditation Scheme is audited and endorsed by the standard-setting body, the Financial Skills Partnership (FSP). The website offers an online search of SOLLA accredited advisers. Visit www.societyoflaterlifeadvisers.co.uk

42 For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
**Saga**
The Saga Care Funding Advice Service specialises in providing care funding advice for people who need to pay for their own support. A free guide to paying for care is available on its website or you can request it by post. Visit [www.saga.co.uk](http://www.saga.co.uk) or phone 0800 096 8703 to speak to an adviser.

**The Money Advice Service**
This website provides free, impartial money advice, including pensions and paying for care. Visit [www.moneyadvicecentre.org.uk](http://www.moneyadvicecentre.org.uk) or call 0800 138 7777.

### How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person’s property and

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**bower bailey**

**Solicitors**

- Wills, Probate and Trusts
- Lasting Power of Attorneys
- House purchase and sale
- Re-mortgage
- Divorce and Family Law
- Company and Commercial
- Land Law and Planning
- Employment Disputes
- Litigation
- Personal Injury and Clinical Negligence Claims

**Contact**

Tel: 01295 265566
Email: banbury@bowerandbailey.co.uk
Website: [www.bowerandbailey.co.uk](http://www.bowerandbailey.co.uk)
Monument House, 31-34 South Bar, Banbury, Oxfordshire OX16 9AE

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**PROTECTING YOU AND YOUR FAMILY**

**Competitive fixed fees for Wills and Lasting Powers of Attorney**

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- Lasting Powers of Attorney
- Probate
- Trust Management
- Estate Planning
- Inheritance Tax Planning

**Spratt Endicott**

**Solicitors**

**Contact**

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enquiries@se-law.co.uk
[www.se-law.co.uk](http://www.se-law.co.uk)

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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

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

It’s important to find a solicitor who specialises in this area of the law.

Solicitors for the Elderly is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers. Find out more at www.sfe.legal

If you need help finding a lawyer, you can call during office hours on 0844 567 6173.

The Oxfordshire Specialist Advice Service

Age UK Oxfordshire, Citizens Advice Oxford, Citizens Advice West Oxfordshire and Oxfordshire Welfare Rights have come together to provide a free, comprehensive and independent advice service.

The service helps with advice on benefits, money, budgeting and other welfare issues and will link you with services that can provide further support.

The service is free and is focused on meeting the needs of people living in Oxfordshire who are struggling with their day-to-day lives due to disability or ill health. However, you don’t have to have a carer or anyone looking after you.

The service can help you if you:

- have a disability or long-term illness;
- have someone in your family household with a disability or long-term illness;
- are caring for someone with a disability or long-term illness; or
- are a young person transitioning from children’s care services.

Oxfordshire Specialist Advice Service provides a dedicated advice line and email service. This is backed up by a team of specialist advisers, who can meet face-to-face with people unable to access advice by phone, email or in their local community.

The service also supports social care professionals, through comprehensive and responsive training opportunities and a consultancy line for specialist case support.

Please call 01865 410660, 9.00am to 5.00pm, weekdays; or email advice@oxfordshiresas.org.uk
Having your say

How to make a complaint or comment

If you are unhappy or worried about any adult social care service, it is important to let someone know. Usually, talking to someone in the service can put it right. You can talk to the people who provide your care or their managers. They will have a process for managing complaints and listening to concerns that are raised.

Wherever you raise a concern, it should be listened to and taken seriously. The good and bad things people raise can help improve services for everyone. You will not be treated unfairly because of anything you raise. It is never wrong to give the service a call.

The Comments and Complaints team will help you decide what to do – you do not have to make a formal complaint to talk things through.

Tel: 01865 323589
Email: commentsandcomplaints@oxfordshire.gov.uk
Write to: Comments and Complaints Service, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

The NHS Complaints Advocacy Service in Oxfordshire can support you to use the NHS complaints system. Email oxfordshireadvocacyhub@pohwer.net, visit www.pohwer.net/oxfordshire or call 0300 200 0082

Complaints about care that you pay for yourself

You can ask the Local Government and Social Care Ombudsman to take up your case if you are not happy about how a care service dealt with your complaint about care that you pay for yourself.

Tel: 0300 061 0614 or complete a complaint form at www.lgo.org.uk

You can call the County Council’s Comments and Complaints Service for advice about what to do or to raise a concern about a service. Contact details are above and adjacent.

Healthwatch Oxfordshire

Healthwatch Oxfordshire aims to enable local voices to influence the delivery and design of local health and social care services in the county, both for the people who use them now, and for anyone who might need to in future.

It does this by:

• gathering information about people’s experiences of health and social care services in Oxfordshire and making this available to the public;

• using this information to make recommendations to relevant organisations about how local services, policies and strategies need to improve;

• helping local people hold those in charge of local health and social care services to account for improving services – and doing this in a way that is visible to the public; and

• providing advice and information to help individuals to access health and social care services in Oxfordshire.

For more information about Healthwatch Oxfordshire, call 01865 520520 or visit www.healthwatchoxfordshire.co.uk

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service is a free and confidential service that provides help to the public when dealing with the NHS. It acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations to negotiate immediate or prompt solutions.

If the team cannot answer your questions, they will put you in contact with someone who can help you. There are Patient Advice and Liaison Services at each NHS Trust.

**Churchill Hospital**
Tel: 01865 235855

**Horton General Hospital**
PALS Office
Tel: 01295 229259

**John Radcliffe Hospital**
Tel: 01865 221473

**Nuffield Orthopaedic Centre**
PALS Office
Tel: 01865 738126

**Oxford Health**
Tel: 0800 328 7971
Email: PALS@oxfordhealth.nhs.uk

**Oxfordshire Clinical Commissioning Group**
Tel: 0800 052 6088
Email: occg.patientservices@nhs.net

Unless stated otherwise, email PALS@ouh.nhs.uk

Get involved

**Co-production**

Co-production means working together as equals and making best use of each other’s resources and strengths to find ways of doing things that benefit the community.

Co-production can improve the way health and social care services are designed and delivered by putting an emphasis on a more equal partnership between professionals and people using those services. Working together as equals builds better relationships (based on trust, respect and understanding) and helps to create services that actually work for the people using them.

Co-production Oxfordshire is a group of people committed to doing co-production or working together. We believe that by working together, we can make local services better and more sustainable, and communities stronger and healthier. Members include:

- families and carers using health and social care services;
- people from the voluntary and community sector; and
- Council staff (and partners) working across social and health care.

For more information, visit www.oxfordshire.gov.uk and search for ‘co-production’.

**Health and Wellbeing Board**

The Health and Wellbeing Board is a partnership between Oxfordshire County Council, the NHS, District Councils, local Healthwatch and the people of Oxfordshire. It is designed to ensure that we all work together to improve our health and wellbeing, especially those of us with health issues or in difficult circumstances. For more information, visit www.oxfordshire.gov.uk/healthandwellbeingboard
Talking Health
By signing up to Talking Health, you can get involved and have your say about your local NHS services. Visit [www.oxfordshireccg.nhs.uk/get-involved/talking-health.htm](http://www.oxfordshireccg.nhs.uk/get-involved/talking-health.htm) or call 01865 334638 to find out more.

Volunteering
Ami makes it easy to be more connected to people in your community, helping you to feel happier and healthier. You can use Ami to find someone in your community who needs a little neighbourly help or who would enjoy a friendly visit and a chat. Ami will show you exactly what’s needed near you and help you register with a voluntary organisation.
Tel: 01865 410155 • Email: hello@withami.co.uk
Web: [www.withami.co.uk](http://www.withami.co.uk)

The Oxfordshire Volunteers website, [http://oxonvolunteers.org](http://oxonvolunteers.org) is run as a partnership by Oxfordshire’s three volunteer centres and is a ‘one stop shop’ for a wide variety of volunteering opportunities across Oxfordshire.

Advocacy

**Someone to support you to get your views across**
We all need help to get our views across sometimes, and to understand the information we are given. Advocacy can help support people of all ages to:

- have their voices heard on issues that are important to them;
- safeguard and defend their rights;
- have their views and wishes genuinely considered when decisions are being made about their lives and services; and
- gain personal skills which can also be used elsewhere, thus promoting their independence across their life.

There are different types of advocacy which include:

- family, friends or someone else speaking on behalf of an individual or supporting them to speak for themselves;
- the person advocating for themselves by developing ‘speaking up skills’; and
- formal advocacy on behalf of one person provided on a paid or voluntary basis with a qualified, independent advocate.

An independent advocate is someone who supports you to understand information, express your needs and wishes, secure your rights, represent your interests and enables you to be fully involved in planning your care and support.

Formal advocacy services are delivered via the **Oxfordshire Advocacy Hub** – visit [www.pohwer.net/oxfordshire](http://www.pohwer.net/oxfordshire) or contact Oxfordshire County Council’s [Social and Health Care team](mailto:socialandhealthcare@oxfordshire.gov.uk) by emailing [socialandhealthcare@oxfordshire.gov.uk](mailto:socialandhealthcare@oxfordshire.gov.uk) or calling 0345 050 7666.

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Oxfordshire Association of Care Providers

Oxfordshire Association of Care Providers (OACP) is a membership organisation that represents and supports the diverse range of care providers operating across the county. Most providers work with adults, but some have services for young people and children.

OACP represents all types of social care, across all settings, for all conditions. This includes care homes (and care homes with nursing), home care agencies, supported living providers, community mental health services, housing-related support, day-time support and respite services. Members also include services which provide advocacy, information, advice and support.

OACP is a go to point of contact for all social care providers in Oxfordshire, sharing and promoting excellence in professional practice through its networks and learning exchanges, providing updated information and advice on funding, whilst keeping a bird’s eye view on business development opportunities for Oxfordshire’s care and support providers. OACP is also an established training specialist for the care sector in Oxfordshire offering statutory, bespoke and in-house training courses to members and non-members, please get in touch for further details.

OACP publishes Talking Care magazine, to help the public gain a greater knowledge and understanding of Adult Social Care, the people who work in it and the diverse job roles and vacancies available. The magazine also includes a Care Finder Directory of OACP members in Oxfordshire, which is regularly updated with the latest CQC ratings. OACP also holds the register for approved Support with Confidence personal assistants in the county, please get in touch for further details.

Benefits of OACP membership for care providers include:

- guidance, support and advice on all aspects of care delivery, employment of staff, meeting regulations etc;
- regular forums and events;
- promote your service using the OACP logo as a mark of being in touch and up to date;
- a comprehensive training offer at discounted prices;
- join the collective voice representing the sector locally and nationally; plus
- the yearly Oxfordshire Care Awards celebrating best practice across the county.

Oxfordshire Association of Care Providers
9/10 Napier Court, Barton Lane, Abingdon OX14 3YT
Email: info@oacp.org.uk
Web: www.oacp.org.uk
Twitter: @OxonACP • Facebook: @oacp.org.uk
WARDINGTON HOUSE

Excellent care for a person with dementia and peace of mind for the whole family

We have an excellent reputation for caring for the elderly mentally infirm, particularly those with Alzheimer’s disease. We offer a relaxed and happy environment, where residents retain their freedom of choice and individuality. We use no routine tranquillisers or sedative drugs.

Residents are free to get up and go to bed when they choose and eat between meals if they wish. All bedrooms are light and airy with low windows and most have excellent views. The home has secure gardens and grounds where residents may stroll about whenever and wherever they like. Many enjoy our minibus trips through the country lanes.

If you are looking for somewhere with the facilities and experience to care for people, no matter what the future may hold – then call George Tuthill or Maggie Rampley who will be pleased to answer your questions, send you a brochure, or arrange for you to look around the home.

For more information, contact us:
Direct line: 01295 757123
Phone : 01295 750622
Web : www.wardington.com
Email: george.tuthill@wardington.com
Wardington, Banbury, Oxon OX17 1SD
Green Pastures Christian Nursing Home is a not-for-profit care home on the doorstep of the Cotswolds in Banbury, Oxfordshire.

We partner with families to find the ideal care solutions for their particular needs. Our dedicated and experienced team offers specialist 24-hour nursing as well as palliative and dementia care. We love seeing our residents leading fulfilling lives, as part of a community marked by kindness, respect and humour.

Green Pastures Christian Nursing Home understands that the key to being able to fully meet our residents’ needs and maintain their all important independence is to ensure that we have an appropriate number of skilled nursing, care and housekeeping staff on duty at any one time. We are always seeking to provide our residents with the opportunity to exercise choice as to how they would like to spend their time and these generous staffing ratios allow us the space to give each and every one of our residents the time that they need to enjoy life to the full.

For more information please call us on 01295 279 963 or email us at enquiries@greenpastures.uk.com
www.greenpastures.uk.com
Bath Road, Banbury, Oxfordshire OX16 0TT
Care home listings

Cherwell care homes

Cherwood House Care Centre
Buckingham Road, Caversfield, Bicester OX27 8RA
Tel: 01869 245005

Fairholme House
Church Street, Bodicote, Banbury OX15 4DW
Tel: 01295 266852

Featherton House
Chapel Square, Deddington, Banbury OX15 0SG
Tel: 01252 614583

Glebe House (OSJCT) OACP
8 Mill Street, Kidlington OX5 2EF
Tel: 01865 841859

Gosford Lodge OACP
95 Bicester Road, Kidlington OX5 2LD
Tel: 01865 371405

Holt Farm Care Ltd
Hopcroft Holt, Steeple Aston, Bicester OX25 5QQ
Tel: 01869 347600

Lake House (OSJCT) OACP
The Green, Lake Walk, Adderbury, Banbury OX17 3NG
Tel: 01295 811183

Ridings, The
Calder Close, Daventry Road, Banbury OX16 3WR
Tel: 01295 276767

Short Term Breaks
– 69 Neithrop Avenue
Banbury OX16 2NT
Tel: 01295 269646

St Anne's Residential Care Home OACP
Clifton, Banbury OX15 0PA
Tel: 01869 338295

Cherwell care homes with nursing

Agnes Court
– Care Home with Nursing Physical Disabilities
Warwick Road,
Banbury OX16 2AB
Tel: 01295 673760

Banbury Heights Nursing Home
11 Old Parr Road,
Banbury OX16 5HT
Tel: 01295 262083

Chacombe Park
Banbury Road, Chacombe,
Banbury OX17 2JL
Tel: 01295 641 712

Cherwood House Care Centre
Buckingham Road, Caversfield, Bicester OX27 8RA
Tel: 01869 245005

Service User Bands

OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
OACP Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Here at Creative Care, we believe in freedom, independence and choice. You’ll find truly personalised care that combines one-to-one support with appropriate, engaging activities and experiences. Our aim is to provide a high standard of nursing care in a well-maintained, homely environment. Our well established team of registered nurses have many years of experience in caring for adults and the elderly.

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E: admin@fewcott.com  
T: 01869 345 501

**ST. ANNES**
Clifton, Banbury, Oxon OX15 0PA  
E: stannes@fewcott.com  
T: 01869 338 295

**LEAFIELD**
32a Springfield Drive, Abingdon, Oxon OX14 1JF  
E: leafield@fewcott.com  
T: 01235 530 423

For more information on any of our homes please visit our website  
www.fewcott.com
### Cherwell care homes with nursing continued

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>OACP</th>
<th>Address</th>
<th>Contact Information</th>
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<tr>
<td><strong>Fewcott House Nursing Home OACP</strong></td>
<td>Advert page 52</td>
<td>Fritwell Road, Fewcott, Bicester OX27 7NZ</td>
<td>Tel: 01869 345501</td>
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<tr>
<td><strong>Lincroft Meadow Care Home OACP</strong></td>
<td>Advert inside front cover</td>
<td>The Moors, Kidlington OX5 2AA</td>
<td>Tel: 01865 950596</td>
</tr>
<tr>
<td><strong>Glebefields Care Home</strong></td>
<td>Advert page 38</td>
<td>Stratford Road, Drayton, Banbury OX15 6EH</td>
<td>Tel: 01295 641 807</td>
</tr>
<tr>
<td><strong>Southerndown</strong></td>
<td>Advert page 38</td>
<td>Worcester Road, Chipping Norton OX7 5YF</td>
<td>Tel: 01608 433 192</td>
</tr>
<tr>
<td><strong>Godswell Park OACP</strong></td>
<td></td>
<td>Church Street, Bloxham, Banbury OX15 4ES</td>
<td>Tel: 01295 724000</td>
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<tr>
<td><strong>Sycamore</strong></td>
<td></td>
<td>Sycamore Resource Centre, 66 Oxford Road, Banbury OX16 9AN</td>
<td>Tel: 01295 263317</td>
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<tr>
<td><strong>Gracewell of Adderbury</strong></td>
<td></td>
<td>Banbury Road, Adderbury, Banbury OX17 3PL</td>
<td>Tel: 01494 739000</td>
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<tr>
<td><strong>Wardington House Nursing Home</strong></td>
<td>Advert page 49</td>
<td>Wardington, Banbury OX17 1SD</td>
<td>Tel: 01295 750622</td>
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<tr>
<td><strong>Green Pastures Christian Nursing Home</strong></td>
<td>Advert page 50</td>
<td>Bath Road, Banbury OX16 OTT</td>
<td>Tel: 01295 279963</td>
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<tr>
<td><strong>Wyndham Hall Care Home</strong></td>
<td></td>
<td>Skimmingdish Lane, Launton, Bicester OX26 5AF</td>
<td>Tel: 01869 722767</td>
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<tr>
<td><strong>Heathfield House Nursing Home OACP</strong></td>
<td></td>
<td>Heathfield, Bletchington, Kidlington OX5 3DX</td>
<td>Tel: 01869 350940</td>
</tr>
<tr>
<td><strong>Yarnton Residential and Nursing Home</strong></td>
<td></td>
<td>Rutten Lane, Yarnton, Kidlington OX5 1LW</td>
<td>Tel: 01865 849195</td>
</tr>
<tr>
<td><strong>Julie Richardson Nursing Home, The</strong></td>
<td></td>
<td>14 Dashwood Road, Banbury OX16 5HD</td>
<td>Tel: 01295 268522</td>
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<tr>
<td><strong>Langford View (OSJCT) OACP</strong></td>
<td>Advert page 58</td>
<td>Coach House Mews, Bicester OX26 6EW</td>
<td>Tel: 01869 252343</td>
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<tr>
<td><strong>Larkrise Care Centre (OSJCT) OACP</strong></td>
<td>Advert page 58</td>
<td>Prescott Close, Banbury OX16 ORD</td>
<td>Tel: 01295 257471</td>
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</table>

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

**OACP**: Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
The Lady Nuffield Home

The Lady Nuffield Home is situated in Summertown with easy access to Oxford and with good transport links to nearby towns. The Home is Victorian in origin with modern purpose built extensions added over recent years giving an air of light, spacious accommodation. We provide care for 30 older people.

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T: 01865 888500
E: enquiries@ladynuffieldhome.co.uk
www.ladynuffieldhome.co.uk

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Care is at the centre of everything we do

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Latimer Road, Headington, Oxford OX3 7PF

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
## Oxford care homes

<table>
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<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Details</th>
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<tbody>
<tr>
<td>Eden House Residential Home I</td>
<td>50 Horspath Road, Oxford OX4 2QT</td>
<td>01865 776012</td>
<td>OP D</td>
</tr>
<tr>
<td>Fairfield Residential Home</td>
<td>115a Banbury Road, Oxford OX2 6LA</td>
<td>01865 558413</td>
<td>OP D</td>
</tr>
<tr>
<td>Ferendune Court</td>
<td>Ash Close, Faringdon, Oxford SN7 8ER</td>
<td>01367 244267</td>
<td>OP D YA</td>
</tr>
<tr>
<td>Lady Nuffield Home, The OACP</td>
<td>165 Banbury Road, Oxford OX2 7AW</td>
<td>01865 888500</td>
<td>OP</td>
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<tr>
<td>Longlands (OSJCT) OACP</td>
<td>Balfour Road, Blackbird Leys, Oxford OX4 6AJ</td>
<td>01865 779224</td>
<td>OP D</td>
</tr>
<tr>
<td>Marston Court (OSJCT) OACP</td>
<td>Marston Road, Oxford OX3 0D</td>
<td>01865 241526</td>
<td>OP D</td>
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<tr>
<td>Oxford Respite Service – The Brandon Trust</td>
<td>43 Saxon Way, Headington, Oxford OX3 9DD</td>
<td>01865 751115</td>
<td>OP PD LDA MH YA</td>
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<tr>
<td>St Andrew’s Residential Care Home Ltd</td>
<td>184 London Road, Headington, Oxford OX3 9EE</td>
<td>01865 741752</td>
<td>OP D MH</td>
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<tr>
<td>St John’s Home OACP</td>
<td>St Marys Road, Oxford OX4 1QE</td>
<td>01865 247725</td>
<td>OP D PD MH SI YA</td>
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<tr>
<td>Townsend House (OSJCT) OACP</td>
<td>Bayswater Road, Headington OX3 9NX</td>
<td>01865 762232</td>
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## Oxford care homes with nursing

<table>
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<tr>
<td>Albany Care Home, The</td>
<td>7 London Road, Headington, Oxford OX3 7SN</td>
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<tr>
<td>Brookfield</td>
<td>Little Bury, Oxford OX4 7UY</td>
<td>01865 779888</td>
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<tr>
<td>Green Gates Bupa Care Home</td>
<td>2 Hernes Road, Summertown, Oxford OX2 7PT</td>
<td>01865 980684</td>
<td>OP</td>
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<tr>
<td>Headington Care Home, The</td>
<td>Roosevelt Drive, Headington, Oxford OX3 7XR</td>
<td>01865 760075</td>
<td>OP D MH YA</td>
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<tr>
<td>Iffley Residential and Nursing Home</td>
<td>Anne Greenwood Close, Iffley, Oxford OX4 4DN</td>
<td>01865 718402</td>
<td>OP D</td>
</tr>
<tr>
<td>Isis House Care &amp; Retirement Centre (OSJCT) OACP</td>
<td>Cornwallis Road, Donnington OX4 3NH</td>
<td>01865 397980</td>
<td>OP D YA</td>
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<tr>
<td>St Luke’s Hospital – Oxford OACP</td>
<td>4 Latimer Road, Headington, Oxford OX3 7PF</td>
<td>01865 228800</td>
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<tr>
<td>Triangle, The</td>
<td>Old London Road, Wheatley, Oxon OX33 1YW</td>
<td>01865 875596</td>
<td>OP D YA</td>
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<tr>
<td>Viking House</td>
<td>45-47 Saxon Way, Northway Estate, Oxford OX3 9DD</td>
<td>01865 762506</td>
<td>PD LDA SI</td>
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</table>

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

### Service User Bands

- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs
- **OACP** Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted.

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them. At Benson House Care Home in Wallingford, we pay attention to the details that make everyday life as comfortable, stimulating and enjoyable as possible.

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Tel: 01235 512509

Brook House Residential Care Home
19 Ockley Brook, Didcot OX11 7DR
Tel: 01235 818926

Cleeve Lodge OACP
11 Elmhurst Road, Goring-on-Thames, Reading RG8 9BN
Tel: 01491 873588

Disabilities Trust – 4 Pages Orchard
Sonning Common, Reading RG4 9LW
Tel: 0118 972 2928

Disabilities Trust – 22 Woodlands Road
Sonning Common, Reading RG4 9TE
Tel: 0118 972 1460

Grange, The
Grange Close, Goring, Reading RG8 9EA
Tel: 01491 872853

Lyndhurst Residential Care Home
Lyndhurst Road, Goring-on-Thames RG8 9BL
Tel: 01491 871325

Maples, The
Tokers Green, Reading RG4 9EY
Tel: 0118 907 1982

Meylan House OACP
136 Loyd Road, Didcot OX11 8JR
Tel: 01235 817773

Orchard House
High Street, Harwell, Didcot OX11 0EX
Tel: 01904 430600

Sotwell Hill House
Brightwell-cum-Sotwell, Wallingford OX10 0PS
Tel: 01491 836685

Tower House
Reading Road, Shiplake, Henley-on-Thames RG9 3JN
Tel: 0118 940 1197

Woodview
96 Wantage Road, Didcot OX11 0AF
Tel: 01235 814939

South Oxfordshire care homes with nursing

Abbeycrest Nursing Home
Essex Way, Sonning Common, Reading RG4 9RG
Tel: 0118 970 9000

Acacia Lodge OACP
Quebec Road, Henley-on-Thames RG9 1EY
Tel: 01491 579100

Chilterns Court Care Centre (OSJCT) OACP
York Road, Henley-on-Thames RG9 2DR
Tel: 01491 526900 Advert page 58

Close Care Home, The
Abingdon Road, Burcot, Abingdon OX14 3DP
Tel: 01865 407343

Chiltern Centre, The
Greys Road, Henley-on-Thames RG9 1QR
Tel: 01491 575575

Hempton Field Care Home
36 Lower Icknield Way, Chinnor OX39 4EB
Tel: 01844 809 301 Advert page 38

MH AD LDA YA

OP D PD LDA SI YA

OP D PD MH SI YA

OP D PD SIYA

OP D PD YA

PD LDA SI YA

Advert page 38

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
As a leading ‘not-for-profit’ provider of care for older people, The Orders of St John Care Trust help families make the right choice for individualised residential, dementia or nursing care.

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- A home with compassion, warmth and understanding
- Working closely with Dementia UK
- A professional, friendly, caring ethos
  ... and a warm welcome to you and your family.

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visit osjct.co.uk
email enquiries@osjct.co.uk
or visit our Facebook pages
South Oxfordshire care homes with nursing continued

**Huntercombe Hall Care Home OACP**
Huntercombe Place, Nuffield, Henley-on-Thames RG9 5SE
Tel: 0808 223 5355 Advert page 40  
OP D

**John Masefield House – Care Home with Nursing**
Physical Disabilities  
Burcot Brook, Lodge Burcot, Abingdon OX14 3DP  
Tel: 01865 340324  
OP PD YA

**Lashbrook House**
Mill Road, Shiplake, Henley-on-Thames RG9 3LP  
Tel: 0118 940 1770  
OP D

**Meadowcroft (OSJCT) OACP**
78 Queens Road, Thame OX9 3NQ  
Tel: 01844 212934 Advert page 58  
OP D

**Meadows, The (OSJCT) OACP**
Britwell Road, Didcot OX11 7JN  
Tel: 01235 518440 Advert page 58  
OP D

**Old Vicarage Residential, The – Nursing and Dementia Care Home**
Moulsford, Wallingford OX10 9JB  
Tel: 01491 651429  
OP D

**Rush Court OACP**
Shillingford Road, Wallingford OX10 8LL  
Tel: 01491 837223  
OP

**Watlington and District Nursing Home**
Hill Road, Watlington OX49 5AE  
Tel: 01491 613400  
OP D PD MH SI

**Westgate House (OSJCT) OACP**
Millington Road, Wallingford OX10 8FE  
Tel: 01491 836332 Advert page 58  
OP D

Advertisement

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

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell

Service

- **OP** Older people (65+)
- **D** Dementia
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- **LDA** Learning disability, autism
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- **SI** Sensory impairment
- **YA** Younger adults
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**OACP** Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted
As a member of The Abbeyfield Society we provide a friendly purpose built home for our 25 residents in the picturesque village of Cumnor, 4 miles from Oxford City.

Oxenford House offers its residents:

- 24 hour relationship centred care by experienced & well trained staff
- Single bedded rooms, some with en-suite
- Visiting dentist, doctors, physiotherapist, aromatherapist, optician, hairdresser, chiropodist & local clergy
- Daily activities & entertainment programme, including outings & pastimes
- A wide choice of freshly prepared meals which are all home cooked by our chef. We have a Level 5 in Food Hygiene awarded by VOWH Council
- Our overall rating from CQC is GOOD with OUTSTANDING★ in the Care domain.
- Long/short term, convalescence, holiday stays & day care – all to give families a well-earned rest – The choice is all yours.
Vale of White Horse care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel.</th>
<th>User Bands</th>
</tr>
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<tbody>
<tr>
<td>Framland OACP</td>
<td>Naldertown, Wantage OX12 9DL</td>
<td>0300 303 1470</td>
<td>O D LDA</td>
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<tr>
<td>HF Trust – Milton Heights OACP</td>
<td>Potash Lane, Milton Heights, Abingdon OX14 4DR</td>
<td>01235 831686</td>
<td>OP D LDA</td>
</tr>
<tr>
<td>HF Trust – No 3 &amp; 4a Milton Heights OACP</td>
<td>Potash Lane, Milton Heights, Abingdon OX14 4DR</td>
<td>01235 827615</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Holder House</td>
<td>35-37 Oxford Road, Abingdon OX14 2EE</td>
<td>01235 521850</td>
<td>OP MH YA</td>
</tr>
<tr>
<td>Iris Hayter House</td>
<td>43 Sandford Road, Littlemore, Oxford OX4 4XL</td>
<td>01865 749560</td>
<td>OP MH YA</td>
</tr>
<tr>
<td>Kirlena House OACP</td>
<td>18 Kennington Road, Kennington, Oxford OX1 5NZ</td>
<td>01865 739223</td>
<td>OP D PD SI YA</td>
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See page 42 for more information on paying for care homes in Oxfordshire.

Vale of White Horse care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<th>User Bands</th>
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<td>Abingdon Court Care Home</td>
<td>Marcham Road, Abingdon OX14 1AD</td>
<td>01235 535405</td>
<td>O D</td>
</tr>
<tr>
<td>Bridge House OACP</td>
<td>Thames View, Abingdon OX14 3UJ</td>
<td>01235 520439</td>
<td>O D PD</td>
</tr>
<tr>
<td>Chawley Grove</td>
<td>Cumnor Hill, Oxford OX2 9PJ</td>
<td>01865 957650</td>
<td>Advert page 62</td>
</tr>
<tr>
<td>Coxwell Hall and Mews Nursing Home</td>
<td>Fernham Road, Faringdon SN7 7LB</td>
<td>01367 242985</td>
<td>Advert page 63</td>
</tr>
<tr>
<td>Cumnor Hill House</td>
<td>Breeches End, Cumnor Hill, Oxford OX2 9FW</td>
<td>0800 023 2066</td>
<td>OP D PD SI</td>
</tr>
<tr>
<td>Grange Care Centre, The</td>
<td>25 Church Green, Stanford in the Vale, Faringdon SN7 8HU</td>
<td>0844 472 5182</td>
<td>OP PD</td>
</tr>
<tr>
<td>Oaken Holt Nursing and Residential Home OACP</td>
<td>Eynsham Road, Farmoor, Oxford OX2 9NL</td>
<td>0808 223 5355</td>
<td>Advert page 40</td>
</tr>
</tbody>
</table>

Service User Bands | OP Older people (65+) | D Dementia | PD Physical disability | LDA Learning disability, autism | MH Mental health | SI Sensory impairment | YA Younger adults | AD People who misuse alcohol or drugs |
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<tr>
<td>OACP</td>
<td>Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.</td>
<td>Adverters are highlighted</td>
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</table>
CHAWLEY GROVE
A luxury care home with a heart

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

“The home is beautiful and well cared for, set in a stunning location with the interior décor to challenge any top hotel! The Homemakers are kind and look after Mum as if she was their own with kindness, compassion and understanding. We really could not have found a better place for Mum.”

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Chawley Grove, 195 Cumnor Hill, Oxfordshire OX2 9PJ

Spacious en-suite bedrooms | Deluxe cinema | An elegant café and bar | Wellbeing and beauty salon
Resident chef and complete nutritional support | Private dining suite | Landscaped gardens
Our team at Coxwell Hall are not just highly professional carers but also invaluable friends to the residents. Their unique reputation for kindness precedes them.

Needs are understood, constant care and consideration a given. Each of them integral to the highly skilled and specialist staff team, who are able to support any of the residents living with a range of health conditions, including all forms of dementia.

All this set in a beautiful house and grounds in the historic market town of Faringdon, just 4.5 miles from the meandering rural River Thames.

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Coxwell Hall of Faringdon, Fernham Road, Faringdon, Oxon SN7 7LB
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LANDSCAPED GARDENS
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Richmond Witney, Oxfordshire: 01993 764421
www.richmond-villages.com

Find us on carehome.co.uk
Vale of White Horse care home with nursing continued

Oxford Beaumont
Bayworth Lane, Bayworth Corner, Boars Hill, Oxford OX1 5DF
Tel: 01865 565 461 Advert page 38

Richmond Village Letcombe Regis
South Street, Letcombe Regis OX12 9JY
Tel: 01235 313082 Advert page 64

Shrublands OACP
Faringdon Road, Cumnor, Oxford OX2 9QY
Tel: 01865 865363

St Katharine’s House OACP
Ormond Road, Wantage OX12 8EA
Tel: 01235 762739

Stowford House Care Home OACP
Faringdon Road, Shippon, Abingdon OX13 6LN
Tel: 01235 538623 Advert adjacent

Vale House OACP
Sandford Road, Littlemore, Oxford OX4 4XL
Tel: 01865 718467

Wantage Nursing Home
Garston Lane, Wantage OX12 7AR
Tel: 01235 774320

West Oxfordshire care homes

Beech Haven OACP
77 Burford Road, Chipping Norton OX7 5EE
Tel: 01608 642766 Advert page 67

Enstone House
Cox Lane, Chipping Norton OX7 4LF
Tel: 01608 677375

Hawthorns
2 Bushey Ground, Minster Lovell OX29 0SW
Tel: 01993 776336

Henry Cornish Care Centre (OSJCT) OACP
Rockhill Farm Court, Chipping Norton OX7 5AU
Tel: 01608 642364 Advert page 58

Homestead, The
24 Flax Crescent, Carterton OX18 1NA
Tel: 01993 845754

Madley Park House (OSJCT) OACP
Madley Way, Witney OX28 1AT
Tel: 01993 890720 Advert page 58

Newland House
50 Newland, Witney OX28 3JG
Tel: 01993 702525

Rosebank Care Home OACP
High Street, Bampton OX18 2JR
Tel: 01993 773832 Advert page 66

Short Term Breaks – April Cottage
Ducklington Lane, Witney OX28 4TJ
Tel: 01993 773832

Spencer Court (OSJCT) OACP
Union Street, Woodstock OX20 1JG
Tel: 01993 812725 Advert page 58

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
YA Younger adults
AD People who misuse alcohol or drugs

User Bands
MH Mental health
SI Sensory impairment

OACP Member of OACP – see page 48. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
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01865 881440
enquiries@churchfieldscarehome.co.uk
www.churchfieldscarehome.co.uk

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## West Oxfordshire care homes with nursing

See page 70 for the Service User Bands key

### Beech Court Nursing Home
37 Newland Street, Eynsham, Witney OX29 4LB  
Tel: 01865 836111

### Beech Haven OACP
77 Burford Road, Chipping Norton OX7 5EE  
Tel: 01608 642766 **Advert below (right)**

### Burford Nursing Home OACP
White Hill, Burford OX18 4EX  
Tel: 01993 822088

### Cedar Court Care Home OACP
60 Moorland Road, Witney OX28 6LG  
Tel: 01993 703536

### Churchfields Care Home OACP
Pound Lane, Cassington OX29 4BN  
Tel: 01865 881440 **Advert page 66**

### Cotswold, The
Woodside Drive, Bradwell Village, Burford OX18 4XA  
Tel: 01993 824225

### Freeland House Nursing Home OACP
Wrostlyn Road, Freeland, Witney OX29 8AH  
Tel: 01993 881258

### Henry Cornish Care Centre (OSJCT) OACP
Rockhill Farm Court, Chipping Norton OX7 5AU  
Tel: 01608 642364 **Advert page 58**

### Langston, The
Station Road, Kingham, Chipping Norton OX7 6UP  
Tel: 01608 658233 **Advert below**

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**Advertisement**

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The difference is Merryfield

Bursting with character and charm, Merryfield nursing care home is a Cotswold manor house built in 1922 and has since been tastefully converted into a residential Nursing Home for the elderly. The Home and our staff are equipped to provide the very best care for residents with a range of needs, and the atmosphere is informal and friendly.

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office@merryfieldcare.co.uk
peverelcourtcare.co.uk

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or visit our website at

www.meadowviewnursinghome.co.uk

48 Rack End, Standlake, Oxon OX29 7SB
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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.
Publisher: Robert Chamberlain. Director of Sales: David Werthmann.
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Postcode ...................................................

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Index House, St. George's Lane,
Ascot, Berkshire SL5 7ET

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