Live Well Oxfordshire
Support and Care Guide for Adults 2019/20

Your guide to support and care services in Oxfordshire

In association with

www.oxfordshire.gov.uk  www.carechoices.co.uk
Live Well in Our Care in Oxfordshire

CALL TO BOOK A VISIT OR FIND OUT MORE AT PORTHAVEN.CO.UK

Lincroft Meadow, The Moors, Kidlington, Oxfordshire OX5 2AA. Tel 01865 950596
Penhurst Gardens, New Street, Chipping Norton, Oxfordshire OX7 5ED. Tel 01608 698058

NURSING • RESIDENTIAL • DEMENTIA • RESPITE
## Contents

**Welcome from Oxfordshire County Council**  
An introduction to care and support in Oxfordshire

**Health and wellbeing**  
Maintaining a healthy lifestyle

**Community activities**  
Getting involved with the community, day centres, advice on transport

**Keeping safe**  
Advice on protecting vulnerable people and staying safe at home

**Support and care – where do I start?**  
How to get an assessment

**Looking after someone**  
Support for carers

**Living at home**  
Remaining independent, improving your home plus support and care at home

**Support and care at home providers**  
Home care providers

**Housing options**  
How sheltered housing, extra care, or residential care might suit you

**Money and paying for support and care**  
How social care is paid for plus benefits advice

**Having your say**  
How to voice your opinions plus organisations to help you

**Care home listings**  
Care home and care home with nursing providers

**Notes**

**Index**

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This Guide is available electronically at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk) and [www.carechoices.co.uk/](http://www.carechoices.co.uk/). For those requiring the information in spoken word, there is also a Recite Me option. If you would like a copy of the text in this leaflet in large print, Braille, audio tape or in another language, please call Oxfordshire County Council’s Social and Health Care team on 0345 050 7666. 

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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).
Welcome from Oxfordshire County Council

We are pleased to welcome you to the 2019/20 edition of Live Well Oxfordshire, our guide for adults about care and support services in Oxfordshire.

Whether you are arranging your own care, or it is being provided by the Council, there is a wide range of support available to you. This includes support that will help you to live at home and stay connected to your community as well as information about finding the right place to live if you are no longer able to meet your needs safely at home. If you look after someone else who needs support and care, the guide can provide you with information that might help you in your caring role.

We hope this guide helps you make informed decisions on how you’d like to live your life by providing essential information about the care and support services that are best for you.

You can also find a wide range of support services, activities and information in our online Live Well Oxfordshire directory, www.oxfordshire.gov.uk/livewell

We hope that Live Well Oxfordshire will be a useful publication for you and we welcome your feedback on it.

Councillor Lawrie Stratford
Cabinet member for Adult Social Care
Email: lawrie.stratford@oxfordshire.gov.uk

Kate Terroni
Director for Adult Services
Email: kate.terroni@oxfordshire.gov.uk

Support and care at home provider listings

**Cherwell**
- Care homes 49
- Care homes with nursing 49

**Oxford**
- Care homes 53
- Care homes with nursing 53

**South Oxfordshire**
- Care homes 55
- Care homes with nursing 57

**Vale of White Horse**
- Care homes 59
- Care homes with nursing 59

**West Oxfordshire**
- Care homes 61
- Care homes with nursing 63
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.oxspa.co.uk/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.

You will be invited for a free NHS Health Check with your GP once every five years if you are between 40 and 74 years old and have not already been diagnosed with vascular diseases or certain risk factors.

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

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Dementia can feel like another world sometimes. It can mean big changes to a person’s life as they know it.

But some things never change. Like their story, who they matter to and who they are. So many things define us as individuals, but dementia doesn’t have to.

We understand that living with dementia can be a difficult and emotional time. At Wytham House, every team member receives our unique, award winning ‘Living In My World’ dementia training, accredited by City and Guilds. This enables us to support our residents and their families to live well with dementia.

Freephone
0808 223 5356
www.caringhomes.org/wytham-house
→ 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, visit www.healthcheck.nhs.uk

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

To find out more, call 01869 814216 or 0800 246 1072, email info@smokefreetolifeoxfordshire.co.uk or text QUIT to 66777.

Alcohol and drug addiction
If you need support or treatment for drug or alcohol misuse, contact Turning Point on 0300 013 4776 or visit www.wellbeing.turning-point.co.uk/oxfordshire

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 partnership between Age UK Oxfordshire, Guideposts and Young Dementia UK, who are bringing together their specialist expertise to develop and deliver a new Dementia Support Service for people of all ages.

Dementia Oxfordshire’s aim is 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 fully and happily as possible in their community.

Find out more about the support available, by calling the local helpline on 01865 410210, available 9.00am to 6.00pm, Monday to Friday. You can also visit 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 or find out more at www.oxfordshire.gov.uk/cms/content/reading-well

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

NHS Continuing Healthcare is a package of care provided to a person 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 funded solely by the NHS and 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.

For more information, visit www.nhs.uk/conditions/social-care-and-support/nhs-continuing-care

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 2,000 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 them at community information events and drop-ins or you can give them a call. They 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 which 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-oxford.org.uk or visit www.headwayoxford.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 or email admin@ageukoxfordshire.org.uk

Age UK’s national helpline is open 8.00am to 7.00pm, seven days a week, including bank holidays. Call 0800 055 6112.

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

For more information, call 01235 531989 or email oxford@alzheimers.org.uk

**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 have autism.

For more information, call 01844 353292 or 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: admin@oxeyes.org.uk
Web: www.oxeyes.org.uk

**Oxford Deaf and Hard of Hearing Centre** offers support to those living with hearing loss. To make an appointment or for more information, email info@deafdirect.org.uk

St Ebbe’s, Oxford OX1 1RL
Tel: 01905 746301
Text: 07725 244129
Email: info@deafdirect.org.uk
Web: www.deafdirect.org.uk
Skype: deafdirect

**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 Friday or visit www.oxmindguide.org.uk to search the directory.

**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.

Abingdon Community Support Service
Audlett Drive, Abingdon OX14 3GD
Tel: 01865 897104
Email: abingdoncss@oxfordshire.gov.uk

Banbury Community Support Service
Neithrop Avenue, Banbury OX16 2NT
Tel: 01865 897101
Email: banburycss@oxfordshire.gov.uk

Bicester Community Support Service
Launton Road, Bicester OX26 6PS
Tel: 01865 897105
Email: bicestercss@oxfordshire.gov.uk

Didcot Community Support Service
Britwell Road, Didcot OX11 7JN
Tel: 01865 897100
Email: didcotcss@oxfordshire.gov.uk

Oxford Community Support Service
Awgar Stone Road,
Horspath, Driftway,
Oxford OX3 7JQ
Tel: 01865 897102
Email: oxfordcss@oxfordshire.gov.uk

Wallingford Community Support Service
51 High Street,
Wallingford OX10 0DB
Tel: 01865 897106
Email: wallingfordcss@oxfordshire.gov.uk

Wantage Community Support Service
Charlton Village Road, Wantage OX12 7HG
Tel: 01865 897103
Email: wantagecss@oxfordshire.gov.uk

Witney Community Support Service
6 Moorland Road OX28 6LF
Tel: 01865 897107
Email: witneycss@oxfordshire.gov.uk

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. Community Information Workers can let you know what’s available in your area. Call 0345 450 1276 or search the Live Well Oxfordshire website, www.oxfordshire.gov.uk/livewell

Abingdon

Headway Oxfordshire – Acquired Brain Injury Service
Headway Oxfordshire, 4 Bagley Wood Road,
Kennington OX1 5PL
Claire Twinn
Tel: 01865 326263 / 07775 022682
Email: servicemanager@headway-oxford.org.uk

Kennington Memory Club
Methodist Church Hall, 194 Upper Road,
Kennington OX1 5LR
Helen Little
Tel: 01865 735590
Email: kenningtonmc.info@gmail.com

West Way Day Centre, Botley
Field House, West Way, Botley, Oxford OX2 9JN
Royal Voluntary Service
Tel: 01295 264214 or 07740 611971
Email: oxfordshirehub@royalvoluntaryservice.org.uk

Banbury

Cluster Care Group
The Sports Pavillion, Williamscott Road, Cropredy,
Banbury OX17 1AE
Moya Reed  
Tel: 01295 758531  
Email: moyareed@uwclub.com

Fielding Lunch Club  
Sibford Village Hall, Sibford Gower, Banbury OX15 5RW  
Keith Hicks  
Tel: 07802 317471  
Email: keith@hicks-sibford.co.uk

Orders of St. John Care Trust – Lake House  
The Green, Lake Walk, Adderbury OX17 3NG  
Sally Cross  
Tel: 01295 811183  
Email: s.cross@osjct.co.uk

Cornhill Day Centre  
Cornhill Centre, Castle Street, Banbury OX16 5NT  
Royal Voluntary Service  
Tel: 01295 264214  
Email: oxfordshirehub@royalvoluntaryservice.org.uk

Stanbridge House Day Centre  
Stanbridge House, Ruskin Road, Banbury OX16 9HU  
Royal Voluntary Service  
Tel: 01295 264214  
Email: oxfordshirehub@royalvoluntaryservice.org.uk

St Mary’s Thursday Club  
St Mary’s Parish Rooms, Church Street, Bloxham OX15 4ET  
Lynn Johnson  
Tel: 01295 720792  
Email: lynnjohnson1988@btinternet.com

Windmill Thursday Club  
The Windmill Centre, Hempton Road, Deddington, Banbury OX15 0QH  
Christine Stanbridge  
Tel: 01869 337659

Bicester and Kidlington  

Daybreak Oxford – The Lilacs  
11 Charlbury Close, Kidlington OX5 2BW  
Elaine Spencer  
Tel: 01865 370658  
Email: lilacs@daybreak-oxford.org.uk

Forget Me Not Bicester  
Methodist Church Hall, Bell Lane, Bicester, Cherwell OX26 6JT  
Jo or Mandy  
Tel: 07507 749931  
Email: mail@forgetmenotbicester.co.uk

Witney, Burford and Carterton  

Bampton Bush Day Centre  
Old School Building, Church View, Bampton OX18 2NE  
Sally Proctor  
Tel: 01993 850809 or 01993 850479  
Email: sallyproctor11@yahoo.co.uk or bushcentre@yahoo.co.uk

Carterton Day Centre  
School Access Road, Lawton Avenue, Carterton OX18 3JY  
Lyn Stanley  
Tel: 01993 840162  
Email: cartertondaycentre@outlook.com

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
Eynsham Day Centre
Eynsham Village Hall, Back Lane,
Eynsham OX29 4QW
Jane Johnson
Tel: 01865 882924 or 07340 750773

The Elderberries: Hanborough and District Day Centre
Recreation Hall, Main Road, Long Hanborough,
Witney OX29 8BJ
Gill Battams
Tel: 01993 881805
Email: gillybatt@icloud.com

Witney Day Centre
Ceewood Hall, Fettiplace Road,
Witney OX28 5NN
Linda Young
Tel: 01993 701082
Email: lindamckeer@hotmail.com

Woodstock, Charlbury and Chipping Norton
Charlbury Day Centre
The Garden Room, War Memorial Hall,
Charlbury OX7 3QW
Bob Tait
Tel: 01608 810150
Email: taitsofbrice@tiscali.co.uk

Highlands Day Centre
73 Burford Road,
Chipping Norton OX7 5EE
Age Concern Chipping Norton
Joyce Taylor
Tel: 01608 643320 or 01608 643458
Email: afriendindeedoxon@gmail.com

Stonesfield Lunch Club
The Old School, St James Centre, High Street,
Stonesfield OX29 8PU
Kate Harris
Tel: 01993 898781
Email: kateharris58@yahoo.co.uk

Wychwoods Day Centre
The New Beaconsfield Hall,
Shipton-under-Wychwood OX7 6BQ
Katherine Gidman
Tel: 01993 831479

Didcot Wallingford, Henley and Goring
Bluebells Day Centre
Christchurch Centre, 46 Reading Road,
Henley-on-Thames RG9 1AG
Vanessa Bird
Tel: 01491 577733
Email: managers@christchurchhenley.org.uk

Cholsey Day Centre
The Old School, Marymead, Church Road,
Cholsey OX10 9PQ
Kathy Hutt
Tel: 01491 652970
Email: cholseydaycentre@btconnect.com

Goring and District Community Centre Luncheon Club
Community Centre, Station Road, Goring RG8 9HB
Denise Sayers
Tel: 01491 683768
Email: sayers.denise1@gmail.com

Good Companions, Nettlebed
Sue Ryder Home, Nettlebed, Henley RG9 5DF
Age UK Oxfordshire
Tel: 07827 235441
Email: nettlebed@ageukoxfordshire.org.uk

Headway Oxfordshire – Community Group
All Saints Youth and Community Hall, Roman Place,
Didcot OX11 7ER
Emma Riley
Tel: 07775 037351
Email: emma@headway-oxford.org.uk

Faringdon, Grove and Wantage
Bromsgrove Day Centre
Baptist Church, Park Road,
Faringdon SN7 7JF
Sue Thrower
Tel: 01367 240848 or 07523 116918
Email: smthrower@tiscali.co.uk

Grove Day Centre
School Lane, Grove OX12 7LB
Christine Divall
Tel: 01235 770074
Email: christine.divall@ntlworld.com

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Longworth, Kingsmoor Day Centre
The Village Hall, Hinton Waldrist SN7 8RN
Gwynne Diment
Tel: 01865 820166
Email: kingsmoorclub@gmail.com

October Club
1-3 The Cloisters, Wantage OX12 8AQ
Teresa Taylor
Tel: 01235 760428
Email: enquiries@octoberclub.org.uk

Oxford City
Daybreak Oxford – The Limes
St Margaret’s Institute, 30 Polstead Road, Oxford OX2 6TN
Jitka Fort
Tel: 01865 510719
Email: limes@daybreak-oxford.org.uk

Daybreak Oxford – Rosewood
The Clockhouse, Long Ground, Blackbird Leys, Oxford OX4 7FX
Caroline Morris
Tel: 01865 749349
Email: rosewood@daybreak-oxford.org.uk

Happy Place: Oxfordshire Older Chinese People Centre
West Oxford Community Centre, Botley Road, Oxford OX2 0BT
Derek Ng
Tel: 07932 741587
Email: oocpcandoisum@gmail.com

Oxfordshire Chinese Community Day Centre
East Oxford Community Centre, 44b Princes Street, Oxford OX4 1DD
Mrs Julie Wai
Tel: 01865 204188 (Mondays only)
Email: admin@occac.org.uk

Thame, Wheatley, Watlington and Berinsfield
Chalgrove Tuesday Club
Village Hall, Baronshurst Drive, Chalgrove OX44 7SJ
Janet Betts
Tel: 01865 890879
Email: janetbetts1@btinternet.com

Chinnor Village Friendship Club
The Village Centre, High Street, Chinnor OX39 4DH
Linda Shackleton
Tel: 01844 353733
Email: chinnorvc@hotmail.co.uk

ShareCare Community Club
Holton Village Hall, Holton OX33 1PR
Age UK Oxfordshire
Tel: 07827 235425
Email: holton@ageukoxfordshire.org.uk

Thame and District Day Centre
Thame Community Hospital, East Street, Thame OX9 3JT
Gillian Coleman
Tel: 01844 212080
Email: info@thameanddistrictdaycentre.co.uk

Thursday Club
West Room, Old School Place, Gorwell, Watlington OX49 5QE
Doreen Hobbs
Tel: 07800 770198
Email: dmh41@btinternet.com

Watlington and District Drop-in Centre
26b High Street, Watlington OX49 5PY
Doreen Hobbs
Tel: 07800 770198
Email: thedropincentre@tiscali.co.uk

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
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.

Search the Oxfordshire Community Transport Directory found on www.communityfirstoxon.org which contains information about community transport groups and services in the county.

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 page 23.

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

Some businesses in Oxford have agreed to let members of the public use their toilets whether they are buying anything or not.

A full list of Community Toilet Scheme participants can be found on Oxford City’s website, www.oxford.gov.uk
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.

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 0345 404 0506, 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 home owner 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 0345 404 0506.

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

Too many 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.

You can also report any concerns about an adult online at www.oxfordshire.gov.uk/safeguardingadults.

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 10.00am and 7.00pm, Monday to Friday, or visit www.reducingtherisk.org.uk.

There is also a National Domestic Abuse Helpline which is open 24-hours, call 0808 200 0247.

Protecting children and young people
If you are worried about a child or young person’s wellbeing, or think they may be at risk of harm or being abused or neglected, you should let someone know.

There are various organisations you can speak to but if you think a child is in immediate danger, call the police on 999. You can also get advice and help from the National Society for the Prevention of Cruelty to Children helpline on 0808 800 5000 or via email on help@nspcc.org.uk.

You can contact Oxfordshire County Council whether you are a concerned member of the public, a child or young person who is being harmed, or a parent or carer who feels at risk of harming a child.

Oxfordshire County Council’s Social and Health Care team • Tel: 0345 050 7666

Emergency Duty team (outside office hours) Tel: 0800 833 408

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.

Family, friends and neighbours can often be an invaluable source of help and support, and there is a network of voluntary, community and faith organisations in Oxfordshire as well as care homes and providers of care and support in your own home.

If you have access to the internet, the online Live Well Oxfordshire directory contains a wide range of support services, activities and information. You can search the directory at www.oxfordshire.gov.uk/livewell.

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, in the future, you will also be able to complete the assessment 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.

You can arrange an assessment either for yourself or for someone else:
- via the Oxfordshire County Council website at www.oxfordshire.gov.uk;
- by phone on 0345 050 7666; or
- by emailing socialandhealthcare@oxfordshire.gov.uk

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. You may also be eligible for a payment to spend on things that make your caring role easier.

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 18), 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, emergency back-up, employment and much 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. The Oxfordshire Young Carers Service works with schools, professionals and services to support young carers and their families across the county.

Contact the Young Carers Service at Oxfordshire County Council by emailing young.carers@oxfordshire.gov.uk or calling 0345 050 7666.

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

If you are finding it difficult to manage, adaptations to your home or equipment may make your life easier and safer, or someone could help you with personal care to enable you to keep your independence.

Oxfordshire County Council’s Social and Health Care team takes referrals for occupational therapy, which can help identify whether you would benefit from any equipment, from simple solutions such as a walking aid, to major adaptations such as walk-in showers.

If you have difficulty with day-to-day activities such as getting washed and dressed, an assessment by a social worker can help you find out if you are eligible for a Personal Budget to pay for the support you need. More information on assessments and Personal Budgets is on page 18.

For further information, call Oxfordshire County Council’s Social and Health Care team on [0345 050 7666](tel:03450507666) or visit [www.oxfordshire.gov.uk/equipmentaidsadaptations](http://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 exists 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 examples of difficulties that Assistive Technology can help address:

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

**Memory difficulties such as:**
• 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.

**Risk of wandering / ‘purposeful walking’:**
• 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
• tracking systems using GPS/mobile phone technology can be used to locate somebody outdoors.

**Difficulty summoning help:**
• waterproof pendant alarms and care phones may help somebody call for help in an emergency.

**Determining a person’s care needs:**
• 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 to 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](http://www.oxfordshire.gov.uk/assistivetechnology)

If you are unable to access the internet, call the [Social and Health Care team](http://www.oxfordshire.gov.uk/assistivetechnology) 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 22 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 www.asksara.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? [ ]

Reliability

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

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.

**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 Repair 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 422403

**Vale of White Horse**
Tel: 01235 422403

**West Oxfordshire**
Tel: 01993 861000

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://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-reacher or rearrange your kitchen so the things you use most are within easy reach.

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

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

**Using taps** can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
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 26.

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

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

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

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.

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**Oxfordshire County Council – Social and Health Care team** • Tel: 0345 050 7666
Emergency Duty team: 0800 833 408
Web: 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/helping-you-to-stay-independent/](http://www.carechoices.co.uk/helping-you-to-stay-independent/) There is also information on making larger adaptations to your home.
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.

Contact the Falls Information Line on 01865 903400.

Delivered meals

Frozen meals can be delivered to your home and you can also hire small freezers and microwaves from Wiltshire Farm Foods.

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 financial circumstances, you may have to pay for some or all of the cost of support and care you need at home.

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.

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.

Capital assets could include additional property, shares and other relevant assets. The £23,250 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 choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

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

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

**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](http://www.oxfordshire.gov.uk) 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.
Supporting you with first class care

Small and friendly 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

Trusted help at prices you can afford

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

Tell us what you need help with...

- Trusted support and care from £13 per hour
- General Help
- Personal Care
- Dementia Care
- Live-In Care
- Respite Care
- Cooking & Shopping

...and we will help you choose one of our wonderful team to assist you

Do you need a helping hand?

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

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

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

Advertisement
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**

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<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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<td>How long has the agency been operating?</td>
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<td>How long are staff allocated per visit?</td>
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<td>Can you contact the agency in an emergency or outside office hours?</td>
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<td>Does the agency have experience with your specific needs?</td>
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**Staff**

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
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<tr>
<td>Does the agency have a training scheme in place?</td>
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<tr>
<td>Are all staff trained to a certain level?</td>
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<tr>
<td>Are staff able to help with administering medication if required?</td>
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<tr>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
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**Regulation**

<table>
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<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
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<tbody>
<tr>
<td>Will your support plan be reviewed at regular intervals?</td>
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<tr>
<td>Can you see the agency’s contract terms?</td>
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<tr>
<td>Can you lodge a complaint easily?</td>
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<tr>
<td>Are complaints dealt with quickly?</td>
<td></td>
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<tr>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
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</tbody>
</table>

**Notes**

*See page 26.*
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.

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Witney: 01993 835807
Email: oxford@bluebirdcare.co.uk
www.bluebirdcare.co.uk/south-oxfordshire

“I truly do not know what I would have done without Bluebird Care, their caring support and assistance allowed me to stay in the comfort of my own home”

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

For individual care from 30 minutes up to 24 hours in your own home please call
01865 601010
www.acquirecare.co.uk info@acquirecare.co.uk
## Support and care at home providers

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<thead>
<tr>
<th>Support and care at home providers</th>
<th>Service</th>
<th>User Bands</th>
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<td><strong>1 to 1 Care</strong>  Oxford Tel: 01865 343134  <strong>OP D PD LDA MH SI AD</strong></td>
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<td><strong>Alina Homecare Banbury</strong>  Banbury Tel: 01295 793222  <strong>OP D PD LDA MH SI YA AD</strong></td>
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<td><strong>Amber Healthcare OACP</strong>  Abingdon  Tel: 01235 531616  <strong>OP D PD LDA MH SI YA AD</strong></td>
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<td><strong>Autumn Years Care</strong>  Thame  Tel: 07938 483356  <strong>OP D YA</strong></td>
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<td><strong>Bicester Innovation Centre</strong>  Bicester  Tel: 07741 207713  <strong>OP D PD LDA MH SI YA</strong></td>
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<td><strong>Borough House, 10</strong>  Banbury  Tel: 01865 989486  <strong>LDA</strong></td>
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<td><strong>Brownbill Associates Ltd</strong>  Thame  Tel: 01844 212153  <strong>PD LDA YA</strong></td>
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<td><strong>C3 Care Ltd</strong>  Watlington  Tel: 01491 220020  <strong>OP D PD LDA MH SI YA</strong></td>
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<td><strong>Care Bureau Ltd, The – Domiciliary Care – Banbury</strong>  Banbury  Tel: 01295 340010  <strong>OP D PD LDA MH SI YA</strong></td>
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<td><strong>Care Compassion and Conversation Ltd</strong>  Chipping Norton  Tel: 01608 648656  <strong>OP D PD SI YA</strong></td>
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<td><strong>Care Outlook (Oxford)</strong>  Oxford  Tel: 01865 771348  <strong>OP D PD MH SI YA</strong></td>
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<td><strong>Care With Care</strong>  Witney  Tel: 01865 882219  <strong>OP D PD SI</strong></td>
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<td><strong>Care With Dignity Partnerships</strong>  Abingdon  Tel: 01235 522738  <strong>OP D LDA YA</strong></td>
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<td><strong>Caring Company, The (Oxon)</strong>  Didcot  Tel: 01235 206117  <strong>OP D PD LDA SI</strong></td>
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<td><strong>Centurion House (OSJCT) OACP</strong>  Bicester  Advert page 56  <strong>OP D PD YA</strong></td>
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<tr>
<td><strong>Charterville Care at Home Ltd</strong>  Witney  Tel: 01993 775515  <strong>OP D PD LDA MH SI YA AD</strong></td>
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<td><strong>Cherry Care Services Ltd OACP</strong>  Witney  Tel: 01993 402200  <strong>OP D PD MH SI YA</strong></td>
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**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 46. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted.
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.

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Support and care at home providers continued

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<td>Cherwell Care Services Ltd</td>
<td>50 Bucknell Road, Bicester</td>
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<td>Chiltern Centre, The</td>
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<td>Clark Care Services</td>
<td>Reading, Tel: 07725 972580</td>
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<td>Countywide Caring Ltd – Domiciliary Care Office OACP</td>
<td>Wallingford, Tel: 01865 858895</td>
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<tr>
<td>Crossroads Care (Oxford) OACP</td>
<td>Oxford, Tel: 01865 260280</td>
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<td>Crystal Business Solutions Ltd T/A Everycare Oxford</td>
<td>Oxford, Tel: 01865 778330</td>
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<td>Dashwood</td>
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<td>Day and Nightcare Assistance</td>
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<td>Day and Nightcare Assistance (HO) OACP</td>
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<td>Day and Nightcare Live-in Care Ltd</td>
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<td>Diversity Care Providers Ltd</td>
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<td>Elite Care Agency OACP</td>
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<td>Enable Health Ltd OACP</td>
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<td>Fernleigh (OSJCT)</td>
<td>Witney, Tel: 01993 709726</td>
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<td>Genuine Carers – Oxford</td>
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<td>George Springall Homecare Partnership</td>
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<td>Golden Services Care Ltd</td>
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<tr>
<td>Goldsmith Personnel Ltd (Oxfordshire) OACP</td>
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<td>Greigcare Ltd</td>
<td>Banbury, Tel: 01295 266224</td>
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<td>Henley Care Ltd</td>
<td>Henley-on-Thames, Tel: 01491 842915</td>
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<tr>
<td>Heritage Healthcare Oxford South</td>
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<tr>
<td>HF Trust – North Oxfordshire DCA OACP</td>
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<td>Abingdon, Tel: 01865 407376</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

OACP Member of OACP – see page 46. 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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Your trained LifeCarer visits to help with personal care and practical things like housework or shopping.

Your LifeCarer offers companionship too, someone to talk to or escort you on a trip out. A trusted person who keeps an eye on your safety and helps you stay in touch with your family.

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A Care & Support Provider

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Email: admin@laurelleaf.co.uk

Laurel Leaf Support, 4 Spinners Court, 53 West End, Witney, Oxfordshire, OX281NH

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
Support and care at home providers continued

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>OACP</th>
<th>Advert Page</th>
</tr>
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<tr>
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<td>OACP</td>
<td>34</td>
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<td>Tel: 07776 100871</td>
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<td>34</td>
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<tr>
<td>Abingdon</td>
<td>Advert page 34</td>
<td>OP D PD LDA MH SI YA AD</td>
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<td>32</td>
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<td>32</td>
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<td>32</td>
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<td>32</td>
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<td><strong>North Cherwell Supported Living Scheme</strong></td>
<td>OACP</td>
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<tr>
<td>Banbury</td>
<td>Advert page 56</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Tel: 01295 236950</td>
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</tr>
<tr>
<td><strong>Oasis Private Care Ltd</strong></td>
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<tr>
<td>Abingdon</td>
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<td>OP D PD LDA MH SI</td>
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<tr>
<td>Tel: 01235 821223</td>
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<td><strong>Olive Tree Homecare Services Ltd</strong></td>
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<tr>
<td>Witney</td>
<td>Advert page 36</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Tel: 07432 031268</td>
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<td><strong>Oliver Tree Services</strong></td>
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</tr>
<tr>
<td>Tel: 07721 421400</td>
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</tr>
</tbody>
</table>

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

Optalis Extra Care Oxfordshire
Abingdon
Tel: 01235 523880  OP YA

Oxford Supported Living Scheme OACP
Oxford
Tel: 01865 594240  OP D PD LDA MH SI YA

Orchard Meadows (OSJCT) OACP
Banbury
Tel: 01295 230124 Advert page 56 OP D PD YA

Oxfordshire Children – Young People & Families
Kidlington
Tel: 01865 256600 PD LDA SI

Oxford Aunts OACP
Oxford
Tel: 01865 791017 Advert below (right) OP D PD SI YA

Paddocks, The (OSJCT)
Milton Under Wychwood
Tel: 01993 832962 Advert page 56 OP D PD LDA SI YA

Oxford House
Henley-on-Thames
Tel: 01491 578758 OP D PD LDA MH SI AD

Paterson Health and Social Care OACP
Bicester
Tel: 01869 325530 OP D PD LDA MH SI YA AD

Oxford Private Care OACP
Oxford
Tel: 01865 861944 OP D PD YA

PB Moinville Care OACP
Kidlington
Tel: 0330 333 7468 D PD LDA SI

---

Support and care at home providers continued

able2achieve supports individuals with learning disabilities, mental health, and other associated disabilities.

We may be one of the cheapest care providers but other companies cannot match our quality support we provide to our clients, our care staff and personal assistants.

Please call us on 01235 821223 or email us at info@oasisprivatecare.co.uk www.oasisprivatecare.co.uk

Caring for everyone to help make a better life.

We may be one of the cheapest care providers but other companies cannot match our quality support we provide to our clients, our care staff and personal assistants.

---

Care you can trust, in the home that you love.

Established for 50 years, Oxford Aunts provides fully managed care for those in need of our assistance within a 65 mile radius of the city.

We are dedicated, nurse-led health and home care professionals, used to supporting age-related conditions.

Our fully managed, live-in care packages are designed to give you care, security and peace of mind.

Call us now to discuss your needs on:

01865 791017

www.oxfordaunts.co.uk

---

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

OACP Member of OACP – see page 46. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
Support and care at home providers continued

<table>
<thead>
<tr>
<th>Peacefulliving Ltd – Oxfordshire</th>
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<tbody>
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</tr>
<tr>
<td>Tel: 07832 791284</td>
<td>Tel: 01865 481508</td>
</tr>
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<tr>
<td>Tel: 01235 798202</td>
<td>Tel: 01295 268543</td>
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<th>Petypher House (OSJCT)</th>
<th>Shotover View (OSJCT) OACP</th>
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<td>Oxford</td>
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<tr>
<td>Tel: 01865 823178</td>
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<td>Wantage</td>
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<tr>
<td>Tel: 01993 866144</td>
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<th>Real Life Options</th>
<th>SureCare Oxfordshire OACP</th>
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<tr>
<td>Tel: 07726 695850</td>
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<tr>
<td>Tel: 01865 410591</td>
<td>Tel: 01491 872988</td>
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<td>Tel: 01235 313082</td>
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<table>
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<tr>
<th>Richmond Village Witney DCA</th>
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<td>Oxford</td>
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<tr>
<td>Tel: 01993 764421</td>
<td>Tel: 01865 987571</td>
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<tr>
<th>Risborough Carers Ltd</th>
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<tr>
<td>Tel: 01844 212271</td>
<td>Tel: 01993 224190</td>
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<tr>
<td>Tel: 01295 810711</td>
<td>Tel: 01844 218450</td>
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<td>OP D LDA MH Y A</td>
<td>D PD LDA SI Y A</td>
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<th>Royal Mencap Society – Oxford Domiciliary Care</th>
<th>Your Life (Didcot)</th>
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<td>Oxford</td>
<td>Didcot</td>
</tr>
<tr>
<td>Tel: 0800 808 1111</td>
<td>Tel: 01202 362303</td>
</tr>
<tr>
<td>OP LDA Y A</td>
<td>OP D PD SI</td>
</tr>
</tbody>
</table>

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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

**OACP** Member of OACP – see page 46. 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)
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 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 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, for sale or rent.

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 0507666.

To find out more about Extra Care housing, watch a short film about the benefits at www.oxfordshire.gov.uk/cms/content/extra-care-housing where there are also details of the 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
Town Hall, St Aldate’s, Oxford OX1 1BX
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
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, visit www.oxfordshire.gov.uk/sharedlives or email SharedLives@oxfordshire.gov.uk 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
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.

Call us for advice or to arrange a visit
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
Banbury, OX17 2JL
Tel: 01295 641 712

Middletown Grange
Hailey near Witney, OX29 9UB
Tel: 01993 627 810

Chacombe Park
Boars Hill, OX1 5DF
Tel: 01865 565 461

Southerndown
Chipping Norton, OX7 5YF
Tel: 01608 433 192

Tell us what you think

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

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

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

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tbody>
<tr>
<td></td>
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<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<th>Fees per week</th>
<th>Quality rating*</th>
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</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>Options</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>Options</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>
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</table>

### Life in the home

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
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<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>
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### Personal preferences

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</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>
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</table>

### Catering

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
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</thead>
<tbody>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
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</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>
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### Fees

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
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</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 39.*
Money and paying for support and care

Care funded by the Council

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 (correct at 1st May 2019), 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 (correct at 1st May 2019), 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

**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 or phone 0800 096 8703 to speak to an adviser.

**Benefits advice**
You can find out more about the benefits you might be entitled to by visiting www.gov.uk/benefits-calculators which features reliable advice on how to make a claim and what to do if your circumstances change.

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**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.

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.

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**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, 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;
- 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

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

Write to: Comments and Complaints Service, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

For complaints concerning the NHS, contact NHS Complaints on 0300 343 5718 or email advocacy@gettingheard.org

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

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

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**Get involved**

**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](http://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 new 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.

**Cherwell**  
Volunteer Connect provides community transport and a volunteering brokerage service throughout Cherwell. The service matches volunteers to opportunities and works with public and private sector organisations to increase volunteering.  
Tel: 0300 303 0126  
Email: i.can@volunteerconnect.org.uk

**Oxford City, South Oxon and the Vale of White Horse**  
The Volunteer Centre Oxfordshire offers a service to those wanting to volunteer and those looking for volunteers in these areas.  
Tel: 01865 251946 • Email: vol@ocva.org.uk  
Web: [www.vcoxfordshire.org](http://www.vcoxfordshire.org)

**West Oxfordshire**  
Volunteer Link Up offers community transport, befriending and practical help.  
Tel: 01993 776277 • Email: office@vlu.org.uk  
Web: [www.vlu.org.uk](http://www.vlu.org.uk)

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**Advocacy**

**Someone to support you to get your view across**  
We all need help to get our views across sometimes, and to understand the information we are given.

If you have substantial difficulty in understanding, retaining or weighing up information, or in communicating your wishes, you might have a
family member, friend or neighbour you can ask to help you. But if there is no-one appropriate you can ask, Oxfordshire County Council can arrange an independent advocate to help you. 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.

**Getting Heard**

Getting Heard provides a free, independent and confidential service to adults in Oxfordshire which helps people to represent their interests, secure their rights and access services of their choice.

It also supports people who wish to challenge, make suggestions or complain about services.

To find out more, contact Oxfordshire County Council’s Social and Health Care team by emailing socialandhealthcare@oxfordshire.gov.uk or calling 0345 050 7666.

**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

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.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

Beautiful secure grounds with lovely views over open countryside

Large grounds to enjoy

A peaceful garden

Homely spacious rooms

Beautiful views

Doors to the garden always open

For inspected and rated

Good

Care Quality Commission
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

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Telephone</th>
<th>Services</th>
</tr>
</thead>
</table>
| **Cherwood House Care Centre**  
Buckingham Road, Caversfield, Bicester OX27 8RA  
Tel: 01869 245005 | | OP D PD LDA MH SI |
| **Fairholme House**  
Church Street, Bodicote, Banbury OX15 4DW  
Tel: 01295 266852 | | OP D PD |
| **Featherton House**  
Chapel Square, Deddington, Banbury OX15 0SG  
Tel: 01252 614583 | | OP |
| **Glebe House (OSJCT) OACP**  
8 Mill Street, Kidlington OX5 2EF  
Tel: 01865 841859 | | OP D |
| **Gosford Lodge OACP**  
95 Bicester Road, Kidlington OX5 2LD  
Tel: 01865 371405 | | LDA YA |
| **Holt Farm Care Ltd OACP**  
Hopcroft Holt, Steeple Aston, Bicester OX25 5QQ  
Tel: 01869 347600 | | OP LDA MH YA |
| **Lake House (OSJCT) OACP**  
The Green, Lake Walk, Adderbury, Banbury OX17 3NG  
Tel: 01295 811183 | | Advert page 56 OP D |
| **Ridings, The**  
Calder Close, Daventry Road, Banbury OX16 3WR  
Tel: 01295 276767 | | OP D |
| **Short Term Breaks – 69 Neithrop Avenue**  
Banbury OX16 2NT  
Tel: 01295 269646 | | OP D LDA SI YA |
| **St Anne’s Residential Care Home**  
Clifton, Banbury OX15 0PA  
Tel: 01869 338295 | | Advert page 50 OP D PD MH SI YA |

### Cherwell care homes with nursing

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Telephone</th>
<th>Services</th>
</tr>
</thead>
</table>
| **Agnes Court – Care Home with Nursing Physical Disabilities**  
Warwick Road, Banbury OX16 2AB  
Tel: 01295 673760 | | OP PD YA |
| **Banbury Heights Nursing Home**  
11 Old Parr Road, Banbury OX16 5HT  
Tel: 01295 262083 | | OP D PD LDA MH SI |
| **Chacombe Park**  
Banbury Road, Chacombe, Banbury OX17 2JL  
Tel: 01295 641712 | | Advert page 40 OP D PD YA |
| **Cherwood House Care Centre**  
Buckingham Road, Caversfield, Bicester OX27 8RA  
Tel: 01869 245005 | | OP D PD LDA MH SI |
| **Frewcott House Nursing Home OACP**  
Fritwell Road, Frewcott, Bicester OX27 7NZ  
Tel: 01869 345501 | | Advert page 50 OP D PD LDA MH SI YA |
| **Glebefields Care Home**  
Stratford Road, Drayton, Banbury OX15 6EH  
Tel: 01295 738133 | | OP D |

### Service Provider Details

- **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 46. 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)
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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Fritwell Road,
Bicester OX27 7NZ
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>Provider Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Godswell Park <strong>OACP</strong></td>
<td>Church Street, Bloxham, Banbury OX15 4ES&lt;br&gt;Tel: 01295 724000</td>
</tr>
<tr>
<td>Gracewell of Adderbury</td>
<td>Banbury Road, Adderbury, Banbury OX17 3PL&lt;br&gt;Tel: 01494 739000</td>
</tr>
<tr>
<td>Green Pastures Christian Nursing Home</td>
<td>Bath Road, Banbury OX16 OTT&lt;br&gt;Tel: 01295 279963 <strong>Advert page 48</strong></td>
</tr>
<tr>
<td>Heathfield House Nursing Home <strong>OACP</strong></td>
<td>Heathfield, Bletchington, Kidlington OX5 3DX&lt;br&gt;Tel: 01869 350940</td>
</tr>
<tr>
<td>Highmarket House</td>
<td>North Bar Place, Banbury OX16 0TD&lt;br&gt;Tel: 01295 297689 <strong>OP D PD MH YA</strong></td>
</tr>
<tr>
<td>Julie Richardson Nursing Home, The</td>
<td>14 Dashwood Road, Banbury OX16 5HD&lt;br&gt;Tel: 01295 268522 <strong>OP D PD LDA MH SI YA</strong></td>
</tr>
<tr>
<td>Langford View (OSJCT) <strong>OACP</strong></td>
<td>Coach House Mews, Bicester OX26 6EW&lt;br&gt;Tel: 01869 252343 <strong>Advert page 56</strong></td>
</tr>
<tr>
<td>Larkrise Care Centre (OSJCT) <strong>OACP</strong></td>
<td>Prescott Close, Banbury OX16 ORD&lt;br&gt;Tel: 01295 257471 <strong>Advert page 56</strong></td>
</tr>
<tr>
<td>Lincroft Meadow Care Home</td>
<td>The Moors, Kidlington OX5 2AA&lt;br&gt;Tel: 01865 950596 <strong>Advert inside front cover</strong></td>
</tr>
<tr>
<td>Manor House Nursing Home <strong>OACP</strong></td>
<td>Main Street, Merton, Bicester OX25 2NF&lt;br&gt;Tel: 01865 331555 <strong>OP D PD MH SI YA</strong></td>
</tr>
<tr>
<td>Southerndown</td>
<td>Worcester Road, Chipping Norton OX7 5YF&lt;br&gt;Tel: 01608 433192 <strong>Advert page 40</strong></td>
</tr>
<tr>
<td>Wardington House Nursing Home</td>
<td>Wardington, Banbury OX17 1SD&lt;br&gt;Tel: 01295 750622 <strong>Advert page 47</strong></td>
</tr>
<tr>
<td>Wyndham Hall Care Home</td>
<td>Skimmingdish Lane, Launton, Bicester OX26 5AF&lt;br&gt;Tel: 01869 722767</td>
</tr>
<tr>
<td>Yarnton Residential and Nursing Home</td>
<td>Rutten Lane, Yarnton, Kidlington OX5 1LW&lt;br&gt;Tel: 01865 849195 <strong>OP D PD MH SI</strong></td>
</tr>
</tbody>
</table>

**Service**<br>OP Older people (65+)<br>D Dementia<br>PD Physical disability<br>LDA Learning disability, autism<br>SI Sensory impairment<br>YA Younger adults<br>AD People who misuse alcohol or drugs

**User Bands**<br>MH Mental health<br>SI Sensory impairment

**OACP** Member of OACP – see page 46. 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.

We place the rights of the resident at the forefront of our philosophy of care, treating each resident as a valued individual. We encourage our residents to maintain their independence, whilst experienced care assistants provide assistance with daily living activities in accordance with their needs.

165 Banbury Rd, Oxford, Oxfordshire OX2 7AW
T: 01865 888500
E: enquiries@ladynuffieldhome.co.uk
www.ladynuffieldhome.co.uk

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New larger bedrooms with ensuite wetrooms, plus new facilities such as an activities room, garden room and spa bathroom will be available in Summer 2019.

T: 01865 228800 | E: admin@stlukeshosp.co.uk | www.stlukeshosp.co.uk
Latimer Road, Headington, Oxford OX3 7PF

Search for care in your area

www.carechoices.co.uk

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• Search by location and care need
• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests

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

Eden House Residential Home I
50 Horspath Road,
Oxford OX4 2QT
Tel: 01865 776012

Fairfield Residential Home
115a Banbury Road,
Oxford OX2 6LA
Tel: 01865 558413

Ferendune Court
Ash Close, Faringdon,
Oxford SN7 8ER
Tel: 01367 244267

Lady Nuffield Home, The OACP
165 Banbury Road, Oxford OX2 7AW
Tel: 01865 888500 Advert page 52

Longlands (OSJCT) OACP
Balfour Road, Blackbird Leys,
Oxford OX4 6AJ
Tel: 01865 779224 Advert page 56

Marston Court (OSJCT) OACP
Marston Road,
Oxford OX3 0DJ
Tel: 01865 241526 Advert page 56

Oxford Respite Service – The Brandon Trust
43 Saxon Way, Headington,
Oxford OX3 9DD
Tel: 01865 751115

St Andrew’s Residential Care Home Ltd
184 London Road, Headington,
Oxford OX3 9EE
Tel: 01865 741752

St John’s Home OACP
St Marys Road, Oxford OX4 1QE
Tel: 01865 247725

Townsend House (OSJCT) OACP
Bayswater Road,
Headington OX3 9NX
Tel: 01865 762232 Advert page 56

Oxford care homes with nursing

Albany Care Home, The
7 London Road, Headington,
Oxford OX3 7SN
Tel: 01865 744444

Brookfield
Little Bury, Oxford OX4 7UY
Tel: 01865 779888

Green Gates Care Home
2 Hernes Road, Summertown,
Oxford OX2 7PT
Tel: 01865 980684 Advert page 40

Iffley Residential and Nursing Home
Anne Greenwood Close, Iffley,
Oxford OX4 4DN
Tel: 01865 718402

Isis House Care & Retirement Centre
(OSJCT) OACP
Cornwallis Road,
Donnington OX4 3NH
Tel: 01865 397980 Advert page 56

St Luke’s Hospital – Oxford OACP
4 Latimer Road, Headington, Oxford OX3 7PF
Tel: 01865 228800 Advert page 52

Triangle, The
Old London Road, Wheatley,
Oxon OX33 1YW
Tel: 01865 875596

Service
User Bands
OP Older people (65+)
OACP Member of OACP – see page 46. This provider list has been provided to Care Choices by the Care Quality Commission.
D Dementia
MH Mental health
SI Sensory impairment
PD Physical disability
LDA Learning disability, autism
YA Younger adults
AD People who misuse alcohol or drugs

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
When you love every day, it’s magic.

Every day in Mill House Care Home is sprinkled with ‘Magic Moments’. One day our residents might be out and about visiting local sights, the next, taking part in our exercise classes or alternatively they may just choose to ‘stick to their knitting’.

When everything is right, bright and beautifully done – it’s a place where you can truly love every day.

Call us on 01993 627340 to find out more.

Mill House Care Home
30-32 Bridge Street, Witney OX28 1HY
www.brighterkind.com/millhouse

A True Feeling of Home

Winterbrook House is a family-run care organisation with beliefs and expertise that create a true feeling of home, alongside superior care of the older person.

We provide a dedicated care setting, offering both Residential and Nursing care, that really makes a difference to the quality of people’s lives.

We pride ourselves in knowing exactly how to provide the right environment for the maturing lifestyle; focusing on a bespoke approach to the wellbeing of all our clients.

18 Winterbrook, Wallingford, Oxfordshire OX10 9EF
T: 01491 833 922 • E: admin@winterbrookhouse.co.uk
www.winterbrookhouse.co.uk

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South Oxfordshire care homes

Amber House – Didcot
25-27 Norreys Road, Didcot OX11 0AT
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: 0203 195 3559

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

Winterbrook Nursing Home OACP
18 Winterbrook,
Wallingford OX10 9EF
Tel: 01491 833922 Advert page 54

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

See the checklist on page 41 for questions to ask when looking at care homes.

Service

User Bands

MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
LDA Learning disability, autism
PD Physical disability
D Dementia
OP Older people (65+)
OACP Member of OACP – see page 46. 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
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.

- Personal care at its heart
- 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.

We have 17 homes across Oxfordshire. To find out more or to arrange an appointment, get in touch.

Call 0800 988 8133
visit osjct.co.uk
email enquiries@osjct.co.uk
or visit our facebook pages
## South Oxfordshire care homes with nursing

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbeycrest Nursing Home</td>
<td>Essex Way, Sonning Common, Reading RG4 9RG</td>
<td>Tel: 0118 970 9000</td>
</tr>
<tr>
<td>Acacia Lodge OACP</td>
<td>Quebec Road, Henley-on-Thames RG9 1EY</td>
<td>Tel: 01491 579100</td>
</tr>
<tr>
<td>Chilterns Court Care Centre (OSJCT) OACP</td>
<td>York Road, Henley-on-Thames RG9 2DR</td>
<td>Tel: 01491 526900 Advert page 56</td>
</tr>
<tr>
<td>Close Care Home, The</td>
<td>Abingdon Road, Burcot, Abingdon OX14 3DP</td>
<td>Tel: 01865 407343</td>
</tr>
<tr>
<td>Hempton Field Care Home</td>
<td>36 Lower Icknield Way, Chinnor OX39 4EB</td>
<td>Tel: 01844 808498</td>
</tr>
<tr>
<td>Huntercombe Hall Care Home OACP</td>
<td>Huntercombe Place, Nuffield, Henley-on-Thames RG9 5SE</td>
<td>Tel: 0808 223 5356 Advert page 6</td>
</tr>
<tr>
<td>John Masefield – Care Home with Nursing Physical Disabilities</td>
<td>Burcot Brook, Lodge Burcot, Abingdon OX14 3DP</td>
<td>Tel: 01865 340324</td>
</tr>
<tr>
<td>Lashbrook House</td>
<td>Mill Road, Shiplake, Henley-on-Thames RG9 3LP</td>
<td>Tel: 0118 940 1770</td>
</tr>
<tr>
<td>Meadowcroft (OSJCT) OACP</td>
<td>78 Queens Road, Thame OX9 3NQ</td>
<td>Tel: 01844 212934 Advert page 56</td>
</tr>
<tr>
<td>Meadows, The (OSJCT) OACP</td>
<td>Britwell Road, Didcot OX11 7JN</td>
<td>Tel: 01235 518440 Advert page 56</td>
</tr>
<tr>
<td>Old Vicarage Residential, The – Nursing and Dementia Care Home</td>
<td>Moulsford, Wallingford OX10 9JB</td>
<td>Tel: 01491 651429</td>
</tr>
<tr>
<td>Rush Court OACP</td>
<td>Shillingford Road, Wallingford OX10 8LL</td>
<td>Tel: 01491 837223</td>
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<td>Watlington and District Nursing Home</td>
<td>Hill Road, Watlington OX49 5AE</td>
<td>Tel: 01491 613400</td>
</tr>
<tr>
<td>Westgate House (OSJCT) OACP</td>
<td>Millington Road, Wallingford OX10 8FE</td>
<td>Tel: 01491 836332 Advert page 56</td>
</tr>
<tr>
<td>Winterbrook Nursing Home OACP</td>
<td>18 Winterbrook, Wallingford OX10 9EF</td>
<td>Tel: 01491 833922 Advert page 54</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

**OACP**: Member of OACP – see page 46. 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)
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.

For more information or to arrange an informal visit, feel free to contact us:
Tel: 01865 865116 Fax: 01865 865923
Email: care@oxenfordhouse.co.uk
Website: www.oxenfordhouse.co.uk
Facebook page: Abbeyfield Oxenford Society Ltd
The Glebe, Cumnor, Oxford OX2 9RL

General Manager: Anna Jakes
Vale of White Horse care homes

**Framland OACP**  
Naldertown, Wantage OX12 9DL  
Tel: 0300 303 1470

**HF Trust – Milton Heights OACP**  
Pothash Lane, Milton Heights, Abingdon OX14 4DR  
Tel: 01235 831686

**HF Trust – No 3 & 4a Milton Heights OACP**  
Pothash Lane, Milton Heights, Abingdon OX14 4DR  
Tel: 01235 827615

**Iris Hayter House**  
43 Sandford Road, Littlemore, Oxford OX4 4XL  
Tel: 01865 749560

**Kirlena House OACP**  
18 Kennington Road, Kennington, Oxford OX1 5NZ  
Tel: 01865 739223

**Knowl, The**  
52 Stert Street, Abingdon OX14 3JU  
Tel: 01235 521850

**Leafield Residential Care Home**  
32a Springfield Drive, Abingdon OX14 1JF  
Tel: 01235 530423

**Mon Choisy OACP**  
128 Kennington Road, Kennington, Oxford OX1 5PE  
Tel: 01865 739223

**Old Station House (OSJCT) OACP**  
Old Station Yard, Abingdon OX14 3US  
Tel: 01235 536226

**Oxenford House OACP**  
The Glebe, Cumnor, Oxford OX2 9RL  
Tel: 01865 865116

**Stirlings (OSJCT) OACP**  
Garston Lane, Wantage OX12 7AX  
Tel: 01235 762444

**Vale of White Horse care homes with nursing**

**Abingdon Court Care Home**  
Marcham Road, Abingdon OX14 1AD  
Tel: 01235 535405

**Bridge House OACP**  
Thames View, Abingdon OX14 3UJ  
Tel: 01235 520439

**Coxwell Hall and Mews Nursing Home**  
Fernham Road, Faringdon SN7 7LB  
Tel: 01367 242985

**Cumnon Hill House OACP**  
Breeches End, Cumnor Hill, Oxford OX2 9FW  
Tel: 0800 023 2066

**Grange Care Centre, The**  
25 Church Green, Stanford in the Vale, Faringdon SN7 8HU  
Tel: 0844 472 5182

**Oaken Holt Nursing and Residential Home OACP**  
Eynsham Road, Farmoor, Oxford OX2 9NL  
Tel: 0808 223 5356

**Oxford Beaumont**  
Bayworth Lane, Bayworth Corner, Boars Hill, Oxford OX1 5DF  
Tel: 01865 565461

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
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- Hair and beauty therapy salon
- Village restaurant, café and bar
- External terraces and gardens
- Family events and activities
- Book ahead respite breaks available

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Coral Springs Way, Witney, Oxfordshire OX28 5DG  
01993 764421  
witney@richmond-villages.com

**RICHMOND LETCOMBE REGIS**  
Letcombe Regis, Wantage, Oxfordshire OX12 9RG  
01235 313082  
letcomberegis@richmond-villages.com

www.richmond-villages.com  
[Carehome.co.uk]
Vale of White Horse care home with nursing continued

Richmond Village Letcombe Regis OACP
South Street,
Letcombe Regis OX12 9RG
Tel: 01235 313082 Advert page 60 OP D

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

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

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

West Oxfordshire care homes

Beech Haven OACP
77 Burford Road, Chipping Norton OX7 5EE
Tel: 01608 642766 Advert page 63 OP D

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

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

Henry Cornish Care Centre (OSJCT) OACP
Rockhill Farm Court, Chipping Norton OX7 5AU
Tel: 01608 642364 Advert page 56 OP D PD SI

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

Madley Park House (OSJCT) OACP
Madley Way, Witney OX28 1AT
Tel: 01993 890720 Advert page 56 OP D

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OACP Member of OACP – see page 46. This provider list has been provided to Care Choices by the Care Quality Commission.
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We have a wide range of social events and activities throughout the year, as well as beautiful grounds for our residents to enjoy whenever they please.

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50 Newland,  
Witney OX28 3JG  
Tel: 01993 702525

Rosebank Care Home OACP  
High Street, Bampton OX18 2JR  
Tel: 01993 850308 Advert page 62

Spencer Court (OSJCT) OACP  
Union Street, Woodstock OX20 1JG  
Tel: 01993 812725 Advert page 56

West Oxfordshire care homes with nursing

Beech Court Nursing Home  
37 Newland Street, Eynsham,  
Witney OX29 4LB  
Tel: 01865 883611

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

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 62

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

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

Freeland House  
Nursing Home OACP  
Wroslyn 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 56

Langston, The  
Station Road, Kingham,  
Chipping Norton OX7 6UP  
Tel: 01923 213789

Advertisement

Search for care in your area

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
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<tbody>
<tr>
<td>OP</td>
<td>MH</td>
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<td>D</td>
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<td>LDA</td>
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</tr>
</tbody>
</table>

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

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
West Oxfordshire care homes with nursing continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
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<td>OP</td>
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</tr>
</tbody>
</table>

Advert page 65
Meadow View Nursing Home
48 Rack End,
Standlake OX29 7SB
Tel: 01865 300205

Advert page 64
Merryfield House Nursing Home OACP
33 New Yatt Road,
Witney OX28 1NX
Tel: 01993 775776

Advert page 60
Middletown Grange
Middletown, Hailey,
Witney OX29 9UB
Tel: 01993 627810

Advert page 54
Mill House
30-32 Bridge Street, Witney OX28 1HY
Tel: 01993 627340

Old Prebendal House, The
Station Road,
Shipton-under-Wychwood,
Chipping Norton OX7 6BQ
Tel: 01993 831888

Penhurst Gardens Care Home OACP
New Street,
Chipping Norton OX7 5ED
Tel: 01608 698058

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

Richmond Village Witney
Village Centre, Coral Springs Way,
Richmond Village, Witney OX28 5DG
Tel: 01993 764421

Tall Trees OACP
Burford Road,
Shipton-under-Wychwood,
Chipping Norton OX7 6DB
Tel: 0808 223 5356

Wytham House OACP
Eynsham Road, Farmoor,
Oxford OX2 9NL
Tel: 0808 223 5356

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Our aim is to help residents achieve and maintain their maximum potential - physically, psychologically, socially and spiritually throughout their stay.

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- Open visiting hours
- Visiting GP, chiropodist & hairdressing
- Occupational therapy

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(01865) 300205

or visit our website at

www.meadowviewnursinghome.co.uk

48 Rack End, Standlake, Oxon OX29 7SB
## Support and care at home provider listings

### 1 to 1 Care
- (Oxford) Ltd 31

### 1st Homecare
- (Oxford) Ltd 31

### Acquire Care Ltd
- Alina Homecare Banbury 31
- Amber Healthcare 31
- Autumn Years Care 31

### Bicester Innovation Centre
- Bluebird Care (Cherwell) 31

### Bluebird Care (South Oxfordshire)
- Borough House, 10 31
- Brownbill Associates Ltd 31

### C3 Care Ltd
- Care Bureau Ltd, The – Domiciliary Care – Banbury 31
- Care Compassion and Conversation Ltd 31
- Care Outlook (Oxford) 31
- Care With Care 31
- Care With Dignity Partnerships 31
- Caremark (Oxford) 31
- Caremark (West Oxfordshire & Cherwell) 31
- Caretree Ltd 31
- Caring Company, The (Oxon) 31

### Centurion House (OSJCT)
- Charterville Care at Home Ltd 31
- Cherry Care Services Ltd 31
- Cherwell Care Services Ltd – 50 Bucknell Road 33

### Chiltern Centre, The
- Clark Care Services 33

### Countywide Caring Ltd – Domiciliary Care Office
- Crossroads Care (Oxford) 33
- Crystal Business Solutions Ltd T/A Everycare Oxford 33

### Dashwood
- Day and Nightcare Assistance 33
- Day and Nightcare Assistance (HO) 33
- Day and Nightcare Live-in Care Ltd 33
- Diversity Care Providers Ltd 33

### Elite Care Agency
- Enable Health Ltd 33

### Fernleigh (OSJCT)

### Genuine Carers – Oxford
- George Springall Homecare Partnership 33

### Golden Services Care Ltd
- Goldsmith Personnel Ltd (Oxfordshire) 33
- Greigcare Ltd 33

### Henley Care Ltd
- Heritage Healthcare Oxford South 33

### HF Trust – North Oxfordshire DCA 33
- HF Trust – Oxon Vale DCA 33
- HF Trust – South Oxfordshire & Berks DCA 33

### Home Helpers Care Ltd – 25 The Nursery 35
- Home Instead Senior Care North Oxfordshire 35

### Home Instead Senior Care Oxford 35
- Homecomfts 35
- Housing & Care 21 – Stanbridge House 35

### ICE Centre, The
- Inspiratus Senior Care Ltd 33

### Isis Court (OSJCT) 35

### JES Care Services Ltd 35

### Kcare 35

### Laurel Leaf Support Ltd 35

### Lifecarer (Cherwell) 35

### Lifecarers (West Oxfordshire) 35

### MacIntyre Central England Support 35

### Mayott House (OSJCT) 35

### MiHomecare – Carterton 35

---

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 provider listings continued

Moorside Place (OSJCT) 35
Mumby’s Homecare Support Ltd 35
My Carer 35

N
North Cherwell Supported Living Scheme 35

O
Oasis Private Care Ltd 35
Olive Tree Homecare Services Ltd 35
Olive Tree Services 35
Optalis Extra Care Oxfordshire 36

Orchard Meadows (OSJCT) 36
Oxford Aunts 36
Oxford House 36
Oxford Private Care 36
Oxford Supported Living Scheme 36
Oxfordshire Children – Young People & Families 36

P
Paddocks, The (OSJCT) 36
Paterson Health and Social Care 36
PB Moinville Care 36
Peacefulliving Ltd – Oxfordshire 36
Pechiv Care Services 36
Petypher House (OSJCT) 36
PLL Care Services 36
Premier Personal Care Ltd 36

R
Real Life Options 37
Response 37
Richmond Village Letcombe Regis DCA 37
Richmond Village Witney DCA 37
Risborough Carers Ltd 37
Roses Care Services 37
Royal Mencap Society – Oxford Domiciliary Care 37

T
Towse Court (OSJCT) 37

U
United Response 37

W
We-Care-Recruitment Ltd 37
West Oxfordshire Supported Living 37
Windmill Place (OSJCT) 37

Y
Your Life (Didcot) 37

Care homes / care homes with nursing

A
Abbeycrest Nursing Home 57
Abingdon Court Care Home 59
Acacia Lodge 57
Agnes Court – Care Home with Nursing Physical Disabilities 49
Albany Care Home, The 53
Amber House – Didcot 55

B
Banbury Heights Nursing Home 49
Beech Court Nursing Home 63
Beech Haven 61, 63
Bridge House 59
Brook House Residential Care Home 59
Brookfield 53
Cedar Court Care Home 63
Chacombe Park 49
Cherwood House Care Centre 49
Cherwood House Care Centre 49
Chilterns Court Care Centre (OSJCT) 57
Churchfields Care Home 63
Cleeve Lodge 55
Close Care Home, The 57
Cotswold, The 63
Coxwell Hall and Mews Nursing Home 59
Cumnor Hill House 59

D
Disabilities Trust – 4 Pages Orchard 55
# Care homes / care homes with nursing continued

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabilities Trust</td>
<td>22 Woodlands Road</td>
<td>55</td>
</tr>
<tr>
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<tr>
<td>Enstone House</td>
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<td>61</td>
</tr>
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<td>Fairfield Residential Home</td>
<td></td>
<td>53</td>
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<tr>
<td>Fairholme House</td>
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<td>59</td>
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<tr>
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</tr>
<tr>
<td>Glebefields Care Home</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Glebe House (OSJCT)</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Godswell Park</td>
<td></td>
<td>51</td>
</tr>
<tr>
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<td></td>
<td>49</td>
</tr>
<tr>
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<td></td>
<td>51</td>
</tr>
<tr>
<td>Grange, The</td>
<td></td>
<td>55</td>
</tr>
<tr>
<td>Grange Care Centre, The</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Green Gates Care Home</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Green Pastures Christian Nursing Home</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Hawthonas</td>
<td></td>
<td>61</td>
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<td></td>
<td>51</td>
</tr>
<tr>
<td>Hempton Field Care Home</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Henry Cornish Care Centre (OSJCT)</td>
<td></td>
<td>61, 63</td>
</tr>
<tr>
<td>HF Trust – Milton Heights</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Highmarket House</td>
<td></td>
<td>51</td>
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<td>Holt Farm Care Ltd</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Homestead, The</td>
<td></td>
<td>61</td>
</tr>
<tr>
<td>Huntercombe Hall Care Home</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Iffley Residential and Nursing Home</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Iris Hayter House</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Isis House Care &amp; Retirement Centre (OSJCT)</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>John Masefield – Care Home with Nursing</td>
<td></td>
<td>63</td>
</tr>
<tr>
<td>Julie Richardson Nursing Home, The</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Kirlena House</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Knowl, The</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Lady Nuffield Home, The</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Lake House (OSJCT)</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Langford View (OSJCT)</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Langston, The</td>
<td></td>
<td>63</td>
</tr>
<tr>
<td>Larkrise Care Centre (OSJCT)</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Lashbrook House</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Leafield Residential Care Home</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Lincroft Meadow Care Home</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Longlands (OSJCT)</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Lyndhurst Residential Care Home</td>
<td></td>
<td>55</td>
</tr>
<tr>
<td>Madley Park House (OSJCT)</td>
<td></td>
<td>61</td>
</tr>
<tr>
<td>Manor House Nursing Home</td>
<td></td>
<td>51</td>
</tr>
<tr>
<td>Maples, The</td>
<td></td>
<td>55</td>
</tr>
<tr>
<td>Marston Court (OSJCT)</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Meadowcroft (OSJCT)</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Meadows, The (OSJCT)</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Meadow View Nursing Home</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Merryfield House Nursing Home</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Meylan House</td>
<td></td>
<td>55</td>
</tr>
<tr>
<td>Middletown Grange</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Mill House</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Mon Choisy</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Newland House</td>
<td></td>
<td>63</td>
</tr>
<tr>
<td>Oaken Holt Nursing and Residential Home</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Old Prebendal House, The</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Old Station House (OSJCT)</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Old Vicarage Residential, The</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Orchard House</td>
<td></td>
<td>55</td>
</tr>
<tr>
<td>Oxenford House</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Oxford Beaumont</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td>Oxford Respite Service – The Brandon Trust</td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Penhurst Gardens Care Home</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Ramping Cat Nursing Home</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Richmond Village Letcombe Regis</td>
<td></td>
<td>61</td>
</tr>
</tbody>
</table>

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Richmond Village Witney  64
Ridings, The  49
Rosebank Care Home  63
Rush Court  57

S
Short Term Breaks  – 69 Neithrop Avenue  49
Short Term Breaks  – April Cottage  63
Shrublands  61
Sotwell Hill House  55
Southerndown  51
Spencer Court (OSJCT)  63
St Andrew’s Residential Care Home Ltd  53

St John’s Home  49
St Katharine’s House  61
St Luke’s Hospital – Oxford Stirlings (OSJCT)
Stowford House Care Home  61

T
Tall Trees  64
Tower House
Townsend House (OSJCT)  53
Triangle, The  53

V
Vale House  61

W
Wantage Nursing Home  61
Wardington House Nursing Home  51
Watlington and District Nursing Home  57
Westgate House (OSJCT)  57
Winterbrook Nursing Home  55, 57
Woodview  55
Wyndham Hall Care Home  51
Wytham House  64

Y
Yarnton Residential and Nursing Home  51

Other advertisers
Abbeyfield  58
Abi Live-In  26
Barchester  40
Bluebird Care (Oxford)  30
Bluebird Care (Witney)  30
brighterkind  54
Bupa  40
Care Choices Questionnaire  32, 40, 54
Care Choices Website  30, 52, 63
Caring Homes Group
Creative Care
Daybreak Oxford
Helping Hands
KIT Mobility Taxis Oxford Ltd
Maricare
My Family, Our Needs
Orders of St John Care Trust, The  56
Porthaven  6
Protection & Investment Ltd  50
Inside back cover
Saga Care at Home  28
Saga Healthcare Ltd  32
Spratt Endicott Solicitors  63
Trust on Tap  6

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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.
Senior Sales Executives: Mark Dalton, Mustafa Kanuni. Sales Executives: Claire Cornish, Jake Harvey.
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