



Live Well Oxfordshire

Support and Care Guide for Adults 2026/27

Your guide to support and care
services in Oxfordshire

Helping you to make the right choices to remain independent and stay well

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To obtain extra copies of this Guide, call Oxfordshire County Council's **Social and Health Care Team** on **01865 519800** or email **socialandhealthcare@oxfordshire.gov.uk**



**OXFORDSHIRE
COUNTY COUNCIL**

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Alternative formats

Recite me

This Guide is available electronically at **www.oxfordshire.gov.uk** and **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 Guide 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**.

Welcome from Oxfordshire County Council

Welcome to the Live Well Oxfordshire Support and Care Guide for Adults 2026/27.

This Guide provides information on health and social care services in the county, helping you choose the right support for you or your loved one to live well and independently, within your community.

Everyone's circumstances are different, so choice is important. You will find details about a range of organisations including charities, voluntary and community groups and private providers offering paid-for services. The Guide also signposts to local NHS services that may be helpful.

People's support needs vary widely – from low-level help such as with gardening, through to more specialist and personalised support. This Guide offers comprehensive information across a wide range of areas to assist you in selecting the most suitable option for you.

This Guide contains the latest information at the time of writing. However, new services continue to open every week, so to find the most up-to-date offerings, you can visit our online Live Well Oxfordshire directory at **www.oxfordshire.gov.uk/livewell**

As well as all the information contained in this Guide, you will find a calendar of events, so you can see what's on in your local area.

You can also use the search facility to find useful information on various topics, as well as doing a postcode search to see what's available on your doorstep.

It's all aimed at connecting you to your community and giving you greater choice and control over the support and services you need.

Please note that the information contained within the directory is subject to change. For the latest information regarding availability, contact the provider directly.

If you have any feedback about this Guide or information you would like to see included in the next edition, email **livewell@oxfordshire.gov.uk**



Cllr Tim Bearder

Leader of the Council

Email:

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Martin Reeves

Chief Executive

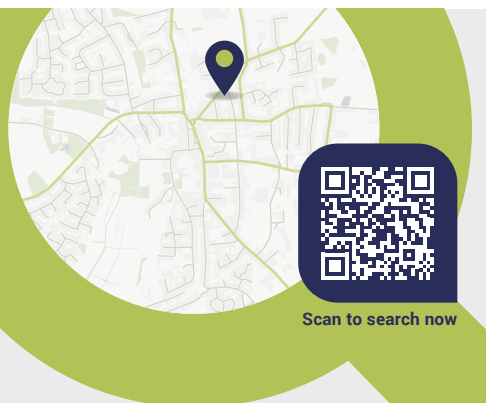
Email:

martin.reeves@oxfordshire.gov.uk

Search for care in your area

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



Care home and care home with nursing providers

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Health and wellbeing

Better Health



Making your life healthier can start with little changes. Whether you want to lose weight, drink less alcohol, get active or quit smoking, you have access to lots of free tools and support through Better Health.

You can also find simple ways to lift your mood with Every Mind Matters.

There has never been a better time to kickstart your health journey. If you want to improve other aspects of your wellbeing, there are a lot of free tools to support you. To find out more about the tools available to you, visit www.nhs.uk/better-health

Keeping healthy and fit



Beezee in Oxfordshire can help you create long-lasting healthy habits. It offers programmes for adults and families, led by nutritionists and centred around healthy eating and exercise. You can join group sessions both in person and online or even get 12-weeks' free access to a local Slimming World or WeightWatchers group. Call **03332 208952** or visit <https://oxf.maximusuk.co.uk>

Staying active

Moving more, in a way that works for you, is hugely beneficial. It can help you to better manage a long-term health condition, increase your energy levels and help with mood or weight management. Being regularly active helps to prevent diseases such as diabetes, heart disease and stroke. Other benefits of staying active are:



- ➔ • Improving co-ordination, flexibility and muscle strength, which can help to reduce the risk of falls.
- Helping ease depression and anxiety and improving sleep patterns.
- Helping reduce high blood pressure.
- Helping 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 easier to maintain and there are several 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. Visit www.nhs.uk (search 'Walking for health').

Age UK Oxfordshire can support you to maintain health, mobility and independence, and keep doing what you love for longer. You can access a variety of group exercise classes, both in-person and online, along with options to support you to be active at home, all of which are tailored to support people in later life. Call **0345 450 1276** or visit www.ageuk.org.uk/oxfordshire

Move Together can provide advice, motivation and signposting to a variety of activities you can try. So, if you are living with a long-term health condition, or if you could benefit from moving more to improve your physical and mental health, sign up at www.getoxfordshireactive.org/move-together

If you would like more information about the different ways to get active across Oxfordshire, or a Move Together Activity Pack, visit www.getoxfordshireactive.org

Help and support to quit smoking

Quitting is the single biggest thing you can do for your health. All smokers who live or work in Oxfordshire can access free support to quit from Smokefree Oxon. Smokefree Oxon offers free one-to-one personalised support including the

provision of free rechargeable vapes and other appropriate nicotine therapies. If you are thinking of quitting, speak to a qualified support coach on **0800 772 3673** or text QUITOXON to **66677**, email smokefreeoxon.s4h@nhs.net or visit www.smokefreeoxon.co.uk

Each year, Oxfordshire County Council funds a limited number of places on the **Allen Carr's Easyway (ACE)** stop smoking programme. Funded places are available to individuals living in Oxfordshire. ACE is a non pharmacological, seminar based approach to stopping smoking that focuses on changing how people think and feel about smoking, rather than relying on willpower or nicotine replacements. For more information and to book onto the programme, visit www.allencarr.com/location/oxfordshire-council

Alcohol and drug support

If you, or someone you know, is experiencing problems with alcohol or drugs, you can access free advice, information and support from Turning Point's Oxfordshire Roads to Recovery.

Services are provided across Oxfordshire for adults aged 18 and over. For more information or to find your nearest Hub, call **01865 261690** or visit www.turning-point.co.uk/services/oxfordshire/ Alternatively, drop in to one of the hubs – no appointment needed.

Free online coaching with an alcohol specialist is available to those who would like to reduce their drinking. To find out if you're eligible, visit www.drinkcoach.org.uk/oxfordshire-alcohol-test

Drug and alcohol support for children, teens and young adults

Cranstoun Here4YOUth offers support to families and individuals up to the age of 25. For advice, information and support, call **01865 590825**, email here4youthox@cranstoun.org.uk or visit www.cranstoun.org/help-and-advice/youngpeople/oxfordshire-here4youth

**MOVE
Together**



NHS Health Checks

What is an NHS Health Check?

A free preventative programme for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions.

This check finds ways to lower this risk. Visit **www.nhs.uk/tests-and-treatments/nhs-health-check**

What happens at the NHS Health Check?

The check usually takes 20 to 30 minutes.

A health professional, often a healthcare assistant, will ask you about your lifestyle and family history, measure your height and weight, take your blood pressure and do a blood test to check your cholesterol levels.

Your results are used to calculate your risk of getting heart disease, stroke, kidney disease and diabetes. Everyone will also be told the signs and symptoms of dementia to look out for. You will then receive personalised advice to reduce your risk.

This could include:

- Improving your diet and increasing physical activity levels.
- Taking medicines to lower your blood pressure or cholesterol.
- Losing weight or stopping smoking.

How do I get an NHS Health Check?

All NHS Health Checks are provided through your GP Practice. If you're aged 40 to 74 without a pre-existing condition, you should receive a letter from your GP Practice inviting you for a free check every five years. However, you can also call your GP Practice to check if you're eligible and ask to book an appointment.

Dementia support

Dementia Oxfordshire, a service provided by Age UK Oxfordshire, provides specialist support for people of all ages



with a dementia diagnosis, their families and carers. The service supports people from the point of diagnosis until a move to residential care or end of life. Dementia advisers will stay in contact with individuals accessing the service and become a single, trusted point of contact for advice and support. Dementia Oxfordshire aims to help people live as well as possible for as long as possible in their communities. Dementia Oxfordshire can also support those with memory concerns but no dementia diagnosis, when referred by a health professional.

Tel: **01865 410210**

(Monday to Friday, 9.00am to 5.00pm).

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

Web: **www.dementiaoxfordshire.org.uk**

For out-of-hours' support, call the Dementia UK helpline on **0800 888 6678** and speak to a dementia specialist Admiral Nurse. The helpline is open Monday to Friday, 9.00am to 9.00pm; and weekends, 9.00am to 5.00pm.

Become a Dementia Friend

Dementia Friends raise awareness and understanding so that people living



with dementia can continue to live the way they want. Dementia Friends help people living with dementia by taking actions – big and small. Being a Dementia Friend could be visiting someone you know with dementia or being more patient in a shop queue. You could also get involved in things like volunteering, campaigning or wearing a badge to raise awareness. Visit **www.dementiafriends.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.

Find ideas to support positive mental wellbeing at <https://livewell.oxfordshire.gov.uk>

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 or volunteering 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.

Local and national mental health support

CALM

United against suicide.

Tel: **0800 585858**

NHS Oxfordshire Talking Therapies

A free NHS service for people living with depression or anxiety in Oxfordshire.

Tel: **01865 901222**

Email:

oxon-talking-therapies@oxfordhealth.nhs.uk
(general enquiries).

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

Oxford Cruse

Bereavement support.

Tel: **01865 245398**

Amparo

Free and confidential help for people affected by suicide.

Tel: **0330 088 9255**

Oxfordshire Mind

Runs a wide range of services for anyone over 16 affected by mental health conditions.

Tel: **01865 247788**

Text: **07451 277973**

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

Web: **www.oxfordshiremind.org.uk**

Oxfordshire Safe Haven

Provides support to individuals experiencing mental health challenges.

Tel: **01865 903037**

Email: **osh@oxfordshiremind.org.uk**

Web: **www.oxfordshiremind.org.uk/support-for-you/safe-haven**

PAPYRUS

Support for young people.

Tel: **0300 102 2470**

Text: **88247**

Response

Housing related support for adults with serious mental health challenges.

Tel: **01865 397940**

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

Web: **www.reponse.org.uk**

Restore

An Oxfordshire-based charity that supports people to take control of their recovery, develop skills and lead meaningful lives.

Web: **www.restore.org.uk**

Rethink Mental Illness

Offers support to people affected by mental illness.

Tel: **0808 801 0525**

Web: **www.rethink.org**

The Cornermen

For men struggling with their mental health.

Tel: **07552 189548**

Email: **Info@thecornermen.org**

Web: **https://thecornermen.org**

Samaritans

Offers emotional support and someone to talk to when you need it.

Tel: **116 123**

Support After Suicide Partnership

A national partnership of suicide and bereavement organisations.

Web: **www.supportaftersuicide.org.uk**

Switchboard LGBTQIA+ support line

A safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing.

Tel: **0800 011 9100**

Topaz LGBT+ Oxford

A safe space for young people seeking support who are Lesbian, Gay, Bisexual or Transgender.

Web: **www.topazoxford.org.uk**

Breathing Space Scheme

The scheme will help take the pressure off people with debt issues while they are receiving mental health crisis treatment and for up to 30 days after. Referrals can be made by a nurse, social worker, care co-ordinator, the patient's informal carer or the person in crisis themselves, but they must be certified by an Approved Mental Health Professional.

People facing debt with a mental health condition but who aren't in crisis may be eligible to apply for the standard Breathing Space Scheme, preventing creditors from enforcing debts and adding interest and charges for up to 60 days. Speak to your local debt advice service.

Reading Well (Books on Prescription)

Books and reading can have a great effect on your health and wellbeing. From self-help books to health information and creative reading, your library can help you to get well and keep well in several ways. To find your local library, visit **www.oxfordshire.gov.uk** (search 'Find a library', 'Health and reading well' or 'eBooks and eAudio', as many titles are now available as eBooks for free loan).

The Home Library Service

Offered to people who are unable to visit the library themselves because of frailty, infirmity or a disability 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.

Contact the service to discuss the kind of books,

DVDs, music CDs or audio books that you like to read or enjoy. It will then arrange for a library volunteer to deliver these to your home. The volunteers wear identification badges and provide a helpful and friendly service. Wherever possible, the service will try and arrange for the same volunteer to visit you each time. Your library materials will be delivered and collected every three weeks. To register for this service, or if you are interested in becoming a volunteer, call **01865 810259** or email **homelibraryservice@oxfordshire.gov.uk**

Oxfordshire Reablement Service

This 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. Reablement is short-term support provided by a group of specialists to help a patient, who is at home,

regain their independence. It is centred around helping with practical daily tasks and activities. An assessment will be completed to see what you can do now, what you would like to achieve and how the service can help get you there. If you require the reablement service, this will all be arranged for you.

NHS Continuing Healthcare

Some people with long-term, complex health needs are eligible for their care to be funded solely by the NHS. This is known as NHS Continuing Healthcare and is provided to people aged 18 or over to meet significant and complex physical and mental health needs following an evidenced-based, clinical assessment. If the assessment determines eligibility, NHS Continuing Healthcare support may be

provided in a care home, supported living complex or in a person's own home.

NHS Continuing Healthcare can be a difficult process to understand, and NHS England has commissioned Beacon to provide independent information and advice. Call **0345 548 0300** or visit **<https://beaconchc.co.uk>**

NHS 111

This number gives you access to local NHS healthcare services, including the mental health helpline, 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.



MyHSN – Health Service Navigator

If you're having difficulties knowing which forms, phone calls and appointments need to be made to get the NHS healthcare you need, MyHSN aims to

tell you exactly how the system works and how you can get the best out of it. It's not there to give you medical or health advice. Visit **www.myhsn.co.uk**

Community activities

The Live Well Oxfordshire website

This website brings together over 2,800 services and activities in one easy-to-search online directory: from care services to help you stay living at home, to things to do in your community and the community support to help you do these things. The services and activities are supported by information pages which can help you get the most out of your search and support you going forward.

You'll find a calendar letting you know what's on in your community (such as exercise classes, singing groups, support groups and IT sessions), as well as a news section keeping you up to date with local stories and events. To find information to connect you to your community, visit **<https://livewell.oxfordshire.gov.uk>** or if you aren't online or need some help navigating the website, call **01235 849410**.



Community Links Oxfordshire

Linking you to what matters to you, Community Links



Oxfordshire is an established local service available to all adults living in the county. The team listens and talks through what could make a difference

to your life. At your pace, the team will work with you to get the information you need to make informed choices and connect you to any activities or services that will support you in living well. For more information, call **01235 849434** or email **community@ageukoxfordshire.org.uk**

Social prescribing

A service provided by your local GP surgery and can link you with a range of local, non-medical activities, opportunities and support that can improve your life and help you live life to the fullest. Whether you need help at home, want to discover more about local activities or find out about benefits and support services, Social Prescribers can help you. Each GP surgery will have a Social Prescriber as part of its team, also known as a Community Link Worker or a Community Connector. Speak to your surgery and ask to be put in contact with them.



Good Neighbour Schemes

Local voluntary groups that offer a service in their community for those in need of help and support – whether it's transport, collecting repeat prescriptions, walking the dog, tidying up the garden, taking someone to hospital, doing a bit of shopping or changing a light bulb, Good Neighbour

Schemes can help you to stay independent, safe and well.

To find out more, visit

<https://livewell.oxfordshire.gov.uk>
(search 'Good neighbour scheme').

Voluntary organisations

Oxford Head Injury Services provide guidance to anyone affected by brain injury, along with their families and carers. The organisation also offers a range of support and help to speed up recovery; from physical and mental therapy to vocational support and training. Call **01865 326263**, email **admin@oxfordheadinjuryservices.org.uk** or visit **<https://oxfordheadinjuryservices.org.uk>**

Age UK Oxfordshire works within communities to support older people to stay independent, active and connected. The charity provides advice, information, services and support. There are opportunities for older people to take part in activities and volunteer. Call **0345 450 1276**, email **contactus@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire**

Age UK's national helpline is open seven days a

week, 8.00am to 7.00pm, including bank holidays. Call **0800 678 1602**.

LGBT+Oxon can help you to find connections to local community and support services for LGBTQIA+ people. Email **hello@lgbtoxoxon.uk** or visit **www.facebook.com/LGBToxon**



Unlimited Oxfordshire is an organisation run by disabled people for disabled people living, working or studying in Oxfordshire. It provides practical information to disabled people to help with challenges they may face in their everyday lives, helping them to help themselves.

Membership is free. The group meets online once a month and everyone is welcome. You can also call if you need help. Call **01865 376478** or →

→ **07460 837471** or email **info@unltdox.org.uk**
or visit **www.unltdox.org.uk**

My Vision Oxfordshire supports children and adults who are visually impaired, advising on and

providing services and equipment that enable visually impaired people to live independent lives. Call **01865 725595** (Monday to Friday, 9.00am to 4.00pm), email **info@myvision.org.uk** or visit **www.myvision.org.uk**

Day centres and supported community opportunities

There is a wide variety of supported community opportunities 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.

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. You can explore the different groups and find out more about community activities on Live Well Oxfordshire. For more information, visit **<https://livewell.oxfordshire.gov.uk>**

Oxfordshire County Council has seven 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

Audlett Drive OX14 3GD • Tel: **01865 897104**
Email: **abingdoncss@oxfordshire.gov.uk**

Banbury

Neithrop Avenue OX16 2NT • Tel: **01865 897101**
Email: **banburycss@oxfordshire.gov.uk**

Bicester

Launton Road OX26 6DJ • Tel: **01865 897105**
Email: **bicestercss@oxfordshire.gov.uk**

Oxford

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

Wallingford

51 High Street OX10 0DB • Tel: **01865 897106**
Email: **wallingfordcss@oxfordshire.gov.uk**

Wantage

Charlton Village Road OX12 7HG
Tel: **01865 897103**
Email: **wantagecss@oxfordshire.gov.uk**

Witney

6 Moorland Road OX28 6LF
Tel: **01865 897107**
Email: **witneycss@oxfordshire.gov.uk**



Call us today on: **01865 776744**
admin@daybreak-oxford.org.uk
Website: daybreak-oxford.org.uk

A fun day of activities for people living with dementia by multi-award winning, friendly, and caring staff.



-  Our community & centre transport
-  Lilacs Centre in Kidlington
-  Limes Centre in Oxford City
-  Rosewood Centre in Greater Leys

A charity to support people living with dementia.

2-course lunch prepared by a chef • Live music and daily singing
• Pub games, bingo, darts & trivia • Dancing & seated exercises
• Arts & Crafts • Poetry • Visits from museums • Word games •
Make new friends & remain socially active • Door-to-door transport

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 **<https://abingdon-witney.ac.uk/part-time-evening>**

u3a is an organisation of retired 'but not retiring' people who come together to learn. It does not run formal courses and no qualifications are necessary to join.

Visit **www.u3aoxford.org.uk**

Travelling in Oxfordshire

Community transport

Many groups across Oxfordshire provide transport services, from small volunteer car schemes to larger minibus schemes offering timetabled services.

They are run largely by volunteers and do not make a profit but may make a charge to cover expenses.

Contact Community First Oxfordshire on **01865 883488** or visit **<https://communityfirstoxon.org/>** To find out more information about community transport groups and services in Oxfordshire, search the Live Well Oxfordshire website at **<https://livewell.oxfordshire.gov.uk>**

Bus passes

There are several different types of bus pass available, subject to eligibility criteria. For more information, visit **www.oxfordshire.gov.uk** (search 'Bus passes').

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, visit **www.oxfordshire.gov.uk** (search 'Blue badge parking permits').

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 begins

on page 47. The Changing Places website has a map of toilets that are fully accessible and have the equipment that disabled people may need.

Visit **www.changing-places.org**

Keeping safe

Trusted traders

The 'Buy With Confidence' Scheme provides a list of reputable local businesses. Oxfordshire County Council's Trading Standards staff have

checked local member businesses to ensure their trustworthiness and compliance with the law. Visit **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 hears 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 **0808 223 1133**, or call Action Fraud on **0300 123 2040** to report a scam. Unfortunately,

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

If you think a rogue trader has called in your area, report it immediately to the Citizens Advice Consumer Helpline on **0808 223 1133**. For more information, visit **www.oxfordshire.gov.uk** (search 'Scams'). If you are over 50 and would like face-to-face advice about staying safe from scams, contact Age UK Oxfordshire on **0345 450 1276**.

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.oxfordshire.gov.uk** (search 'Safety in the home').

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** (search 'Keep well this winter').

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. Call **0800 107 0044** or visit **www.bhbh.org.uk**

Keeping cool in summer

Heat waves are becoming more frequent and can make existing health conditions worse, especially warm nights. For advice on staying cool at home, visit **www.oxfordshire.gov.uk** (search 'Keeping cool in heatwaves').

A home that gets too hot can also be too cold. Contact BHBH to find out more about available insulation measures.

Call **0800 107 0044** or visit **www.bhbh.org.uk**



Safeguarding and protecting vulnerable adults

Sadly, some adults suffer abuse and neglect, sometimes at the hands of relatives or people in trusted positions. The abuse can be physical, sexual, psychological, emotional or financial, or it can arise from neglect. Organisational abuse may occur within an institution or specific care setting such as a hospital or care home, or where care is provided in a person's own home. It may range from a one-off incident to ongoing ill-treatment.

If you are worried about contacting the police,

contact Oxfordshire County Council's Social and Health Care Team on **01865 519800**. Further information is also available on the Oxfordshire Safeguarding Adults Board website at **www.osab.co.uk/** If someone is in immediate danger, call **999**.

Domestic abuse

Oxfordshire Domestic Abuse services offer emotional and practical support to victims of domestic abuse. Call the helpline on

0800 731 0055, Monday to Friday, 10.00am and 7.00pm; or visit <https://reducingtherisk.org.uk/oxfordshire-support-services>

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, let someone know.

There are various organisations you can speak to but if you think a child is in immediate danger, call **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 at help@nspcc.org.uk

Contact Oxfordshire County Council if 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 Multi-Agency Safeguarding Hub (MASH)

Tel: **01865 519800** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.00pm).

Emergency Duty Team

Tel: **0800 833408**

(Outside office hours, for emergencies only).

Support and care – where do I start?

This Guide offers useful information to help you consider your options and maintain your independence and wellbeing.

Oxfordshire has a wide variety of local support services and activities, and a network of voluntary, community and faith organisations that can help you stay connected and living well.

You can explore the Live Well Oxfordshire

directory at <https://livewell.oxfordshire.gov.uk> or contact Community Links Oxfordshire (see page 11) for further support. Family, friends and neighbours are often valuable sources of help, alongside providers of care and support in your own home or care home where the level of need necessitates this. For additional advice, you can also visit Oxfordshire County Council's Adult Social Care pages at www.oxfordshire.gov.uk

Assessment

Oxfordshire County Council recommends exploring the support options available in the community through the Live Well Oxfordshire online directory. These resources can help you stay independent and well. If, after considering these options, you feel you need further support, you can contact Oxfordshire County Council for an assessment. Private assessments are also available and may offer quicker access – details can be found at <https://livewell.oxfordshire.gov.uk>

If you believe you may need social care support, you're entitled to request an assessment from

the Council. This is available to anyone who needs support to manage daily activities impacting their health and wellbeing, regardless of financial circumstances.

The Council follows national eligibility criteria for adults and carers to determine support needs. Assessments are conducted over the phone, face-to-face or online, and involve a discussion about your situation, needs, strengths and wishes.

You can request an assessment for yourself or someone else:



- ➔ • Via the Oxfordshire County Council website (www.oxfordshire.gov.uk).
- By phone on **01865 519800**.
- By email (socialandhealthcare@oxfordshire.gov.uk).

Please note, if you're considering an assessment, demand for Council assessments is high and there may be a wait, with referrals prioritised to reach you as soon as possible. If you wish to arrange an assessment more quickly, private assessments are available. For details, visit <https://livewell.oxfordshire.gov.uk>

Planning your support

If your assessment shows that you are 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 money you're likely to need to cover the costs of your assessed needs – 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 **01865 519800** or visit www.oxfordshire.gov.uk

What is a Direct Payment?

An agreed amount of money allocated to meet your support needs that allows you to spend the money allocated to purchase your own care and support in a way that best suits you, so that you can be as independent as possible. You will then be able to choose how the total sum of money is spent and take control of your own care.

You can choose to have:

- A Direct Payment.
- Services that are provided or arranged by Oxfordshire County Council.
- A mixture of a Direct Payment and the services the Council can provide or arrange.

Having a Direct Payment

You can receive your Direct Payment in different ways:

- Direct Payment Online Account (DPOA).
- Self-Managed Account.
- Managed Account Service.

Considering a Direct Payment?

To find out more or to discuss which option might be best for you, contact the Direct Payments Team on **01865 328989** or email directpaymentadvice@oxfordshire.gov.uk

Oxfordshire County Council's approved provider list

The approved provider list includes providers offering support specific to Managed Accounts, Payroll and recruitment support for you to purchase help that meets your support needs; the cost of which will be included in your agreed Personal Budget amount.

You can access the approved provider list by visiting www.oxfordshire.gov.uk and searching 'Direct Payments'.



Looking after someone

You may not think of yourself as a ‘carer’ – you might just see yourself as a son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without your help then you are a carer. This means there is support available to help you continue in this vital role while also looking after your own wellbeing. The law says you have the right to have your own needs assessed, even if the person you care for does not want support services or has declined an assessment themselves.

A carers’ assessment gives you the chance to talk about what you need in your caring role and to

find out what support could help you continue in your caring role while still enjoying your own interests or lifestyle. Your physical and emotional wellbeing, and your overall quality of life, are at the heart of the assessment. Following the carers’ assessment you will receive a personalised plan. You can also talk to a specialist carer support worker for additional guidance and advice.

Complete a carers’ assessment form at **www.carersoxfordshire.org.uk** (search ‘Carers’ assessment’). If you would like support in completing the assessment, contact Carers Oxfordshire. See page below for contact details.

Respite care and short breaks

Respite is alternative care or support for a ‘cared-for’ person, which gives the carer a break from their caring role. Respite could be some help with chores, or some time out 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 16), 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

Here to support unpaid adult carers of someone living in Oxfordshire. If you help to look after



someone of any age, who has physical or mental health needs, a disability, addiction or other support needs, Carers Oxfordshire is here for you. The experienced and knowledgeable team will ensure your caring role is recognised, understood and supported.

Carers Oxfordshire provides information, advice and support so that carers feel less

isolated and more able to cope. Every caring situation is different, which is why the service offers personalised guidance tailored to your circumstances.

Contact Carers Oxfordshire for support with your carers’ assessment, emergency planning, carers ID card, information about short breaks, groups and activities and more.

Call **01235 424715**, email **carersinfo@carersoxfordshire.org.uk** or visit **www.carersoxfordshire.org.uk**

Young carers

Young carers are under the age of 18 and may be physically or emotionally caring for someone in their family because of an illness or disability,

including mental health conditions like depression and addiction. Being a young carer can have a positive impact on some children, for example, they

may acquire new skills or be safely independent. However, being a young carer may also have a negative impact on a child and for some children, providing care to another person can cause them to have support needs themselves, or put their health, development or education at risk. Information for young carers can be found at <https://oxme.info> (search 'Are you a young carer').

If you have emerging concerns for a young carer, consider Early Help and the Locality Community Support Service (LCSS). Visit www.oscb.org.uk (search 'Early help'). If you have concerns that a young carer may be at risk of significant harm, contact the Multi-Agency Safeguarding Hub (MASH) on **01865 519800**.

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 can 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. Visit www.gov.uk for more information about benefits.

Living at home

If you or someone close to you is thinking about how to continue living well at home, Oxfordshire County Council's living well guides could be helpful. Visit www.oxfordshire.gov.uk/livingwell

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

An occupational therapist can work with you to identify changes that could help in your day-to-day

life, from simple solutions such as walking aids to major adaptations such as walk-in showers. Occupational therapists, social workers and co-ordinators can all assess for items of assistive technology which can support with daily life, for example memory clocks to help remind someone to take their medication or other parts of their daily routine.

Visit www.oxfordshire.gov.uk and search 'Adult social care equipment' or, if an assessment is required, complete an online referral form by searching 'Request assessment of needs' or call the Social and Health Care Team on **01865 519800**.

Equipment, aids and gadgets

Technology enabled care and Pendant alarms

A type of personal alarm worn around your neck or wrist that you can press when you need help. It will connect with a pager carried by someone who lives with you, a family or friend's mobile phone or a 24/7 call centre that will respond and find the help

you need. This may be your family or emergency services. Environmental sensors such as smoke alarms, carbon monoxide alarms, health alarms and flood detectors can be linked to a 24/7 call centre so that someone will know if you need help in the event of fire, gas leak or flood. ➔



Support for families
of children with
additional needs -
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

X @weareMFON @weareMFON
@wearemfon @My-Family-Our-Needs

Scan to visit
our website!



www.myfamilyourneeds.co.uk
 hello@myfamilyourneeds.co.uk

**Get your
eyes and
ears tested**
where you
feel most
at home.

At home.

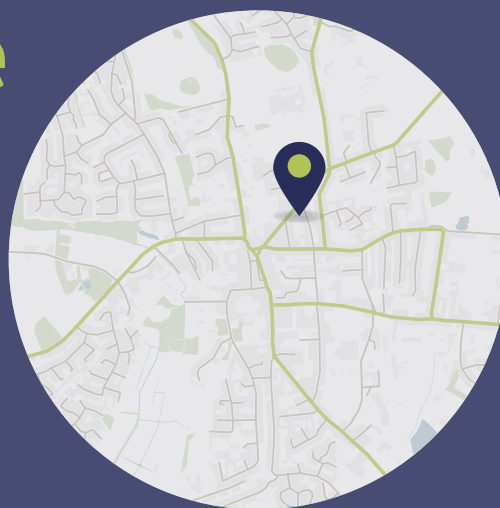
To find out if you're eligible, or to book your
free home visit, call us on 01789 330 826 or
go to specsavers.co.uk/home-visits

Specsavers

Search for care in your area

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



Scan to search now

www.carechoices.co.uk



CareChoices

Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- **Peace of mind & independence**
- **Familiar home environment**
- **Welcoming family & friends**
- **Cherished routines & hobbies**

Contact your local branch today for a free assesment:

Wantage - 01235 330 609

Oxford - 01865 521 858

Helping Hands



Trusted care in the home they love.

At TrustonTap, we connect your family with compassionate local carers who provide personalised support with dignity and warmth.

Real Care. Real Relationships.

We match your loved one with carers who truly connect with them – consistent, reliable support from experienced professional carers.

- ✓ Same familiar face providing care
- ✓ 25% more affordable than agencies
- ✓ No rushed visits – minimum one-hour

Hourly Care • Overnight Care • Live-in Care

TrustonTap - Where care feels like family

01865 951350 • TrustonTap.com



➔ **Assistive technology**

This can support your independence, safety and help you with day-to-day tasks. It can also reduce carer stress. The equipment can provide memory prompts or alert a family member or carer living in the property that you need help. This standalone equipment is not linked to a staffed monitoring centre. The following are some ways that assistive technology may support you.

Reduce risk of falling:

- Sensors/lights may help when getting up from bed to go to the toilet.
- Sensors can alert a carer or family member, such as if a person gets out of bed at night and may require support.

Support to remember important things:

- Taking medication on time and remembering doctor's appointments.
- Knowing the date and time and distinguishing between day and night.
- Eating and drinking regularly.
- Reminders to use mobility aid or taking keys or purse when going out.

Manage/reduce the risk when going out:

- GPS/mobile phone technology can be used to find somebody outdoors.

Will I have to pay?

If you have an eligible need for a pendant alarm and/or sensors and a referral is made via Oxfordshire County Council, a financial assessment will be undertaken to work out what contribution you need to make towards the cost of your service. Standalone assistive technology is provided based on your need for the equipment and many items are free.

How can I find out more and get an assessment?

Oxfordshire County Council can tell you about the full range of options available. Visit **www.oxfordshire.gov.uk** (search 'Introduction to daily living aids' and select the 'Assistive technology' section). Advice and information about where to purchase items privately is available at **<https://livingmadeeasy.org.uk/>** Adult Social Care is running a free assistive technology clinic that provides advice to help you make informed decisions. Call **01865 519800** to book an appointment or book online at **www.oxfordshire.gov.uk** (search 'Assistive technology' and then select 'Book an appointment').

Improving your home

Each district council in Oxfordshire provides the following assistance to help residents remain safe, secure, independent and warm in their own homes. There is also information available online at **www.oxfordshire.gov.uk** (search 'Improving your home').

Disabled Facilities Grants (DFG)

If you have a permanent and substantial disability you may be eligible for a DFG. This grant is administered by your local district or city council and is subject to a financial assessment. 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 the work needed to adapt your home. If not, you can still apply for a DFG.

Essential Repairs Grants (ERG)

This is a means-tested grant for homeowners. An ERG 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.

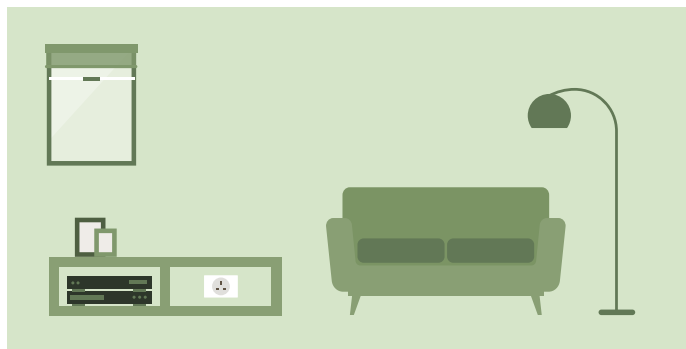
Small Repairs Service (SRS)

Available to owners, occupiers and tenants who are aged 60 and over (aged 55 and over in Oxford), 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.



Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 25.

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

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

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



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

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

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

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

Oxfordshire County Council – Social and Health Care Team

Tel: **01865 519800**

Emergency Duty Team: **0800 833408**

Web: <https://livewell.oxfordshire.gov.uk>



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

→ Insulating and heating your home efficiently

If you are struggling with your fuel bills or need information on how to keep warm, 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.
- Grants and financial assistance.



Contact your district council to find out more about these schemes. See page 47.

Falls prevention

The Oxfordshire Falls Prevention Service helps people to avoid falls and regain confidence following a fall. Specialist nurses offer a detailed assessment and make recommendations about medication, physiotherapy and home adaptations. For more information, call **01865 903750**, email **falls@oxfordhealth.nhs.uk** or visit **www.oxfordhealth.nhs.uk** (search 'Falls prevention').

You can also visit the new Falls Pathway on the Oxford Health website. Here you can browse for services that are available to help prevent falls.

Visit **www.oxfordhealth.nhs.uk** (search 'Falls Pathway').

Age UK Oxfordshire offers a free in-person programme named Stay Strong and Steady. The programme provides gentle strength and balance exercises, along with providing information and holding discussions for those who are worried about their balance or have had a fall.

Call **0345 450 1276** or visit **www.ageuk.org.uk/oxfordshire**

Advertisement



Home Physiotherapy

Abbey Mobile Physio offers a helping hand in the comfort of **your own home** on your journey to achieving everyday tasks and living independently again!

Discover our wide range of Oxfordshire based services at **www.abbeymobilephysio.co.uk**.
Book an initial session at
info@abbeymobilephysio.co.uk.

Neurological Physio

Post-operative Physio

Falls Prevention

Care Home Physio

Support and care at home

Get the help you need to stay safe in familiar surroundings whilst retaining your independence. You can receive assistance to carry out a range of tasks, for example, helping you to get dressed, cook or go out.

You can choose to:

- Purchase your own care privately.
- Have a Direct Payment to arrange your own care.
- Have services provided or arranged by Oxfordshire County Council.
- Have a mixture of a Direct Payment and services the Council can provide or arrange.

Most 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.

If you hire a care and support worker (sometimes called personal assistant), you may become an employer and there are responsibilities that come with this. Care and support workers/personal assistants employed directly by you are exempt from CQC registration.

Other care and support workers/personal assistants are self-employed, and by hiring them you will not become an employer. They will be able to show you their HMRC self-employment status, insurance certificates and will invoice you for their services. Before you make any decisions regarding care, be sure to contact several providers and ask for a service user's guide, their charges and a draft contract between you and the provider.

Community Links Oxfordshire can help you remain as independent as possible through its knowledge of local voluntary and other support organisations. Call **01235 849434** or email **community@ageukoxfordshire.org.uk**

Age UK Oxfordshire's Homeshare service brings together an older person, or couple, who might

be looking for practical help or companionship at home, with a carefully matched person who is happy to lend a hand in return for an affordable place to live. Call **01865 410670**, email **homeshare@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire/our-services/homeshare-oxfordshire/** See page 47 for more.

Local support in your area

People want care and support at times and in ways that suit them. Local people helping other local people is good for everyone and for communities. Very small organisations can offer great care and be imaginative and responsive. You can find a list of these smaller local micro enterprises on the Small Good Stuff website at **www.communitycatalysts.co.uk/smallgoodstuff/subsite/oxfordshire**

Paying for support and care at home

Depending on your personal financial circumstances, you may have to pay for some or all of the cost of support and care you need at home. Most people are likely to have to contribute something towards the cost of their care. You can complete an online financial assessment which will calculate your contribution; visit **www.oxfordshire.gov.uk** (search 'Online financial assessment').

If you cannot get online, the Council will carry out a financial assessment to work out whether you have to contribute. The assessment will look at your capital, savings and income. Capital assets could include additional property, shares and other relevant assets. The assessment will be based on the current upper threshold limit of £23,250. This figure does not include the value of the home in which you live if you are receiving care at home but may include any other properties you own.

If you have savings or other capital assets over £23,250 then you would be expected to pay for the full cost of your care and support. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support. If you would like to arrange your own care and support, you may wish to receive a Direct Payment.





Looking for exceptional home care?

Oxford Aunts provides tailored live-in and hourly care, enabling you to live independently at home. From friendly companionship to specialist care for complex conditions, we're here to support you.

Why choose Oxford Aunts?

-  Unrivalled local support
-  Fully managed and CQC regulated
-  Trusted by families for 50+ years
-  Personalised care plans
-  Highly trained carers
-  In-house complex care expertise

"Oxford Aunts provided excellent service from the start... We could not have asked more from the carer who came, she is kind, professional and flexible. I would highly recommend them."



Contact us to book a **FREE** care consultation at home

-  01865 521 274
-  oxfordaunts.co.uk
-  care@oxfordaunts.co.uk



➔ Contact Oxfordshire County Council's Financial Assessments Team on **01865 897530** or visit **www.oxfordshire.gov.uk** (search 'Paying for social care'). More information on paying for care can be found on page 53.

The standards you should expect

If you receive support at home from a care provider, these standards will set out what you should expect. Oxfordshire County Council uses these standards to monitor the quality of services.

Home care staff should:

- Introduce themselves when they arrive.
- Know you and your support plan.
- Be trained to deliver the support you need.
- Always deliver support to a good standard.

When your home care worker visits you, they should:

- 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 should help you at a pace that suits you.
- Carry out all agreed tasks.
- Make sure that you are always comfortable.
- 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.
- 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, contact your care agency; usually, talking to someone in the service can put it right. If not, call Oxfordshire County Council on **01865 519800**, email **commentsandcomplaints@oxfordshire.gov.uk** or write to The Customer Feedback Team, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND.

Proud to care

Would you be interested in a career in care? Care work is one of the most fulfilling jobs and offers fantastic career opportunities.

Proud to care Oxfordshire helps local people find rewarding jobs in adult social care. Visit **<https://jobs.oxfordshire.gov.uk/be-proud-care>**

Community Catalysts

Are you interested in working for yourself, offering care and support to older or disabled people in your community? Community Catalysts is funded by Oxfordshire County Council to provide free professional advice to help you get set up. You don't need business or care experience to get support, but you need to know what good care looks like and want to help people near you. Visit **www.communitycatalysts.co.uk/our-work/oxfordshire**



COMPASSION

CARE

COMMUNITY



WHO ARE WE?

Arise Youth Support is a specialist provider supporting people 18+ with a diagnosis of learning disabilities, physical disabilities, mental health and/or Autism Spectrum, to achieve the best outcomes and independence whilst living in their own homes or community-based support.

Our focus is to build life skills, encourage independence, self awareness and cultivate happiness.

Outreach Support inclusive of domiciliary care, respite care, personal care and live-in carers. Support with budgeting, housing, indoor and outdoor activities, accessing work, building life skills and keeping safe.

OUR CARE SERVICES

Outreach Services | Domiciliary Care | 24 Hour Care



WE WOULD LOVE TO HEAR FROM YOU, CONTACT US TODAY

☎ 07732 148196

E: info@ariseyouthsupport.org

W: www.ariseyouthsupport.org



A PLATFORM FOR CHANGE

Agency 1
Agency 2
Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

Notes

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.....
.....
.....
.....

*See page 25.

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐



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“Myself and my sister highly recommend 1 to 1 care, as the service they deliver is exceptional. The staff are highly trained, very friendly and empathise with the client (our mother) as to her needs. They have been the carers for mum for a few years and have become an integral part of her life, not only as carers but as friends. She looked forward to her daily visits and often told me and my sister how good the carers treated and respected her, going beyond what would be expected of a carer. They really did become a big part of mum's life. The whole caring team can only be as good as the management that leads them, and in this case the management are excellent. The team is run by caring and intelligent people, who pass on their vision of care to their staff with training to the highest standard. We recommend 1 to 1 Care to anyone who is considering having in-home care. They are the best.”

John T (Son of Client) - April 2025

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Advert page 30

OP D PD LDA MH SI AD

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OP D PD YA

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Active Care In The Home – SouthComplex Care

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Tel: 01844 394677

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Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who use alcohol or drugs

OACP Member of OACP – see page 57. This provider list has been sourced from the Care Quality Commission.

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- Domiciliary Care
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- Dementia Care
- Supported Living Services
- Live-In Care Services
- Learning Disabilities
- Visiting Care
- Palliative Care



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Sandy Lane West, Littlemore
Oxford, Oxfordshire, OX4 6LB

info@calvary-care.org.uk
01865818458

Alina Homecare Banbury

Banbury

Tel: 01295 793222

OP D PD LDA MH SI YA AD

AllCare (GB) Ltd Oxford

Abingdon

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OP

Arise Youth Support Ltd

Banbury

Tel: 07732 148196

Advert page 28

PD LDA SI YA

Audley Care Ltd – Shiplake Meadows

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Tel: 07713 318075

OP D PD MH SI YA

Avidor Healthcare Ltd

Didcot

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OP PD

BBC Care Service Ltd-Oxford Branch

Oxford

Tel: 07824 341269

OP D PD LDA SI YA

Be Well Care Ltd

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Advert page 32

OP D PD LDA MH SI YA

Bellevie Oxfordshire OACP

Abingdon

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Advert inside front cover

OP D PD LDA MH SI YA

Bicester Care and PA Ltd OACP

Bicester

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OP D PD LDA SI YA

Bloomfield Care Oxfordshire OACP

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OP D MH YA

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OP D PD MH SI YA

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OP D PD YA

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OP D PD MH SI YA AD

Care with Heart Ltd – 66 Bradstocks Way OACP

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LDA

Care Workshop Ltd, The OACP

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Carefront Care Services Ltd OACP

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OP D PD MH SI YA

Charlma Well-Being

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OP YA

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Witney

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Cornerstone Staffing Solutions Ltd

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Day and Nightcare Live-in Care Ltd OACP

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Tel: 01865 715780

OP D PD SI YA

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Abingdon

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Didcot Home Care Office

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

OACP Member of OACP – see page 57. This provider list has been sourced from the Care Quality Commission.

Advertisers are highlighted



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D PD LDA MH SI
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OP D PD MH SI YA
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OP YA
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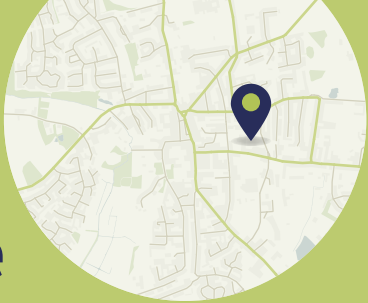
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OP D PD YA

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LDA

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North Oxfordshire OACP

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Home Instead Oxford OACP

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OP D YA

Home Instead Swindon & Vale of White Horse OACP

Swindon

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Honeybee Care at Home Ltd

Witney

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ICE Centre, The

Witney

Tel: 01993 846240

LDA YA

In Friendship Ltd

Witney

Tel: 01993 650886

OP YA

Isis Court (OSJCT) OACP

Donnington

Tel: 01865 748301

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Jasmine Quality Care Services Ltd

Oxford

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OP D PD MH YA

Jeff Jen Care Head Office OACP

Oxford

Tel: 07787 161203

OP D PD LDA MH YA

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

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Advertisers are highlighted



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"Since establishing Mumby's in 2002, my goal has been to empower people to regain their independence and stay right where they belong, surrounded by their comforts, their routines, and their beloved pets. After all, why move into a 'home' when you can stay in your own home, supported by someone who truly cares?"
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07432 031 268
carolyn@olivetreeservices.co.uk
www.olivetreeservices.co.uk

Support and care at home providers continued

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Banbury

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OP D PD MH YA

Jes Care Services Ltd OACP

Oxford

Tel: 01865 776908

OP D PD LDA MH YA

Joining Hands Healthcare OACP

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Tel: 07501 268720

OP D PD LDA SI YA

JR Clinical Training & Case Management

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Tel: 01243 769081

OP PD YA

Kcare

Cowley

Tel: 01865 779455

OP D PD LDA MH SI YA AD

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Kwikfix Recruitment Services Ltd

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OP D PD LDA MH SI YA

LA Care Ltd OACP

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Laurel Leaf Support Ltd OACP

Witney

Tel: 01993 358060

OP PD LDA SI YA

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Abingdon

Tel: 01235 538387

OP YA

Merewood Healthcare Services Ltd

Oxford

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OP D

Merry Medical Ltd

Wantage

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OP D YA

Moorside Place (OSJCT) OACP

Kidlington

Tel: 01865 372220

OP D PD LDA SI YA

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OP D PD YA

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D PD MH SI YA AD

Olive Tree Services

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Banbury

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OP YA

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Oxford

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Advert page 26

OP D PD SI YA

Oxford OHCI

Faringdon

Tel: 0333 533 0048

OP D PD LDA MH SI YA

Oxford Private Care OACP

Oxford

Tel: 01865 861944

OP D PD YA

Oxfordshire Children – Young People & Families

Kidlington

Tel: 01865 256600

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Banbury

Tel: 01295 804200

OP YA

Pechiv Care Services

Abingdon

Tel: 01235 798202

OP D PD MH SI YA

Premier Personal Care Ltd

Henley-on-Thames

Tel: 01491 411144

OP D PD LDA MH SI YA

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

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Advertisers are highlighted



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provide care that helps people
live a better, happier life.**

Whether you are a child living with a physical disability, an adult who has had a life-changing accident, or an older person in need of a helping hand or living with a neurological condition, we care for you.

No matter your age or circumstance, we offer a leading range of emotional and physical wellbeing support.

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“The branch manager was always responsive, very focused on the client’s best interests and making sure that her support requirements were met. The carers were kind and managed the client through, at times, difficult situations.”

Case manager of client

- + Expert nurse-led care
- + Services that evolve with changing needs
- + Specialist care of complex conditions
- + Highly trained & compassionate carers

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Support and care at home providers continued

Prestige Nursing Banbury

Banbury

Tel: 01295 793163

Advert page 42

OP D PD LDA MH SI YA AD

Prestine Home Care Ltd

Witney

Tel: 07393 678199

OP D MH YA

Procure Healthcare Ltd OACP

Oxford

Tel: 03301 225260

OP D PD LDA YA

Reable Health Ltd OACP

Wantage

Tel: 07850 598040

OP D PD LDA SI YA

Richmond Village Letcombe Regis DCA

Letcombe Regis

Tel: 01235 773970

Advert page 73

OP

Richmond Village Witney DCA

Witney

Tel: 01993 894000

Advert page 73

OP D YA

Right at Home Oxford OACP

Oxford

Tel: 01865 988899

Outside back cover

OP D PD SI YA

Ringstead Healthcare Ltd

Abingdon

Tel: 01865 376660

OP D PD LDA MH SI YA

Roses Care Services

Banbury

Tel: 01295 810711

OP D LDA MH SI YA

Rynes Healthcare Ltd OACP

Reading

Tel: 07535 946836

OP D PD LDA SI YA

Safetynet Care Oxford OACP

Reading

Tel: 01865 803429

OP D PD LDA MH YA

Saint Catherine's Care Oxford OACP

Oxford

Tel: 01865 364446

Advert page 44

OP D PD LDA MH SI YA

Same Ways Care Ltd OACP

Oxford

Tel: 01865 985342

OP D PD MH SI YA

Samteck Care Solutions Ltd

Oxford

Tel: 01865 648990

OP D PD MH YA

Seabrook Services Ltd OACP

Oxford

Tel: 01865 606212

OP D PD LDA MH YA

Season Healthcare Living

Bicester

Tel: 01869 229506

OP D PD LDA MH YA

SeCareServe

Swindon

Tel: 03455 481189

OP D PD YA

SeeAbility – Bicester Support Service

Bicester

Tel: 01869 22240

OP PD LDA MH SI YA

SeeAbility Oxfordshire Support Service OACP

Banbury

Tel: 01295 268543

OP PD LDA MH SI YA

Shanaya Healthcare Ltd

Oxford

Tel: 01235 642776

OP YA

Shiloh IJ Ltd

Banbury

Tel: 07360 124090

OP D PD SI YA

Shotover View (OSJCT) OACP

Oxford

Tel: 01865 415116

OP D PD SI YA

Siete Care Services

Banbury

Tel: 07832 791284

OP D PD LDA MH SI YA

Skyway Care Ltd

Witney

Tel: 07539 817976

OP YA

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

OACP Member of OACP – see page 57. This provider list has been sourced from the Care Quality Commission.

Advertisers are highlighted



Creating Happy and Healthy Lives at Home

We are committed to providing specialist-led, compassionate care at home for adults of all ages. Our trained support staff fit around your day to help make your home life safer, brighter, and happier. We support people with all care needs including dementia, Alzheimer's, MND and Parkinson's.

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01865 364 446

hello@saintcatherinescare.co.uk

www.saintcatherinescare.co.uk

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CARING THE APPROPRIATE WAY

VARIOUS CARE SERVICES THAT ARE
CATERED TO MEET YOUR NEEDS



At **TOMMY-BEE CARE**, we believe in bringing positivity and hope into the lives of those in need. Our team of dedicated professionals strives to improve the quality of life for individuals and families in your own home or within the community of Oxfordshire.

OUR VISION is to make a tangible difference in the lives of those most vulnerable despite the various barriers they face. We believe that all adults regardless of their vulnerability deserve the best care possible.

Our services include:

OUTREACH • COMPANIONSHIP • DOMESTIC TASKS • DOMICILLARY CARE • LIVE-IN CARE • PALLIATIVE CARE • DEMENTIA CARE • ELDERLY CARE • PERSONAL ASSISTANT



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PHONE: 07766075643 / 07775797445
WEB: www.tommy-bee.co.uk

Regulated by



Support and care at home providers continued

Style Acre **OACP**

Wallingford

Tel: 01491 838760

LDA

We-Care-Recruitment Ltd

Oxford

Tel: 01865 987571

OP D PD LDA SI YA

SureCare Oxfordshire **OACP**

Abingdon

Tel: 01235 798867

OP D PD MH YA

Xperience Recruitment Ltd **OACP**

Oxford

Tel: 07583 179627

OP D PD LDA MH SI YA AD

SylvianCare Banbury **OACP**

Banbury

Tel: 01295 591051

OP D PD SI YA

YoD Care Services (Oxfordshire) **OACP**

Oxford

Tel: 07886 269128

OP D PD LDA SI YA

TeeNissi Care Services Ltd

Wantage

Tel: 07907 08171

OP D YA

Tommy-Bee Care

Oxford

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Advert page 44

OP D PD YA

Your Life (Didcot)

Didcot

Tel: 01235 816295

OP D PD SI YA

Yourlife (Banbury)

Banbury

Tel: 01295 279749

OP D PD SI YA

Vibe Care

Bicester

Tel: 01869 325565

OP D PD YA

Yourlife (Chipping Norton)

Chipping Norton

Tel: 01608 645854

OP D PD SI YA

Vincare Ltd

Oxford

Tel: 07825 082885

OP D PD LDA MH YA

YourLife (Henley on Thames)

Henley-on-Thames

Tel: 01491 572062

OP D PD SI YA

Vine Living **OACP**

Didcot

Tel: 01235 512344

OP PD LDA MH YA

Zenith Integrity Care Ltd

Oxford

Tel: 01865 238325

OP D PD YA

Virtuous Business Solutions Ltd

Bicester

Tel: 07960 102647

OP D PD LDA MH SI YA AD

Zi Mat Ltd

Woodstock

Tel: 01869 245691

OP D PD Y

Walfinch Oxfordshire **OACP**

Wantage

Tel: 01235 352776

OP D PD MH YA

Walfinch Witney

Witney

Tel: 01235 352776

OP D PD YA

We Care (TJ) Ltd

Bicester

Tel: 01869 254031

OP D PD SI YA



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

OACP Member of OACP – see page 57. This provider list has been sourced from the Care Quality Commission.

Advertisers are highlighted

Don't miss out: Shared ownership homes selling fast

Independent living with on-site care and support at **Fern Meadows**

Step into a vibrant community designed for people **aged 55 and over**.

Does your loved one require extra support and wants to continue living independently? Our beautiful Extra Care apartments offer the perfect blend of private living and on-site support.

Reserve a two-bedroom apartment at Fern Meadows from **£31,500*** for a **10 percent share**.

When you live with us, you will benefit from:



Communal lounge



On-site restaurant



Housing Manager



Pet-friendly environment



On-site care team

Reserve with us today.



01367 888 010



info.fernmeadows@housing21.org.uk

Housing options

Sheltered or retirement housing

Sheltered or retirement housing is provided by housing associations and some district councils. Sheltered housing, which is mostly available

for rent only, is a practical step if you would like more security and companionship and, for some, additional help and support.

Homeshare Oxfordshire



Age UK Oxfordshire's Homeshare service supports older people to continue living independently at

home by bringing together an older person, or couple, who might be looking for practical help or companionship, with a carefully matched person who is happy to lend a hand in return for an affordable place to live.

The householder receives 10 hours of help each week, combining companionship and practical support. This may involve cooking, light housework, help with technology, odd jobs and errands, gardening or even the odd trip out. The reassuring

presence of another person in the house overnight is often an important benefit to the householder. Homeshare cannot involve any personal care but can sit comfortably alongside other care provision.

The Homeshare matching process is robust. It involves interviews, DBS checks and full references. Each Homeshare arrangement is individual and underpinned with a carefully drawn-up agreement. The Homeshare Team maintains close involvement and provides regular, in-person support for the duration of the Homeshare. Call **01865 410670**, email **homeshare@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire/our-services/homeshare-oxfordshire**

Extra Care housing

Enables older and disabled people with care needs to rent, part-buy or buy their own home with round-the-clock care if needed. For many people, Extra Care housing is an alternative to residential care. The look of the accommodation varies enormously; some are new, purpose-built retirement villages, others are modernised sheltered housing schemes with extra services on site. Some offer a choice of accommodation; such as flats or bungalows.

What all residents of Extra Care housing have in common is the security of owning or renting your own home, control over your finances and the peace of mind that goes with having 24-hour care and support available on site. In most cases, affordable 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, arrange an assessment online or call the Social and Health Care Team on **01865 519800**. To find out more about Extra

Care housing, visit **www.oxfordshire.gov.uk** (search 'Extra care').

District council contacts

Cherwell District Council

39 Castle Quay, Banbury OX16 5FD

Tel: **01295 227001** • Web: **www.cherwell.gov.uk**

Oxford City Council

Town Hall, St Aldate's OX1 1BX

Tel: **01865 249811** (Monday, Wednesday and Friday, 10.00am to 3.00pm).

Web: **www.oxford.gov.uk**

South Oxfordshire District Council and Vale of White Horse District Council

Abbey House, Abbey Close, Abingdon OX14 3JE

Tel: **01235 422422** • Web: **www.southoxon.gov.uk** and **www.whitehorsedc.gov.uk**

West Oxfordshire District Council

3 Welch Way, Witney OX28 6JH

Tel: **01993 861000** (Monday to Friday, 9.00am to 2.00pm).

Web: **www.westoxon.gov.uk**



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csm.cotswoldgate@porthaven.co.uk

LINCROFT MEADOW

KIDLINGTON
A PORTHAVEN CARE HOME

Lincroft Meadow Care Home
The Moors, Kidlington
Oxfordshire, OX5 2AA

01865 950500
suzanne.morgan@porthaven.co.uk

PENHURST GARDENS

CHIPPING NORTON
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New Street
Chipping Norton, OX7 5ED

01608 698100
csm.penhurst@porthaven.co.uk

NURSING • RESIDENTIAL • DEMENTIA • RESPITE



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 25.

Where life stories inspire tailored care.



When considering care, it's important to find a place that values you for the unique person that you are, with a holistic approach to care delivered by a well-trained team.

We get to know each person's life story, passions and preferences to shape their care, support, entertainment and dining experiences – bringing joy, purpose and fulfilment to each day.

Residential Care • Nursing Care • Dementia Care • Respite Breaks

Call **0330 191 2026** to find out how we can help or visit
[Barchester.com/OxfordshireCC](https://www.barchester.com/OxfordshireCC) for more information.



Chacombe Park
Banbury, OX17 2JL

Glebefields
Banbury, OX15 6EH

Hempton Field
Oxfordshire, OX39 4EB

Middletown Grange
Hailey near Witney, OX29 9UB

Oxford Beaumont
Oxford, OX1 5DF

Southerndown
Chipping Norton, OX7 5YF

Waterside Court
Wallingford, OX10 9EG

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 25.

Shared Lives

The Shared Lives scheme operates across Oxfordshire to offer short breaks, long-term accommodation or daytime support to adults who have support needs and want to have an ordinary living experience by staying with a household approved through the scheme. The scheme is

registered and inspected by the CQC. Shared Lives carers are fully trained and supported by the scheme and share their home and community life with the people who stay with them. To find out more call **01865 897971** or visit **www.oxfordshire.gov.uk** (search 'Shared Lives').

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

Provide 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

Offer the same personal care as care homes, but with qualified nursing staff on duty 24 hours a day.

If a care home that is 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, 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 emailed to you. The results 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 (visit **www.cqc.org.uk**) 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**



Search for care in your area

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

 CareChoices

www.carechoices.co.uk 

Money and paying for support and care

Care funded by the Council

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

Do I qualify for local authority financial assistance?

If you have been assessed as having eligible care needs and your capital is below £23,250, you may be entitled to financial assistance from your local authority. You can complete an online financial assessment which will calculate your contribution at **www.oxfordshire.gov.uk** (search 'Online financial assessment').

If you cannot get online, 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 Financial

Assessment Team on **01865 897530** or visit **www.oxfordshire.gov.uk** (search 'Find and buy care').

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 if the third party is able to do so for the long term. You are not allowed to top up the fees yourself from capital below £23,250, except in limited circumstances. Speak to the Council for more information.

Paying for your own care

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

The following organisations can offer help and advice.

The Society of Later Life Advisers (SOLLA) aims to help people to find trusted accredited financial advisers who understand 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. Call **0333 202 0454**, email **admin@societyoflaterlifeadvisers.co.uk** or visit **<https://societyoflaterlifeadvisers.co.uk>**

Money Helper provides free, impartial money advice, including pensions and paying for care. Call **0800 011 3797** or visit **www.moneyhelper.org.uk/en**

The Mental Health Access to Breathing Space Scheme supports people with debt issues while they are receiving treatment for a mental health condition. See page 8 for more information.

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.

How solicitors can help

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

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

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

An 'Advance Directive' allows you to communicate

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

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

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

The Association of Lifetime Lawyers is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers. Call **0208 234 6186** or visit **www.lifetimelawyers.org.uk**

The Oxfordshire Advice Partnership

This collaborative initiative, funded by Oxfordshire County Council, brings together a variety of agencies including Age UK Oxfordshire, Citizens Advice Oxfordshire and Citizens Advice West Northamptonshire and Cherwell, along with Oxfordshire Welfare Rights, Rose Hill & Donnington Advice Centre, The Agnes Smith Advice Centre and Barton Advice Centre. Together they provide a free, comprehensive and independent advice service. The service offers advice on benefits, money, budgeting and other welfare issues.



The service is focused on meeting the needs of individuals experiencing difficulties in their day-to-day lives as a result of illness or disability.

Oxfordshire Advice Navigator

The Oxfordshire Advice Navigator is a key tool in this initiative, providing accurate, tailored and relevant information on benefits, entitlements and debt support.

The navigator is available at **<https://oxfordshireadvisenavigator.org.uk>** and can be accessed by professionals and individuals looking for support, as well as those caring for them.

The advice navigator helps empower individuals to access the support they need, promoting self-management.

For people requiring additional support, the system can generate referrals to the Oxfordshire Advice Partnership, ensuring comprehensive assistance.

Tel: **01865 410660**

Email: **navigate@oxfordshireadvice.org.uk**

Employment support

If you have health issues or a disability and are looking for support to gain and maintain employment, you can explore the Live Well Oxfordshire directory at

<https://livewell.oxfordshire.gov.uk> and search 'Employment support'.

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 Customer Feedback Team will help you decide what to do – you do not have to make a formal complaint to talk things through.



Tel: **01865 519800**

Email:

commentsandcomplaints@oxfordshire.gov.uk

Write to: The Customer Feedback Team, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

The NHS Independent Complaints Advocacy Service in Oxfordshire can support you to use the NHS complaints system. Call **0300 303 1660**, email **helpline@voiceability.org** or visit **www.voiceability.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. Call **0300 061 0614** or visit **www.lgo.org.uk**

Call the County Council's Comments and Complaints Service aforementioned for advice about what to do or to raise a concern about a service.

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.
- Providing advice and information to help individuals to access health and social care services in Oxfordshire.

Patient Advice and Liaison Service (PALS)

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, it will put you in contact with someone who can help. There is a PALS at each NHS Trust.



Churchill Hospital

Tel: **01865 235855**

Horton General Hospital

Tel: **01295 229259**

John Radcliffe Hospital

Tel: **01865 221473**

Nuffield Orthopaedic Centre

Tel: **01865 221473**

Oxford Health

Tel: **0800 328 7971**

Email: **PALS@oxfordhealth.nhs.uk**

Integrated Care Board

Tel: **01189 822720**

Email: **bobicb.palscomplaints@nhs.net**

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

Get involved

Co-production

Working together as equals and making best use of each other's resources and strengths to find ways of doing things that benefit the community. Co-production can improve the way health and social care services are designed and delivered by putting an emphasis on a more equal partnership between professionals and people using those services. Working together as equals builds better relationships (based on trust, respect and understanding) and helps to create services that work for the people using them.

Co-production Oxfordshire is a group of people committed to doing co-production or working together. By working together, co-production can make local services better and more sustainable, and communities stronger and healthier.

Members include:

- Families and carers using health and social care services.
- People from the voluntary and community sector.
- Council staff (and partners) working across Social and Health Care.

Visit **www.oxfordshire.gov.uk** (search 'Co-production').

Health and Wellbeing Board

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. Visit **www.oxfordshire.gov.uk** (search 'Health and Wellbeing Board').

Volunteering

The Oxfordshire Volunteers website 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. Visit <https://oxonvolunteers.org/index-classic>

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. Call **0300 303 0126**.

Oxfordshire Community and Voluntary Action offers a service to people wanting to volunteer and organisations looking for volunteers in Oxford City, South Oxon and the Vale of White Horse. Call **01865 251946**, email admin@ocva.org.uk or visit <https://ocva.org.uk>

Volunteer Link Up offers community transport, befriending and practical help in West Oxfordshire. For more information, call **01993 776277**, email office@vlu.org.uk or visit <https://vlu.org.uk>

Advocacy

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

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

There are different types of advocacy which include:

- Family, friends or someone else speaking on behalf of an individual or supporting them to speak for themselves.
- The person advocating for themselves by developing 'speaking up skills.'
- Formal advocacy on behalf of one person provided on a paid or voluntary basis with a qualified, independent advocate.

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

Formal advocacy services for adults are delivered via VoiceAbility – call **0300 303 1660** or visit www.voiceability.org

Formal advocacy services for children and young people are delivered via Community Connex: Advocacy 1st – call **01865 597316**, email info@advocacy1st.co.uk or visit <https://advocacy1st.co.uk/our-services/oxfordshire>

Advertisement

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

 CareChoices

Oxfordshire Association of Care Providers (OACP)



OACP is a membership organisation that represents and supports a diverse range of care providers operating across Oxfordshire. Most care providers work with adults, but some provide services for young people and children.

OACP represents all types of adult social care services, across all settings and conditions. These include residential and nursing care homes, home care companies, learning disability and supported living providers, community mental health services, housing-related support, day-time support and respite services. Some members also provide advocacy, information and support.

OACP is a go-to point of contact for all adult 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, all whilst keeping a bird's eye view on business development opportunities for Oxfordshire's care and support providers. OACP truly believes that its strength is your involvement.

OACP also provides regular news updates covering local, regional and national news for the whole sector. In addition, OACP project manages and delivers on a variety of projects to support the care sector in Oxfordshire.

Current projects include:

- Trusted Assessor Service – to aid the discharge of people from hospital assessed as medically fit to go home.
- Digital support to adult social care organisations to enhance their efficiency data security.
- Support to international recruitment to ensure compliance and efficiency.

Benefits of OACP membership for care providers include:

- Guidance, support and advice on all aspects of adult social care delivery, employment of staff and meeting CQC regulations, plus interaction with the Thames Valley Integrated Care Board.
- Regular weekly newsletters, online weekly and monthly forums and webinars.
- Promotion of OACP members' services via the OACP website.
- Members' use of the OACP logo on their website and in their PR and communications.
- Discounted offers and special deals from our commercial suppliers.
- A collective voice representing the adult social care sector locally and nationally.
- The annual Oxfordshire Care Awards – Inspiration for All, celebrating best practice in Oxfordshire.

Oxfordshire Association of Care Providers

30 St Giles', Oxford OX1 3LE

Email: info@oacp.org.uk

Web: www.oacp.org.uk

Facebook: www.facebook.com/oacp.org.uk

LinkedIn: www.linkedin.com/company/oacp-cic



Care home listings

Cherwell care homes

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: 01869 227122

OP

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

OP D

Launton Grange Care Home

Skimmingdish Lane,
Bicester OX26 4AE
Tel: 01869 227150

OP D MH SI

Ridings, The

Calder Close, Daventry Road,
Banbury OX16 3WR
Tel: 01295 297557

OP D

Rosalie Care Home

70 Oxford Road, Banbury OX16 9AN
Tel: 01865 745002

OP D YA

Short Term Breaks

– 69 Neithrop Avenue OACP

Banbury OX16 2NT
Tel: 01295 269646

OP D PD LDA SI YA

St Anne's Residential Care Home OACP

Clifton, Banbury OX15 0PA
Tel: 01869 338295

OP D PD MH SI YA

Cherwell care homes with nursing

Agnes Court – Care Home with Nursing Physical Disabilities

Warwick Road, Banbury OX16 2AB
Tel: 01295 673760

OP PD LDA YA

Banbury Heights Nursing Home

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

OP D PD LDA MH SI

Cherwood House Care Centre

Buckingham Road, Caversfield,
Bicester OX27 8RA
Tel: 01869 245005

OP D PD LDA MH SI

Fewcott House Nursing Home OACP

Fritwell Road, Fewcott,
Bicester OX27 7NZ
Tel: 01869 345501

OP D PD LDA MH SI YA

Florin House Care Home

Sandycroft Close, Yarnton, Kidlington OX5 1WF
Tel: 01628 662888

OP D PD SI YA

Glebefields Care Home

Stratford Road, Drayton, Banbury OX15 6EH
Tel: 0330 191 2026 **Advert page 50**

OP

Godswell Park OACP

Church Street, Bloxham, Banbury OX15 4ES
Tel: 01295 724000

OP PD SI

Green Pastures Christian Nursing Home OACP

Bath Road, Banbury OX16 0TT
Tel: 01295 279963

OP D PD LDA SI YA

Heathfield House Nursing Home

Heathfield, Bletchington, Kidlington OX5 3DX
Tel: 01869 350940

OP D YA

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

OACP Member of OACP – see page 58. This provider list has been sourced from the Care Quality Commission.

Advertisers are highlighted

The Lady Nuffield Home



ABOUT US

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 **staff provide assistance with daily living activities in accordance with their needs.**

“ I am enormously grateful to everyone, including the Trustees at Lady Nuffield. As my daughter put it, they gave my mother back her sparkle. With many thanks for all the kindness you showed to my mother and best wishes. ”

- Daughter of Resident



165 Banbury Rd, Oxford, Oxfordshire OX2 7AW

T: 01865 888500

E: enquiries@ladynuffieldhome.co.uk

www.ladynuffieldhome.co.uk

Highmarket House OACP

North Bar Place, Banbury OX16 0TD
Tel: 01295 297689

OP D PD MH YA

Julie Richardson Nursing Home, The

14 Dashwood Road, Banbury OX16 5HD
Tel: 01295 268522

OP D PD LDA MH SI YA

Langford View (OSJCT) OACP

Coach House Mews, Bicester OX26 6EW
Tel: 01869 252343

OP D PD SI

Larkrise Care Centre (OSJCT) OACP

Prescott Close, Banbury OX16 0RD
Tel: 01295 521200

OP D YA

Lincroft Meadow Care Home OACP

The Moors, Kidlington OX5 2AA
Tel: 01865 950500 **Advert page 48**

OP D YA

Seccombe Court

Gardner Way, Adderbury, Banbury OX17 3PL
Tel: 01295 230898

OP D PD YA

Southerndown

Worcester Road, Chipping Norton OX7 5YF
Tel: 0330 191 2026 **Advert page 50**

OP D MH YA

Wardington House Nursing Home

Wardington, Banbury OX17 1SD
Tel: 01295 750622 **Advert below**

OP D

Wyndham Hall Care Home

Skimmingdish Lane, Launton, Bicester OX26 5AF
Tel: 01869 722767

OP D PD MH SI YA

Yarnton Residential and Nursing Home OACP

Rutten Lane, Yarnton, Kidlington OX5 1LW
Tel: 01865 849195

OP D PD MH YA

Advertisement



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To find out more call 01295 750622 or email: care@wardington.com.
www.wardington.com



Oxford care homes

Eden House Residential Home

50 Horspath Road,
Oxford OX4 2QT
Tel: 01865 776012

OP D

Fairfield Residential Home

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

OP D

Ferendune Court

Ash Close, Faringdon, Oxford SN7 8ER
Tel: 01367 480108

OP D YA

Lady Nuffield Home, The OACP

165 Banbury Road,
Oxford OX2 7AW
Tel: 01865 888500 **Advert page 60**

OP D

Longlands (OSJCT) OACP

Balfour Road, Blackbird Leys, Oxford OX4 6AJ
Tel: 01865 779224

OP D

Marston Court (OSJCT) OACP

Marston Road, Oxford OX3 0DJ
Tel: 01865 241526

OP D

Oxford Respite Service

– The Brandon Trust OACP

43 Saxon Way, Headington, Oxford OX3 9DD
Tel: 01865 751115

OP PD LDA MH YA

St Andrew's Residential Care Home Ltd OACP

184 London Road, Headington,
Oxford OX3 9EE
Tel: 01865 741752

OP D MH



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Mill House Care Home
Witney, OX28 1HY
01993 775907

The Triangle Care Home
Wheatley, OX33 1YW
01865 875596

The Headington Care Home
Headington, OX3 7XR
01865 760075

St Katharine's House
Wantage, OX12 8EA
01235 762 739



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St John's Home OACP

St Marys Road, Oxford OX4 1QE
Tel: 01865 247725

OP D PD MH SI YA

Wellford Gardens

1-3 Park Hill, Wheatley, Oxford OX33 1ND
Tel: 01865 347920

OP D YA

Townsend House (OSJCT) OACP

Bayswater Road, Headington OX3 9NX
Tel: 01865 762232

OP D

See the checklist on page 49 for useful questions to ask when looking at care homes.

Oxford care homes with nursing

Albany Care Home, The

7 London Road, Headington, Oxford OX3 7SN
Tel: 01865 950750 **Advert page 70**

OP D PD SI

Brookfield

Little Bury, Oxford OX4 7UY
Tel: 01865 779888

OP D YA

Green Gates Bupa Care Home

2 Hernes Road, Summertown, Oxford OX2 7PT
Tel: 01865 985 660

OP YA

Headington Care Home, The

Roosevelt Drive, Headington, Oxford OX3 7XR
Tel: 01865 760075 **Advert page 62**

OP D MH YA

Iffley Residential and Nursing Home OACP

Anne Greenwood Close, Iffley, Oxford OX4 4DN
Tel: 01865 718402

OP D YA

Isis House Care & Retirement Centre (OSJCT) OACP

Cornwallis Road, Donnington OX4 3NH
Tel: 01865 397980

OP D PD LDA MH SI YA AD

St Luke's Hospital – Oxford OACP

4 Latimer Road, Headington, Oxford OX3 7PF
Tel: 01865 228800 **Advert below**

OP YA

Triangle Care Home, The

Old London Road, Wheatley, Oxon OX33 1YW
Tel: 01865 875596 **Advert page 62**

OP D YA

Advertisement

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Caring for you



stlukeshosp.co.uk

T: 01865 228 800
E: admin@stlukeshosp.co.uk



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South Oxfordshire care homes

4 Pages Orchard

Sonning Common, Reading RG4 9LW
Tel: 0118 972 2928

LDA YA

22 Woodlands Road

Sonning Common, Reading RG4 9TE
Tel: 0118 972 1460

LDA YA

Brook House Residential Care Home

19 Ockley Brook, Didcot OX11 7DR
Tel: 01235 818926

PD LDA MH

Chiltern Centre, The OACP

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

PD LDA SI YA

Cleeve Lodge OACP

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

OP D

Cuttlebrook Hall

1 Stock Road, Thame OX9 3SP
Tel: 07501 226946

OP D PD YA

Grange, The

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

OP D

Lyndhurst Residential Care Home

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

OP D

Meylan House OACP

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

LDA YA

Old Vicarage Residential, The – Nursing and Dementia Care Home

Moulsford, Wallingford OX10 9JB
Tel: 01491 651429

OP D

Sotwell Hill House

Brightwell-cum-Sotwell, Wallingford OX10 OPS
Tel: 01491 836685

OP

Tower House OACP

Reading Road, Shiplake, Henley-on-Thames RG9 3JN
Tel: 01189 401197

OP

Waterside Court Care Home

26 Winterbrook, Wallingford OX10 9EG
Tel: 0330 191 2026 **Advert page 50**

OP D YA

Woodview

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

OP D PD LDA SI YA

South Oxfordshire care homes with nursing

Abbeycrest Nursing Home

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

OP D YA

Acacia Lodge OACP

Quebec Road, Henley-on-Thames RG9 1EY
Tel: 01491 579100 **Advert page 64**

OP D PD MH YA

Benson House Care Home

1 Churchfield Lane, Benson,
Wallingford OX10 6SH
Tel: 01491 522930

OP D YA

Chilterns Court Care Centre (OSJCT) OACP

York Road, Henley-on-Thames RG9 2DR
Tel: 01491 526900

OP D PD SI YA

Close Care Home, The

Abingdon Road, Burcot, Abingdon OX14 3DP
Tel: 01865 407343

OP D PD YA

Hallmark Henley Manor Luxury Care Home

Mill Lane, Henley-on-Thames RG9 4HD
Tel: 01491 418000

OP D PD SI YA

Hempton Field Care Home

36 Lower Icknield Way, Chinnor OX39 4EB
Tel: 0330 191 2026 **Advert page 50**

OP

Huntercombe Hall Care Home OACP

Huntercombe Place, Nuffield,
Henley-on-Thames RG9 5SE
Tel: 01491 641792 **Advert page 64**

OP D YA

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

OACP Member of OACP – see page 58. This provider list has been sourced from the Care Quality Commission.

Advertisers are highlighted

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—
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Sat Nav: OX25 2DQ What3Words /// Toned.River.Lifts



Crystal Care
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www.crystalcarecollection.co.uk

South Oxfordshire care homes with nursing continued

John Masefield House

Burcot Brook, Lodge Burcot, Abingdon OX14 3DP

Tel: 01865 340324

OP D PD LDA MH YA

Lashbrook House

Mill Road, Shiplake, Henley-on-Thames RG9 3LP

Tel: 0118 940 1770

OP D YA

Meadowcroft (OSJCT) OACP

78 Queens Road, Thame OX9 3NQ

Tel: 01844 212934

OP D

Meadows, The (OSJCT) OACP

Britwell Road, Didcot OX11 7JN

Tel: 01235 518440

OP D

Oxford Manor Care Home

Didcot Road, Harwell, Didcot OX11 6DN

Tel: 01235 248824

OP D PD SI YA

Rush Court OACP

Shillingford Road,

Wallingford OX10 8LL

Tel: 01491 837223

OP PD YA

Valerian Court

Lower Broadway, Didcot OX11 8ET

Tel: 01235 616800

OP D PD MH YA

Watlington and District

Nursing Home OACP

Hill Road, Watlington OX49 5AE

Tel: 01491 613400

OP D PD MH SI YA

Westgate House (OSJCT) OACP

Millington Road,

Wallingford OX10 8FE

Tel: 01491 836332

OP D

Vale of White Horse care homes

Charlton Lodge

3 Buttercup Road, Wantage OX12 7GD

Tel: 01206 517430

OP D PD YA

Framland OACP

Naldertown, Wantage OX12 9DL

Tel: 0300 303 1470

OP D LDA

Holder House

35-37 Oxford Road, Abingdon OX14 2EE

Tel: 01235 521850

OP MH YA

Iris Hayter House

43 Sandford Road, Littlemore,

Oxford OX4 4XL

Tel: 07549 128423

OP MH YA

Khiron Bungalow

3 Churchway, Sparsholt, Wantage OX12 9PU

Tel: 01865 686204

OP MH YA AD

Khiron Clinics

The Old Glebe House, Churchway,

Sparsholt, Wantage OX12 9PU

Tel: 0203 668 1606

OP MH YA AD

Kirlena House OACP

18 Kennington Road, Kennington,

Oxford OX1 5NZ

Tel: 01865 739223

OP D PD SI YA

Leaffield Residential Care Home OACP

32a Springfield Drive, Abingdon OX14 1JF

Tel: 01235 530423

OP D PD LDA MH SI YA

Mon Choisy Care Home OACP

128 Kennington Road, Kennington,

Oxford OX1 5PE

Tel: 01865 739223

OP D PD SI YA

Old Station House (OSJCT) OACP

Old Station Yard, Abingdon OX14 3US

Tel: 01235 536226

OP D

Oxford House OACP

The Glebe, Cumnor, Oxford OX2 9RL

Tel: 01865 865116

OP D PD MH SI

Stirlings (OSJCT) OACP

Garston Lane, Wantage OX12 7AX

Tel: 01235 762444

OP D

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

OACP Member of OACP – see page 58. This provider list has been sourced from the Care Quality Commission.



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Vale of White Horse care homes with nursing

Abingdon Court Care Home

Marcham Road, Abingdon OX14 1AD
Tel: 01235 535405

OP D YA

Bridge House OACP

Thames View, Abingdon OX14 3UJ
Tel: 01235 425479

OP D PD

Chawley Grove OACP

Cumnor Hill, Oxford OX2 9PJ
Tel: 01865 957650 **Advert page 68**

OP D PD YA

Coxwell Hall and Mews Nursing Home

Fernham Road, Faringdon SN7 7LB
Tel: 01367 242985

OP D PD SI YA

Cumnor Hill House OACP

Breeches End, Cumnor Hill,
Oxford OX2 9FW
Tel: 01865 638856

OP D

Elmbrook Court Care Home OACP

Grove Rd, Wantage OX12 7BY
Tel: 01235 617617

OP D PD SI YA

Grange Care Centre, The

25 Church Green, Stanford in the Vale,
Faringdon SN7 8HU
Tel: 01367 718836

OP PD

Oaken Holt Nursing and Residential Home OACP

Eynsham Road, Farmoor,
Oxford OX2 9NL
Tel: 01865 865252 **Advert page 64**

OP D YA

Oxford Beaumont

Bayworth Lane, Bayworth Corner,
Boars Hill, Oxford OX1 5DF
Tel: 0330 191 2026 **Advert page 50**

OP D YA

Richmond Village Letcombe Regis

South Street, Letcombe Regis OX12 9JY
Tel: 01235 773970 **Advert page 73**

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 **Advert page 62**

OP D YA

Stowford House Care Home OACP

Faringdon Road, Shippon,
Abingdon OX13 6LN
Tel: 01235 538623

Advert page 64

OP D PD SI YA

Vale House OACP

Sandford Road, Littlemore,
Oxford OX4 4XL
Tel: 01865 718467 **Advert below**

OP D YA

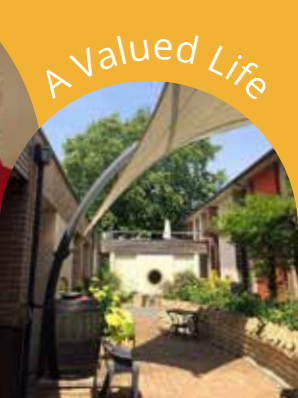
Wantage Nursing Home OACP

Garston Lane, Wantage OX12 7AR
Tel: 01235 774320

OP D PD MH SI YA

For information about paying for care in Oxfordshire, see page 53.

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

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For information about different types of care homes, see page 53.



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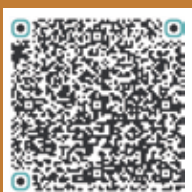


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