Surrey
Adult Care and Support Services Directory 2018/19

The essential guide to choosing and paying for care and support
CHD Living, Luxury Care Residences
Let our family take care of yours
Over 35 years of dedicated care to our community

For further information on Longdene Homecare & Live-In services, please refer to page 29
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A message from Adult Social Care and Public Health</td>
<td>4</td>
</tr>
<tr>
<td>Areas covered by this directory</td>
<td>5</td>
</tr>
<tr>
<td><strong>Your support, your choice</strong></td>
<td>5</td>
</tr>
<tr>
<td>Our starting point</td>
<td>5</td>
</tr>
<tr>
<td>Finding care in your area</td>
<td>6</td>
</tr>
<tr>
<td><strong>Staying healthy</strong></td>
<td>6</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>6</td>
</tr>
<tr>
<td>Keeping active</td>
<td>7</td>
</tr>
<tr>
<td>Eating well</td>
<td>7</td>
</tr>
<tr>
<td>Alcohol: how much is too much?</td>
<td>8</td>
</tr>
<tr>
<td>Health advice for people with learning disabilities</td>
<td>8</td>
</tr>
<tr>
<td>Leaving hospital</td>
<td>9</td>
</tr>
<tr>
<td>Reablement service</td>
<td>9</td>
</tr>
<tr>
<td>NHS Continuing Healthcare</td>
<td>9</td>
</tr>
<tr>
<td><strong>Staying at home</strong></td>
<td>10</td>
</tr>
<tr>
<td>Support, information and advice</td>
<td>10</td>
</tr>
<tr>
<td>Community alarms and telecare</td>
<td>10</td>
</tr>
<tr>
<td>Centres for the community</td>
<td>11</td>
</tr>
<tr>
<td>Meals services</td>
<td>12</td>
</tr>
<tr>
<td>Maintaining your home and caring for the environment</td>
<td>13</td>
</tr>
<tr>
<td>Equipment to make your life easier</td>
<td>14</td>
</tr>
<tr>
<td>Home care</td>
<td>15</td>
</tr>
<tr>
<td>Home care agency checklist</td>
<td>19</td>
</tr>
<tr>
<td>Home care providers</td>
<td>21</td>
</tr>
<tr>
<td><strong>How we can help you meet your needs</strong></td>
<td>40</td>
</tr>
<tr>
<td>Discussing your situation</td>
<td>40</td>
</tr>
<tr>
<td>National eligibility criteria</td>
<td>40</td>
</tr>
<tr>
<td>Planning your support</td>
<td>41</td>
</tr>
<tr>
<td><strong>Carers' support</strong></td>
<td>43</td>
</tr>
<tr>
<td>Action for Carers Surrey</td>
<td>43</td>
</tr>
<tr>
<td>Free digital resources for carers</td>
<td>43</td>
</tr>
<tr>
<td>Young carers</td>
<td>43</td>
</tr>
<tr>
<td>Respite care and short breaks</td>
<td>45</td>
</tr>
<tr>
<td>Resource for those supporting disabled children</td>
<td>45</td>
</tr>
<tr>
<td><strong>Housing options</strong></td>
<td>45</td>
</tr>
<tr>
<td>Sheltered housing</td>
<td>45</td>
</tr>
<tr>
<td>Extra Care housing</td>
<td>45</td>
</tr>
<tr>
<td>Residential care</td>
<td>47</td>
</tr>
<tr>
<td>Care homes checklist</td>
<td>49</td>
</tr>
<tr>
<td><strong>Dementia care</strong></td>
<td>52</td>
</tr>
<tr>
<td>Dementia services in Surrey</td>
<td>52</td>
</tr>
<tr>
<td>Residential dementia care</td>
<td>53</td>
</tr>
<tr>
<td>Residential dementia care checklist</td>
<td>55</td>
</tr>
<tr>
<td><strong>Other specialist services</strong></td>
<td>57</td>
</tr>
<tr>
<td>Surrey Choices support for people with disabilities</td>
<td>57</td>
</tr>
<tr>
<td>Sensory services by Sight for Surrey</td>
<td>57</td>
</tr>
<tr>
<td>Mental health services</td>
<td>58</td>
</tr>
<tr>
<td>End of life care</td>
<td>59</td>
</tr>
<tr>
<td><strong>Paying for residential care</strong></td>
<td>59</td>
</tr>
<tr>
<td>What will you have to pay for your care?</td>
<td>61</td>
</tr>
<tr>
<td>Seeking financial advice</td>
<td>61</td>
</tr>
<tr>
<td>Support for people who are funding their own care</td>
<td>62</td>
</tr>
<tr>
<td>Running out of money</td>
<td>62</td>
</tr>
<tr>
<td><strong>Essential information</strong></td>
<td>63</td>
</tr>
<tr>
<td>Inspecting and regulating care services</td>
<td>63</td>
</tr>
<tr>
<td>Safeguarding adults at risk</td>
<td>63</td>
</tr>
<tr>
<td>Comments, compliments or complaints</td>
<td>64</td>
</tr>
<tr>
<td>Out of county care</td>
<td>65</td>
</tr>
<tr>
<td><strong>Further help</strong></td>
<td>65</td>
</tr>
<tr>
<td>How solicitors can help</td>
<td>65</td>
</tr>
<tr>
<td>Surrey Care Association Ltd</td>
<td>66</td>
</tr>
<tr>
<td>Advocates can help</td>
<td>67</td>
</tr>
<tr>
<td>Tell Us Once</td>
<td>67</td>
</tr>
<tr>
<td><strong>Useful local contacts</strong></td>
<td>67</td>
</tr>
<tr>
<td>Care home listings</td>
<td>73</td>
</tr>
<tr>
<td><strong>Index</strong></td>
<td>100</td>
</tr>
</tbody>
</table>

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**Alternative formats**
This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). There is also a Browsealoud option for those requiring the information in the spoken word.

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To obtain extra copies of this directory, free of charge, call Surrey County Council’s Adult Social Care information and advice line on **0300 200 1005**.
A message from Adult Social Care and Public Health

Welcome to the 2018/19 edition of Care and Support Services in Surrey. This guide provides essential information about the range of local care and support available, how to access it and key contacts for providers and other organisations that can help you live well, safely and independently.

**Closer working with health**

We live at a time when health and social care is rarely out of the news. The cost and complexity of the care system is under constant review and, locally, we are seeing changes at a pace we’ve never seen before.

As part of our changing local care services, there is an absolute commitment to put people first. Residents’ overall wellbeing, and not just their clinical health needs alongside greater involvement in their care planning, is at the heart of what health and social care professionals are delivering to provide better quality and more seamless personalised care for individuals.

In Surrey, we have a number of new partnerships that are looking at improving the health and care support available for residents. The largest is the Surrey Heartlands partnership which covers a large part of central Surrey, from London’s boundary down to Haslemere and across from Guildford to Reigate. Improving services in hospitals and in the community so people have a better experience, greater choice in care options, better opening times for services, access to centres of excellence and a shared care record for individuals, forms part of the service changes planned. This means we will be increasing our engagement with residents, so they understand the impact of changes where they live.

The NHS and the County Council will also have more control over what they can spend their combined budgets on which will drive better local decisions and outcomes for Surrey residents. The increasing trend of more people requiring care and support as they age is particularly acute in Surrey. People live longer in our county than many other areas in England but when they do begin to decline, they can often develop several long-term conditions or illnesses simultaneously. This makes their support more complex to put in place. Our resources have been reduced and so prioritising people most in need is a necessity.

Ensuring residents are only in hospital if they really need to be is important and this could be achieved by strengthening support in the community. Residents should consider alternatives such as visiting their pharmacy, primary care and walk-in services and should only visit the accident and emergency department if it is a real emergency.

**Support where you live**

We are, however, very fortunate in Surrey to have a huge network of voluntary, community and faith organisations supporting residents in their local communities. This is alongside many independent care providers who can help residents who pay for their own care. You will find details in this publication. Family members, friends, volunteers and informal groups and networks can often help people with practical support.

Alongside this directory, the Surrey Information Point website, [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk) can help you to search for local care and support services. These organisations can offer assistance with a wide range of services from transport to cooking, cleaning and shopping.

**Early help and prevention**

Within the council, we focus heavily on trying to raise awareness of the ways residents can manage their physical and mental health and social care needs before they are unable to do so. We will increasingly promote self-help and self-care, using a range of technologies and digital tools, as part of this ‘prevention’ agenda. For example, to find out if you or someone you are enquiring about is eligible for social care support, try our online tools on the
Your support, your choice

Our starting point

The Adult Social Care service at the County Council focuses its support on people with social care needs and carers of all ages to help them remain safe, well and independent in their communities where they live.

The service ensures people in most need of support are prioritised, particularly:

- people with long-term and complex needs that affect their daily life;
- people recovering from an accident or illness who need help to manage daily living tasks, or build confidence over a short period of time;
- people recovering from a mental illness; and
- carers of all ages.

Information and advice about care and support is available free for any resident. Our Adult Social Care information and advice line can help with your enquiry by providing you with information, or putting you in touch with the best organisation or service that can help you or the person you are enquiring on behalf of.

The team can also let you know if you are likely to qualify for Adult Social Care funded support and put you in touch with a local social care team which can carry out an assessment of your social care needs. If you are online, you can complete an online assessment on the Surrey County Council website and find out quickly, at a time that suits you, if you are likely to qualify for Adult Social Care support and how much you might have to pay (see page 46).
If you do qualify for council-funded care and support, you may be able to choose how your support needs are met and the level of support you need (with or without the council’s help).

Any support offered to you is likely to be co-ordinated by a range of professionals, as we work closely together with health partners, local agencies and networks to provide a ‘circle of support’ that is community-based and focused on your 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 Directory, has a website providing comprehensive details of care providers as well as essential information. You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others. The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 63), indicating the quality of care provided.

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

Staying healthy

NHS Health Checks

Everyone is at some risk of developing heart disease, stroke, diabetes, kidney disease and some forms of dementia. The good news is that these conditions can often be prevented. The NHS Health Check can help you by assessing your risk of developing these health conditions and giving you advice on how to reduce it.

In Surrey, you are eligible for an NHS Health Check once every five years if you are between 40 and 74 years old and you haven’t already been diagnosed with vascular diseases or have certain risk factors such as high blood pressure or high cholesterol treated by medication.

You may be invited for a Health Check by your GP or be able to arrange one at your local pharmacy. At the check, your risk of heart disease, stroke, kidney disease and diabetes will be assessed through some straightforward tests and standard questions about your lifestyle and family medical history. You’ll be offered personalised advice and support to help you lower that risk and stay healthy.

If you are at ‘higher’ risk, you might be offered help to take action, including losing weight or stopping smoking, or you might be referred to your GP.

Small, long-lasting changes to your lifestyle can make a huge difference. That means you can take action early and greatly improve your chance of a healthier and longer life.

See www.healthysurrey.org.uk/your-health/health-checks for more information.
Keeping active

It is important to keep active as you become older. Being active, means you might:

- be less likely to develop a life-threatening condition;
- be more likely to maintain a healthy weight;
- be more likely to have improved sleep; and
- be more likely to manage stress easily.

As well as exercising for a healthy heart and a healthy mind, it’s important to do some muscle strengthening and balance exercise on two days a week as this can reduce your chance of having a fall. Examples include yoga, dance and tai chi. Even carrying bags of shopping can help strengthen your joints. All adults should aim to do 150 minutes of exercise a week. If you’re not currently active, it’s never too late to start – just 10 minutes of moderate activity a day can lead to health benefits. As you progress, you can gradually build up to 150 minutes a week. Search online for the Active10 app. You can download the app at [www.nhs.uk/oneyou/active10](http://www.nhs.uk/oneyou/active10)

For further details and examples of activity for the over 65s, please visit [www.nhs.uk/live-well/exercise/physical-activity-guidelines-older-adults/](http://www.nhs.uk/live-well/exercise/physical-activity-guidelines-older-adults/) Local Surrey sports and activities aimed at those 50 and over can be found at [www.activesurrey.com/over50s](http://www.activesurrey.com/over50s)

Eating well

Eating well can help you improve your wellbeing and manage your weight. It can also reduce your risk of developing diseases such as diabetes and coronary heart disease.

**Eating well over 60**

Your body changes as you get older, but a balanced diet can help you stay healthy and recover from episodes of illness quicker.

Whatever your age, it’s important to eat a healthy, balanced diet. This means you should try to eat:

- plenty of fruit and vegetables – aim for at least five portions of a variety of fruit and vegetables a day;
- plenty of bread, rice, potatoes, pasta and other starchy foods – choose wholegrain varieties if you can;
- some milk and dairy foods;
- some meat, fish, eggs, beans and other non-dairy sources of protein – try to eat at least two portions of fish a week, including a portion of oily fish; and
- just a small amount of food and drink high in fat or sugar.

For further information, visit [www.nhs.uk/live-well/eat-well/the-eatwell-guide](http://www.nhs.uk/live-well/eat-well/the-eatwell-guide)

It is important to get regular check-ups of your teeth and mouth. If you wear dentures, it is important they fit comfortably. Mouth problems, such as chewing and swallowing difficulties, may lead to low food intake.

**Keeping healthy**

Try to keep your weight at a healthy level. As you become older, being overweight may lead to reduced mobility. This can affect your health and quality of life. Being overweight also increases your risk of diseases such as heart disease and diabetes and makes it difficult to manage them.

Being underweight isn’t healthy either and may be a sign that you’re not eating enough or that you’re unwell. Being underweight also increases your risk of osteoporosis.

If you’re worried about your weight, ask your GP to check it. They may refer you to a dietitian, who can advise you about changing what you eat to meet your current needs.

**Be aware if you lose your appetite**

As we age, it’s natural to eat less or be less interested in food. This is partly because we’re not as active as we used to be, and because we lose some muscle, so our bodies burn fewer calories.
However, it’s important to get all the energy and nutrients that your body needs. If you don’t eat as much as you used to, eat smaller meals more often and make sure you supplement them with nutritious snacks, such as fruit, vegetables and wholegrain toast.

Try to eat regularly – at least three times a day. If you don’t feel like cooking from scratch, have a tinned, chilled or frozen ready-meal instead but don’t forget to eat some fruit or vegetables as well. Frozen vegetables can be as good as fresh and can be easily cooked in the microwave. It’s a good idea to have a store of foods in the freezer and cupboard in case you cannot go out. If cooking is difficult for you, it might be worth considering using a Meals on Wheels service, see page 12.

**Thirst 4 Life**
As we age our thirst sensation can be reduced, meaning we may not feel thirsty, but it is important to drink plenty of fluids. Aim to drink about 1.2 litres (or about two and a half pints) of fluid every day to stop you getting dehydrated. This is about six 200ml or eight 150ml glasses, cups or mugs. When the weather is warm or when you are active, you’ll probably need to drink more than this.

All non-alcoholic drinks count towards your daily fluid intake, including tea and coffee. However, try to opt for healthy choices like water, milk and fruit juices.

Drinks that contain a lot of caffeine, such as strong tea and coffee, might make your body produce more urine. If you mostly drink strong tea or coffee (or other drinks that contain a lot of caffeine), make sure you also drink some water or other fluids that don’t contain caffeine.

For more information, please visit [www.nhs.uk/conditions/dehydration](http://www.nhs.uk/conditions/dehydration)

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**Alcohol: how much is too much?**

In Surrey, it is estimated that more than a quarter of adults who drink alcohol drink above what are considered recommended levels. This means that they are putting themselves at risk of developing health conditions in the future due to their drinking. In addition, surveys have shown that only 12-16% of Surrey adults are aware of the recommended guidelines for safe drinking. Don’t Bottle It Up is an interactive online tool which allows you to work out how risky your drinking is. It offers personalised advice online and helps you find out where you can get support locally.

The Don’t Bottle It Up alcohol test takes just two minutes to complete. Visit [www.dontbottleitup.org.uk](http://www.dontbottleitup.org.uk) It’s free, quick and confidential.

For more information, visit [www.healthysurrey.org.uk/your-health/alcohol](http://www.healthysurrey.org.uk/your-health/alcohol)

If you are concerned about your own or someone else’s drinking, you can speak to:

- Surrey Drug and Alcohol Care 24/7 confidential helpline on **0808 802 5000** (free from mobiles and landlines); or
- your GP or local support organisations, such as Alcoholics Anonymous.

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**Health advice for people with learning disabilities**

If you care for someone with learning disabilities, you may wish to visit [www.nhs.uk/live-well/healthy-weight/managing-weight-with-a-learning-disability](http://www.nhs.uk/live-well/healthy-weight/managing-weight-with-a-learning-disability) which provides information and advice to help you support the person you care for with leading a healthy lifestyle.

Or, visit the health section of [www.surreypb.org.uk](http://www.surreypb.org.uk)
Leaving hospital

Adult Social Care works closely with hospitals to ensure that patients are discharged safely and, where possible, are able to return to home life as quickly as possible. We have staff available to help with information and advice seven days a week in Surrey’s acute hospitals. Details on how to contact them are available on the wards.

No matter what hospital you are in, you can request an assessment of your needs to help you stay independent and confident when you return home. Most hospitals also run a Discharge to Access process which enables people to leave hospital, when safe and appropriate to do so, continuing their care and assessment out of hospital. They can be assessed within their home environment for their longer-term care needs.

Others may approach the hospital social care team on your behalf, with your agreement, to request an assessment.

If you already have a social care service in place, we will assess any other needs you may have after your stay in hospital.

We can also introduce you to local voluntary organisations who can help with a variety of services, such as laundry and domestic cleaning or sitting services.

Carers will also be offered an assessment and may need advice and support. The hospital social care team is available to discuss any issues and provide details of carers’ support groups.

Reablement service

Our Adult Social Care reablement service helps you to recover after illness or injury and maximises your level of independence at home. Our team of specially trained staff will assess your needs in the short-term to maintain independence in your own home and monitor your road to recovery on an ongoing basis.

The service is available to people who would benefit from regaining skills, or who have had a period of poor health and require confidence-building to maintain daily living skills.

The team of reablement assistants operates between 7.00am and 10.00pm Monday to Friday and 8.00am and 10.00pm on weekends and bank holidays.

NHS Continuing Healthcare

Continuing care is care provided over an extended period of time, to a person aged 18 or over, to meet physical or mental health needs that have arisen as a result of disability, accident or illness. A person who needs continuing care may receive services from the local authority or from the NHS.

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing, or in a person’s own home.

People eligible for NHS Continuing Healthcare funding will have been assessed by health and social care to have a primary health need and are likely to have complex needs or unpredictable or intense ongoing care needs.

National guidance says that the assessment for NHS Continuing Healthcare should be person-centred. This means that the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views about their own needs and support taken into account. Carers should also be consulted where appropriate. It’s a good idea for carers to make it clear that they would like to participate fully in the assessment process. Visit www.england.nhs.uk/healthcare to see the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care document published by the Department of Health and Social Care.
A decision about eligibility should be made within 28 days of a referral for assessment being made to the NHS Clinical Commissioning Group.

If you are already receiving support from Adult Social Care, your social care practitioner will be able to give you more information about NHS Continuing Healthcare. They will work with you to complete an NHS Continuing Healthcare checklist, from which a referral for full assessment might be made. Your GP or community nursing service may be able to give you advice or make a referral with you if you are not currently receiving support from us.

Further information can be obtained from either:

**NHS Continuing Healthcare Team**  
Surrey Downs Clinical Commissioning Group, Cedar Court, Guildford Road, Leatherhead KT22 9AE  
Tel: 01372 201645  

**Adult Social Care Continuing Care Team**  
Surrey County Council, Fairmount House, Bull Hill, Leatherhead KT22 7AH  
Tel: 01737 737322  
Email: continuing.care@surreycc.gov.uk

**Beacon**  
Free and independent NHS Continuing Healthcare advice.  
Tel: 0345 548 0300  
Web: [www.beaconchc.co.uk](http://www.beaconchc.co.uk)

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### Staying at home

#### Support, information and advice

Adult Social Care provides a range of support and services that give information, advice and support to enable people to remain in the community as independently as possible. This can help individuals maintain their quality of life. We take pride in supporting carers to live a life outside of caring and can also provide information and advice for people whose needs might require a residential care home, if their needs are complex and they cannot live unsupported at home.

Call the **Adult Social Care information and advice line** on 0300 200 1005.

#### Community alarms and telecare

Adult Social Care is committed to helping people live independently and remain safely at home for longer through the use of appropriate equipment.

Telecare can allow you to remain independent, while relatives and carers are reassured, safe in the knowledge that, should an incident occur, they will know about it. Some devices can also help people with dementia or monitor particular health conditions and reduce the need for hospital admission.

**How does the technology work?**  
Both community alarms and telecare use an alarm unit which is connected to your telephone line and is linked to a call monitoring centre.

When an alert is raised, the unit automatically dials the call centre, where your details appear on the computer system and one of the fully-trained operators will arrange the most appropriate assistance. Once the call connects to the monitoring centre, they know that you need assistance and will get help to you, even if they can’t communicate with you via the community alarm. If necessary, one of your nominated contacts, who may hold a key, will be called to help or provide access. The operator may contact a doctor or the emergency services for you. In an emergency, the operator will remain in contact until they are satisfied that help is at hand and they are no longer needed.
With community alarms, you can raise an alert by pressing a button on a pendant, or on the alarm unit itself. Telecare offers other sensors as well as the pendant, and so there are many more options, depending on the individual needs of the user. Some sensors can detect falls, inactivity, fires, flooding, bed or chair occupancy, gas and extreme temperatures in the home.

Each district and borough council operate a community alarm and Telecare service. All the local teams will be very happy to talk through their services with you. You can get in touch with the one in your area via the ‘Contact Us’ page on the Surrey Telecare website at www.surreytelecare.com or by contacting:

**Elmbridge Borough Council, Community Alarms**
Tel: 01372 474560  
Email: communityalarms@elmbridge.gov.uk

**Epsom and Ewell Borough Council, Community Alarm Team**
Tel: 01372 732000  
Email: communityalarmgroup@epsom-ewell.gov.uk

**Guildford Borough Council, Guildford Careline**
Tel: 01483 502334  
Email: telecaredirect@guildford.gov.uk

**Mole Valley District/Reigate and Banstead Borough Councils, Telecare Services**
Tel: 01372 204500

If you are in any doubt about who to call, or just want some more information, you can call the Surrey Telecare freephone number 0800 195 6035 or send a text to 07976 843825.

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**Centres for the community**

If you are a resident in Surrey, you could go to one of your local centres to meet new people and try out different sorts of activities that you might not be able to do at home.

You will find a centre for the community in all the borough and district council areas across Surrey. Most centres are run by your local borough or district council but, in a couple of areas, they are run by voluntary organisations, so please contact your local council for further information.

These centres offer a wide range of services and activities, from hairdressing, art and bridge to computer classes for all levels. They also offer reasonably priced refreshments, meals and snacks.

Wellbeing centres have been established in a number of Surrey borough and district council areas. Wellbeing centres are supporting early diagnosis of dementia and providing information and advice. In addition, a range of telecare equipment is available, so you can see how it might assist you in the home.

If you would like further information about services,
facilities, new activities happening at your local centre or wellbeing centres, please contact your local borough or district council (see page 67) or visit www.surreyinformationpoint.org.uk for details.

Meals services

If you are finding cooking meals or heating pre-cooked meals a challenge, you might benefit from a hot lunchtime meal delivered directly to you on a daily basis by volunteers or paid staff.

Some of the borough and district councils are also able to provide a tea service, which includes a sandwich, cake and fruit (or similar) delivered at the same time as your lunchtime hot meal. This service also provides a daily check on all customers.

Meals on Wheels can be provided for specific days of the week to fit in with, for example, visits to a centre and can be for a short period following a stay in hospital.

For more details on the community support services available locally and the referral process, please contact your local council.

Cranleigh area service
Rowleys Centre for the Community
Tel: 01483 277155
Email: info@rowleyscranleigh.co.uk

Elmbridge Borough Council
(Also residents of Leatherhead, Great Bookham and Fetcham)
Tel: 01372 474552
Email: commservices@elmbridge.gov.uk

Epsom and Ewell Borough Council
(Also residents of Ashstead)
Tel: 01372 732421
Email: mealsonwheels@epsom-ewell.gov.uk

Farnham area service
Brightwells Gostrey Centre
Tel: 01252 727280
Email: communitymealsbrightwells@outlook.com

Godalming area service
Waverley Borough Council
Tel: 07771 805414

Guildford Borough Council
Tel: 01483 503010
Email: mealsgodalming@waverley.gov.uk

Haslemere area service
Hasley Community Centre
Tel: 01428 648716
Email: info@hasley.org

Mole Valley District Council
Residents of Leatherhead, Great Bookham and Fetcham should contact Elmbridge Borough Council. Residents of Ashtead should contact Epsom and Ewell.

Reigate and Banstead Borough Council
Currently there is no meals on wheels delivery in Reigate and Banstead except for Horley where meals are delivered by Tandridge District Council.
Tel: 01883 347230
Email: dbc@tandridge.gov.uk

Runnymede Borough Council
Tel: 01932 425010
Email: community.meals@runnymede.gov.uk

Spelthorne Borough Council
Tel: 01784 444265
Email: meals.wheels@spelthorne.gov.uk

Surrey Heath Borough Council
Centres for Retired People
Tel: 01276 707660
Email: windle.valley@surreyheath.gov.uk

Surrey Heath Borough Council Community Meals Service
Tel: 01276 707660
Email: community.services@surreyheath.gov.uk

Tandridge District Council
Tel: 01883 347230
Email: dbc@tandridge.gov.uk or customerservices@tandridge.gov.uk

Search for care at www.carechoices.co.uk to find support in your area
Maintaining your home and caring for the environment

Having a warm and weatherproof home is an important part of staying well and maintaining your independence. If you feel your home is getting too much to cope with, there may be practical and financial help to make repairs, improvements or adaptations. Your local home improvement agency service may help.

You can also contact Action Surrey, which works in partnership with your local district and borough council to find out about the grants and loans which may be available nationally and locally to fit insulation, clear lofts and replace boilers.

**Action Surrey**
Tel: 0800 783 2503
Email: info@actionsurrey.org
Web: www.actionsurrey.org

**Elmbridge**
Elmbridge Care and Repair
Tel: 01372 474645
Email: careandrepair@elmbridge.gov.uk

**Epsom and Ewell Home Improvement Agency**
Tel: 01372 732000
Email: HIA@epsom-ewell.gov.uk

**Guildford**
Guildford and Waverley Care and Repair
Tel: 01483 444360

**Reigate, Banstead and Mole Valley**
Independent Home Solutions
Tel: 01737 845630
Email: info@ihscic.org.uk

**Runnymede**
Runnymede Care and Repair
Tel: 01932 425880
Email: CareRepair@runnymede.gov.uk
Web: www.runnymede.gov.uk/CareRepair

**SEARCH FOR CARE IN YOUR AREA**

- 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

[www.carechoices.co.uk](http://www.carechoices.co.uk)
Equipment to make your life easier

You may be facing certain challenges around the home that are making your life difficult, whether it’s getting in and out of a chair, turning lights on and off or keeping warm.

There are all sorts of simple solutions, such as equipment and sensors that can be installed in your home, to make your life easier and enable you to continue to live independently.

**Organisations that can help with equipment and sensors**

**Adult Social Care information and advice line**
Tel: 0300 200 1005

**Surrey Telecare**
Tel: 0800 195 6035
SMS: 07976 843825
Web: [www.surreytelecare.com](http://www.surreytelecare.com)

**Surrey Information Point**
Provides accessible information and support to individuals, carers and their families that is reliable, relevant, local and personalised.
Web: [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

Local borough and district councils across Surrey can also advise about home adaptations.

---

**THE PROFESSIONAL RANGE**

**Gowrings Mobility**

We are suppliers of high quality, great value wheelchair accessible vehicles, all supported with a first class after sales service.

Our wide range of vehicles are designed with the wheelchair user in mind and flexible enough to meet your daily business needs.

Flexible finance and leasing options are available.

**CONTACT US FOR YOUR FREE DEMONSTRATION**

0345 608 8020
communitycare@gowringsmobility.co.uk
gowringsmobility.co.uk

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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
Home care

Carefully chosen home care, with a good quality provider, is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to live at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?
Reasons for choosing home care can vary. Sometimes after a stay in hospital, you might find you need some help whilst you recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a little bit of help.

How you access that home care can also vary. If you feel you need support after a stay in hospital, someone may carry out an assessment of your situation. You, and your family if appropriate, will be fully involved in choosing what will suit you best.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself properly. If this happens, a local care service is a good first step towards finding help.

Councils have a duty to carry out a needs assessment for anyone who might need support, which will equip you with information that will be invaluable in finding the right help.

How home care can help you
The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of help. Home care agencies can help with personal care such as washing and dressing.

Even those with quite significant and debilitating medical needs can get a level of skilled personal care that can enable them to remain living in their own home. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

Finding the right support
The Care Quality Commission is responsible for regulating all care providers in England and checking that any care provided meets essential standards of quality and safety. See page 63 or visit www.cqc.org.uk for more information.

There is also a professional body, the United Kingdom Homecare Association (UKHCA), which requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation. Use its directory to find services operating in your area by visiting www.ukhca.co.uk/findcare/. You can also find services in your area using the listings in this directory, starting on page 21.

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

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers’ pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

You might decide that you want to employ a personal assistant to provide your care privately or have a member of your family who can provide the level of care you need.

Paying for care in your home
Most people who receive care or support services funded by us are asked to complete a financial assessment which works out whether you can afford
Care and Support at Home

- We cover Byfleet, Chertsey, Farnham, Godalming, Guildford, Woking and surrounding areas.
- A friendly, flexible service with help available from a ½ hour per week to 24 hour live-in care.
- A family run business who were rated Good in all 5 areas at our last inspection by the Care Quality Commission (Jan 2017).
- Trustworthy, caring, professional staff, fully trained and referenced with Criminal Records clearance.
- We can offer you support with: personal care, bathing, companionship and accompanying to appointments, simple cooking, shopping, medication management and light domestic duties.
- Trustworthy, compassionate and reliable individuals always welcome to join our friendly team. Experience not essential as full training is provided.

For further information, or to arrange a free no obligation meeting in your home, please call 01483 797950 or visit our website www.astoragency.co.uk

ALPENBEST CARE

We work in partnership with service users and their family or friends to provide care of the highest quality, promoting independence within the framework of the essential values of daily living. We provide care to look after every need, in the comfort of your own home.

PERSONAL CARE • DOMESTIC SUPPORT
SOCIAL CARE • LIVE-IN CARE

Packages of care are individually tailored to individual needs and can range from 1/2 hour per week to 24 hours a day, 365 days a year.

Tel: 01932 255000
Fax: 01932 222620
Email: service@alpenbestcare.co.uk
Web: www.alpenbestcare.co.uk

Alpenbest Care, Buckingham House, 7 Churchfield Road, Walton on Thames, KT12 2TT

Live-in Care
from £695 per week

The alternative to Care Home admission.

Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info
Guildford 01483 256 963

Search for care at www.carechoices.co.uk to find support in your area
to make a contribution towards the cost of care. Most eligible people are offered a personal budget, which allows you to be in control of who provides support and when that support is provided. Your personal budget can be paid to you or somebody acting on your behalf to allow you to make your own arrangements. Alternatively, we can offer to make arrangements on your behalf.

Councils provide upfront information on how much you can expect to pay and how charges are worked out. This information must be made available when a needs assessment is carried out, and written confirmation of how the charge has been calculated must be provided after a financial assessment.

People with more than £24,500 in savings or capital have to pay the full cost of their care at home. The value of the home you live in is not counted when working out charges for home care. If you have more than £24,500 you should tell us when your savings fall below this amount.

We calculate charges in accordance with our charging policy. This ensures you are only required to pay what you can afford, taking into account capital, income and expenditure. The assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. Disability-related expenditure is the extra amount you spend as a result of your disability or illness. We can help you to identify these costs. We will also carry out a full benefit check and, if you want us to, assist you with claiming your full entitlement.

Leaflets and further information on how charges are calculated in Surrey can be found on www.surreycc.gov.uk/adultsocialcare

Other ways to fund your care and support
If you do not qualify for financial assistance from us, there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. See page 61 for more information on seeking financial advice.

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

Non-means-tested care and support
Care provided by the NHS is free; for example, services provided by a community or district nurse. Intermediate care and ‘reablement’, is also free for a short period; see page 9 for more information. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. This means that when you apply for this type of benefit your financial circumstances are not taken into account. Provided you have the need for support, you can apply to receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.
Supporting life’s journeys with heartfelt homecare in Surrey

Daily home care
- Visiting care
- Local TrinityCarers
- Available from once a week to multiple visits each day
- Companionship and personal care

Live-in home care
- One-to-one care
- Full-time support
- Specially trained carers for complex medical conditions
- Personally matched to your lifestyle

- Award-winning local care
- Trusted for over 20 years
- Entirely bespoke support
- Specialist care for medical conditions
- Peace of mind for you and your loved ones

We respect everyone as an individual and respond to changing needs
We keep our promises and we do what we say
We are committed to what we do and who we care for

Now covering:
Epsom & Ewell | Banstead & Tadworth | Guildford | Woking | Worcester Park

Contact our dedicated team to explore your options:
01483 610 204 | www.trinityhomecare.co.uk
Home care agency checklist

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

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](http://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?

### 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?

### 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?

### Regulation

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

### Notes

---

*See page 63.*
Bluebird Care is your alternative to residential care. We can help you remain in your own home while enjoying a fulfilling life with dignity and enjoyment. We can help you with personal care, shopping, cleaning, social visits and round the clock live in care. Our care assistants are supported and trained to exceptional standards, we are experts at providing compassionate care.

Elmbridge & Runnymede 01932 567 593 elmbridge@bluebirdcare.co.uk
Epsom & Kingston 01372 822 875 epsom@bluebirdcare.co.uk
Guildford & Waverley 01483 761 000 guildford@bluebirdcare.co.uk
Reigate 01737 247 111 reigate@bluebirdcare.co.uk
Rushmoor & Surrey Heath 01276 683 577 rushmoor@bluebirdcare.co.uk

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Tel</th>
<th>Service Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abletrust Care</td>
<td>Caterham</td>
<td>01883 330321</td>
<td>OP D PD MH SI YA AD</td>
</tr>
<tr>
<td>Absolute Care Services Ltd</td>
<td>Reigate</td>
<td>01737 306666</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Acacia Homecare Ltd</td>
<td>Sunbury-on-Thames</td>
<td>0203 411 9011</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Active Prospects (Community Prospects)</td>
<td>Reigate</td>
<td>01737 924084</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Adelphi Court</td>
<td>Epsom</td>
<td>0208 652 3552</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Advantage Nursing Agency Ltd</td>
<td>Reigate</td>
<td>01737 213855</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Agincare UK Surrey</td>
<td>Woking</td>
<td>01483 256963</td>
<td>OP D PD LDA MH SI AD</td>
</tr>
<tr>
<td>Aims Homecare Ltd</td>
<td>Epsom</td>
<td>01372 724345</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Aims Homecare Ltd – Leatherhead</td>
<td>Leatherhead</td>
<td>01372 386222</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Albury Care Ltd</td>
<td>Guildford</td>
<td>01483 451861</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Alfa House</td>
<td>Walton-on-Thames</td>
<td>0330 555 0033</td>
<td>OP D PD LDA MH AD</td>
</tr>
<tr>
<td>Alina Homecare Chobham</td>
<td>Woking</td>
<td>01276 903222</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Alina Homecare Guildford</td>
<td>Guildford</td>
<td>01483 310222</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Alina Homecare Horley</td>
<td>Horley</td>
<td>01293 265522</td>
<td>OP D PD LDA MH SI AD</td>
</tr>
<tr>
<td>Alina Homecare Specialist Care – Surrey</td>
<td>Leatherhead</td>
<td>01372 362303</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Alina Homecare Walton--on-Thames</td>
<td>Walton-on-Thames</td>
<td>01932 901222</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>All About Care</td>
<td>Guildford</td>
<td>01483 503944</td>
<td>OP D PD</td>
</tr>
<tr>
<td>All Star Care</td>
<td>Dorking</td>
<td>07793 405828</td>
<td>OP D PD MH</td>
</tr>
<tr>
<td>Almost Family Ltd</td>
<td>Newdigate</td>
<td>01293 876080</td>
<td>OP D PD LDA SI YA</td>
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<tr>
<td>Alpenbest Care</td>
<td>Walton-on-Thames</td>
<td>01932 255000</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Amazed Care Services</td>
<td>Staines-upon-Thames</td>
<td>01784 255849</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>Amazing Angels Homecare</td>
<td>Caterham</td>
<td>01883 346333</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td>Amily Homecare</td>
<td>Walton-on-Thames</td>
<td>01932 259613</td>
<td>OP PD LDA MH YA AD</td>
</tr>
<tr>
<td>Angel Heart Home Care Ltd</td>
<td>Camberley</td>
<td>01276 804421</td>
<td>OP D PD MH SI</td>
</tr>
</tbody>
</table>

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

**My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705**
Providing Award-Winning Care At Home

Home Instead Senior Care is one of the UK’s leading care companies, enabling adults to continue living in their own homes. Our priority is to help clients lead more comfortable and confident lives and we tailor our services to a person’s individual needs.

Nothing is more important to us than providing a friendly, flexible and reliable care service that works for everyone in your family. From just a few hours a week to full-time, our care is available 24 hours a day, 7 days a week.

"Home Instead offered an outstanding service to our whole family. They matched a dedicated carer, Elaine who visited my late father six days a week. Due to this, despite advancing Alzheimer’s, he was able to lead a very active and happy life."

Client’s daughter

Services include:

- Companionship
- Light housekeeping
- Meal preparation
- Shopping and trips
- Local transportation and errands
- Medication reminders
- Personal care
- Specialist dementia care
- Convalescence support

and much more…

We provide services in:

- Ascot
- Camberley
- Dorking
- Elmbridge and East Spelthorne
- Epsom and Mole Valley
- Farnham
- Frimley
- Guildford
- Redhill
- Reigate
- Runnymede and West Spelthorne
- Tandridge
- Woking and surrounding areas

For more information, please call:

Ascot, Camberley and Wokingham on 01344 233147, Elmbridge on 01932 241020, Epsom and Mole Valley on 01372 741544, Farnborough, Farnham and Fleet on 01252 758716, Guildford and Woking on 01483 488222, Reigate and Tandridge on 01737 529793, Runnymede and West Spelthorne on 01784 477854.

Alternatively, please visit www.homeinstead.co.uk

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Angel Touch Care Agency  
Farnham  
Tel: 01252 781078  

Apex Prime Care – Hersham  
Walton-on-Thames  
Tel: 01932 903008

Arbour Care  
Bagshot  
Tel: 01932 901444

Around The Clock Care Agency  
Camberley  
Tel: 01276 804999

Arundel House  
Banstead  
Tel: 01737 737290

Ashcroft Care Services  
Horley  
Tel: 01293 826200

Ashlong House Domiciliary Care  
Dormansland  
Tel: 01342 837213

Aspen Live In Care Services Ltd  
Banstead  
Tel: 01737 354821

Assist Home Care  
Dorking  
Tel: 01306 710900

Assured Care Surrey Ltd  
Walton-on-Thames  
Tel: 01932 224858

Astor Care and Nursing Agency  
Woking  
Tel: 01483 797950

Atkins Care Services Ltd  
Esher  
Tel: 01932 241020

Austin Place  
Weybridge  
Tel: 01932 237900

Bells Piece Supported Living Service  
Farnham  
Tel: 01252 715138

Berkeley Home Health – Surrey & Berkshire  
Walton-on-Thames  
Tel: 01932 506899

Berkeley Home Health Ltd – Southeast  
Farnham  
Tel: 01252 852100

Birtley House Nursing Home  
Guildford  
Tel: 01483 892055

Bluebird Care  
Esher  
Tel: 01372 462111

Britannia Homecare Ltd  
Horley  
Tel: 01293 823825

BS24 Ltd  
Camberley  
Tel: 0845 519 9255

Camberley  
Camberley  
Tel: 01276 469423

Home care providers continued

For more information, please call:
Ascot, Camberley and Woking on 01344 233147
Elmbridge on 01932 241020
Epsom and Mole Valley on 01372 741544
Farnborough, Farnham and Fleet on 01252 758716
Guildford and Woking on 01483 488222
Reigate and Tandridge on 01737 529793
Runnymede and West Spelthorne on 01784 477854.
Alternatively, please visit www.homeinstead.co.uk

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Nothing is more important to us than providing a friendly, flexible and reliable care service that works for everyone in your family. From just a few hours a week to full-time, our care is available 24 hours a day, 7 days a week.

Advertisers are highlighted
Are you facing the care home dilemma?

You don’t necessarily have to go through the heart break of placing a loved one in a care home – there is a new and exciting service cropping up all over the south of England and you are fortunate in having some of the very best here in Surrey. It’s called Live-in Care. Live-in care used to be the sort of companionable service where-by the companion/carer ran the home and “looked after” folk. It has developed into a service which, in some cases, with the right carers, is an alternative, in both cost and service, to a good care home.

We are very happy to provide a companion service but at Arbour Care we can do more. We have worked with Doctors and Occupational Therapists in Surrey who know us well and have come straight to us to ask for our help in keeping people with quite a high level of need to stay cared for in their own home. Although based in Surrey we cover the whole of the south of England.

If staying at home is of any interest to you, please do get in touch and I would be delighted to tell you more about the service. You might like to take a look at our wonderful new website which gives a whole host of information about what people are saying about us and on other care services available in the community, together with costs and their contact details.

CONTACT CHRISTINA
01932 901444
info@arbourcare.co.uk
www.arbourcare.co.uk

Ashcroft Support for Living

Ashcroft is a leading provider of services to people with learning disabilities and associated challenging behaviour in the South East of England.

We are a specialist organisation supporting adults with a range of disabilities, including:

- Autistic Spectrum Disorders and Asperger’s Syndrome
- Disabilities associated with Epilepsy
- Specific syndromes such as Down’s, Angelman’s and Cri du Chat
- Mental health diagnoses such as Schizo-affective Disorder, Bi-Polar Mood Disorder, Obsessive Compulsive Disorder and Depression
- Adults who exhibit challenging behaviour due to communication difficulties and learning history

Whatever the nature of a person’s disability, or where they live, our aim is to support each individual to fulfil their potential and achieve their goals.

Contact Us:
01293 826 200
enquiries@ashcroftsupport.com
www.ashcroftsupport.com

A happy alternative to a care home

- We offer cover whilst your family or carer takes a holiday
- Recuperation and rehabilitation following a hospital stay
- All aspects of personal care, medication and meal preparation
- Dementia care, disability, chronic and critical conditions
- End of life care

Contact us today – and see how we can make a difference in your loved one’s life

Telephone:
01737 354821
E: info@aspenliveincare.co.uk
www.aspenliveincare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
Care Givers Ltd
Woking
Tel: 07564 143769

Care Options
Caterham
Tel: 01883 345344

Care4u – Surrey
Redhill
Tel: 07804 774537

CareArt UK
Camberley
Tel: 01276 415719

Caremark (Guildford & Woking)
Woking
Tel: 01483 222852

Caremark (Mid Surrey)
Leatherhead
Tel: 01372 230782

Caremark (Spelthorne and Runnymede)
Egham
Tel: 01784 473471

Carers at Home Ltd
Bramley
Tel: 01483 899350

Carers with Care Ltd
Camberley
Tel: 01276 501597

Caterham Domiciliary Care Agency
Caterham
Tel: 01883 334748

Catherine House
Camberley
Tel: 07747 866611

Catto Homecare
Camberley
Tel: 01276 500522

Cavendish Domiciliary Care Agency
Reigate
Tel: 01737 224497

Chenash Homecare Specialists Ltd
Carshalton
Tel: 0208 648 6400

Children’s Trust, The – Tadworth
Tadworth
Tel: 01737 365000

Clarriots Care Surrey North
Staines-Upon-Thames
Tel: 0333 200 5383

Clarriots Care Surrey West
Godalming
Tel: 0333 200 5383

Classic Home Care Services Ltd
Epsom
Tel: 0208 393 7117

College of St Barnabas
Lingfield
Tel: 01342 870260

Community Support Services (CMG)
Leatherhead
Tel: 01372 364000

County Care Independent Living Ltd
Woking
Tel: 01483 224183

Coveham
Cobham
Tel: 01932 794600

Crest Care Services Ltd
Ashford
Tel: 01784 557260

Crossroads Care Surrey
Leatherhead
Tel: 01372 869970

Crystal Care Home Care Ltd
Tadworth
Tel: 01737 361780

District Home Care Ltd
Woking
Tel: 01483 721515

---

Service Key

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

---

My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
Are you a Carer?

Mary is her husband’s full-time Carer and he is totally dependent on her.

Why choose us?
We understand that Carers are often ‘on-call’ 24/7, 365 days of the year. Taking a break for a few hours each week can make a positive difference to yourself and to the person you care for.

As a registered charity with over 35 years of experience, we provide a safe, reliable and affordable service.

We provide continuity of care - with the same Carer Support Worker visiting each time, allowing for trusting relationships to grow.

But for a few hours a week Mary gets time to be herself.

With the help of Crossroads Care Surrey.

01372 869970

enquiries@crossroadscaresurrey.org.uk
www.crossroadscaresurrey.org.uk
Charity Registration Number 1125048
Registered office: 121 Kingston Road, Leatherhead, Surrey KT22 7SU

Are you a Carer?

Mary is her husband’s full-time Carer and he is totally dependent on her.

Why choose us?
We understand that Carers are often ‘on-call’ 24/7, 365 days of the year. Taking a break for a few hours each week can make a positive difference to yourself and to the person you care for.

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enquiries@crossroadscaresurrey.org.uk
www.crossroadscaresurrey.org.uk
Charity Registration Number 1125048
Registered office: 121 Kingston Road, Leatherhead, Surrey KT22 7SU

For a FREE home care assessment call us today.

“Very impressed with the home care service from Caremark. Very friendly staff who go beyond the call of duty.”

“Mum is really pleased with her Care and Support Workers. They take the time to sit and talk to her and Mum looks forward to seeing the same faces.”

Caremark (Guildford and Woking)
01483 222 852
guildfordandwoking@caremark.co.uk

Personalised care for people in their own homes

Providing a quality caring service devised personally for you
Whatever help you may need, you can rely on our friendly & experienced carers for personal care, bathing, cooking, shopping and companionship; from half-hour visits to full time Live-in Care tailored to your individual needs.

Everycare are dedicated to providing a complete range of services so that our clients can stay in their homes with security and peace of mind.

Everycare (East Surrey) Ltd
7 Western Parade, Reigate, Surrey, RH2 8AU

Call us today on 01737 246000
www.everycareeast surrey.com
## Home care providers continued

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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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### Dorset House
- **Leatherhead**
- **Tel:** 01372 824500
- **Key:** OP D PD MH YA

### Doves Healthcare Ltd
- **Guildford**
- **Tel:** 01483 901413
- **Key:** OP D

### East Surrey Area Reablement Service
- **Reigate**
- **Tel:** 01737 737181
- **Key:** OP D PD LDA MH SI YA

### Everycare (Central Surrey)
- **Guildford**
- **Tel:** 01483 536266
- **Key:** OP D PD LDA MH

### Everycare (East Surrey) Ltd
- **Reigate**
- **Tel:** 01737 246000
- **Key:** OP D PD SI YA

### Excellent Care Ltd
- **Caterham**
- **Tel:** 01883 338444
- **Key:** OP D PD MH SI

### Field Lane Domiciliary Agency, The
- **Reigate**
- **Tel:** 01737 242209
- **Key:** LDA YA

### Goodworth Road
- **Redhill**
- **Tel:** 01737 778310
- **Key:** LDA YA

### Grace at Home Ltd
- **Woking**
- **Tel:** 07912 661047
- **Key:** OP D PD LDA MH SI YA AD

### Grange Supported Living Service, The
- **Leatherhead**
- **Tel:** 01372 452608
- **Key:** PD LDA SI

### Greenway Homecare (Surrey) Ltd
- **Redhill**
- **Tel:** 01737 762226
- **Key:** OP D PD SI YA

### Guildford and Waverley Area Reablement Service
- **Guildford**
- **Tel:** 01483 518351
- **Key:** OP D PD LDA MH SI YA

### Halow Care Agency, The
- **Guildford**
- **Tel:** 01483 447960
- **Key:** LDA YA

### Haslemere Homecare Ltd
- **Haslemere**
- **Tel:** 01428 651994
- **Key:** OP D PD MH SI AD

### Head Office – Court Lodge Ltd
- **Epsom**
- **Tel:** 01372 800926
- **Key:** OP LDA MH YA

### Heart of the South Care Agency
- **Oxted**
- **Tel:** 01883 722355
- **Key:** OP D PD LDA MH SI YA

### Heath Lodge Care Services Ltd
- **Weybridge**
- **Tel:** 01932 851151
- **Key:** OP D PD LDA MH SI YA AD

### Helping Hands Epsom
- **Banstead**
- **Tel:** 0808 274 2935
- **Key:** OP D PD LDA MH SI YA AD

### Helping Hands Guildford and Godalming
- **Godalming**
- **Tel:** 0808 274 2935
- **Key:** OP D PD LDA MH SI YA AD

### Helping Hands Horley
- **Horley**
- **Tel:** 0808 274 2935
- **Key:** OP D MH YA

### Heywood Carers
- **Cranleigh**
- **Tel:** 01483 618333
- **Key:** OP

### Home Counties Carers
- **Leatherhead**
- **Tel:** 01483 224985
- **Key:** OP D PD SI YA

### Home Instead Senior Care
- **Ascot, Camberley & Wokingham**
- **Tel:** 01344 233147
- **Key:** OP D PD LDA MH SI YA

### Home Instead Senior Care
- **Elmbridge**
- **Tel:** 01932 241020
- **Key:** OP D PD LDA MH SI YA

### Home Instead Senior Care
- **Epsom & Mole Valley**
- **Tel:** 01372 741544
- **Key:** OP D PD LDA MH SI

### Home Instead Senior Care
- **Farnborough, Farnham & Fleet**
- **Tel:** 01252 758716
- **Key:** OP D PD MH SI YA

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**Service Key**
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
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**My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705**

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**Advert page 56**

**Advert page 30**

**Advert page 28**

**Advert page 26**

**Advert page 30**

**Advert page 22**

**Advert page 56**

**Advert page 30**

**Advert page 30**

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- **Tel:** 01883 338444

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- **Tel:** 01932 851151

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- **Tel:** 01344 233147

**Home Instead Senior Care**
- **Elmbridge**
- **Tel:** 01932 241020

**Home Instead Senior Care**
- **Epsom & Mole Valley**
- **Tel:** 01372 741544

**Home Instead Senior Care**
- **Farnborough, Farnham & Fleet**
- **Tel:** 01252 758716
FRIENDLY, PERSONAL, HIGH QUALITY LIVE-IN AND HOME CARE

Are you worried about how you or a member of your family is coping at home?

If so, we are here to help. We are committed to providing person-centred, reliable care to ensure that our clients’ needs are being met with respect, dignity and compassion.

LOOKING FOR HOME CARE?
Call 01483 536266

Everycare (Central Surrey) Ltd is a family run care business based in Surrey

www.everycare.co.uk/centralsurrey

I cannot praise these care providers enough. Cheerful, friendly, compassionate, always willing to go the extra mile to help, and very reliable and knowledgeable.

CLIENT A

Everycare has been providing care for my mother for about a year and I have found them to be extremely professional, friendly and efficient. Their experience has helped me to make the right choices for my mother’s care and the staff have been excellent in everything they have done. If you are thinking about having care provided in an elderly relative’s home, speak to Everycare and you will immediately feel your loved one will be in safe hands.

SON OF CLIENT

District Home Care is a privately-owned community trusted home care business, we have achieved our clients trust by being reliable and responsive, caring and effective, our clients always feel safe in our care.

To live life your way, we can help with:
- Personal care
- Domestic & companionship
- Accompanying to appointments
- Medication & diary management
- Light meals & shopping
- Respite care
- Rapid response/Hospital discharge care

“Thank you for everything, without your help, Dad wouldn’t be able to enjoy living in his own home”

- Client’s Daughter

Our staff are:
- Fully trained to Industry standard and beyond
- DBS & reference checked
- Fully insured

We welcome anyone who can demonstrate a passion for care. Experience not necessary as full training will be provided.

For further information on how we may help you or a loved one remain at home with our support, please call for a free no obligation home visit.

01483 721515
info@districthomecare.co.uk
www.districthomecare.co.uk

District Home Care
Community Trusted
Domiciliary care for the Woking community

CHENASH HOMECARE SPECIALISTS LTD
WWW.CHENASHHOMECARE.CO.UK

A DOMICILIARY CARE AND LIVE IN CARE AGENCY PROVIDING LIVE-IN CARE SERVICES ALL OVER SURREY

SERVICES WE OFFER
- PERSONAL CARE
- LIVE-IN CARE
- COMPLEX CARE
- HOSPITAL TO HOME
- CLEANING & PRACTICAL ASSISTANCE
- CARE SERVICE SUPPORTS
- HOLIDAY CARE
- PALLIATIVE CARE
- 24 HOUR CARE

TEL: 0208 648 6400 / 07513 774606
EMAIL: INFO@CHENASHHOMECARE.CO.UK

A Comprehensive Range of Care Services
- Live-in Care
  24hr care and/or companionship (throughout Surrey)
- Personal Care
  Toileting, bathing, dressing
- ‘Pop-in’ Service
- Night Sleeper and Waking Night Staff
  Providing reassurance/night care
- Household Duties
  Shopping, housework
- Meal Preparation
- End of Life Care

Please call for a FREE professional assessment

020 8393 7117
classichomecare@btconnect.com
www.classichomecareservices.co.uk

Tell us what you think
Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
### Home care providers continued

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#### Home Instead Senior Care
- **Guildford & Woking**
  - Tel: 01483 488222
- **Reigate & Tandridge**
  - Tel: 01737 529793
- **Runnymede & West Spelthorne**
  - Tel: 01784 477854

#### Homecare Woking
- **Woking**
  - Tel: 01483 757751

#### In Safe Hands Home Care Ltd
- **Epsom**
  - Tel: 01983 854737

#### Independence Homes Domiciliary Care Agency
- **Caterham**
  - Tel: 01883 331777

#### IRC Care Services Ltd
- **Caterham**
  - Tel: 01883 333001

#### Kare Plus Guilford
- **Camberley**
  - Tel: 01483 608855

#### Kare Plus Staines & Weybridge
- **Ashford**
  - Tel: 01932 300350

#### Kettlewell House Nursing Home
- **Woking**
  - Tel: 01483 221900

#### Kind Caring at Home Ltd
- **Godalming**
  - Tel: 01483 613637

#### Lantern Care Services
- **Cranleigh**
  - Tel: 01403 588448

#### Longdene Homecare Ltd – North Surrey
- **Walton-on-Thames**
  - Tel: 01932 254276

#### Longdene Homecare Ltd – South West Surrey
- **Godalming**
  - Tel: 01483 413131

#### Longdene Homecare Ltd – Surrey Heath & Berkshire
- **Bagshot**
  - Tel: 01276 474549

#### Loving Care Domiciliary Services Ltd
- **Caterham**
  - Tel: 01883 330687

#### Loyalcare Group Services Ltd
- **Leatherhead**
  - Tel: 01372 386095

#### Loyalcare Group Services Ltd
- **Leatherhead**
  - Tel: 07728 689698

#### Luv To Care
- **Guildford**
  - Tel: 01483 456199

#### Macdonald Care Services
- **Lingfield**
  - Tel: 01342 835201

#### Mallow Crescent
- **Godalming**
  - Tel: 01483 455879

#### Marie Curie Nursing and Domiciliary Care Service, South East Region
- **Caterham**
  - Tel: 0845 634 2555

#### Mayfair Homecare
- **Woking**
  - Tel: 01483 799138

#### Mears Care – Surrey
- **Camberley**
  - Tel: 0333 321 8304

#### Meath Home Support
- **Godalming**
  - Tel: 01483 415095

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**My Care Selection FREE Advice Line For Surrey**

Phone 0203 325 7705
Do you need a helping hand?

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

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

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

Haslemere Homecare Ltd
Happier at Home...

If you are looking to find help for yourself or a loved one, Haslemere Homecare could be the solution you need to maintain your independence and enjoy the life you want, without the need for moving into a nursing or care home.

Our Services Include:
- Palliative and Dementia Care
- Peg Feeding
- Catheter Care
- Medication Assistance
- Meal Preparation
- Laundry Assistance
- Companionship
- Domestic Help
- Ironing
- Shopping
- Bathing & Showering
- Dressing & Undressing
- Shaving & Grooming
- Appointment Chaperone

For more information please contact us on
Telephone: 01428 651994  Email: info@haslemerehomecare.co.uk
Web: www.haslemerehomecare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
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<td>Platinum Care Appointments Ltd – 8 Meon Close</td>
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<td>Premier Care Services</td>
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My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
Home Care at its very best

Our agency provides high quality, flexible home care services including live-in care, night covers, companionship, domestic duties, social outings and more.

Our friendly care workers are highly trained, vetted and specifically matched to your care needs so you and your family can rest assured that you are in good hands.

For more information and an assessment please contact us today:
Tel: 07769 352669 or 01483 374814
E: info@pannoniacare.co.uk or timea@pannoniacare.co.uk
www.pannoniacare.co.uk
Company number: 9437608      CQC ID: 1-1972632970

Ranger Home Care - Committed to keeping you at home
01252 850 040
Delighted to chat
www.rangerhomecare.com

Worried, stressed about your care options?
Don’t Worry.
It’s not going to be as bad you think.
You’ve got questions.
We can give you answers.
Let’s start with,
“Will live-in care work for you”

Nightingale Holistic Services in Caterham-on-the-Hill is a small registered supported living environment which was developed specifically for young adults either diagnosed on the Autistic Spectrum or with learning disabilities and Autistic traits. Supporting People with Asperger Syndrome – social, living and learning skills highly promoted.

• A health and social supported living service for young adults with Autism and learning difficulties.
• 24 hour (including night) support; according to individual need.
• Support office and Registered Manager on site and exclusive to this site only.
• Large shared flats for 3-4 people, individual en-suite rooms, assured tenancy.

Tel: 01883 332961
Address: 85 Whyteleafe Road, Caterham CR3 5EJ
Email: info@nightingaleholistic.co.uk
www.nightingaleholistic.co.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

www.carechoices.co.uk
Rainbow Trust Children’s Charity 6
Leatherhead
Tel: 01372 363438

Redroof House
Epsom
Tel: 01372 748247

Reedfield Care Ltd
Staines-upon-Thames
Tel: 07403 862037

Right at Home – Camberley, Ascot & Woking
Camberley
Tel: 01276 300250

Right at Home GF
Farnham
Tel: 01483 662400

Right at Home – Reigate & Crawley
Redhill
Tel: 01737 906012

Right at Home – Sutton & Epsom
Epsom
Tel: 01372 705785

Right Choice Recruitment Solutions Ltd
Camberley
Tel: 01276 409655

RNIB Community Living Service Redhill
Epsom
Tel: 01372 24902

Rodwell House
Addlestone
Tel: 01932 853371

Royale Care UK Ltd
Weybridge
Tel: 01932 481617

RV Care Ltd – Surrey
Mayford
Tel: 01483 772711

RV Care Ltd – Sussex
East Grinstead
Tel: 07595 003356

Saga Healthcare
Redhill
Tel: 0800 1455566

Sans Soucie Home Care Ltd
Guildford
Tel: 01483 233925

SD Care Agency
Guildford
Tel: 01483 662910

SeeAbility – Horley Support Service
Horley
Tel: 01293 786496

SeeAbility – Leatherhead Support Service
Leatherhead
Tel: 01372 220910

SeeAbility – Surrey Support Service
Epsom
Tel: 01372 755009

Silverjen Ltd
Epsom
Tel: 07956 303007

Smart Care Ltd
Weybridge
Tel: 01932 855353

Smartcare Epsom
Leatherhead
Tel: 01372 230757

South East DCA
Guildford
Tel: 01483 238221

Staying at Home Care
Woking
Tel: 01932 400163

Steady Care Services Dorset House
Leatherhead
Tel: 01372 824788

Strada Care Ltd
Redhill
Tel: 01737 645171

My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
Search for care at www.carechoices.co.uk to find support in your area

Teamcare Support Limited

Teamcare Support Limited provides quality accommodation within easy reach of all public amenities. It is mainly for adults aged 18-65 having a Mental Health or Learning Difficulties wanting to make positive changes in life improving their social and living skills. The service works in partnership with the multi disciplinary team and provides individualised support.

T: 01737 642 435 M: 07949 852 478
E: teamcare@hotmail.co.uk
Visit: www.mywillows.org.uk

Could you use a little extra help?

Whether you would like company on trips out, a bit of support with the weekly shop or some help around your home, My Willows provides a home care service completely tailored to suit your lifestyle.

Contact My Willows and start living your life the way you want to.

Email: enquiries@mywillows.org.uk
Call: 0800 0902 363
Visit: www.mywillows.org.uk

Try us for free* with a no obligation assessment

*Claim your 1 hour free trial now T&Cs apply

My Willows is part of the Somerset Care Group.

Try us for free* with a no obligation assessment

*Claim your 1 hour free trial now T&Cs apply

My Willows is part of the Somerset Care Group.

Quality care and support in your home from one-hour visits to 24-hour live-in care

Our services include:

- Companionship
- Transportation & errands
- Meal preparation
- Light housekeeping
- End of life care
- Personal care
- Medication reminders
- Respite & holiday cover
- Specialist dementia care

And much more...

For more information contact our friendly local teams

Banstead, Epsom & Sutton 01372 705785
Guildford, Farnham & Godalming 01483 662400
Reigate, Godstone & Horley 01737 906012
Surrey Heath & Woking 01276 300250

www.rightathomeuk.com
### Home care providers continued

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sunbury</strong></td>
<td>Sunbury-on-Thames</td>
<td>Tel: 0208 622 4545</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Supreme Care Services Ltd</strong></td>
<td>Caterham</td>
<td>Tel: 01883 334920</td>
<td>OP D LDA MH AD</td>
</tr>
<tr>
<td><strong>Supreme Healthcare Services – Surrey</strong></td>
<td>Woking</td>
<td>Tel: 01483 750748</td>
<td>OP D PD LDA SI</td>
</tr>
<tr>
<td><strong>Surrey and Hants Domiciliary Care Agency</strong></td>
<td>Hindhead</td>
<td>Tel: 01428 607310</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Surrey Children's Domiciliary Care Service</strong></td>
<td>Redhill</td>
<td>Tel: 01483 519731</td>
<td>SI</td>
</tr>
<tr>
<td><strong>Surrey Choices Personal Assistance</strong></td>
<td>Redhill</td>
<td>Tel: 07713 479387</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Surrey Heath and Farnham Area Reablement Service</strong></td>
<td>Camberley</td>
<td>Tel: 01483 518351</td>
<td>OP D PD LDA MH SI</td>
</tr>
<tr>
<td><strong>Surrey Helping Hands Ltd</strong></td>
<td>Chertsey</td>
<td>Tel: 01932 874496</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>Surrey Hills Home Help Services Ltd</strong></td>
<td>Edenbridge</td>
<td>Tel: 01883 772599</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>Surrey Homecare Ltd</strong></td>
<td>Thames Ditton</td>
<td>Tel: 01372 462118</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Surrey Quality Care Ltd</strong></td>
<td>Dorking</td>
<td>Tel: 01306 646358</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Surrey SCP</strong></td>
<td>Redhill</td>
<td>Tel: 01737 300474</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Sycamore Drive</strong></td>
<td>Aldershot</td>
<td>Tel: 07392 855036</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Team 24 Ltd</strong></td>
<td>Reigate</td>
<td>Tel: 0330 024 1111</td>
<td>D PD SI</td>
</tr>
<tr>
<td><strong>Teamcare Support Ltd</strong></td>
<td>Redhill</td>
<td>Tel: 01737 642435</td>
<td>OP LDA</td>
</tr>
<tr>
<td><strong>Tendacare</strong></td>
<td>Ashtead</td>
<td>Tel: 01372 272240</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td><strong>Tender Hands Ltd</strong></td>
<td>Godalming</td>
<td>Tel: 01483 421100</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td><strong>Transform Homecare East Surrey</strong></td>
<td>Redhill</td>
<td>Tel: 01737 244312</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Transform Homecare Mid Surrey</strong></td>
<td>Epsom</td>
<td>Tel: 0208 786 9142</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Transform Homecare North West Surrey</strong></td>
<td>Ashford</td>
<td>Tel: 01784 240164</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Triple Care Healthcare Services</strong></td>
<td>Dorking</td>
<td>Tel: 01293 771572</td>
<td>OP YA</td>
</tr>
<tr>
<td><strong>Two Counties Care Ltd</strong></td>
<td>Farnham</td>
<td>Tel: 01252 783227</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td><strong>Watershed Care Services</strong></td>
<td>Camberley</td>
<td>Tel: 07581 235592</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>Welmede Housing Association</strong></td>
<td>Chertsey</td>
<td>Tel: 01932 571666</td>
<td>LDA MH</td>
</tr>
<tr>
<td><strong>Wey Valley House</strong></td>
<td>Farnham</td>
<td>Tel: 01252 735522</td>
<td>OP D PD SI YA</td>
</tr>
</tbody>
</table>

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**Service Key**

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

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*My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705*
Heritage Healthcare is a trusted & high quality provider of expert homecare.

We enable individuals to continue living in their own home by providing the extra assistance they may need. Our unique service offers tailored care from 30 minute visits to full live-in support, retaining their independence in the comfort of familiar surroundings, ensuring they feel safe, secure and fully supported.

We pride ourselves on delivering care which we would want for our own parents or family members. We offer a range of services from personal care & support, through to household & domestic assistance, & even companionship.

We deliver care and support for a wide range of different clients, including:

- Adults and Older People
- People with Sensory Loss or Impairments
- People with Dementia or Alzheimer's
- People with Spinal Injuries or Brain Injuries
- People at the End Stage of Life & Supported Living

We recruit carefully and train our staff to the highest possible standards. All staff are DBS checked at an enhanced level and are fully insured with public liability cover.

For a Free, no obligation consultation please give us a call.

Telephone: 01372 303 222
Email: care@epsom.heritagehealthcare.co.uk
www.heritagehealthcare.co.uk/epsom
41 Broadway, Cheam, Surrey, SM3 8BL
Home care providers continued

White Lodge Centre
Chertsey
Tel: 01932 567131

Whiteley Village
Walton-on-Thames
Tel: 01932 857821

Woodleigh Healthcare Ltd
(Surrey Branch)
Woking
Tel: 01483 767656

Your Ability Surrey
Farnham
Tel: 01252 727100

Your Choice Living DCA
Camberley
Tel: 07791 887142

Your Life (Guildford)
Guildford
Tel: 0800 201 4811

Your Quality Care Services Ltd
Epsom
Tel: 0208 393 3544

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<table>
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<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Helping you live independently

The care we offer includes:
- Domestic services / home help
- Support with personal care
- Food preparation
- Shopping
- Assistance with medicines
- As well as other daily living and household tasks.

We provide services in Surrey and parts of West Sussex. We can provide care and support from one visit a week to several visits a day.

You may need help for a short time when coming out of hospital, or for respite, or for an on-going period.

For more information contact us today:
- 01737 244312
- care@transformhomecare.org.uk
- www.transformhomecare.org.uk

www.carechoices.co.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
We are celebrating 10 years of outstanding social care provision in Surrey!

The Surrey Care Awards recognise the exceptional contributions made day in, day out, by individuals and teams within the county’s care workforce.

Whether they are carers who go out to visit vulnerable people in their own homes or staff who look after older people or adults with disabilities in residential care, Surrey’s care workers are making a real and valued contribution to the wellbeing of individuals and our local communities.

Our winners and finalists have all been nominated by their employers, and those nominations are supported by glowing and moving testimonials from service users themselves.

Over the last 10 years we have been proud to honour hundreds of care workers, both individuals and care teams, at our prestigious Awards ceremony held at Epsom Downs Racecourse.

Every year I am in awe of the incredible work undertaken and delivered by those who work in the Social Care environment and by the passion that drives them all to give more than could ever be expected; making the world a far better place for the people and the families and friends of those they touch. 

Sylvie Blackmore, BBC Surrey - Surrey Care Awards compere

Care providers – don’t miss out!

Gala Awards Dinner & Dance

Friday 9th November 2018  Epsom Down Racecourse

Celebrate in style with your staff. Tickets are now on sale, email the Surrey Care Association office sca@surreycare.org.uk or download a form from our website.

Keep up to date with the Awards and all the news from the Surrey Adult care sector by following us on Twitter and Facebook:

www.twitter.com/surreycare

www.facebook.com/surreycareawards
We are celebrating 10 years

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Sylvie Blackmore, BBC Surrey - Surrey Care Awards compere

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ssc@surreycare.org.uk

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organisers of the Surrey Care Awards

Surrey Care Association was established in 2005 as not for profit organisation and became a member only organisation in 2014. It supports the care and support sector to provide the highest level of sustainable care, shaping the evolving market and offering benefits directly to our members.

By joining us, you will be updated on the latest regulations, be able to source training and support services that help social care businesses run effectively and importantly we act as a route into the County Council and Clinical Commissioning Groups.

Considering a career in care?

Look at the Find a Job in Care pages of our website for a wide range of full and part time current vacancies with local care providers www.surreycare.org.uk

Spotlight on Awards Sponsors

We’d like to thank all our generous Awards sponsors, without whom the Surrey Care Awards over the last 10 years would not have been possible.

Organisations and commercial businesses can show their support for the county’s care sector this year through a wide range of Awards sponsorship opportunities, just contact us in the SCA office.

Thank you to those organisations and businesses who have already agreed to sponsor our 2018 awards, see their logos below – could your company join them?

Surrey Care Awards 2018 Categories

Individual Awards
- Ancillary Worker of the Year Award
- Beyond the Call of Duty Award of the Year - Care Home
- Beyond the Call of Duty Award of the Year - Care at Home
- Care Newcomer of the Year Award
- Frontline Leader of the Year Award - Care Home
- Frontline Leader of the Year Award - Care at Home
- Outstanding Contribution to Social Care Award
- Registered Manager of the Year Award - Care Home/Care at Home (CQC Registered Services)
- Manager of the Year Award (Non-registered Services)

Team Awards
- Care Team of the Year Award - Care Home
- Care Team of the Year Award - Care at Home
- Excellence in Delivering Dementia Care Award
- Most Innovative Activity Programme involving Service Users Award

Company Awards
- Care Provider of the Year Award
- Innovation and Good Practice in Staff Recruitment & Retention

Special Presentation
- Celebrating Surrey’s Outstanding Providers

Please visit www.surreycare.org.uk for full category details

About Surrey Care Association

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How we can help you meet your needs

Discussing your situation

The first step towards getting support from the council begins with an assessment of your care and support needs. Anyone aged 18 or over and living in Surrey can approach us for an assessment of their support needs, or the support needs of a family member, friend or neighbour. If you are looking after someone else and need support yourself, you can ask for a carer’s assessment.

An adult social care assessment is a chance for you to tell us about your situation, what you would like help with, what’s important to you and how you would like things to change.

A carer’s social care assessment gives carers an opportunity to think about how caring impacts on their daily routines, their health and wellbeing and how willing or able they feel to carry on with their caring role. Carers can have an assessment on their own, or with the person they look after.

Based on your assessment, we will review your care and support needs with you and determine if you qualify for support from adult social care. We will provide you with information and advice to support you even if you do not qualify for support from us.

Assessments, information and advice are free. However, there may be a cost to any care and support services you receive from us. If you qualify for support, we will ask you to complete a financial assessment with us to work out how much you can afford to pay towards this cost.

When completing assessments, we take a ‘whole family’ approach, which means that you will be asked questions about yourself and your support network. If you have a carer or young carer, they will be invited to be a part of the assessment too.

Carers and young carers can request an assessment for themselves at any time, even if the person they care for does not want to have an assessment themselves.

You can now check online whether you or someone you care for could get some extra support from the council.

There are two checklists – one to assess the needs of the person who may need support and a carers’ checklist for people who are looking after someone – these will take around ten minutes to complete.

There is also an online financial assessment to check if you’re likely to need to pay for social care support. This takes around 20 minutes to complete and you’ll need a recent bank statement to hand. You’ll have the option of either keeping the results to yourself for information only or registering fully and sharing the results with Surrey County Council Adult Social Care.

Visit Surrey County Council Adult Social Care Online to check whether you or someone you care for could get some extra help, https://adultsocialcareportal.surreycc.gov.uk

National eligibility criteria

We use the national eligibility rules set out within the Care Act 2014 to determine whether you qualify for support from the council. A decision on your eligibility can only be made once we understand your needs following your assessment.

Adults with care and support needs
In order to qualify for support, you must meet all three of the Care Act 2014 eligibility conditions below.

1. Your needs must arise from or be related to a physical or mental impairment or illness.

2. As a result of your physical or mental impairment or illness, you have difficulty with or are unable to do at least two of the everyday tasks from the list below.
3. There is, or there is likely to be, a significant impact on your wellbeing as a result of having difficulty with, or being unable to do, these everyday tasks.

Everyday tasks:

- eating and drinking;
- managing your personal hygiene;
- using the toilet;
- getting dressed;
- looking after your home;
- staying safe in your home;
- maintaining, improving or building personal relationships;
- managing work, learning and volunteering;
- getting out and about; and
- managing parenting or caring responsibilities for a young person.

3. As a consequence, there is, or is likely to be, a significant impact on the carer’s physical and/or mental wellbeing.

Everyday life activities:

- maintaining good mental health;
- looking after a child;
- caring for other adults;
- maintaining the home and keeping it clean and fit to live in;
- eating and drinking;
- maintaining, improving or building relationships;
- managing and maintaining work or a volunteering role, or participating in training or education;
- getting out and about; and
- engaging in hobbies or activities that are important to the carer.

**Carers with support needs**

In order for carers to qualify for support, they must meet all three of the Care Act 2014 eligibility conditions below.

1. Their needs must arise as a consequence of providing necessary care to an adult.

2. As a result of providing necessary care, the carer is unable to achieve one or more of the activities of everyday life listed below.

3. As a consequence, there is, or is likely to be, a significant impact on the carer’s physical and/or mental wellbeing.

**How will I find out about the eligibility decision?**

Following your face-to-face meeting, you will be sent a letter telling you of your eligibility decision with a copy of your assessment. This will include information about actions agreed with you to meet some or all of your needs.

For more information, please contact the Adult Social Care information and advice line.
Tel: 0300 200 1005, Monday to Friday 8.00am to 6.00pm
SMS: 07527 182861

**Planning your support**

If you or your carer are eligible to receive care and/or support from the council, a social care worker will assist you to plan your support.

You will be provided with a personal budget, an amount of money that the council will pay to meet your needs. How you receive this is flexible. Many people choose to receive a direct payment, which goes into a bank account opened and managed by the council. You can then use this money to purchase care and support which will help you to meet the outcomes you want to achieve. Help is available to manage the direct payment; it can be provided to a ‘suitable person’, such as a family member. Or, if you prefer, we can arrange and pay for your support.

Our intention is for you to have choice and control over the way you receive your support and the relevant funds.

If your needs change, you can request a
We Find Appropriate Care At No Cost To You

T: 0203 325 7705  E: ask@mycareselection.co.uk  W: www.mycareselection.co.uk

“\nI live in London and talking to an adviser, took the strain off me for finding care for my mother who lives in Surrey. It permitted me to focus on the important issue of reorganising her home to live more comfortably”

Michelle - London

With hundreds of care providers to choose from locally, please get in touch to talk to us about selecting an appropriate home care provider or a residential home or even about how to replace your existing care provider.

T: 0203 325 7705  E: ask@mycareselection.co.uk  W: www.mycareselection.co.uk
reassessment at any time. We will regularly review your needs and your services to ensure that things are working for you and your family.

**Carers’ support**

Carers look after family, partners or friends who need help because they are ill, frail or have a disability. The care they provide is unpaid.

Carers have the right to have their needs assessed even if the person they care for does not want an assessment. A carers assessment can help to identify the services and support needed to help them balance their caring role with other activities, such as employment, education and family life.

**Action for Carers Surrey**

Whether a person is new to caring or has been caring for some time, Action for Carers Surrey should be their first stop for free and independent information, advice and support. Carers can simply contact the information line and support advisers will be able to signpost them to the help they need.

Carers can also get help with advocacy, emotional support and training, available via telephone, face-to-face or through local carers’ support groups and workshops. It is flexible and designed to fit around the carers schedule.

**Free digital resources for carers**

If a carer is interested in using technology to help with caring, Action for Carers Surrey can help them access free digital resources:

- Jointly is an app that aims to make caring a little easier to manage.
- ‘About Me’ building resilience for caring is a Carers UK e-learning course that shows how carers can cope with stress, build support networks and get information on services and benefits.

We have produced a carers’ information pack which provides a wide range of information about the support available. To obtain a carers’ information pack or to arrange a carers’ assessment, please contact Adult Social Care on 0300 200 1005.

**Young carers**

Where someone under the age of 18 is helping to look after a person who is frail, disabled or has a long-term illness, they are known as a ‘young carer’.

As with adult carers, young carers are entitled to an assessment and local authorities have duties to help prevent young carers from having inappropriate levels of caring responsibilities. If you are aware of a child or young person who may be affected by their caring situation, you can talk to the independent support service, Surrey Young Carers on 01483 568269.

For further information, visit [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)
2018 marks Anchor’s 50th birthday. In an ever changing world, you can have peace of mind that we have the experience, stability and financial integrity to provide you with friendly and person-centred care at our care homes.

Residential, dementia and respite care

Elizabeth Court, Caterham
Greenacres, Banstead
Orchard Court, Lingfield
Ridgemount, Banstead

Please call on 0808 102 4503 or visit anchor.org.uk/our-care

Be our Guest.
Choose CareRooms for your recovery.

Once medically fit for discharge, CareRooms offers you the choice to get well in a safe and peaceful environment, away from the hustle and bustle of hospital wards whilst maintaining your independence.

We combine traditional homely comforts with 21st century technology to make sure you recover faster and in comfort.

Our rooms start from £125 per night and include:

- 24/7 monitoring of vital signs
- 24/7 telecare and video GP
- conversation and companionship
- smart healthcare platform
- three nutritious meals a day
- private bathroom

Call us on 0333 1212 227 or visit www.carerooms.com and we will find your nearest room

Search for care at www.carechoices.co.uk to find support in your area
Respite care and short breaks

You may have a carer living with you, or perhaps living nearby, who helps you on a regular basis. Caring for someone can be a huge undertaking and carers sometimes need a break. This may be provided in a number of ways. You may wish to go into a care home or a specialist short-term break facility for a week or two, you could have home-based respite care, where a care worker moves into your home to care for you, or you could have family-based respite care, where you move into another family’s home for a period.

The best option will depend on your needs, the urgency of the situation and personal choice and cost. If you are thinking about long-term care but have no experience of a care home, you could book in for a short stay to see what it’s like. This will give you some experience of residential care to make an informed decision.

If you have nursing needs, ask your social worker if you can get an NHS contribution to your fees – see page 47.

Resource for those supporting disabled children

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyourneeds.co.uk

Housing options

Sheltered housing

Sheltered housing is usually for older people, although in some cases it may be suitable for people who are younger and have a disability.

You have your own self-contained accommodation (there may also be some communal areas) and are largely independent, but there may be staff available to offer some support, check on your wellbeing and to respond in case of emergency via an alarm system. These staff do not provide personal care or help with shopping for example, but, if required, can help you to purchase the necessary support from other agencies.

For further information, speak to your borough or district council housing department or your social care worker. You can also find out more at www.surreyinformationpoint.org.uk

Extra Care housing

Extra Care housing offers self-contained accommodation with staff available on-site to assist with housing-related matters. There is also a separate team who will be available to provide personal care according to any assessed needs.

You can use your personal budget to buy your care, alongside any additional services you may choose, from the on-site provider or elsewhere.

There may also be additional facilities such as a restaurant, and social/leisure facilities. The intention is that people can move into Extra Care housing as an alternative to residential care, as the support available can respond to changing needs.

For further information, speak to your borough or district council housing department or your social care worker. You can also find out more at www.surreyinformationpoint.org.uk
Our Care Home

Established for over 30 years, Alvington House is a lovely detached home in Reigate, delivering individually tailored care.

We are proud to have been awarded a 'Good' standard of care by the CQC.

Your care is our total priority with our fully professional staff available 24 hours a day.
Residential care

If you are not able to live safely at home due to physical or mental health needs, a care home may be the best option. All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk). Care homes and care homes with nursing in Surrey are listed in this directory, starting on page 73.

Surrey County Council in-house services offer a range of accommodation-based support options for people with learning disabilities in Surrey. The council currently operates six residential care homes, two in partnership with Kingston and Wimbledon YMCA. They offer short-term breaks (respite), outreach support and long-term residential care. We promote independence and involvement in the community and empower people to live a meaningful and satisfied life. All of our services are listed in this directory, alongside other care homes managed by independent providers. In addition, the reablement service explained on page 9 is also managed by our in-house services.

Care homes (personal care only)

Personal care can include help with washing, bathing, eating, dressing etc. It can also include social and physical activities tailored to your particular needs and interests. Care homes can provide different types of support and accommodation arrangements, including long-term stays or planned and emergency breaks for you and your family, and can provide support to help you to return to your own home.

Care homes with nursing

Care homes with nursing offer the same personal care as care homes, but with nursing staff on duty 24-hours a day. If you think you need nursing care in a home, you will need to be assessed by either a social care worker or registered nurse to work out what care you will need. The visit could be in your own home, in a hospital if you’ve been ill, or in a care home. You will be fully involved in planning your care.

If a care home providing nursing care is the best option for you, the social worker will give you information to help you find a home that best meets your care and support needs.

It is important to get your nursing needs assessed before you go into a care home with nursing, so you are clear on whether you are entitled to Funded Nursing Care (FNC), sometimes known as Registered Nursing Care Contribution (RNCC), see page 62. You can request that this assessment occurs before discharge from hospital from the ward nursing staff, your social care worker (via NHS Continuing Healthcare screening – see page 62), or directly from the FNC Team at the Clinical Commissioning Group (CCG) (see details for Surrey Downs CCG on page 10).

Visit www.carechoices.co.uk to find information on choosing care as well as comprehensive lists of providers in Surrey.
For the best care in Surrey

A beautiful home-from-home nestled in woodland adjacent to the Silvermere Lake and golf course. First class care from highly trained and professional staff, and with restaurant quality dining. Hair salon, spa, free all-day café, and lovely landscaped grounds to enjoy the outdoors and even get gardening!

A sector-leading Well-being Programme to support your mind, body and soul, with a daily schedule of activities and events within the home as well as regular trips out in our own private minibus.

No deposit or joining fee • All-inclusive care • Suites for couples
Ready furnished bedrooms • No charge for meals in bedrooms

Call 01932 680005 or Search ‘Silvermere Care’ online or on

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

www.carechoices.co.uk
Care homes checklist

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

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

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? [ ] [ ] [ ]

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? [ ] [ ] [ ]
Is the décor to your tastes? [ ] [ ] [ ]
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 63.
Your care, your home, your choice.

Looking for exceptional care that’s as individual as you, transparent pricing and over 24 years of experience to give you peace of mind now and in the future?

Call to find out about our inclusive care packages and current availability in Surrey.

Freephone

0808 223 5356

www.caringhomes.org/surrey

Belmont House
75 Worcester Road, Sutton,
Surrey SM2 6ND
Residential | Nursing | Dementia

Coppice Lea
Bletchingley Road, Merstham,
Surrey RH1 3QN
Residential | Nursing

Cranmer Court
Farleigh Common, Warlingham,
Surrey CR6 9PE
Residential | Nursing | Dementia

Coxhill Manor
Station Road, Chobham, Woking,
Surrey GU24 8AU
Residential | Nursing | Dementia

Galsworthy House
177 Kingston Hill, Kingston Upon
Thames, Surrey KT2 7LX
Residential | Nursing | Dementia

Garth House
Tower Hill Road, Dorking,
Surrey RH4 2AY
Residential | Nursing | Dementia

Home of Compassion
58 High Street, Thames Ditton,
Surrey, KT7 0TT
Residential | Nursing | Dementia

Kingsclear
Park Road, Camberley,
Surrey, GU15 2LN
Residential | Nursing | Dementia

Knowle Park
Knowle Lane, Cranleigh,
Surrey GU6 8JL
Residential | Nursing | Dementia

Moorlands
Macdonald Road, Lightwater,
Surrey GU18 5US
Residential | Nursing
Cranmer Court - Set within a residential area overlooking the countryside

Belmont House
75 Worcester Road, Sutton, Surrey SM2 6ND
Residential | Nursing | Dementia

Coppice Lea
Bletchingley Road, Merstham, Surrey RH1 3QN
Residential | Nursing

Cranmer Court
Farleigh Common, Warlingham, Surrey CR6 9PE
Residential | Nursing | Dementia

Coxhill Manor
Station Road, Chobham, Woking, Surrey GU24 8AU
Residential | Nursing | Dementia

Galsworthy House
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Residential | Nursing | Dementia

Garth House
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Residential | Nursing | Dementia

Home of Compassion
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Residential | Nursing | Dementia

Kingsclear
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Residential | Nursing | Dementia

Knowle Park
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Residential | Nursing | Dementia

Moorlands
Macdonald Road, Lightwater, Surrey GU18 5US
Residential | Nursing

Looking for exceptional care that's as individual as you, transparent pricing and over 24 years of experience to give you peace of mind now and in the future?
Call to find out about our inclusive care packages and current availability in Surrey.

Freephone 0808 223 5356
www.caringhomes.org/surrey

Your care, your home, your choice.
Dementia care

Dementia services in Surrey

If you are worried about dementia, talk to your GP who, as well as discussing your concerns, will advise on a diagnosis. They may carry out tests or refer you to a memory clinic, which provides assessment and treatment in the community for memory-related issues. If you have a diagnosis and are concerned, talk to your local Adult Social Care team or contact Alzheimer’s Society to speak to a Dementia Navigator.

Surrey County Council is working with the local clinical commissioning groups to meet the growing challenge of dementia. The council has made a commitment to increase the diagnosis rate so that more people receive a good quality, early diagnosis, allowing for earlier planning, treatment and care. Each clinical commissioning group has developed a strategy and local action plan. The aim of these strategies is to improve dementia services in the area based upon the local population and its needs, which may vary across the county.

Dementia care – ‘community opportunities’

We use the term ‘community opportunities’ in place of ‘day care’. We have moved away from block contracts with one or two providers that limit choice and flexibility. Instead, a variety of providers will offer activities and support to individuals, including carers. This could be, for example, accessing a local sports club, help in accessing arts and culture, help to go shopping, befriending and peer support groups. Traditional day centres and short-term support in residential care still have roles to play in the new service, particularly for those with high needs.

For more information, and to find local services, visit www.surreyinformationpoint.org.uk

Dementia Navigator service

The Dementia Navigator service provides specialist support and advice in a personalised way to sustain and improve the quality of life of people living with dementia, their carers and their family.

The navigators (currently provided by Alzheimer’s Society) signpost people with a diagnosis of dementia, and their carers, to appropriate services and provide them with information and advice to keep them as healthy and independent as possible in their own homes. This enables people to have choice and control over their lives, health and social care support.

There is now a single point of access for all services provided by Alzheimer’s Society in Surrey:
65 Woodham Lane, Addlestone KT15 3ND
Tel: 01932 855582
Email: surrey@alzheimers.org.uk

Dementia Friendly Communities

In this project run by Alzheimer’s Society on behalf of the council, using the Dementia Action Alliance framework, 22 local communities have signed up and made pledges to make their communities more dementia friendly.

They are working with a variety of stakeholders across Surrey including schools, gypsy and traveller communities, care homes and churches, to make connections and work towards establishing dementia friendly environments. This may involve staff being trained as Dementia Friends, or the environment being made more dementia friendly, for example considering easily-understood signage, colour and pattern of decor. Locations that become dementia friendly receive a logo to display so that people can easily identify and use them.
Information on local dementia services can be obtained through Wellbeing Centres (see page 11). These centres offer a professional presence in the form of Dementia Navigators and, in some venues, peer support groups and day opportunities. They can also provide opportunities to test telecare equipment to help keep people safe in their homes (see page 10 for more information on telecare).

Residential dementia care

If the time comes when remaining at home is no longer possible, the benefits of a specialist dementia care home may need considering.

Differentiating one care home from another can be difficult, but the quality and quantity of staff training is especially important, along with the turnover of staff, as continuity of relationships in this type of home is critical. Visit the home without an appointment and judge how you are greeted.

The home should be person-centred in its approach to individuals, understanding what triggers challenging behaviour and responding in a supportive and compassionate way. It would also be helpful to check whether the home conducts annual reviews of medication usage with their local GP practices.

Questions to ask of any home registered for someone with dementia can be found in the residential dementia care checklist opposite.
If you are considering a care home for a loved one and would like to know more about frail elderly or dementia care, why not pop in and visit our Horley or Walton-on-Thames Care Homes.

We believe in considerate care with plenty of hugs, humour and attention. Our passionate staff have created warm and friendly, home from home environments.

- Person centred care with individual care planning
- Devoted Lifestyle Co-ordinators carefully plan weekly activities and outings including tailoring those to meet individual needs
- Nutritious and delicious home cooked meals by our in-house chef’s
- Generous single bedrooms, most of which are ensuite, offering flat screen TV’s, telephone points, 24 call bell, WIFI and full laundry facility
- Tastefully decorated communal areas including lounges, dining rooms, bistro, library, sensory rooms, computer facilities, hairdressing salon and visiting chiropodists
- Beautifully landscaped gardens and spacious outdoor terraces
- Conveniently located close to amenities yet still nestled within peaceful residential areas

www.aspreyhealthcare.co.uk
We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 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 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 63.
Active Prospects is passionate about independent living - we provide high-quality supported living, residential and community services for people with learning disabilities and autism, physical and mental health needs across Surrey, Croydon and Sussex.

For information on availability or advice contact our Referrals Manager on 01737 924237 or email referrals@activeprospects.org.uk

www.activeprospects.org.uk | 01737 924084

Halow supports young people aged 16-35 with a learning disability in Surrey. Halow offers a range of activities including:
- Social Activities
- Building Futures
- A Reason To Get Up
- Parent2Parent
- Buddy Service
- Supported Living

For more information please call:
01483 447960
E: info@halowproject.org.uk
www.halowproject.org.uk

Rodwell House Care Suites
Specialised nursing care for younger people with physical disabilities
Relationship Centred Care™

- Younger People 25-65
- Care for individuals with complex needs
- Individually tailored care plans
- Day care available
- Active social programme
- Long and short term care

Full details are available from the manager
Tel 01932 853371 • Email enquiries@rodwellhouse.co.uk • www.rodwellhouse.co.uk
Rodwell House, Row Town, Addlestone, Surrey KT15 1HH

Search for care at www.carechoices.co.uk to find support in your area
Other specialist services

Surrey Choices support for people with disabilities

We provide a range of support services dedicated to improving the independence, confidence and life skills of people with a range of disabilities and support needs in their local community.

We support those with learning and physical disabilities, sensory needs, people on the autistic spectrum and those with mental health and wellbeing challenges. The objective is to enable every person the chance to fulfil their potential and reach their goals through enjoying, learning and achieving.

We support customers by matching them to relevant services and creating a support package and plan based on their needs and wants. Through this, we support people to develop skills and achieve their short and long-term goals. Additional support, advice or signposting is provided when required.

We offer support through a wide range of activities in our day and community services; short breaks; respite; Shared Lives; employment; and learning, including the supported employment service, EmployAbility.

The variety of activities offered across Surrey includes:

- creative activities, such as drama, singing, textiles and furniture restoration;
- horticultural activities at allotments, garden centres and plant stalls;
- activities for sports and fitness, such as trampolining and rebound therapy, hydropool, dance, swimming, football and golf;
- health, wellbeing and sensory activities, including music therapy, beauty and pampering, Snoezelen and sensory room;
- life skills, such as shopping, domestic skills, computing and communication skills; and
- vocational projects to support customers on their journey into employment through work environments including office projects, radio station experience and a cafe.

To find out more about the full range of services we offer, contact us.
Surrey Choices
Tel: 01483 806806
Email: info@surreychoices.com
Web: www.surreychoices.com

Sensory services by Sight for Surrey

Sensory services by Sight for Surrey is the county’s largest charity provider of specialist services to people who have a visual impairment, dual sensory loss, are deaf or hard of hearing.

A range of support, including statutory services on behalf of Surrey County Council, is provided by specialist teams. This includes: information about sensory impairment, professional assessment of need, provision of specialist equipment and IT support, communication, mobility and independent life skills rehabilitation training, welfare benefits information and support, social work support for deaf sign language users, interpreting and communication support, and communicator guides/vision impairment specialist support workers.

Individually-tailored specialist support can be provided at your home, at hospital eye clinics, at the resource centre in Fetcham, or at specialist hubs around the county.

Sight for Surrey also has a free, county-wide Sensory Mobile Bus service. The bus regularly visits shopping centres, care homes and clubs for the elderly, and is present at key events. Trained staff are on-hand to demonstrate and supply a range of specialist equipment and offer basic equipment assessments including hearing aid repairs. They can also provide key local information and signposting to relevant services and networks.
Mental health services

If you have concerns about your mental health or require help for someone in your family, you should contact your GP who will advise on the best way to address the issue. This may be dealt with by the primary care services, or you may be referred to your local Community Mental Health Recovery Service (CMHRS).

If you are referred to your local CMHRS team, they will determine your eligibility for services and carry out a comprehensive assessment of your needs. You will then be given a statement of your needs and a support plan to meet these needs will be established using a supported self-assessment approach. For your social care needs, you will be supported to choose how best to meet these needs and improve your recovery. The majority of services are aimed at supporting people in their own homes, but if the assessment deems that you need more support than this, you will be helped to identify a resource that will best meet your assessed needs.

For further information, visit [www.surreycc.gov.uk/adultsocialcare](http://www.surreycc.gov.uk/adultsocialcare)

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Community Mental Health Recovery Services

<table>
<thead>
<tr>
<th>Elmbridge and Cobham</th>
<th>Mole Valley</th>
<th>Surrey Heath</th>
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</thead>
<tbody>
<tr>
<td>Joseph Palmer Centre, 319a Walton Road, West Molesey KT8 2QG</td>
<td>Clarendon House, 28 West Street, Dorking RH4 1QJ</td>
<td>Theta Building, Lyon Way, Frimley GU16 7ER</td>
</tr>
<tr>
<td>Tel: 0208 873 4300</td>
<td>Tel: 01306 502400</td>
<td>Tel: 01276 454200</td>
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<thead>
<tr>
<th>Epsom, Ewell and Banstead</th>
<th>Redhill and Reigate</th>
<th>Tandridge</th>
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<tr>
<td>Farmside, Horton Lane, Epsom KT19 8PB</td>
<td>Gatton Place, St Matthew’s Road, Redhill, Surrey RH1 1TA</td>
<td>Tandridge Hub, Caterham Dene, Church Road, Caterham CR3 5RA</td>
</tr>
<tr>
<td>Tel: 01372 204000</td>
<td>Tel: 01737 288960</td>
<td>Tel: 01883 331889</td>
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<tr>
<th>Guildford</th>
<th>Runnymede</th>
<th>Waverley</th>
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<tr>
<td>Redwood Centre, Farnham Road Hospital, Guildford GU2 7LX</td>
<td>Unither House, Curfew Bell Road, Chertsey KT16 9JL</td>
<td>Covering Cranleigh, Farnham, Godalming and Haslemere clinics. Berkeley House, 11-13 Ockford Road, Godalming GU7 1QU</td>
</tr>
<tr>
<td>Tel: 01483 443551</td>
<td>Tel: 01932 723392</td>
<td>Tel: 01483 528100</td>
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<tr>
<th>Hampshire</th>
<th>Spelthorne</th>
<th>Woking</th>
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<tr>
<td>North East Hampshire, Aldershot Centre for Health, Hospital Hill, Aldershot, Hampshire GU11 1AY</td>
<td>Unither House, Curfew Bell Road, Chertsey KT16 9JL</td>
<td>Bridgewell House, 29 Claremont Avenue, Woking GU22 7SF</td>
</tr>
<tr>
<td>Tel: 01252 335566</td>
<td>Tel: 01932 794848</td>
<td>Tel: 01483 756318</td>
</tr>
</tbody>
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Sensory services by Sight for Surrey
Rentwood, School Lane, Fetcham, Leatherhead KT22 9JX
Tel: 01372 377701
Minicom: 01372 361517

Voice line for deaf/hard of hearing:
01372 869961
SMS: 07860 026269
Email: info@sensoryservices.org.uk
Web: [www.sensoryservices.org.uk](http://www.sensoryservices.org.uk)
End of life care

End of life care supports people who have advanced and incurable illnesses to live well until they die; this is usually the last year or so of their life. The needs of the individual and their families are considered, including pain and symptomatic issues as well as support with grief.

Due to the ageing population, the number of deaths per year in England and Wales is expected to rise by 17% between 2012 and 2030 (Gomes & Higginson, 2008). We know that nationally, 70% of people would prefer to die at home, yet 51% still die in hospital.

Our aim is to work in partnership to commission end of life care pathways that offer choice, consist of high-quality services, embed best practice and support both patients and care workers, taking account of their physical, psychological, spiritual, cultural and social needs during the end of life and into bereavement.

Our commitment to joint commissioning, focusing firmly on individual needs, ensuring we work in an integrated way with CCGs, service providers and other partners, and our promoting of friends, family and community, helps ensure we deliver consistent and high-quality care for people, including those approaching the end of life.

Useful websites

CSH Surrey
Provides a broad range of palliative care services so patients and their carers can feel secure returning home to be supported by a nursing team that provides a high standard of care.
Web: www.cshsurrey.co.uk/our-services/service-adults/end-life-care

Dying Matters
Set up by the National Council for Palliative Care (NCPC), the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.
Web: www.dyingmatters.org

NHS Choices
Provides information and advice for people at the end of life and their carers.
Web: www.nhs.uk/planners/end-of-life-care

Paying for residential care

Many people who currently choose to go into a care home could continue to live at home with the right level of support. Anyone who is thinking about moving to a care home can ask us to carry out an assessment of their needs. This includes people who may have sufficient money to pay for their own care. We can provide advice and information on many services, including equipment and adaptations, telecare and alarm systems and respite breaks to help you remain living in your own home for as long as possible.

If your needs assessment shows that a care home is the best option, we can give you information about the range of homes available to help you decide which care home will suit your needs. Comprehensive lists of care homes/care homes with nursing begin on page 73. You need to choose a home you can afford for however long you may live there. Some people choose an expensive home and then use up all their savings. They may then have to move to a different care home.

If you have capital and savings of more than £23,250, you will have to pay in full for any care services you require. If you have assets of less than £14,250, your contribution will be assessed only on your income and we may meet the shortfall, subject to local funding limits. Between these two figures, a sliding scale operates whereby you must pay £1 per week for each £250 you have above the lower figure.

Assuming you will be needing care, you may be entitled to some of the following financial assistance and support, subject to an assessment of need.
Planning For Long Term Care Fees?
Speak to a specialist who can guide you through the maze of red tape.

With prudent planning care fees do not need to be a problem.

We look to provide you with:

- A guaranteed income for life
- The ability to live in the home of your choice
- No fear that your money will run out
- The provision for rising care costs
- Peace of mind for you and your family

Please call 01344 636374 or 0118 9821710 to speak to our specialist advisor Daniel Kasaska or visit our website: www.pil.uk.com for more information. If you prefer you can email Daniel@pil.uk.com, or simply cut out and return the attached coupon.

Protection & Investment Ltd
an Independent Financial Adviser that understands the needs of elderly people

Authorised and Regulated by the Financial Conduct Authority
Registered address Chandlers House, Ganders Business Park, Kingsley, GU35 9LU

Daniel Kasaska is a Master Practitioner of Symponia and Accredited Member of The Society of Later Life Advisers (SOLLA)
What will you have to pay for your care?

The value of your home is included when assessing capital unless your partner, or a relative who is over 60 or incapacitated, or a child under 16 who you or a former partner maintain still lives there.

If, apart from your property, your savings are less than £23,250, and your income is not enough to meet your care home fees, we may help with your care costs for the first twelve weeks. This is called a twelve-week property disregard. After this time, you might be required to pay the full cost of your care, or you may be able to get a deferred payment agreement, see page 62.

To work out how much you might need to contribute towards your care costs, you must ask for an assessment. This will define your care needs, and how they will be best met, as well as your financial situation. The homes you consider must be able to meet the needs identified in your assessment if the council is contributing towards the cost of your care.

The local authority will only pay up to a certain amount which depends on your needs. It is important you choose a home that will accept the local authority rate. You can choose to live in a more expensive home, but you will need to arrange for a third party to ‘top up’ the difference, see page 62.

Remember

- if your partner still lives at home, they will not be means-tested;
- if you have a private pension, only half will be considered when you are assessed, providing you are paying half to your partner;
- if you are moving into a nursing home, you may be eligible for NHS Funded Nursing Care – currently £158.16 (see page 62 for more information);
- your assessment will be made up of two elements, a care part and a financial one; and
- if you are required to pay the full cost of your care, a care home with nursing will generally be more expensive than a care home offering personal care only.

Consider claiming

- Income support
- Pension Credit

Definitely claim

Attendance Allowance, worth either £57.30 or £85.60 per week depending on your care needs, though you will lose this after 28 days if you receive financial help from the council and move into a care home. See page 17 for more information on benefits, including Attendance Allowance.

Seeking financial advice

Adult Social Care encourages everybody to seek unbiased, expert advice from independent financial advisers (IFAs) to help you work out how to pay for long-term care.

IFAs are regulated by the Financial Conduct Authority (FCA) and must follow a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend. Unlike

advisers who are tied to particular providers, IFAs can offer advice on products from across the whole market.

It is recommended that you seek advice from IFAs who are accredited by the Society of Later Life Advisers (SOLLA), which provides financial products and services to the later life market with specialist knowledge of the sector. A list of these IFAs can be
Support for people who are funding their own care

Deferred payment agreements
If you are eligible, after the twelve-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold. This is called a deferred payment agreement. You will have to pay set-up and annual costs as part of the scheme and pay interest on any amounts deferred.

There may be a limit on how much we will pay, and it may affect your entitlement to pension credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

NHS Funded Nursing Care
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS Funded Nursing Care (currently £158.16 per week for the standard rate) towards the cost of your nursing care. This is paid directly to the home. Please note: this figure is subject to change.

NHS Continuing Healthcare
As explained on page 9, you can receive continuing healthcare services in any setting if your needs demonstrate a primary health need. If you are eligible, the NHS will pay if you need healthcare from a community nurse or a therapist, as well as personal care to help you at home, like having a bath or dressing. If you live in a care home or care home with nursing, the NHS may pay for the full cost of your support.

Running out of money
If your capital is likely to reduce to £23,250, we ask that you contact us well in advance. We can then carry out an assessment of your needs and circumstances and you may be eligible for financial assistance.

If you are already living in a care home and become eligible for support from us, but the home you have chosen charges more than the contribution offered by the council, there are a number of options. We can assist you to find a more affordable home or it may be that a third party is able and willing to pay the difference – a ‘top up’ payment. Whoever does this, whether family or a charity, will be made aware that they should be able to commit this additional funding for as long as you are living in that particular care home.

Understanding your rights before arranging care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.
Inspecting and regulating care services

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

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?

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

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

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

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Safeguarding adults at risk

We work with partner agencies in Surrey to safeguard adults with care and support needs against abuse and to raise awareness throughout the community to help prevent further abuse.

Safeguarding adults is about protecting someone’s right to live in safety, free from abuse and neglect and preventing the abuse of adults who might be unable to protect themselves. It is something that everyone needs to know about. If you are concerned about a person who has care and support needs and is over the age of 18, and you feel they are being abused or are at risk of abuse, you should seek help for them.

Don’t assume that someone else is doing something about the situation. Tell us about it so that we can help.

**How we help**

We aim to stop abuse or neglect wherever possible, prevent harm and reduce the risk of abuse or neglect to adults who need care and support.

To help us decide what to do, we’ll always contact the adult who is at risk of, or is experiencing, abuse or neglect. What they want to happen is very important. We’ll try to talk to them first, even if it is difficult for them to communicate about what has happened.

If the person has substantial difficulty with being involved, then we may ask for an independent advocate to help them understand what is happening and to help them express their views. The person telling us about the possible abuse or neglect can remain anonymous.

**What happens after a concern is reported**

After talking with the person at risk of, or experiencing abuse or neglect, we’ll make enquiries
about the circumstances of the abuse or neglect. We may talk to other people, such as family members, staff, GPs, friends and possibly the police. If the police tell us that a crime has been committed, then they may investigate what has happened.

We will support the adult at risk to help them decide what they want to happen, concentrate on improving the situation for that person and address what has caused the abuse or neglect.

If we think that you or anyone you have told us about is at immediate risk of harm, we will act very quickly to protect you or the adult at risk of abuse or neglect.

How to report a concern
If you are at risk of abuse, or suspect someone else is, please report it to the Surrey Multi Agency Safeguarding Hub (MASH). MASH Team, Surrey Police, PO Box 101, Guildford, Surrey GU1 9PE
Tel: 0300 470 9100, 9.00am to 5.00pm, Monday to Friday
Out of hours: 01483 517898
Email: asc mash@surreycc.gov.uk
Secure email: mash@surreycc.gcsx.gov.uk
In an emergency, always call 999.

Comments, compliments or complaints
All care providers need to know how well they are doing. Your feedback is very important to them. They want to know whether their services meet your needs and are being delivered effectively. They welcome your comments, compliments and complaints so that they can serve you better.

If you are concerned about the care that you, a friend or a relative is receiving, you may want to talk first to a member of staff or the service’s manager. The problem may be resolved quite easily through a conversation.

Making a complaint should be easy to do. Care services must have an easy-to-use complaints procedure that they can share with you. You should be able to make complaints verbally (in person or by phone) or in writing, through a letter or an email.

Alternatively, you may just want to make comments and suggestions about how things are done, or you may wish to compliment the staff you deal with. The service should be able to help you make comments or compliments, as well as complaints.

You should feel able to complain about any aspect of your care, whether it’s provided in your own home or in a care home. For example, you may want to complain about the way you are treated by a staff member or the quality of the food that you are served.

If you do not wish to contact the service’s staff or talking to the manager does not resolve your concerns, you can contact the registered owners of the service. They have a duty to respond to your complaints.

If Surrey County Council has arranged, funded or contributed to the funding of your care, you can also contact the Adult Social Care Directorate.

Adult Social Care Customer Relations Team
Surrey County Council,
Millmead House, Millmead, Guildford,
Surrey GU2 4BB
Tel: 01483 518300
Email: asc.customerrelations@surreycc.gov.uk

You can also complete an online feedback form at www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/adult-social-care-comments-and-complaints

You can request a form from the Adult Social Care information and advice line by phoning 0300 200 1005 and then post it to the team that provides you with a service.

If your adult social care services are provided by a private company rather than with the assistance of Surrey County Council, you can contact the Local Government Ombudsman, who will be able to give you advice on making a complaint.
Out of county care

You may wish to choose a care home outside of Surrey, for example to be closer to family or friends.

If you are eligible for funding from us towards the cost of your care home place, we will contract with the care home you choose. We must be satisfied that the care home is suitable for your assessed needs, so it is important to seek our advice before making a final decision. Subject to this, we will normally contribute an amount equivalent to the amount which the local authority in which the care home is located would normally contribute.

If you will be fully funding the cost of the care yourself, you have the freedom to choose whichever home you wish. However, you may still wish to seek further advice about which home to choose – see the information on seeking financial advice beginning on page 61 for details of organisations that can offer help.

If, at some point in the future you become eligible for state funding, you will need to contact the local authority in which your care home is located, as you will no longer be a resident of Surrey.

Further help

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 financial affairs and/or your personal welfare, including healthcare decisions and consent to medical treatment. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to.

The Court of Protection can appoint a Deputy to manage a person’s property and financial affairs if they are incapable of managing their own affairs, should they not have an LPA. The Court procedure can be slow and costly, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance statement’ allows you to communicate your wishes in respect of future welfare decisions including medical treatment; it must be taken into account, but it is not legally binding. An ‘advance decision’ sets out any treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if the treatment is sustaining your life.

Any proposed gift out of your estate during your lifetime needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.
If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area.

Surrey Care Association Ltd

Supporting social care providers across Surrey
Surrey Care Association (SCA) provides support and information to all providers of adult social care services in Surrey, including residential and nursing care homes, learning disability providers, domiciliary care agencies, supported living and housing providers. Elected Board Directors provide a network for providers to work together and act as an important communication and information link for providers of services in the county of Surrey and neighbouring areas.

SCA is a not-for-profit limited company established in September 2005. It is a member organisation and is fully independent working for its members.

Chairman David Holmes, owner of a group of services for people with a learning disability, said: ‘with changes taking place in the care industry and in regulation, representative bodies have never been more important. We hold two conferences, produce a regular newsletter, a weekly news bulletin, monthly sector news, a detailed monthly Care Quality Commission (CQC) report and have regular network meetings for our providers. Our website www.surreycare.org.uk provides up-to-date information. We provide advice, support but also have a key influence and representational role at local and increasingly national level. Our services have been developed to respond to our members’ needs.’

SCA has developed its role with local clinical commissioning groups across Surrey, providing further opportunities for providers to work with health colleagues. We continue to work closely with Surrey County Council.

Our website www.surreycare.org.uk has reached 80,000 visitors in only one year, confirming its prominent role in providing a wealth of information for families and those seeking care. It complements the information in this Care Choices directory for those looking for care services and also provides a useful resource for providers to advertise jobs and to find local suppliers.

SCA also hosts an annual Awards Ceremony to celebrate achievements of care services, at team and individual level, recognising the outstanding work of people working in social care. This year, SCA celebrates its 10th Awards Anniversary on the 9th November 2018 at Epsom Racecourse.

For more information please email sca@surreycare.org.uk or visit www.surreycare.org.uk/about-sca/surrey-care-awards/surrey-care-awards-2018
Erica Lockhart, Chief Executive of SCA Ltd said: ‘We encourage all our Surrey providers and those providers on our borders to join as a member and then to get involved in our network meetings and keep abreast of developments via our newsletter and website. We provide a joined-up service to access help and information for all our members.’

Enquiries can be made to:
Erica Lockhart
Chief Executive
Surrey Care Association Ltd,
James House, Emlyn Lane, Leatherhead KT22 8BZ
Tel: 01372 571174
Email: sca@surreycare.org.uk
Web: www.surreycare.org.uk
Advocates can help

Advocacy services help people to say what they want, secure their rights, represent their interests and obtain services they need.

Advocates and advocacy schemes work in partnership with the people they support and take their side. The advocate acts on the instruction of the person concerned who must therefore have the mental capacity to instruct. It is a free service to all people aged over 16 who are living in Surrey.

There are also specific advocacy services:

Independent Mental Health Advocates and Independent Mental Capacity Advocates.

For further information on the range of advocacy services available in Surrey, contact the lead provider for advocacy services.

Surrey Disabled People’s Partnership
Tel/Text: 0800 335 7330 (free phone)
Email: info@advocacyinsurrey.org.uk
Web: www.advocacyinsurrey.org.uk

Tell Us Once

Losing a loved one is hard enough without the stress of paperwork and telephone calls to make. Tell Us Once is a service to make it easier for families to notify government authorities about the changes in their circumstances.

When you make an appointment to register a death in Surrey, the new service will be offered to you by the Surrey registration service at your death registration appointment, and it will mean that you can just tell us once and we will notify the organisations that participate in the service.

The contact number to book your death registration appointment is 0300 200 1002, and lines are open 9.00am to 5.00pm, Monday to Friday.

More information can be found on the Surrey County Council website at www.surreycc.gov.uk/people-and-community/birth-death-marriage-and-civil-partnerships/death/tell-us-once

Useful local contacts

Local District and Borough Councils

Elmbridge
Civic Centre, High Street, Esher KT10 9SD
Tel: 01372 474474
Web: www.elmbridge.gov.uk

Epsom and Ewell
Town Hall, The Parade, Epsom KT18 5BY
Tel: 01372 732000
Web: www.epsom-ewell.gov.uk

Guildford
Customer Services, Millmead House, Millmead, Guildford GU2 4BB
Tel: 01483 505050
Email: customerservices@guildford.gov.uk
Web: www.guildford.gov.uk

Mole Valley
MVDC, Pippbrook, Dorking RH4 1SJ
Tel: 01306 885001
Web: www.molevalley.gov.uk

Reigate and Banstead
Reigate Town Hall, Castlefield Road, Reigate RH2 0SH
Tel: 01737 276000
Web: www.reigate-banstead.gov.uk

Runnymede
Runnymede Civic Centre, Station Road, Addlestone KT15 2AH
Tel: 01932 838383
Web: www.runnymede.gov.uk
Spelthorne
Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 451499
Email: customer.services@spelthorne.gov.uk
Web: www.spelthorne.gov.uk

Surrey Heath
Surrey Heath House, Knoll Road, Camberley GU15 3HD
Tel: 01276 707100
Email: contactcentre@surreyheath.gov.uk
Web: www.surreyheath.gov.uk

Tandridge
Web: www.tandridge.gov.uk

Waverley
The Burys, Godalming GU7 1HR
Tel: 01483 523333
Email: enquiries@waverley.gov.uk
Web: www.waverley.gov.uk

Woking
Civic Offices, Gloucester Square, Woking GU21 6YL
Tel: 01483 755855
Email: customers@woking.gov.uk
Web: www.woking.gov.uk

Action for Carers Surrey
Raising awareness of carers’ needs across Surrey.
Tel: 0303 040 1234
SMS: 07714 075993
Email: carersupport@actionforcarers.org.uk
Web: www.actionforcarers.org.uk

Action Surrey
Help to reduce your energy bills.
Tel: 0800 783 2503
Email: info@actionsurrey.org
Web: www.actionsurrey.org

Advocacy services
Provided by Surrey Disabled People’s Partnership (SDPP) in partnership with Matrix.
Tel: 0800 335 7330 (freephone)
SMS: 07561 392818
Web: www.advocacyinsurrey.org.uk

Age UK Surrey
Offers information and practical advice to help older people enjoy later life.
Rex House, William Road, Guildford GU1 4QZ
Tel: 01483 503414
SMS: 07548 314281
Email: enquiries@ageuk surrey.org.uk
Web: www.ageuk.org.uk/surrey

For local Age UK offices in Surrey, visit www.surreyinformationpoint.org.uk

Alzheimer’s Society in Surrey
Provides information and support to anyone affected by dementia.
Tel: 01932 855882
Email: surrey@alzheimers.org.uk
Web: www.alzheimers.org.uk

Blue Badge Scheme
Tel: 0300 200 1003
SMS: 07860 053465
Text Relay: 18001 0300 200 1003
Calls from abroad: +44 20 8541 9944
Lines open Monday to Friday 9.00am to 5.00pm, excluding bank holidays
Email: blue.badges@surreycc.gov.uk
Web: www.surreycc.gov.uk/roads-and-transport/parking/blue-badge

Citizens Advice Surrey
Provides free confidential advice to residents in Surrey.
Web: www.casurrey.org.uk

Financial Conduct Authority
Independent financial regulator for businesses in the UK.
Consumer Helpline: 0800 111 6768 (freephone) or 0300 500 8082
Calls from abroad: +44 207 066 1000
Email: consumer.queries@fca.org.uk
Lines open Monday to Friday, 8.00am to 6.00pm and Saturday, 9.00am to 1.00pm
Web: www.fca.org.uk

Healthwatch Surrey
Gives people a voice to improve and shape services and help them get the best out of health and social care services.
Tel: 0303 303 0023 (local rate number)
SMS: 07592 787533
Email: enquiries@healthwatchsurrey.co.uk
Web: www.healthwatchsurrey.co.uk

Health and Wellbeing Surrey
Information for Surrey residents to promote health and wellbeing.
Web: www.healthysurrey.org.uk

Local Pension Service
Help making a pension claim.
Tel: 0800 731 7339
Web: www.gov.uk/contact-pension-service

Mental Health Crisis Helpline
Open Monday to Friday, 5.00pm to 9.00am and 24-hours a day at weekends including bank holidays.
Tel: 0300 456 8342
SMS: 07717 989024
Web: www.sabp.nhs.uk/our-services/mental-health/CrisisHelpLn

Money Advice Service
Free and impartial money advice
Tel: 0800 138 7777
Typetalk: 18001 0800 915 4622 (free)
Lines open Monday to Friday, 8.00am to 8.00pm, Saturday 9.00am to 1.00pm
Sunday and Bank Holidays closed.
Email: enquiries@moneyadviseservice.org.uk
Web: www.moneyadviseservice.org.uk

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk

One Stop Surrey
Information and signposting to help you connect to local support and services.
Tel: 0300 200 1005
SMS: 07527 182861
Email: onestopsurrey@surreycc.gov.uk

Patient Advice and Liaison Service (PALS) mental health
Provides advice and support to help resolve any concerns you may have about NHS services. For local PALS services, visit www.surreyinformationpoint.org.uk or call the Adult Social Care Information and Advice line on 0300 200 1005.

Patient Advice and Liaison Service (PALS) mental health
Tel: 01372 216203, 01372 216203, 01372 216204 or 01372 216245
Email: rxx.palsandcomplaintssabp@nhs.net
Lines open Monday to Friday, 9.00am to 5.00pm
Web: www.surreyinformationpoint.org.uk/

Patient Transport Service
Provides a non-emergency booking service and general enquiries around transport options available for eligible patients living in Surrey, or who are registered with a Surrey GP.
Tel: 0300 200 1067
Lines open Monday to Friday, 8.00am to 6.00pm, not including bank holidays.

Safeguarding
If you are concerned about the safety of an adult and think they may be at risk of abuse or neglect, contact the Surrey Multi Agency Safeguarding Hub without delay.
Tel: 0300 470 9100
Email: ascmash@surreycc.gov.uk
In an emergency, call 999

Sight for Surrey
The largest charitable organisation in Surrey working with people who are visually impaired, deaf, hard of hearing or who have combined sight and hearing loss, deaf and hard of hearing.
Tel: 01372 377701
Voice line for deaf/hard of hearing: 01372 869961
SMS: 07860 026269
Email: info@sensoryservices.org.uk
Web: www.sightforsurrey.org.uk

Surrey and Borders Partnership NHS Foundation Trust (mental health trust)
Tel: 0300 555 5222 • SMS: 07786 202545
Web: www.sabp.nhs.uk

Surrey Care Association
Tel: 01372 571174 • Email: sca@surreycare.org.uk
Web: www.surreycare.org.uk

Surrey Choices
Tel: 01483 806806
Email: info@surreychoices.com
Web: www.surreychoices.com

Surrey and Borders Partnership NHS Foundation Trust (mental health trust)
Tel: 0300 555 5222 • SMS: 07786 202545
Web: www.sabp.nhs.uk

Surrey Care Association
Tel: 01372 571174 • Email: sca@surreycare.org.uk
Web: www.surreycare.org.uk

Surrey Choices
Tel: 01483 806806
Email: info@surreychoices.com
Web: www.surreychoices.com
**Surrey Coalition of Disabled People**
Tel: 01483 456558
SMS: 07780 933053
Web: [www.surreycoalition.org.uk](http://www.surreycoalition.org.uk)

**Surrey County Council**
Adult Social Care information and advice line.
Tel: 0300 200 1005
SMS: 07527 182861
Email: contactcentre.adults@surreycc.gov.uk
Web: [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

Out of hours (5.00pm to 9.00am) for emergencies:
Tel: 01483 517898
Email: edt.ssd@surreycc.gov.uk

**Surrey Disability Register (SDR)**
To register a disability in Surrey, contact SDR.
Tel: 0300 200 1005, Monday to Friday 8.00am to 6.00pm
SMS: 07527 182861
Minicom: 0208 541 9698
Email: sdr@surreycc.gov.uk

**Surrey Disabled People’s Partnership**
An independent organisation, run and controlled by disabled people.
Unit 4 Thames Street,
Staines upon Thames TW18 4SD
Tel: 01784 458200
SMS: 07519 861542
Web: [www.sdpp.org.uk](http://www.sdpp.org.uk)

**Surrey Fire and Rescue Service**
Provides free home safety checks, reducing the risk of fire in your home and where appropriate, you will also be offered information to help you improve your wellbeing, allowing you to live safer and more independent lives. Provides free home fire safety visits.
Tel: 0800 085 0767 (freephone)
SMS: 07860 053465

**Surrey Information Point**
An online directory of information, services and activities to support adults in Surrey to live independently.
Web: [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**Surrey Minority Ethnic Forum**
A collective of community and voluntary groups from Black, Asian and Minority Ethnic (BAME) backgrounds. Through the Forum, members can access information and resources to support their work in Surrey, sharing best practice, voicing concerns and influencing services and policies, both locally and nationally.
Tel: 01483 447136
Email: admin@smef.org.uk
Web: [www.smef.org.uk](http://www.smef.org.uk)

**Surrey Young Carers**
Tel: 01483 568269
Email: syc@actionforcarers.org.uk
Web: [www.surrey-young-carers.co.uk](http://www.surrey-young-carers.co.uk)

**Telecare**
For information about the telecare services available in Surrey, visit [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk) or call the Adult Social Care information and advice line on 0300 200 1005.

**Mental Health ‘Community Connections’ Services**
Three organisations provide community-based opportunities and services for people with mental health needs in Surrey to promote mental wellbeing. The services include self-help groups, access to training and volunteering opportunities, and social and leisure activities.
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<thead>
<tr>
<th>Area:</th>
<th>Lead provider:</th>
<th>Working in partnership with:</th>
</tr>
</thead>
<tbody>
<tr>
<td>North West Surrey CCG area, boroughs covered:</td>
<td>The Welcome Project&lt;br&gt;Phone: <strong>01483 590150</strong>&lt;br&gt;Text: <strong>07909 631623</strong>&lt;br&gt;Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a>&lt;br&gt;<a href="http://www.welcomeprojectsurrey.co.uk">www.welcomeprojectsurrey.co.uk</a></td>
<td>CornerHouse&lt;br&gt;Voluntary Support North Surrey&lt;br&gt;Mary Frances Trust</td>
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<tr>
<td>Spelthorne&lt;br&gt;Runnymede&lt;br&gt;Woking&lt;br&gt;Elmbridge (West)</td>
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| Guildford and Waverley CCG area: | The Welcome Project<br>Phone: **01483 590150**<br>Text: **07909 631623**<br>Email: [welcomeproject@catalystsupport.org.uk](mailto:welcomeproject@catalystsupport.org.uk)<br>[www.welcomeprojectsurrey.co.uk](http://www.welcomeprojectsurrey.co.uk) | Voluntary Action SW Surrey<br>Guildford Action<br>Oakleaf Enterprise<br>Canterbury Care Centre |
| Guildford<br>Waverley (excluding Farnham) | | |

| Surrey Heath CCG area, including Farnham, boroughs covered: | The Welcome Project<br>Phone: **01483 590150**<br>Text: **07909 631623**<br>Email: [welcomeproject@catalystsupport.org.uk](mailto:welcomeproject@catalystsupport.org.uk)<br>[www.welcomeprojectsurrey.co.uk](http://www.welcomeprojectsurrey.co.uk) | Voluntary Support North Surrey<br>Oakleaf Enterprise/Creative Responses<br>Camberley District Open Mind Association |
| Surrey Heath<br>Waverley (Farnham only) | | |

| Surrey Downs CCG area, boroughs covered: | Mary Frances Trust<br>Phone: **01372 375400**<br>Text: **07929 024722**<br>Email: [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)<br>[www.maryfrancestrust.org.uk](http://www.maryfrancestrust.org.uk) | Reigate stepping stones<br>ESDAS<br>YMCA |
| Mole Valley<br>Epsom and Ewell<br>Elmbridge (East)<br>Reigate and Banstead (Banstead only) | | |

| East Surrey CCG area, boroughs covered: | Richmond Fellowship<br>Phone: **01737 771058**<br>Text: **07770 890245**<br>Email: [redhillcc@richmondfellowship.org.uk](mailto:redhillcc@richmondfellowship.org.uk)<br>[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk) | |
Cherrydale “Passionate about care”

Cherrydale was built as a luxury Manor House in the early 20th century and has since been extended whilst retaining its original look and style. It is located in one of Camberley’s most exclusive areas in a quiet unadopted road five minutes by car from the town centre and is close to the M3, M4 and M25.

We are a small friendly Home with a well established team of passionate and committed carers, many of whom have worked at Cherrydale for many years.

We offer a person centred approach to supporting residents with all aspects of holistic care. We are able to provide both short and long term care.

01276 682585
cherrydale@hotmail.co.uk

Step inside Camberley Manor and you’ll know you’ve arrived somewhere special.

Offering residential, nursing and specialist dementia care, Camberley Manor’s team are highly trained to provide care that allows you or your loved one to live life independently, with dignity and freedom of choice.

• Quality fine dining
• Activities designed to help stimulate mind, body and spirit
• Relaxing afternoons, enjoying time in our spa, watching a favourite film in our cinema
• Luxury home environment with landscaped gardens

“Camberley Manor is a very pleasant home with a welcoming atmosphere and staff who really care for the residents. A real home from home.”

J G (Son of Resident)

Call now to arrange a personal tour, and to discuss the care you’re looking for.

01252 888141
cdm@camberleymanor.co.uk
www.tlccare.co.uk/camberley-manor

Camberley Manor | 130 Deepcut Bridge Road | Camberley | GU16 6SJ

Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
### North West Surrey care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>Key</th>
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<tr>
<td>Barossa Road, 25 (Royal Mencap Society)</td>
<td>Camberley GU15 4JE</td>
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<td>Beaufort House</td>
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<td>Cherrydale</td>
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<tr>
<td>Chestnuts, The</td>
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<td>Green Lane</td>
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<td>Greys Residential Home</td>
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<td>Guildford Road, 330 (Living Ambitions Ltd)</td>
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<td>High Street, 31 (Quest Haven Ltd)</td>
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<td>Hill View Care Home</td>
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<td>Hillside Resource Centre</td>
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<td>Howards Residential Home</td>
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<td>Inglewood House</td>
<td>56 Middle Gordon Road, Camberley GU15 2HT</td>
<td>01276 64776</td>
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<tr>
<td>Jackman’s Lodge</td>
<td>The Mount, St John’s Hill Road, Woking GU21 7RG</td>
<td>01483 761779</td>
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</table>

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

---

*My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705*
Cedar Lodge is a purpose-built nursing home which opened in 1989. A carefully and thoughtfully designed home, focused on giving residents as much choice and freedom as they had in their own home. Cedar Lodge can accommodate up to 60 residents in spacious single occupancy bedrooms with en-suite facilities. Adding personal possessions help residents quickly feel at home.

Set in spacious landscaped gardens and surrounded by woodland, Cedar Lodge enjoys a quiet and peaceful location that is also convenient for local shops and amenities.

There is plenty of space in Cedar Lodge and residents are free to choose where and how they spend their time. Residents can socialise as much or as little as they wish and we offer an extensive activities programme that includes arts and crafts, fitness, parties, outings and visiting entertainers.

Holly Lodge opened in 2008 and is a purpose-built nursing home providing a high level of specialist care for elderly people living with dementia. Set in extensive landscaped grounds surrounded by woodland, it offers a beautiful environment in which to live.

Rated as ‘Good’ by CQC it accommodates up to 60 residents, in spacious bedrooms with en-suites. We encourage residents to personalise their rooms and each resident has a special memory box containing personal items designed to stimulate conversation.

We have spacious communal areas, inside and outside, plus a choice of activities on offer. These are structured around thinking, memory and reasoning skills, and run alongside other events such as tea parties, armchair exercise sessions, outings and visiting entertainers.

We’re leading the way in Dementia Care at Princess Christian Care Centre, Bisley

As one of Surrey’s premier providers of specialist Dementia Care services, we combine staff expertise with safe facilities to ensure the highest-quality care in a comforting environment, where dignity and respect for our residents is paramount. While caring for their complex medical, emotional, physical and social needs, our staff engage residents with meaningful interactions on a daily basis, using activities and methods specifically tailored to those with Dementia. We are here to support you and your loved ones – book a visit to our Home today.

Visit Princess Christian Care Centre: Stafford Lake, Woking, Surrey, GU21 2SJ
Call 01483 488 917 or email Princess.Christian@Nellsar.com

Search for care at www.carechoices.co.uk to find support in your area
North West Surrey care homes continued

Jubilee Road, 42 (Dimensions)
Mytchett, Camberley GU16 6BE
Tel: 0300 303 9029
MH

Jutland Place, 9-10 (Royal Mencap Society)
Egham TW20 8ET
Tel: 01784 436647
LDA

Kings Lodge
122 Kings Ride, Camberley GU15 4HX
Tel: 01276 903132
OP D PD

Kingsleigh
Kingfield Road, Woking GU29 2EQ
Tel: 01483 740750
OP D PD LDA MH

Lakeview Care Home
Lightwater Road, Lightwater GU18 5XQ
Tel: 01276 480430
OP D PD SI YA

Palmer Crescent
1 Palmer Crescent, Ottershaw KT16 0HE
Tel: 01932 874478
LDA

Princess Christian Residential and Nursing Care Home
Stafford Lake, Knaphill, Woking GU21 2Sj
Tel: 01483 488917 Advert page 74 OP D

Ranch, The
Well Path, Well Lane, Horsell,
Woking GU21 4PJ
Tel: 01483 855952
LDA MH

Red Houses
563-565 Stroude Road,
Virginia Water GU25 4BQ
Tel: 01344 845240
LDA

Ridgewood Drive, 1 (Dimensions)
Frimley, Camberley GU16 9QF
Tel: 01276 626680
LDA

Rosemere
Brookfield Close, Ottershaw KT16 0JL
Tel: 01932 872361
D LDA

Sandalwood
81 Almners Road, Lyne KT16 0BH
Tel: 01932 568623
LDA

Sheerwater House
Sheerwater Road, Woodham,
Addlestone KT15 3QL
Tel: 01932 349959
OP LDA

Snowdon
14 Claremont Avenue, Woking GU22 7SG
Tel: 01483 751936
MH

St Augustine’s Care Home
Simplemarsh Road,
Addlestone KT15 1QR
Tel: 01932 842254
OP D

Stiperstones
Clappers Lane, Chobham GU24 8DD
Tel: 01276 858440
LDA

Sunrise of Virginia Water
Christchurch Road, Virginia Water GU25 4BE
Tel: 01344 843777
OP D

Tall Trees
Guildford, Ottershaw KT16 OPL
Tel: 01932 874446
LDA

Upalong Residential Home
16 Castle Road, Camberley GU15 2DS
Tel: 01276 313560
OP D

West Hall
Parvis Road, West Byfleet KT14 6EY
Tel: 01932 338000
OP D

Westlands
West Hill Road, Woking GU22 7UL
Tel: 01483 761067
OP LDA YA

Wey View
Byfleet Road, New Haw,
Addlestone KT15 3JZ
Tel: 0203 195 3569
LDA YA

Whitebourne
Burleigh Road, Frimley GU16 7EP
Tel: 01276 207230
OP D PD LDA MH

Woking Homes
Oriental Road, Woking GU22 7BE
Tel: 01483 763558
OP D

<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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<tr>
<td>Key</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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# North West Surrey care homes with nursing

<table>
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<tr>
<th><strong>Abbey Chase Nursing Home</strong></th>
<th>Bridge Road, Chertsey KT16 8JW</th>
<th>Tel: 01932 568090</th>
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<tr>
<td><strong>Avens Court Nursing Home</strong></td>
<td>Broomcroft Drive, Pyrford, Woking GU22 8NS</td>
<td>Tel: 01932 346237</td>
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<tr>
<td><strong>Bagshot Park Care Centre</strong></td>
<td>28-32 London Road, Bagshot GU19 5HN</td>
<td>Tel: 01276 450800</td>
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<tr>
<td><strong>Beaumont Lodge Nursing Home</strong></td>
<td>19-21 Heatherley Road, Camberley GU15 3LX</td>
<td>Tel: 01276 237580</td>
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<tr>
<td><strong>Bernard Sunley Nursing and Dementia Care Home, The</strong></td>
<td>College Road, Maybury, Woking GU22 8BT</td>
<td>Tel: 01483 764300</td>
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<tr>
<td><strong>Brook House</strong></td>
<td>2 Brookfield Close, Ottershaw, Chertsey KT16 0JL</td>
<td>Tel: 0300 555 5222</td>
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<tr>
<td><strong>Camberley Manor</strong></td>
<td>130 Deepcut Bridge Road, Deepcut, Camberley GU16 6SJ</td>
<td>Tel: 01252 888141</td>
<td>Advert page 72</td>
<td>OP D PD SI YA</td>
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<tr>
<td><strong>Cedar Lodge Nursing Home</strong></td>
<td>St Catherine’s Road, Frimley Green, Camberley GU16 9NP</td>
<td>Tel: 0333 305 1785</td>
<td>Advert page 74</td>
<td>OP D</td>
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<tr>
<td><strong>Collingwood Grange Care Home</strong></td>
<td>Portsmouth Road, Camberley GU15 1LD</td>
<td>Tel: 01276 819651</td>
<td>Advert page 84</td>
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<tr>
<td><strong>Corrina Lodge</strong></td>
<td>79 The Avenue, Camberley GU15 3NQ</td>
<td>Tel: 01276 862830</td>
<td>Advert page 96</td>
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<tr>
<td><strong>Coxhill Manor Nursing and Residential Home</strong></td>
<td>Station Road, Chobham, Woking GU24 8AU</td>
<td>Tel: 01276 858926</td>
<td>Advert pages 50 &amp; 51</td>
<td>OP D</td>
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<tr>
<td><strong>Crann Mor Nursing Home</strong></td>
<td>151 Old Woking Road, Woking GU22 8PD</td>
<td>Tel: 01932 344090</td>
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<tr>
<td><strong>Gracewell of Woking</strong></td>
<td>12 Streets Heath, West End, Woking GU24 9QY</td>
<td>Tel: 01483 663628</td>
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<tr>
<td><strong>Grange Nursing Home, The</strong></td>
<td>22 Grange Road, New Haw, Addlestone KT15 3RQ</td>
<td>Tel: 01932 344940</td>
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<tr>
<td><strong>Grange Retirement Home, The</strong></td>
<td>Ruxbury Road, St Ann’s Hill, Chertsey KT16 9EP</td>
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<td><strong>Holly Lodge Nursing Home</strong></td>
<td>St Catherine’s Road, Frimley Green, Camberley GU16 9NP</td>
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<td><strong>Kettlewell House Nursing Home</strong></td>
<td>Kettlewell Hill, Chobham Road, Woking GU21 4HX</td>
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<td>Tel: 01932 358700</td>
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<td><strong>Kingsmead House Care Home</strong></td>
<td>156 Mytchett Road, Mytchett, Camberley GU16 6AE</td>
<td>Tel: 01252 549339</td>
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<td><strong>Merlewood</strong></td>
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<td><strong>Moorlands Nursing Home</strong></td>
<td>Macdonald Road, Lightwater GU18 5US</td>
<td>Tel: 01276 473140</td>
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**Service Key**
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

Search for care at www.carechoices.co.uk to find support in your area
At Rodwell House we aim to provide a warm and friendly environment in which relationships are at the heart of everything we do.

Separate social groups for older people with physical frailty and dementia
We also have a specialised area for younger people with physical disability

24 hour Nursing Care within a home from home
Our spacious nursing care suites are fully equipped with specialist equipment and all have en-suite shower rooms, dining space and a kitchenette

Thriving social and recreational activities
Residents also benefit from on-site hairdressing salon, sensory bathrooms and extensive landscaped gardens

Our family-friendly community
Our open door policy means relatives and friends are welcome to visit any time and our children's play area will keep even the youngest family members occupied during their visits

Full details are available from the manager
Tel 01932 853371 • Email enquiries@rodwellhouse.co.uk • www.rodwellhouse.co.uk
Rodwell House, Row Town, Addlestone, Surrey KT15 1HH
North East Surrey

North East Surrey care homes

Albert Residential Home
40 The Warren, Worcester Park KT4 7DL
Tel: 0208 337 2265

Appleby House
Longmead Road, Epsom KT19 9RX
Tel: 01372 739933

Beauchamp Court
18 Beauchamp Road, East Molesey KT8 0PA
Tel: 0208 783 0444

Beech Lodge
– Thames Ditton
95 Thorkhill Road, Thames Ditton KT7 0UW
Tel: 0208 398 5584

Berryscroft Road, 29
(Brand Homes Ltd)
Staines TW18 1ND
Tel: 01784 459404

Berryscroft Road, 55
(Brand Homes Ltd)
Staines TW18 1ND
Tel: 01784 459404

Burgh Heath Lodge
33 Burgh Heath Road, Epsom KT17 4LP
Tel: 01372 741025

Cedars Care Home, The
16 Fordbridge Road, Ashford TW15 2SG
Tel: 01784 242356

Copperfield House
13 Worple Road, Epsom KT18 5EP
Tel: 01372 726725

Cossins House Care Home
1 Downside Road, Downside,
Cobham KT11 3LZ
Tel: 01932 862038

Coveham
Anyards Road, Cobham KT11 2LJ
Tel: 01932 794600

Echelforde
College Way, Ashford TW15 2XG
Tel: 01784 255225

Elders Care Home, The
Epsom Road, Epsom KT17 1JT
Tel: 02083 939757

Epsom Lodge
1 Burgh Heath Road,
Epsom KT17 4LW
Tel: 01372 724722

Fir Trees House
283 Fir Tree Road, Epsom KT17 3L
Tel: 01737 361306

Firlawn
402 Chessington Road, Epsom KT19 9EG
Tel: 0208 786 0514

Gibraltar Crescent, 36a
(RNID Action on Hearing Loss)
Epsom KT19 9BT
Tel: 0208 393 0865

Glebe House Care Home
The Broadway, Laleham, Staines TW18 1SB
Tel: 01784 451643

Glendale
Amberside Avenue, Walton-on-Thames KT12 3LW
Tel: 01932 251980

Greens, The
388 Chessington Road, West Ewell,
Epsom KT19 9EG
Tel: 0208 393 2450

Greenways
3 Grove Road, Epsom KT17 4DE
Tel: 01372 727323

Heath Lodge Care Home
St Georges Avenue, Weybridge KT13 0DA
Tel: 01932 854680

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Service Key

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<td>Sensory impairment</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

#### Hillcroft
St Ebbas, Hook Road, Epsom KT19 8QJ  
Tel: 01372 203020  
OP PD LDA MH SI YA

#### Homelea
68 Worple Road, Epsom KT18 7AG  
Tel: 01372 740730  
OP D

#### Huntley Close, 7 (Dimensions)
Stanwell, Staines TW19 7DD  
Tel: 01784 254322  
LDA

#### Jasmine at Primrose
Primrose 2, The Meadows,  
Horton Lane, Epsom KT19 8PB  
Tel: 01372 203445  
PD LDA YA

#### Kingscroft
Worple Road, Staines-upon-Thames TW18 1ED  
Tel: 0300 555 5222  
LDA YA

#### Langdown House
1-4 Yeend Close, West Molesey KT8 2NY  
Tel: 0208 979 4561  
LDA MH

#### Linden House
9 College Road, Epsom KT17 4HF  
Tel: 01372 721447  
OP D

#### Linwood
9 Mercer Close, Thames Ditton KT7 0BS  
Tel: 0208 335 6800  
OP D

#### London Care Partnership Ltd – 187 Nursery Road
187 Nursery Road, Sunbury-on-Thames TW16 6JP  
Tel: 01932 481848  
LDA YA

#### London Care Partnership Ltd – School House
School Walk, Sunbury-on-Thames TW16 6RB  
Tel: 01932 780181  
LDA YA

#### Longdown Road
(Care Management Group)  
9 Longdown Road, Epsom KT17 3PT  
Tel: 01372 748153  
LDA

#### Mayfield House Residential Home
29 Mayfield Road, Hersham,  
Walton-on-Thames KT12 5PL  
Tel: 01932 229390  
OP D PD LDA MH SI YA

#### Meadowside
Knowle Park Avenue, Staines TW18 1AN  
Tel: 01784 455097  
OP D

#### Moor House Residential Care Home
Vicarage Road, Staines TW18 4YG  
Tel: 01784 453749  
OP D

#### Moore Place
Portsmouth Road, Esher KT10 9LH  
Tel: 01372 478200  
OP D YA

#### Mr & Mrs A H Akbarally
24 Northcroft Road, West Ewell, Epsom KT19 9TA  
Tel: 0208 394 2119  
LDA

#### Murach House
116A Reigate Road, Epsom KT17 3BX  
Tel: 01522 868279  
LDA YA

#### Oak House Care Home
19 Queens Road, Weybridge KT13 9UE  
Tel: 01932 849844  
OP

#### Oaklawn
400 Chessington Road, Epsom KT19 9EG  
Tel: 0208 393 6731  
OP LDA

#### Oakley House Ltd
Hampton Court Way, Thames Ditton KT7 0LP  
Tel: 0203 258 2052  
PD LDA MH YA

#### Orchard House
7 Green Lane, Redhill RH1 2DG  
Tel: 01737 217012  
MH YA

#### Pines, The
6 Windsor Walk, Weybridge KT13 9AP  
Tel: 01932 842954  
OP D PD LDA SI YA

#### Rodney House
Rodney Road, Walton-on-Thames KT12 3LE  
Tel: 01932 241219  
LDA

#### Rowland House Care Home
1a Lime Tree Avenue, Thames Ditton KT7 0NY  
Tel: 0208 972 9143  
PD YA

#### Royal Cambridge Home
82-84 Hurst Road, East Molesey KT8 9AH  
Tel: 0208 979 3788  
OP D

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**My Care Selection FREE Advice Line For Surrey**  
**Phone 0203 325 7705**
North East Surrey care homes continued

Sherwood House
40 Severn Drive, Walton-on-Thames KT12 3BH
Tel: 01932 221170 Advert page 54 OP D

Shieling, The
St Ebbas, Hook Road, Epsom KT19 8QJ
Tel: 01372 203014 LDA SI YA

Silvermere Care Home
Redhill Road, Cobham KT11 1EF Advert page 48 OP D YA

St Anthony’s Care Home
7a Rosebery Road, Langley Vale, Epsom Downs, Epsom KT18 6AF Tel: 01372 278542 D LDA

Summers, The
Yeend Close, West Molesey KT8 2NY Tel: 0208 941 3532 Advert inside front cover OP D

Sundial House
Orchard Lane, East Molesey KT8 0BN Tel: 0208 398 8620 LDA MH

Sunrise of Esher
42 Copsem Lane, Esher KT10 9HJ Tel: 01372 410000 OP D

Sunrise of Weybridge
Ellesmere Road, Weybridge KT13 0HY Tel: 01372 871100 OP D

Swallowfields Care Centre
45 Alexander Road, Epsom KT17 4DB Tel: 01372 745903 LDA MH

Thameside
Beldham Gardens, West Molesey KT8 1TF Tel: 0208 939 3850 OP D

Tigh Grianan
Chesterfield Road, Epsom KT19 9QP Tel: 0208 786 7201 LDA YA

Tiltwood
Hogshill Lane, Cobham KT11 2AQ Tel: 01372 866498 OP D PD LDA MH

Church View Care Home
Based in Middlesex, Church View Care Home provides high quality, specialist EMI dementia, Palliative, Respite, Nursing and Residential care. We view each of our clients as an individual, and as such uphold those values which underpin the top quality of life, such as privacy, dignity, independence, choice and fulfilment. It is for this reason that our services are tailored to each individual’s needs and requests, whether they are receiving long-term or short-term care.

For more information, feel free to contact us, or come visit us at: Church View Care Home, Falcon Drive, Stanwell, Middlesex, TW19 7EU

Church View Care Home
info.churchviewcarehome@gmail.com
www.churchviewcarehome.co.uk
01784 248610

Acacia Lodge
Acacia Lodge is set in a quiet residential area in the town of Staines, in Surrey. The Home is committed to providing quality nursing care in a pleasant, safe and homely atmosphere.

Please contact the Manager on 01784 452855 or email enquiries@acacia-lodge.co.uk to arrange a visit.

Rookery Road • Staines Middlesex • TW18 1BT Telephone: 01784 452855

Epsom Lodge Care Homes
Choosing the best care home to suit you and your needs is an important and difficult decision to make. That is why we take great pride in providing the highest standard of individual care for all our residents, in a truly relaxing family atmosphere.

• 11 individually appointed bedrooms & bathrooms
• Spacious sitting room and dining room
• 24 Hour Call Systems
• Newly furnished and decorated bedrooms
• In-house Chef serving seasonal fresh ingredients every day

“We offer a home from home environment with a family atmosphere.

1 Burgh Heath Road, Epsom Surrey KT17 4LW
01372 724 722
enquiries@epsomlodgecarehomes.co.uk

www.epsomlodgecarehomes.co.uk

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

See the checklist on page 49 for questions to ask when looking at care homes.
<table>
<thead>
<tr>
<th>Acacia Lodge – Staines</th>
<th>Leighton House Private Nursing Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rookery Road, Staines TW18 1BT</td>
<td>Burgh Heath Road, Epsom KT17 4NB</td>
</tr>
<tr>
<td>Tel: 01784 452855</td>
<td>Tel: 01372 720908</td>
</tr>
<tr>
<td><strong>Advert page 80</strong></td>
<td><strong>OP D PD MH SI</strong></td>
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<th>Norfolk House</th>
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<td>36 Hersham Road, Walton-on-Thames KT12 1J</td>
<td>39 Portmore Park Road, Weybridge KT13 8HQ</td>
</tr>
<tr>
<td>Tel: 01932 224881</td>
<td>Tel: 01932 820300</td>
</tr>
<tr>
<td><strong>OP PD</strong></td>
<td><strong>OP D PD LDA MH YA</strong></td>
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<tr>
<th>Arbrook House Care Home</th>
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<tbody>
<tr>
<td>36 Copsem Lane, Esher KT10 9HE</td>
<td>Old Schools Lane, Ewell Village, Epsom KT17 1TJ</td>
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<tr>
<td>Tel: 01372 886940</td>
<td>Tel: 0208 393 0137</td>
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<tr>
<th>Ashford House</th>
<th>Rosebery Manor</th>
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<tr>
<td>Long Lane, Stanwell TW19 7AZ</td>
<td>458 Reigate Road, Epsom KT15 5XA</td>
</tr>
<tr>
<td>Tel: 01784 862357</td>
<td>Tel: 01372 899564</td>
</tr>
<tr>
<td><strong>Advert page 96</strong></td>
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<thead>
<tr>
<th>Ashton Lodge Nursing Home</th>
<th>Springfield House Nursing Home</th>
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<tr>
<td>Spelthorne Grove, Sunbury-on-Thames TW16 7DA</td>
<td>6 Stoke Road, Cobham KT11 3AS</td>
</tr>
<tr>
<td>Tel: 01932 761761</td>
<td>Tel: 01932 862580</td>
</tr>
<tr>
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<td><strong>Advert page 84</strong></td>
</tr>
</tbody>
</table>

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<tr>
<th>Charlton Grange Care Home</th>
<th>St George’s Care Home</th>
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</thead>
<tbody>
<tr>
<td>Charlton Lane, Upper Halliford Village, Near Shepperton TW17 8QN</td>
<td>5 Byfleet Road, Cobham KT11 1DS</td>
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<tr>
<td>Tel: 01932 732600</td>
<td>Tel: 01932 808644</td>
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<td><strong>Advert page 84</strong></td>
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<tr>
<th>Church View Care Home</th>
<th>Sunbury Nursing Homes</th>
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<tbody>
<tr>
<td>Falcon Drive, Stanwell TW19 TEU</td>
<td>Thames Street, Sunbury-on-Thames TW16 6AJ</td>
</tr>
<tr>
<td>Tel: 01784 248610</td>
<td>Tel: 01932 785414</td>
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<td><strong>Advert page 80</strong></td>
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<table>
<thead>
<tr>
<th>Emberbrook</th>
<th>Sutton Lodge Care Home</th>
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<tbody>
<tr>
<td>16 Raphael Drive, Thames Ditton KT7 OBL</td>
<td>87 Oatlands Drive, Weybridge KT13 9LN</td>
</tr>
<tr>
<td>Tel: 0208 398 3300</td>
<td>Tel: 01932 809567</td>
</tr>
<tr>
<td><strong>OP D PD MH</strong></td>
<td><strong>Advert page 84</strong></td>
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<thead>
<tr>
<th>Epsom Beaumont, The</th>
<th>Wesley Lodge</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-22 Church Street, Epsom KT17 4QB</td>
<td>2 Waverley Close, off Approach Road, West Molesey KT8 2NP</td>
</tr>
<tr>
<td>Tel: 01372 541401</td>
<td>Tel: 0208 941 8826</td>
</tr>
<tr>
<td><strong>Advert page 96</strong></td>
<td><strong>OP PD LDA</strong></td>
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<thead>
<tr>
<th>Glebe House Care Home</th>
<th>White Gates Care Centre</th>
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<tbody>
<tr>
<td>The Broadway, Laleham, Staines TW18 1SB</td>
<td>1 Condor Road, Laleham, Staines TW18 1UG</td>
</tr>
<tr>
<td>Tel: 01784 451643</td>
<td>Tel: 01784 441287</td>
</tr>
<tr>
<td><strong>OP D</strong></td>
<td><strong>OP D PD SI YA</strong></td>
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</table>

<table>
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<tr>
<th>Hendford Nursing Home</th>
<th>Whiteley Village</th>
</tr>
</thead>
<tbody>
<tr>
<td>Howell Hill Grove, East Ewell, Epsom KT17 3ER</td>
<td>Octagon Road, Whiteley Village, Walton-on-Thames KT12 4EH</td>
</tr>
<tr>
<td>Tel: 0208 393 7891</td>
<td>Tel: 01932 857821</td>
</tr>
<tr>
<td><strong>OP D MH</strong></td>
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<tr>
<th>Home of Compassion</th>
<th>Wingham Court Care Home</th>
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<tr>
<td>58 High Street, Thames Ditton KT7 OTT</td>
<td>Oaken Lane, Claygate KT10 0RQ</td>
</tr>
<tr>
<td>Tel: 01206 224100</td>
<td>Tel: 01372 886909</td>
</tr>
<tr>
<td><strong>Advert pages 50 &amp; 51</strong></td>
<td><strong>Advert page 84</strong></td>
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<table>
<thead>
<tr>
<th>Jasmine at Primrose</th>
<th><strong>PD LDA YA</strong></th>
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<tbody>
<tr>
<td>Primrose 2, The Meadows, Horton Lane, Epsom KT19 8PB</td>
<td></td>
</tr>
<tr>
<td>Tel: 01372 203445</td>
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</table>

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

---

**My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705**
# South West Surrey care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel Numbers</th>
<th>Service</th>
<th>Key</th>
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</thead>
<tbody>
<tr>
<td>Abbeywood</td>
<td>Wharf Road, Ash Vale GU12 5AX</td>
<td>0800 085 4253</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>Abbotswood, 33 (The Four Seasons Trust Ltd)</td>
<td>Guildford GU1 1UZ</td>
<td>01483 440352</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Aeolian House</td>
<td>127 Horsham Road, Cranleigh GU6 8DZ</td>
<td>01483 276561</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Albury Care Homes Ltd</td>
<td>6 Albury Road, Guildford GU1 2BT</td>
<td>01483 573847</td>
<td>OP D SI</td>
<td></td>
</tr>
<tr>
<td>Ash Street, 149 (Dimensions)</td>
<td>Ash, Aldershot GU12 6LJ</td>
<td>01252 330529</td>
<td>LDA</td>
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<tr>
<td>Ashbourne Court Care Home</td>
<td>Ashbourne Close, Ash, Aldershot GU12 6AG</td>
<td>01252 326769</td>
<td>OP D PD SI</td>
<td>D</td>
</tr>
<tr>
<td>Ashley House – Guildford</td>
<td>Christmas Hill, Kings Road, Shalford, Guildford GU4 8HN</td>
<td>01483 561406</td>
<td>OP D PD</td>
<td>D</td>
</tr>
<tr>
<td>Beechwood</td>
<td>High Pitfold, Hindhead GU26 6BN</td>
<td>01428 608124</td>
<td>LDA SI YA</td>
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<tr>
<td>Bells Piece – Care Home Learning Disabilities</td>
<td>Hale Road, Farnham GU9 9RL</td>
<td>01252 715138</td>
<td>OP LDA YA</td>
<td>D</td>
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<tr>
<td>Bridge House Care Home</td>
<td>Farnham Road, Elstead GU8 6DB</td>
<td>01252 703035</td>
<td>OP L D PD LDA MH</td>
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<tr>
<td>Broadwater Lodge</td>
<td>Summers Road, Farncombe, Godalming GU7 3BF</td>
<td>01483 414186</td>
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<tr>
<td>Bungalow, The</td>
<td>Beech Lane, Normandy GU3 2JH</td>
<td>01483 810115</td>
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<tr>
<td>Cedars, The</td>
<td>High Pitfold, Hindhead GU26 6BN</td>
<td>01428 609374</td>
<td>PD LDA YA</td>
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<tr>
<td>Crann Dara</td>
<td>East Flexford Lane, Wanborough, Guildford GU3 2JP</td>
<td>01483 808730</td>
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<tr>
<td>Denecroft Residential Home (Seeability)</td>
<td>1 Denmark Road, Guildford GU1 4DA</td>
<td>01483 301315</td>
<td>LDA SI YA</td>
<td>D</td>
</tr>
<tr>
<td>Eastlake</td>
<td>Nightingale Road, Godalming GU7 3AG</td>
<td>01483 413520</td>
<td>OP D</td>
<td></td>
</tr>
<tr>
<td>Felbury House</td>
<td>Felday Road, Holmbury St Mary, Guildford RH5 6NL</td>
<td>01306 730084</td>
<td>OP L D</td>
<td>D</td>
</tr>
<tr>
<td>Fenton Lodge</td>
<td>Hazel Road, Ash Green, Aldershot GU12 6HP</td>
<td>01252 317211</td>
<td>OP PD LDA</td>
<td>D</td>
</tr>
<tr>
<td>Foxwell Cottage</td>
<td>Hunts Hill Road, Normandy, Guildford GU3 2AH</td>
<td>01483 811808</td>
<td>LDA</td>
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<tr>
<td>Grace House Care Home Ltd</td>
<td>71 Lodge Hill Road, Lower Bourne, Farnham GU10 3RB</td>
<td>01252 726406</td>
<td>OP L D</td>
<td>D</td>
</tr>
<tr>
<td>Grange, The</td>
<td>99 Westfield Road, WOKING GU22 9AX</td>
<td>01483 772887</td>
<td>OP D</td>
<td></td>
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<tr>
<td>Haven House</td>
<td>44 King’s Road, Haslemere GU27 2QG</td>
<td>01483 661440</td>
<td>PD LDA YA</td>
<td>D</td>
</tr>
</tbody>
</table>

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

---

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
South West Surrey care homes continued

Kathryn’s House
43-49 Farnham Road, Guildford GU2 4JN
Tel: 01483 560070 Advert page 53 OP D PD MH SI YA

Limegrove
St Martin’s Close, East Horsley KT24 6SU
Tel: 01483 280690

Mallow Crescent
25-30 Mallow Crescent, Guildford GU4 7BU
Tel: 01483 455879

Maple Cottage
208 Send Road, Send, Woking GU23 7EN
Tel: 01483 772168

Meath Epilepsy Charity, the
Westbrook Road, Godalming GU2 7QH
Tel: 01483 415095

Middlefield Close, 1 (Dimensions)
Farnham GU9 8RS
Tel: 01252 718479

Mrs P M Eales t/a Just Homes – Douglas Close, 19
Jacobs Well, Guildford GU4 7PB
Tel: 01483 537181

Old Hall, The
Send Marsh Road, Send, Woking GU23 7DJ
Tel: 01483 211674

Pilgrim Wood Residential Home
Sandy Lane, Guildford GU3 1HF
Tel: 01483 573111 Advert page 86

Pines, The
Churt Road, Hindhead GU26 6NL
Tel: 01428 601075

Pymhurst
11 Semaphore Road, Guildford GU1 3PS
Tel: 01483 573318

Redcot Residential Care Home
Three Gates Lane, Haslemere GU27 2LL
Tel: 01428 644637

Ridgway Court
48-50 Ridgway Road, Farnham GU9 8NW
Tel: 01252 715921

Riverswey
Newark Lane, Ripley, Guildford GU23 6DL
Tel: 01483 224099

Shandon
White Lane, Ash Green, Aldershot GU12 6HN
Tel: 01252 312801

Shannon Court
Shannon Court Road, Hindhead GU26 6DA
Tel: 01428 604833

Shottermill House
Liphook Road, Haslemere GU27 1NX
Tel: 0300 303 1475

Springkell House Care Home
Wood Road, Hindhead GU26 6PT
Tel: 01428 605509 Advert page 84

Stonepit Close
42-44 Stonepit Close, Godalming GU7 2LS
Tel: 01483 861066

Surrey Heights
Brook Road, Wormley, Godalming GU6 5UA
Tel: 01428 682734

Vale Road, 15a (United Response)
Aldershot GU12 5HH
Tel: 01252 334880

Wey Valley House
Mike Hawthorn Drive, Farnham GU9 7UQ
Tel: 01252 735522

Whitmore Vale House
Churt Road, Hindhead GU26 6NL
Tel: 01428 604477

Woodlarks Centre, The
Lodge Hill Road, Lower Bourne, Farnham GU10 3RB
Tel: 01252 714041

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

My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
For a choice of elderly care options in Surrey

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of care homes in Surrey could be something for you to think about. And, you don’t need to be a Bupa customer to stay with us.

To find out more, call our Customer Care Team on 0808 252 0807

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. We may record or monitor our calls.

For elderly care. For Living

Springfield House Nursing Home

A small, independent, family run home with a long-standing, dedicated staff.

Providing the very best individual nursing service through our well established team and by recognising our individual residents’ wishes for comfort, security, independence, dignity and freedom of choice.

6 Stoke Road, Cobham, Surrey KT11 3AS  Tel: 01932 862580
Email: springfield@springfieldhousecobham.co.uk   www.springfieldhousecobham.co.uk

Ashton Manor

Nursing Care for Alzheimer’s & Dementia

Beales Lane, Wrecclesham, Farnham GU10 4PY
01252 722967
www.ashtonmanor.co.uk
info@ashtonmanor.co.uk

Robertson Nursing Home

Nursing Care

Priorsfield Road, Hurtmore, Godalming GU7 2RF
01483 421033
www.robertsonnursinghome.co.uk
info@robertsonnursinghome.co.uk

Springkell House

Residential Care for Alzheimer’s & Dementia

Wood Road, Hindhead GU26 6PT
01428 605509
www.springkellcare.co.uk
info@springkellcare.co.uk

We believe our clients deserve a quality lifestyle that respects their dignity and independence, providing peace of mind to their loved ones. Our family owned homes are warm and welcoming, offering a professional, caring and compassionate approach to care of the elderly and those with dementia or Alzheimer’s in a home from home environment.

We have an open door visiting policy, so you may call in to view our homes and meet the team without the need for an appointment.
South West Surrey care homes with nursing

Anchorstone Nursing Home
8 Searle Road, Farnham GU9 8LJ
Tel: 01252 727378

Ashley Park Care Home
The Street, West Clandon, Guildford GU4 7SU
Tel: 01483 378521 Advert page 84

Ashton Manor Nursing Home
Beales Lane, Farnham GU10 4PY
Tel: 01252 729674 Advert page 84

Birtley House Nursing Home
Birtley House, Bramley, Guildford GU5 0LB
Tel: 01483 892055

Bourne Wood Manor Care Home
West Street, Farnham GU9 7AP
Tel: 01252 941376 Advert page 90

Brownscombe House Nursing and Residential Home
Hindhead Road, Haslemere GU27 3PL
Tel: 01428 643528 Advert inside front cover

Cedar Court Care Home
Essex Drive, Cranleigh GU6 8TX
Tel: 01483 275191

Chestnut View Care Home
Lion Green, Haslemere GU27 1LD
Tel: 01428 652622

Claremont Court
Harts Gardens, Guildford GU2 9QA
Tel: 01483 456501

Clavadel, The
1 Pit Farm Road, Guildford GU1 2JH
Tel: 01483 561944

Crest Lodge
Churt Road, Hindhead GU26 6PS
Tel: 01428 605577 Advert inside front cover

Dene Place Care Home
Ripley Lane, West Horsley KT24 6JW
Tel: 01483 610932 Advert page 84

Eastbury Manor Care Home
The Street, Compton, Guildford GU3 1EG
Tel: 01483 342622 Advert page 84

Farnham Mill Nursing Home
Farnham Mill Lane, Farnham, Surrey, GU9 9FN
Tel: 01252 850236 Advert outside back cover

Hatch Mill
Mike Hawthorn Drive, Farnham GU9 7UH
Tel: 01252 899041

Hydon Hill – Care Home with Nursing Physical Disabilities
Clock Barn Lane, Godalming GU8 4BA
Tel: 01483 860516

Jubilee House
Pound Lane, Godalming GU7 1BX
Tel: 01483 420400

Knowle Park Nursing Home
Knowle Lane, Cranleigh GU6 8JL
Tel: 01483 275432 Advert pages 50 & 51

Langham Court
Huntington House Drive, Hindhead GU26 6BG
Tel: 01428 606143

Melbreck
Tilford Road, Rushmoor, Farnham GU10 2ED
Tel: 01252 793474

Moorhouse Nursing Home
Tilford Road, Hindhead GU26 6RA
Tel: 01428 604381

Old Rectory, The
The Street, Ewhurst, Cranleigh GU6 7PX
Tel: 01483 267195

Puttenham Hill House Care Home
Puttenham, off Hogs Back, Guildford GU3 1AH
Tel: 01483 378924 Advert page 84

Queen Elizabeth Park
1-72 Hallowes Close, Guildford GU2 9LL
Tel: 01483 531133

My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705

<table>
<thead>
<tr>
<th>Service Key</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
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<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</table>
Pilgrim Wood is an elegant, 1920s country house situated in three acres of grounds in an area of outstanding natural beauty close to the North Downs Way. Our elevated position provides remarkable views of the surrounding countryside, yet we are conveniently located only two miles from the centre of Guildford.

Registered and compliant with the Care Quality Commission (CQC) for 35 residents over the age of 65 years, we provide long term residential and dementia care as well as respite and convalescent care in an individual, family run home.

We encourage our residents to partake in an active and varied lifestyle, including festive and social events, regular outings, and a daily programme of group activities.

We welcome visitors, so please feel free to stop by or call to make an appointment.

Sandy Lane, Guildford, Surrey GU3 1HF
T: 01483 573111  E: pilgrimwood@goldenagehealthcare.co.uk
www.pilgrimwood.co.uk
Robertson Nursing Home
Priorsfield Road, Hurtmore, Godalming GU7 2RF
Tel: 01483 421033 Advert page 84
OP D

Signature Moorlands Lodge Care Home
Portsmouth Road, Hindhead GU26 6TJ
Tel: 01428 605396
OP PD SI YA

Springfield Manor Nursing Home
Hogsback, Puttenham, Guildford GU3 1AQ
Tel: 01483 810177
OP D

St Catherine’s Manor
Old Portsmouth Road, Artington, Guildford GU3 1LJ
Tel: 01483 531181 Advert inside front cover OP D SI

Sunrise of Guildford
The Aztolat Business Park, Aztolat Way, Peasmarsh, Guildford GU3 1NE
Tel: 01483 307500
OP D

Surrey Hills
Brook Road, Wormley, Godalming GU8 5UA
Tel: 01428 682346 Advert inside front cover OP D SI

Tilford Care & Nursing Home
Grange Road, Tilford GU10 2DG
Tel: 01252 792543
OP D PD MH SI YA

Waverley Grange Care Home
43 Waverley Lane, Farnham GU9 8BH
Tel: 01252 757576 Advert page 84 OP YA

Worpleson View
Worpleson Road, Guildford GU3 3LQ
Tel: 01483 698757 Advert page 96 OP D

South East Surrey care homes

Alexander Lodge
41 Skinners Lane, Ashtead KT21 2NN
Tel: 01372 276052
OP D

Alexandra House – Oxted
31 Pollards Oak Road, Hurst Green, Oxted RH8 0JL
Tel: 01883 380739
OP D PD LDA YA

Alvington House Retirement Home
59 Wray Park Road, Reigate RH2 0EQ
Tel: 01737 222042 Advert page 46 PD

Ambleside Lodge – Redhill
25 Brighton Road, Salfords, Redhill RH1 5DA
Tel: 01293 781418
LDA

Arundel House
34 Garratts Lane, Banstead SM7 2EB
Tel: 01737 737290
OP LDA YA

Ashcroft Care Home
1 Wiggie Lane, Redhill RH1 2HJ
Tel: 01737 789656
OP LDA MH YA

Ashleigh House
39 Redstone Hill, Redhill RH1 4BG
Tel: 01737 761904 LDA YA

Ashtead House
153 Barnett Wood Lane, Ashtead KT21 2LR
Tel: 01372 810330 OP PD LDA YA

Barnett Wood Lane
– Care Home Learning Disabilities
108 Barnett Wood Lane, Ashtead KT21 2LS
Tel: 01372 206231 OP LDA YA

Barnfield
24 Upfield, Horley RH6 7LA
Tel: 01293 786798 OP D

Beeches, The
Forty Foot Road, Leatherhead KT22 8RZ
Tel: 01372 227540 OP D

Bellsgrove Care Home
250 Cobham Road, Fetcham, Leatherhead KT22 9JF
Tel: 01372 379596 OP D

Surrey County Council Care Home

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

My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
### South East Surrey care homes

**Blanford Road (Active Prospects)**  
Reigate RH2 7DP  
Tel: 01737 243818 **Advert page 56**  
**OP PD LDA**

**Bracken Lodge**  
155-157 Foxon Lane, Caterham CR3 5SH  
Tel: 01883 818066  
**PD LDA**

**Bramley House Residential Home**  
Westcott Street, Westcott, Dorking RH4 3NX  
Tel: 01306 740003 **Advert page 90**  
**OP PD SI**

**Briar House**  
89 Povey Cross Road, Horley RH6 0AE  
Tel: 01737 224497  
**LDA**

**Brighton Road, 64 (Avenues South East)**  
Horley RH6 7HT  
Tel: 0208 308 2900  
**LDA**

**Burntwood Lodge**  
84 Burntwood Lane, Caterham CR3 6TA  
Tel: 01883 818085  
**OP PD LDA SI YA**

**Cavendish**  
10 Cavendish Road, Redhill RH1 4AE  
Tel: 01737 760849  
**LDA SI**

**Cavendish House**  
4 Saxbys Lane, Lingfield RH7 6DN  
Tel: 01342 833297  
**LDA YA**

**Cedar Lodge**  
Chapel Road, Charlwood RH6 0DA  
Tel: 01293 826200  
**OP LDA YA**

**Cedarwood Lodge (Active Prospects)**  
9 Chipstead Close, Redhill RH1 6DU  
Tel: 01737 772216 **Advert page 56**  
**OP PD LDA**

**Chalkmead Resource Centre**  
Deans Road, Merstham RH1 3HE  
Tel: 0800 085 4236  
**OP D**

**Champions Place**  
Kent Hatch Road, Limpsfield Chart, Oxted RH8 0TA  
Tel: 01883 722006  
**OP LDA YA**

**Chelsham Lodge**  
High Lane, 634 Limpsfield Road, Warlingham CR6 9DQ  
Tel: 01883 622168  
**LDA**

**Cherry Lodge Rest Home**  
75 Whyteleafe Road, Caterham CR3 5EJ  
Tel: 01883 341471  
**OP D PD SI**

**Chippings**  
28 Russells Crescent, Horley RH6 7DN  
Tel: 01293 775350  
**LDA YA**

**Chipstead Lodge Residential Care Home**  
Hazelwood Lane, Chipstead, Coulsdon CR5 3QW  
Tel: 01377 553552  
**OP D PD LDA MH YA**

**Clockhouse, The (RNIB)**  
12 Shrewsbury Road, Redhill RH1 6BH  
Tel: 01737 773851  
**OP PD LDA SI**

**Cobham Road, 60**  
Fetcham, Leatherhead KT22 9JS  
Tel: 01372 379623  
**OP LDA YA**

**Courthill Care Home**  
2 Court Road, Caterham CR3 5RD  
Tel: 01883 343850  
**OP LDA**

**Courthill House**  
Court Hill, Chipstead CR5 3NQ  
Tel: 01737 557442  
**OP PD LDA YA**

**David Gresham House**  
2 Oak Close, Oxted RH8 0BA  
Tel: 01883 715948  
**OP D PD SI**

**Derby Lodge (SeeAbility)**  
4 Wesley Road, Leatherhead KT22 8ET  
Tel: 01372 389411  
**PD LDA SI**

**Dorandene – Care Home Learning Disabilities**  
42 Alma Road, Reigate RH2 0DN  
Tel: 01737 222009  
**OP LDA YA**

**Dungate Manor**  
Flanchford Road, Reigate RH2 8QT  
Tel: 01737 244149  
**OP D MH YA**

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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>
South East Surrey care homes continued

Elizabeth Court
Grenadier Place, Caterham CR3 5YJ
Tel: 01883 331590 Advert page 44

Grovelands Farmhouse
Tandridge Hill Lane, Godstone RH9 8DD
Tel: 01883 744128

Eversfield
56 Reigate Road, Reigate RH2 0QR
Tel: 01737 229899

Heathers, The – Care Home Learning Disabilities
36 Green Lane, Lower Kingswood KT20 6TL
Tel: 01737 833985

Fengates Road, 1 (Care Management Group)
Redhill RH1 6AH
Tel: 01737 778811

Heathlands
Chequers Lane, Walton-on-the-Hill KT20 7ST
Tel: 01737 817882

Fengates Road, 5 (Care Management Group)
Redhill RH1 6AH
Tel: 01737 778858

Hillside Care Home
259a Coulsdon Road, Caterham CR3 5QR
Tel: 01883 341024

Fircroft Home
114 Ladbrooke Road, Redhill RH1 1LB
Tel: 01737 773424

Holmso House
Princes Road, Redhill RH1 6JJ
Tel: 01737 789850

Flint Cottage
Kingsmill Lane, South Nutfield RH1 5NB
Tel: 01293 826200

Jane House
Effingham Road, Copthorne, Crawley RH10 3HZ
Tel: 07792 462608

Furze Hill Lodge
Furze Hill, Kingswood KT20 6EP
Tel: 01737 362316

Kenilworth
117 Balcombe Road, Horley RH6 9BG
Tel: 0208 308 2900

Gladstone House (RNIB)
24-26 St Johns Road, Redhill RH1 6HX
Tel: 01737 779170

Kenilworth Care Home
74 Diceland Road, Banstead SM7 2ET
Tel: 01737 361858

Grange Residential Care, The
Gloucester Lodge, Rectory Lane, Bookham KT23 4DZ
Tel: 01372 452608

Keswick
Eastwick Park Road, Great Bookham, Leatherhead KT23 3ND
Tel: 01372 456134

Green Acres (Heathcotes)
130 Nork Way, Banstead SM7 1HP
Tel: 0808 102 4070 Advert page 44

La Luz Residential Home
4 High Street, Tadworth KT20 5SD
Tel: 01737 813781

Greenacres
The Horseshoe, Banstead SM7 2BQ
Tel: 0800 102 4070

Larchwood Close, 27 (Royal Mencap Society)
Banstead SM7 1HE
Tel: 01737 370115

Greenways
Effingham Road, Copthorne, Crawley RH10 3HY
Tel: 01342 529422

London Road (Active Prospects)
Redhill RH1 2JQ
Tel: 01737 785400 Advert page 56

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My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705
RIDGEGATE HOME***
‘A Home With A Heart’ • Residential • Respite • Daycare

History of Ridgegate Home
Founded in 1946, Ridgegate Home is a private non-profit-making residence for elderly people of reasonably good health who for various reasons are unable to maintain a home of their own. Ridgegate is registered with CQC and the Charity Commissioners and is run by a qualified manager supported by a Board of Governors who take an active part in the running of the home.

Aims of the home
To offer people in their retirement the opportunity to live in comfortable surroundings, in a relaxed and secure family environment, with the degree of care that is necessary to enhance the quality of life for the individual.

Accommodation
For 25 residents, all individual rooms on four levels, with a passenger lift to all floors including the garden level. Communal rooms add to the relaxed atmosphere providing sunny and spacious sitting rooms for various activities. The home is fully central-heated and has a sophisticated automatic fire-alarm system, safety lighting with a nurse call bell system in all rooms. Double room with lounge and en-suite.

Meals
Good, wholesome, home-cooked meals from a choice of menus are served at small tables in the dining room.

Facilities
NEW large airy garden room which has its own WC and kitchenette... Weekly hairdresser... Regular chiropodist... Large gardens with summer house and pergola... In-house entertainment... Social activities and outings arranged and encouraged... Disabled access... Inter-denominational services take place weekly in the home.

Doctor
Residents are welcome to continue in the care of their own General Practitioner or can change to the care of our local Practitioner.

Inclusive Fees
Services provided in inclusive fees cover: Your own private single bedroom... Choices of meals from a varied menu, catering for special diets... Communal remote control colour TV... 24 hour care support... Personal laundry... Full programme of activities and trips... Weekly mobility exercises.

88 DOODS ROAD, REIGATE, SURREY RH2 0NR
Email: office@ridgegatehome.org.uk Tel: 01737 242926 Web: www.ridgegatehome.org.uk
Registered with Charity Commissioners No. 204859
### South East Surrey care homes continued

<table>
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<tr>
<th>Longford</th>
<th>40 Massetts Road, Horley RH6 7DS</th>
<th>Tel: 01293 430687</th>
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<tr>
<td>Longmead House</td>
<td>1 Buxton Lane, Caterham CR3 5HG</td>
<td>Tel: 01883 340686</td>
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<td>Lumley Road, 16 (Royal Mencap Society)</td>
<td>Horley RH6 7JL</td>
<td>Tel: 01293 782238</td>
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<td>Malvern House</td>
<td>10 Ringley Avenue, Horley RH6 7HA</td>
<td>Tel: 01293 826200</td>
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<td>Manor Crescent, 13 (New Generation Care Ltd)</td>
<td>Byfleet KT14 7EN</td>
<td>Tel: 01932 343799</td>
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<td>Manor Crescent, 15 (New Generation Care Ltd)</td>
<td>Byfleet, West Byfleet KT14 7EN</td>
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<td>Martham House</td>
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<td>Mill Green</td>
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<td>Millview (Active Prospects)</td>
<td>38 The Street, Charlwood RH6 0DF</td>
<td>Tel: 01293 862443</td>
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<td>NCYPE – College Residential Services Lingfield</td>
<td>St Piers Lane, Lingfield RH7 6PW</td>
<td>Tel: 01342 832243</td>
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<td>Nower House</td>
<td>Coldharbour Lane, Dorking RH4 3BL</td>
<td>Tel: 01306 740076</td>
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<td>Nutbush Cottage</td>
<td>Bonehurst Road, Horley RH6 8PP</td>
<td>Tel: 01293 823620</td>
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<td>Oakleigh</td>
<td>Evelyn Gardens, Godstone RH9 8BD</td>
<td>Tel: 01883 731000</td>
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<td>Oakwood Road, 56 (Avenues South East)</td>
<td>Horley RH6 7BU</td>
<td>Tel: 0208 308 2900</td>
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<tr>
<td>Orchard Court</td>
<td>East Grinstead Road, Lingfield RH7 6ET</td>
<td>Tel: 01342 834444</td>
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<td>Ormesby House</td>
<td>West Hill, Oxted RH8 9JB</td>
<td>Tel: 01883 714757</td>
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<td>Pantiles Care Home Ltd, The</td>
<td>67 Harriotts Lane, Ashtead KT21 2QF</td>
<td>Tel: 01372 275310</td>
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<tr>
<td>Parklands</td>
<td>7 Eldersley Close, Redhill RH1 2AJ</td>
<td>Tel: 01737 765179</td>
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<td>Pinehurst Rest Home</td>
<td>Zig-Zag Road, Mickleham, Dorking RH5 6BY</td>
<td>Tel: 01306 889942</td>
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<td>Pines, The (Active Prospects)</td>
<td>2 College Crescent, Redhill RH1 2HL</td>
<td>Tel: 01737 771286</td>
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<td>Poplars</td>
<td>87 Povey Cross Road, Horley RH6 OAE</td>
<td>Tel: 01293 825154</td>
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<td>Priors Mead care Home</td>
<td>26 Blanford Road, Reigate RH2 7DR</td>
<td>Tel: 01737 224334</td>
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<td>Prosignia Ltd – 14 Church Lane Avenue</td>
<td>The Bungalow, 14 Church Lane Avenue, Coulsdon CR5 3RT</td>
<td>Tel: 01377 552391</td>
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<tr>
<td>Queen Elizabeth’s Foundation Dorincourt</td>
<td>Oaklawn Road, Leatherhead KT22 0BT</td>
<td>Tel: 01372 841300</td>
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<tr>
<td>Rainscombe Bungalow</td>
<td>Rainscombe Farm, Dowlands Lane, Smallfield RH6 9SB</td>
<td>Tel: 01342 841501</td>
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**My Care Selection FREE Advice Line For Surrey Phone 0203 325 7705**
Provision of a quality service for adults with mental health and physical needs requiring long term, short term or respite care

Individualised 24 hour nursing by qualified and experienced staff

A range of accommodation options available

A selection of freshly prepared, home cooked meals catering for all dietary requirements

Comprehensive activities and recreational programme with visitors always welcome

Fees based on the type of accommodation and the level of care required by the individual

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Email: info@broome-park.co.uk
Web: www.broome-park.co.uk

Station Road
Betchworth
Surrey RH3 7DF

Committed to caring

Residential, Nursing & Dementia Care

Discover the Gracewell difference for yourself

• Highly trained and compassionate caring team
• A choice of stylish en-suite rooms
• Spacious lounges to relax and unwind
• Luxurious hair and beauty salon with nail bar

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Leatherhead, Surrey KT23 4DY
GracewellBookham.co.uk

Gracewell of Horley Park
Call 01293 735062 or email horleypark.haa@gracewell.co.uk
287 Court Lodge Road,
Horley, Surrey RH6 8RG
GracewellHorleyPark.co.uk

Outstanding care within an independent Home

Maintaining the highest professional standards within a quiet, comfortable ‘Home from Home’ environment

• 24 hour expert nursing care by qualified nurses
• Long stay or respite care for seniors
• Excellent home cooked menu
• Varied range of activities
• Comfortable and friendly atmosphere
• Personal service with family-run values

For further information call today on 01737 240563 or 242647 or visit www.wray-common.co.uk

Wray Common Road I Reigate I Surrey I RH2 0ND

Search for care at www.carechoices.co.uk to find support in your area
South East Surrey care homes continued

Rainscombe House
Rainscombe Farm, Dowlands Lane,
Smallfield RH6 9SB
Tel: 01342 844772  OP  D  PD  LDA  MH  SI  YA

Ranmore House
12 Fir Tree Road, Banstead SM7 1NG
Tel: 01737 379481  OP  PD  LDA  YA

Redehall Cottage
134 Redehall Road, Smallfield RH6 9RH
Tel: 01342 844341  OP  LDA YA

Redstone House
43 Redstone Hill, Redhill RH1 4BG
Tel: 01737 762196  LDA YA

Redstone House
Kings Cross Lane, South Nutfield, Redhill RH1 5NY
Tel: 01737 823850  OP  LDA SI YA

Regard Partnership Ltd, The – 3 Clareville Road
Caterham CR3 6LA
Tel: 01883 340181  LDA

Reigate Road, 69 (Avenues South East)
Hookwood, Horley RH6 0HL
Tel: 01293 786949  LDA SI

Ridgeway Manor Residential Care Home
Barrow Green Road, Oxted RH8 9NE
Tel: 01883 717055  OP  D  PD  MH SI

Rosedene (Active Prospects)
54 Higher Drive, Banstead SM7 1PQ
Tel: 020 8393 5162  Advert page 56  OP  D  PD  LDA SI

Roseland
Garratts Lane, Banstead SM7 2EQ
Tel: 01737 355022  OP  D  PD

Roseleigh
39 Ringley Avenue, Horley RH6 7EZ
Tel: 01293 824233  LDA

Rosetta
2 Queens Park Road, Caterham CR3 5RB
Tel: 01883 342454  OP  D  PD  LDA  MH  SI  YA

Rowans, The
27 Tadworth Street, Tadworth KT20 5RJ
Tel: 01737 817973  LDA

Shardeloes (Care Management Group)
Ashtead Woods Road, Ashtead KT21 2EQ
Tel: 01372 273228  LDA

Sheiling, The
81-83 Colman Way, Redhill RH1 2BB
Tel: 01737 760336  OP  D  PD  LDA  SI  YA

Short Breaks Banstead
The Horseshoe, Banstead SM7 2BG
Tel: 07714 614665  OP  PD  LDA YA

Shrewsbury House
Battlebridge Lane, Merstham RH1 3LH
Tel: 01737 215135  OP LDA YA

Smallbrook Care Home
Suffolk Close, Horley RH6 7DU
Tel: 01293 772576  Advert page 54  OP D

Spencer Way, 1a (Avenues South East)
Redhill RH1 5LF
Tel: 0208 308 2900  LDA

Spring Park
Camden Road, Lingfield RH7 6AF
Tel: 01342 832583  OP LDA YA

Stanecroft
Spook Hill, North Holmwood, Dorking RH5 4EG
Tel: 01306 876567  OP  D  PD  LDA MH

Sunrise of Banstead
Croydon Lane, Banstead SM7 3AG
Tel: 01737 850150  OP D

Surrey Views (SeeAbility)
2 Wesley Road, Leatherhead KT22 8ET
Tel: 01372 383005  LDA SI YA

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

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Tanners Farm
Balcombe Road, Horley RH6 9EF
Tel: 01293 776431

Threeways
5 Brighton Road, Salfords, Redhill RH1 5BS
Tel: 01737 760561

Tuscany House (Care Management Group)
21a Horsham Road, Dorking RH4 2JA
Tel: 01306 888 304

Upfield
1 Upfield, Horley RH6 7JY
Tel: 01293 782396

Walton Heath Manor
Hurst Drive, Walton-on-the-Hill KT20 7QT
Tel: 01737 814010

Westhalls Park, 4 (Avenues South East)
Warlingham CR6 9HS
Tel: 01883 621359

Westhaven
68 Blackborough Road, Reigate RH2 7BX
Tel: 01737 221503

Westhill Care Home
39-41 Westway, Caterham CR3 5TQ
Tel: 01883 341024

Westwinds – Care Home Learning Disabilities
48 West Street, Reigate RH2 9DB
Tel: 01737 246551

Whitehatch
Oldfield Road, Horley RH6 7EP
Tel: 01293 782123

Willows, The
High Pitfold, Hindhead GU26 6BN
Tel: 0800 035 3776

Willows, The (SeeAbility)
1 Wesley Road, Leatherhead KT22 8ET
Tel: 01372 383286

Wolfe House Care Home
Wolf’s Row, Limpstone, Oxted RH8 0EB
Tel: 01883 716627

Wolverton Gardens (Active Prospects)
18 Wolverton Gardens, Horley RH6 7LX
Tel: 01293 774813 Advert page 56

Wood Close
1 Wood Close, Horley RH1 5EE
Tel: 01293 826200

Woodcroft
69 Lonesome Lane, Reigate RH2 7QT
Tel: 01737 241821

Woodlands Residential Home (SeeAbility)
42 Massets Road, Horley RH6 7DS
Tel: 01293 784235

Woodview (Active Prospects)
Coulson Road, Caterham CR3 5NE
Tel: 01883 331309 Advert page 56

Wray Park Care Home
55 Alma Road, Reigate RH2 0DN
Tel: 01737 248245 Advert page 46

Young Prospects (Active Prospects)
29 Shrewsbury Road, Redhill RH1 6BH
Tel: 01737 778572 Advert page 56

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Service Key
OP Older people (65+)
PD Physical disability
MH Mental health
HI Homeless
SI Sensory impairments
AD People who misuse alcohol or drugs
LDA Learning disability, autism
YA Younger adults
D Dementia
South East Surrey care homes with nursing

<table>
<thead>
<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Service Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acorn Court Care Home</td>
<td>The Kilns, Redhill RH1 2NX</td>
<td>0208 879 6550</td>
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<td>Ballater House</td>
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<td>Belvedere House</td>
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<tr>
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<td>16 Highfields, Ashtead KT21 2NL</td>
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<td>Bolters Corner Nursing Home</td>
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</tr>
<tr>
<td>Broome Park Nursing Home</td>
<td>Station Road, Betchworth RH3 7DF</td>
<td>01377 843333</td>
<td>Advert page 92</td>
</tr>
<tr>
<td>Buxton Lodge Care Home</td>
<td>53 Buxton Lane, Caterham CR3 5HL</td>
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<td>Charters Court Nursing and Residential Home</td>
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<tr>
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<td>151 Bletchingley Road, Merstham, Redhill RH1 3QN</td>
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<td>Advert pages 50 &amp; 51 OP D</td>
</tr>
<tr>
<td>Cranmer Court</td>
<td>Farleigh Road, Farleigh Common, Warlingham CR6 9PE</td>
<td>01883 627713</td>
<td>Advert pages 50 &amp; 51 OP D</td>
</tr>
<tr>
<td>Deepdene Care Centre</td>
<td>Hill View, Reigate Road, Dorking RH4 1SY</td>
<td>01306 732880</td>
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<td>Eastcroft Nursing Home</td>
<td>7 Woodmansterne Lane, Banstead SM7 3EX</td>
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<tr>
<td>Elms Nursing Home, The</td>
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<td>OP D PD SI YA</td>
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<tr>
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<td>2 Firtree Road, Banstead SM7 1NG</td>
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<tr>
<td>Garth House</td>
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<td>0808 223 5507</td>
<td>Advert pages 50 &amp; 51 OP D</td>
</tr>
<tr>
<td>Gilead House</td>
<td>Quality Street, Merstham, Redhill RH1 3BB</td>
<td>01737 648300</td>
<td>OP PD MH SI</td>
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<tr>
<td>Glebe House Care Home (Nursing)</td>
<td>Church Lane, Chaldon, Caterham CR3 5AL</td>
<td>01883 344434</td>
<td>OP PD SI YA</td>
</tr>
<tr>
<td>Gracewell of Bookham</td>
<td>Rectory Lane, Little Bookham, Leatherhead KT23 4DY</td>
<td></td>
<td>Advert page 92</td>
</tr>
</tbody>
</table>

**Service Key**

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

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Tandridge Heights • Tel: 01883 868 039
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Thackeray House • Tel: 020 8185 0574
58 Addiscombe Road, Croydon, CR0 5PH

Windmill Manor • Tel: 01883 868 037
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Worpleston View • Tel: 01483 698 757
Worpleston Road, Guildford, GU3 3LQ
Wykeham House • Tel: 01293 831 042
21 Russells Crescent, Horley, RH6 7DJ

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### South East Surrey care homes with nursing continued

<table>
<thead>
<tr>
<th>Gracewell of Horley Park</th>
<th>Parkside Nursing Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst House, 287 Court Lodge Road,</td>
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</tr>
<tr>
<td>Horley RH6 8RG</td>
<td>Tel: 01737 361518</td>
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<td>Tel: 01293 735062 Advert page 92</td>
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<td>OP D PD SI YA</td>
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<td>Ford Manor Road, Dormansland,</td>
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<td>Heatherley – Care Home with Nursing</td>
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<td>Physical Disabilities</td>
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<tr>
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<td>Reigate Beaumont, The</td>
</tr>
<tr>
<td>Warren Lodge Drive,</td>
<td>Colley Lane, Reigate RH2 9JB</td>
</tr>
<tr>
<td>Kingswood KT20 6QN</td>
<td>Tel: 01737 742763 Advert page 96</td>
</tr>
<tr>
<td>Tel: 01737 830480</td>
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<td>OP D</td>
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<td>46 West Street, Reigate RH2 9DB</td>
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<td>Tel: 01737 248245 Advert page 46</td>
</tr>
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<td>30 Oakfield Road, Ashtead KT21 2RD</td>
<td>The Avenue, Tadworth, Near Epsom KT20 5AT</td>
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<td>Tel: 01372 272540</td>
<td>Tel: 01737 888245 Advert page 84</td>
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<tr>
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<td>Tel: 01342 893043</td>
<td>Tel: 01883 868039 Advert page 96</td>
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<td>Old Wall Cottage Care Home</td>
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<td>Old Reigate Road, Betchworth RH3 TDR</td>
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<td>OP Older people (65+)</td>
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<td>D Dementia</td>
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<td>AD People who misuse alcohol or drugs</td>
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</tr>
</tbody>
</table>

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

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

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Index

A

Abbey Chase Nursing Home 76
Abbeywood 82
Abbotswood, 33 (The Four Seasons Trust Ltd) 82
Abletrust Care 21
Absolute Care Services Ltd (Reigate) 21
Acacia Homecare Ltd 21
Acacia Lodge – Staines 81
Acorn Court Care Home 95
Active Prospects (Community Prospects) 25
Adelaide House Care Home 81
Adelphi Court 21
Advantage Nursing Agency Ltd 21
Aeolian House 82
Agincare UK Surrey 21
Aims Homecare Ltd 21
Aims Homecare Ltd – Leatherhead 21
Albert Residential Home 78
Albury Care Homes Ltd 82
Albury Care Ltd 21
Alexander Lodge 87
Alexandra House – Oxted 87
Alfa House 21
Alina Homecare Chobham 21
Alina Homecare Guildford 21
Alina Homecare Horley 21
Alina Homecare Specialist Care – Surrey 21
Alina Homecare Walton-on-Thames 21
All About Care 21
All Star Care 21
Almost Family Ltd 21
Alpenbest Care 21
Alum Care Ltd 95
Alvington House Retirement Home 87
Amazed Care Services 21
Amazing Angels Homecare 21
Ambleside Lodge – Redhill 87
Amly Homecare 21
Anchorstone Nursing Home 85
Angel Heart Home Care Ltd 21
Angel Touch Care Agency 23
Apoel Prime Care – Hersham 23
Appleby House 78
Arbour Care 23
Arbrook House Care Home 81
Arundel House 23, 87
Ash Street, 149 (Dimensions) 82
Ashbourne Court Care Home 82
Ashcroft Care Home 87
Ashcroft Care Services 23
Ashford House 81
Ashleigh House 82
Ashley House – Guildford 85
Ashley Park Care Home 95
Ashlong House Domiciliary Care 23
Ashton Lodge Nursing Home 87
Ashton Manor Nursing Home 81
Aspen Live In Care Services Ltd 85
Assist Home Care 23
Assured Care Surrey Ltd 23
Astor Care and Nursing Agency 23
Atkins Care Services Ltd 23
Austin Place 76
Avens Court Nursing Home 95

B

Bagsbot Park Care Centre 76
Ballet House 95
Barnett Wood Lane – Care Home Learning Disabilities 87
Barnfield 21
Barossa Road, 25 (Royal Mencap Society) 73
Beauchamp Court 21
Beaufort House 73
Beaumont Lodge Nursing Home 76
Beech Lodge – Thames Ditton 78
Beech Trees 73
Beeches, The 87
Beechwood 82
Bellgrove Care Home 87
Bells Piece – Care Home Learning Disabilities 82
Bells Piece Supported Living Service 23
Belvedere House 95
Berkeley Home Health – Surrey & Berkshire 87
Berkeley Home Health Ltd – Southeast 23
Bernard Sunley Nursing and Dementia Care Home, The 76
Berryscroft Road, 29 (Brand Homes Ltd) 78
Berryscroft Road, 55 (Brand Homes Ltd) 78
Birchlands 73
BirdsCroft Nursing Home 95
Birtley House Nursing Home 23, 85
Blanford Road (Active Prospects) 88
Bluebird Care 23
Bolters Corner Nursing Home 95
Bourne Wood Manor Care Home 85
Boyce Care 23
Bracken Lodge 88
Bramley House Residential Home 88

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Advertiser</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Briar House</td>
<td>88</td>
</tr>
<tr>
<td>Bridge House Care Home</td>
<td>82</td>
</tr>
<tr>
<td>Brighter Care</td>
<td>23</td>
</tr>
<tr>
<td>Brighton Road, 64 (Avenues South East)</td>
<td>88</td>
</tr>
<tr>
<td>Britannia Homecare Ltd</td>
<td>23</td>
</tr>
<tr>
<td>Broadwater Lodge</td>
<td>82</td>
</tr>
<tr>
<td>Brook House</td>
<td>76</td>
</tr>
<tr>
<td><strong>Broome Park Nursing Home</strong></td>
<td><strong>95</strong></td>
</tr>
<tr>
<td><strong>Brownscombe House Nursing and Residential Home</strong></td>
<td><strong>85</strong></td>
</tr>
<tr>
<td>BS24 Ltd</td>
<td>23</td>
</tr>
<tr>
<td>Bungalow, The</td>
<td>82</td>
</tr>
<tr>
<td>Burgh Heath Lodge</td>
<td>78</td>
</tr>
<tr>
<td>Burntwood Lodge</td>
<td>88</td>
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<tr>
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<td>95</td>
</tr>
<tr>
<td><strong>C</strong></td>
<td></td>
</tr>
<tr>
<td>Camberley</td>
<td>23</td>
</tr>
<tr>
<td>Camberley Cottage</td>
<td>73</td>
</tr>
<tr>
<td><strong>Camberley Manor</strong></td>
<td><strong>76</strong></td>
</tr>
<tr>
<td>Cambridge House</td>
<td>73</td>
</tr>
<tr>
<td>Care Givers Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Care Options</td>
<td>25</td>
</tr>
<tr>
<td>Care4u – Surrey</td>
<td>25</td>
</tr>
<tr>
<td>CareArt UK</td>
<td>25</td>
</tr>
<tr>
<td><strong>Caremark (Guildford &amp; Woking)</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Caremark (Mid Surrey)</td>
<td>25</td>
</tr>
<tr>
<td>Caremark (Spelthorne and Runnymede)</td>
<td>25</td>
</tr>
<tr>
<td>Carers at Home Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Carers with Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Caterham Domiciliary Care Agency</td>
<td>25</td>
</tr>
<tr>
<td>Catherine House</td>
<td>25</td>
</tr>
<tr>
<td>Catto Homecare</td>
<td>25</td>
</tr>
<tr>
<td>Cavendish</td>
<td>88</td>
</tr>
<tr>
<td>Cavendish Domiciliary Care Agency</td>
<td>25</td>
</tr>
<tr>
<td>Cavendish House</td>
<td>88</td>
</tr>
<tr>
<td>Cedar Court Care Home</td>
<td>85</td>
</tr>
<tr>
<td>Cedar Lodge</td>
<td>88</td>
</tr>
<tr>
<td><strong>Cedar Lodge Nursing Home</strong></td>
<td><strong>76</strong></td>
</tr>
<tr>
<td>Cedars Care Home, The</td>
<td>78</td>
</tr>
<tr>
<td>Cedars, The</td>
<td>82</td>
</tr>
<tr>
<td><strong>Cedarwood Lodge (Active Prospects)</strong></td>
<td><strong>88</strong></td>
</tr>
<tr>
<td>Chalkmead Resource Centre</td>
<td>88</td>
</tr>
<tr>
<td>Champions Place</td>
<td>88</td>
</tr>
<tr>
<td>Charlton Grange Care Home</td>
<td>81</td>
</tr>
<tr>
<td>Charters Court Nursing and Residential Home</td>
<td>95</td>
</tr>
<tr>
<td>Chelsham Lodge</td>
<td>88</td>
</tr>
<tr>
<td><strong>Chenas Homecare Specialists Ltd</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Cherrydale</td>
<td>73</td>
</tr>
<tr>
<td>Cherry Lodge Rest Home</td>
<td>88</td>
</tr>
<tr>
<td>Chestnuts, The</td>
<td>73</td>
</tr>
<tr>
<td>Chestnut View Care Home</td>
<td>85</td>
</tr>
<tr>
<td>Children’s Trust, The – Tadworth</td>
<td>25</td>
</tr>
<tr>
<td>Chippings</td>
<td>88</td>
</tr>
<tr>
<td>Chipstead Lodge Residential Care Home</td>
<td>88</td>
</tr>
<tr>
<td>Church Farm Bungalow</td>
<td>73</td>
</tr>
<tr>
<td><strong>Church View Care Home</strong></td>
<td><strong>81</strong></td>
</tr>
<tr>
<td>Claremont Court</td>
<td>85</td>
</tr>
<tr>
<td>Clarriots Care Surrey North</td>
<td>25</td>
</tr>
<tr>
<td>Clarriots Care Surrey West</td>
<td>25</td>
</tr>
<tr>
<td><strong>Classic Home Care Services Ltd</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Clavadel, The</td>
<td>85</td>
</tr>
<tr>
<td>Clockhouse, The (RNIB)</td>
<td>88</td>
</tr>
<tr>
<td>Cobham Road, 60</td>
<td>88</td>
</tr>
<tr>
<td>College of St Barnabas</td>
<td>25, 95</td>
</tr>
<tr>
<td><strong>Collingwood Grange Care Home</strong></td>
<td><strong>76</strong></td>
</tr>
<tr>
<td>Combe House</td>
<td>73</td>
</tr>
<tr>
<td>Community Support Services (CMG)</td>
<td>25</td>
</tr>
<tr>
<td>Coombe Dingle Nursing Home</td>
<td>95</td>
</tr>
<tr>
<td>Copperfield House</td>
<td>78</td>
</tr>
<tr>
<td><strong>Coppice Lea</strong></td>
<td><strong>95</strong></td>
</tr>
<tr>
<td><strong>Corrinnia Lodge</strong></td>
<td><strong>76</strong></td>
</tr>
<tr>
<td>Cossins House Care Home</td>
<td>78</td>
</tr>
<tr>
<td>County Care Independent Living Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Courthill Care Home</td>
<td>88</td>
</tr>
<tr>
<td>Courthill House</td>
<td>88</td>
</tr>
<tr>
<td>Coveham</td>
<td>25, 78</td>
</tr>
<tr>
<td><strong>Coxhill Manor Nursing and Residential Home</strong></td>
<td><strong>76</strong></td>
</tr>
<tr>
<td>Cranmer Court</td>
<td>95</td>
</tr>
<tr>
<td>Crann Dara</td>
<td>82</td>
</tr>
<tr>
<td>Crann Mor Nursing Home</td>
<td>76</td>
</tr>
<tr>
<td>Crest Care Services Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>Crest Lodge</strong></td>
<td><strong>85</strong></td>
</tr>
<tr>
<td><strong>Crossroads Care Surrey</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Crystal Care Home Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>D</strong></td>
<td></td>
</tr>
<tr>
<td>David Gresham House</td>
<td>88</td>
</tr>
<tr>
<td>Deepdene Care Centre</td>
<td>95</td>
</tr>
<tr>
<td>Denecroft Residential Home (Seeability)</td>
<td>82</td>
</tr>
<tr>
<td><strong>Dene Place Care Home</strong></td>
<td><strong>85</strong></td>
</tr>
<tr>
<td>Derby House</td>
<td>95</td>
</tr>
<tr>
<td>Derby Lodge (SeeAbility)</td>
<td>88</td>
</tr>
<tr>
<td><strong>District Home Care Ltd</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Dorandene – Care Home Learning Disabilities</td>
<td>88</td>
</tr>
<tr>
<td>Dorset House</td>
<td>27</td>
</tr>
<tr>
<td>Doves Healthcare Ltd</td>
<td>27</td>
</tr>
<tr>
<td>Downsvale Nursing Home</td>
<td>95</td>
</tr>
<tr>
<td>Dungate Manor</td>
<td>88</td>
</tr>
<tr>
<td><strong>E</strong></td>
<td></td>
</tr>
<tr>
<td>East Surrey Area Reablement Service</td>
<td>27</td>
</tr>
<tr>
<td><strong>Eastbury Manor Care Home</strong></td>
<td><strong>85</strong></td>
</tr>
<tr>
<td>Eastcroft Nursing Home</td>
<td>95</td>
</tr>
<tr>
<td>Eastlake</td>
<td>82</td>
</tr>
<tr>
<td>Echelforde</td>
<td>78</td>
</tr>
<tr>
<td>Elders Care Home, The</td>
<td>78</td>
</tr>
<tr>
<td><strong>Elizabeth Court</strong></td>
<td><strong>89</strong></td>
</tr>
<tr>
<td>Elmfield House</td>
<td>73</td>
</tr>
</tbody>
</table>
Elms Nursing Home, The Emberbrook
Epsom Beaumont, The Epsom Lodge
Eversfield
Everycare (Central Surrey) Everycare (East Surrey) Ltd
Excellent Care Ltd

Farnham Mill Nursing Home
Felbury House
Fengates Road, 1 (Care Management Group)
Fengates Road, 5 (Care Management Group)
Fenton Lodge
Field Lane Domiciliary Agency, The Fir Trees House
Fircroft Home
Firlawn
Firtree House Nursing Home
Flint Cottage
Foxwell Cottage
Furze Hill Lodge

Gables Care home
Garth House
Gibraltar Crescent, 36a (RNID Action on Hearing Loss)
Gilead House
Gladstone House (RNIB)
Glebe Cottage
Glebe House Care Home
Glebe House Care Home (Nursing)
Glendale
Global House
Goodworth Road
Grace at Home Ltd
Grace House Care Home Ltd
Gracewell of Bookham
Gracewell of Horley Park
Gracewell of Woking
Grange Nursing Home, The
Grange Residential Care, The
Grange Retirement Home, The
Grange Supported Living Service, The
Grange, The
Greathed Manor Nursing Home
Green Acres (Heathcotes)
Green Lane
Greenacres
Greens, The
Greenway Homecare (Surrey) Ltd
Greensways
Greys Residential Home
Grovelands Farmhouse
Guildford and Waverley Area Reablement Service
Guildford Road, 330
(Living Ambitions Ltd)
Guildford Road, 330a
(Living Ambitions Ltd)

Gilead House

Helping Hands Epsom
Helping Hands Guildford and Godalming
Helping Hands Horley
Hendford Nursing Home
Heywood Carers
High Street, 31 (Quest Haven Ltd)
Hill View Care Home
Hillcroft
Hillside Care Home
Hillside Resource Centre
Holkham House
Holly Lodge Nursing Home
Holmwood Nursing Home
Home Counties Carers
Home Instead Senior Care
Homecare Woking
Homelea
Home of Compassion
Howards Residential Home
Huntington House
Huntley Close, 7 (Dimensions)
Hydon Hill – Care Home with Nursing Physical Disabilities

In Safe Hands Home Care Ltd
Independence Homes Domiciliary Care Agency
Inglewood House
IRC Care Services Ltd

Jackman’s Lodge
Jane House
Jasmine at Primrose
Jubilee House
Jubilee Road, 42 (Dimensions)
Jutland Place, 9-10 (Royal Mencap Society)
Kare Plus Guilford 29
Kare Plus Staines & Weybridge 29
Kathryn’s House 83
Kenilworth
Kenilworth Care Home
Keswick
Kettlewell House Nursing Home 29, 76
Kind Caring at Home Ltd 29
Kings Lodge 75
Kings Lodge Care Centre 76
Kingsbury Court 76
Kingsclear 76
Kingscroft 79
Kingsleigh 75
Kingsmead House Care Home 76
Kingswood Court Care Home
Knowle Park Nursing Home 85

Lakeview Care Home 75
La Luz Residential Home 89
Langdown House 79
Langham Court 85
Lantern Care Services 29
Larchwood Close, 27 (Royal Mencap Society) 89
Larkfield 97
Leighton House Private Nursing Home 81
Limegrove 83
Linden House 79
Linwood 79
London Care Partnership Ltd – 187 Nursery Road 79
London Care Partnership Ltd – School House 79
London Road (Active Prospects) 89
Longdene Homecare Ltd – North Surrey 29
Longdene Homecare Ltd – South West Surrey 29
Longdene Homecare Ltd – Surrey Heath & Berkshire 29
Longdown Road (Care Management Group) 79
Longford
Longmead House
Loving Care Domiciliary Services Ltd 29
Loyalcare Group Services Ltd 29
Lumley Road, 16 (Royal Mencap Society) 91
Luv To Care 29

Macdonald Care Services 29
Mallow Crescent 29, 83
Malvern House 91
Manor Crescent, 13 (New Generation Care Ltd) 81
Manor Crescent, 15 (New Generation Care Ltd) 91
Maple Cottage 83
Marie Curie Nursing and Domiciliary Care Service, South East Region 29
Martham House 91
Mayfair Homecare 29
Mayfield House Residential Home 85
Meadowside 76
Mears Care – Surrey 79
Meath Epilepsy Charity, the 83
Meath Home Support 29
Melbreck 85
Merlewood 76
Mi Care Southern Ltd 31
Middlefield Close, 1 (Dimensions) 83
Mid Surrey Area Reablement Service 31
Mill Green 91

Millview (Active Prospects) 91
Milner House 97
Mitchells Domiciliary Care Services 31
Moor House Residential Care Home 79
Moore Place 79
Moorhouse Nursing Home 85

Moorlands Nursing Home 76
Morecare Services (UK) Ltd 31
Mr & Mrs A H Akbarally 79
Mrs P M Eales T/A Just Homes – Douglas Close, 19 83
Mulberry Home Care Services Ltd 31
Mulberry Living Ltd 31
Murach House 31
My Home Care Agency Ltd

Nas Community Services (Godalming) 31
NCYPE – College Residential Services Lingfield 83
Newcross Healthcare Solutions Ltd (Woking) 31
NHES Care 31

Nightingale Holistic Services Ltd 31
Norfolk House 81
North West Surrey Area Reablement Service 31
Novus Care Ltd 31

Nower House 91
Nutbush Cottage 91

Oakcroft House Care Home 77
Oakfield Nursing Home 97
Oak House Care Home 79
Oakhurst Court Nursing Home 97
Oaklawn 79
Oakleigh 91
Oakley House Ltd  79
Oakwood  97
Oakwood Road, 56  (Avenues South East)  91
Old Hall, The  83
Old Rectory, The  85
Old Wall Cottage Care Home  97
**Orchard Court**  91
Orchard House  79
Ormesby House  91
Orpheus Centre, The  31

**P**
Palmer Crescent  75
**Pannonia Home Care**  31
Pantiles Care Home Ltd, The Parklands  31, 91
Parkside Nursing Home  97
Pathway for Care  31
Pattom Ltd  31
Pembroke House  77
Phoenix Care Services Ltd  31
Pickering House  97
**Pilgrim Wood Residential Home**  83
Pinehurst Rest Home  91
Pines, The  79, 83
**Pines, The (Active Prospects)**  91
Platinum Care Appointments Ltd – 8 Meon Close  31
Poplars  91
Premier Care Services  31
Prestige Nursing – Redhill  31
Princess Alice Hospice  31
**Princess Christian Residential and Nursing Care Home**  75
**Princess Christian Residential and Nursing Care Home**  77
Priors Mead care Home  91
Priory Court Care Home  81
Prosignia Ltd – 14 Church Lane Avenue  91
**Puttenham Hill House Care Home**  85
Pymhurst  83
Queen Elizabeth Park  85
Queen Elizabeth’s Foundation Brain Injury Centre  97
Queen Elizabeth’s Foundation Dorincourt  31, 91

**Q**
Rainbow Trust Children’s Charity 6  33
Rainscombe Bungalow  91
Rainscombe House  93
Ranch, The  75
Ranmore House  93
Red Houses  75
Red House, The  97
Redcot Residential Care Home  83
Redehall Cottage  93
Redroof House  93
Redstone House  33
Reedsfield Care Ltd  33
Regard Partnership Ltd, The – 3 Clareville Road  93
**Reigate Beaumont, The**  97
Reigate Road, 69  (Avenues South East)  93
**Ridgeway Manor Residential Care Home**  75
Ridgewood Drive, 1 (Dimensions)  75
Ridgeway Court  83
Right at Home – Camberley, Ascot & Woking  33
Right at Home GF  33
Right at Home – Reigate & Crawley  93
Right at Home – Sutton & Epsom  33

**R**
Right Choice Recruitment Solutions Ltd  33
Riverswey  83
RNIB Community Living Service Redhill  33
**Robertson Nursing Home**  87
Rodney House  93
**Rodwell House**  33, 77
Rose Hill Nursing Home  97
Roseacre  93
Rosebery Manor  81
**Rosedene (Active Prospects)**  93
Roseland  93
Roseleigh  33
Rosemere  75
Rosetta  93
Rows, The  93
Rowland House Care Home  79
Royal Cambridge Home  79
Royale Care UK Ltd  33
**Rutland Home**  97
RV Care Ltd – Surrey  33
RV Care Ltd – Sussex  33

**S**
Saga Healthcare  33
Sandalwood  75
Sans Soucie Home Care Ltd  33
SD Care Agency  33
**SeeAbility – Horley Support Service**  33
SeeAbility – Leatherhead Support Service  33
SeeAbility – Surrey Support Service  33
Shandon  83
Shannon Court  83
Shardeloes  33
(Care Management Group)  93
Sheerwater House  75
Shelling, The  93
**Sherwood House**  80
Shieling, The  80
<table>
<thead>
<tr>
<th>Address</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Breaks Banstead</td>
<td>93</td>
</tr>
<tr>
<td>Shottermill House</td>
<td>83</td>
</tr>
<tr>
<td>Shrewsbury House</td>
<td>93</td>
</tr>
<tr>
<td>Signature Moorlands Lodge</td>
<td>87</td>
</tr>
<tr>
<td>Care Home</td>
<td>33</td>
</tr>
<tr>
<td>Silverjen Ltd</td>
<td>80</td>
</tr>
<tr>
<td><strong>Silvermere Care Home</strong></td>
<td><strong>93</strong></td>
</tr>
<tr>
<td><strong>Smallbrook Care Home</strong></td>
<td><strong>93</strong></td>
</tr>
<tr>
<td>Smart Care Ltd</td>
<td>33</td>
</tr>
<tr>
<td>Smartcare Epsom</td>
<td>33</td>
</tr>
<tr>
<td>Snowdon</td>
<td>75</td>
</tr>
<tr>
<td>South East DCA</td>
<td>33</td>
</tr>
<tr>
<td>Spencer Way, 1a</td>
<td>93</td>
</tr>
<tr>
<td>(Avenues South East)</td>
<td>93</td>
</tr>
<tr>
<td>Spring Park</td>
<td>93</td>
</tr>
<tr>
<td><strong>Springfield House Nursing</strong></td>
<td><strong>81</strong></td>
</tr>
<tr>
<td>Home</td>
<td>87</td>
</tr>
<tr>
<td><strong>Springfield Manor Nursing</strong></td>
<td><strong>83</strong></td>
</tr>
<tr>
<td>Home</td>
<td>80</td>
</tr>
<tr>
<td><strong>Springkell House Care Home</strong></td>
<td><strong>87</strong></td>
</tr>
<tr>
<td>St Anthony’s Care Home</td>
<td>83</td>
</tr>
<tr>
<td>St Augustine’s Care Home</td>
<td>80</td>
</tr>
<tr>
<td>St Catherine’s Manor</td>
<td>35</td>
</tr>
<tr>
<td>St George’s Care Home</td>
<td>35</td>
</tr>
<tr>
<td>Stanecroft</td>
<td>35</td>
</tr>
<tr>
<td>Staying at Home Care</td>
<td>35</td>
</tr>
<tr>
<td>Steady Care Services Dorset</td>
<td>35</td>
</tr>
<tr>
<td>House</td>
<td>35</td>
</tr>
<tr>
<td>Stiperstones</td>
<td>35</td>
</tr>
<tr>
<td>Stonepit Close</td>
<td>35</td>
</tr>
<tr>
<td>Strada Care Ltd</td>
<td>35</td>
</tr>
<tr>
<td><strong>Summers, The</strong></td>
<td><strong>90</strong></td>
</tr>
<tr>
<td>Sunbury</td>
<td>81</td>
</tr>
<tr>
<td>Sunbury Nursing Homes</td>
<td>81</td>
</tr>
<tr>
<td>Sundial House</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Bagshot</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Banstead</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Esher</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Guildford</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Virginia Water</td>
<td>81</td>
</tr>
<tr>
<td>Sunrise of Weybridge</td>
<td>81</td>
</tr>
<tr>
<td>Supreme Care Services Ltd</td>
<td>35</td>
</tr>
<tr>
<td>Supreme Healthcare Services</td>
<td>35</td>
</tr>
<tr>
<td>– Surrey</td>
<td>94</td>
</tr>
<tr>
<td>Surrey and Hants Domiciliary</td>
<td>35</td>
</tr>
<tr>
<td>Care Agency</td>
<td>35</td>
</tr>
<tr>
<td>Surrey Children’s Domiciliary</td>
<td>35</td>
</tr>
<tr>
<td>Care Service</td>
<td>35</td>
</tr>
<tr>
<td>Surrey Choices Personal</td>
<td>87</td>
</tr>
<tr>
<td>Assistance</td>
<td>87</td>
</tr>
<tr>
<td>Surrey Heath and Farnham Area</td>
<td>87</td>
</tr>
<tr>
<td>Reablement Service</td>
<td>87</td>
</tr>
<tr>
<td><strong>Surrey Heights</strong></td>
<td><strong>83</strong></td>
</tr>
<tr>
<td>Surrey Helping Hands Ltd</td>
<td>35</td>
</tr>
<tr>
<td><strong>Surrey Hills</strong></td>
<td><strong>87</strong></td>
</tr>
<tr>
<td>Surrey Hills Home Help Services Ltd</td>
<td>87</td>
</tr>
<tr>
<td>Surrey Homecare Ltd</td>
<td>35</td>
</tr>
<tr>
<td>Surrey Quality Care Ltd</td>
<td>35</td>
</tr>
<tr>
<td>Surrey SCP</td>
<td>35</td>
</tr>
<tr>
<td>Surrey Views (SeeAbility)</td>
<td>94</td>
</tr>
<tr>
<td><strong>Sutton Lodge Care Home</strong></td>
<td><strong>81</strong></td>
</tr>
<tr>
<td>Swallowfields Care Centre</td>
<td>81</td>
</tr>
<tr>
<td>Sycamore Drive</td>
<td>81</td>
</tr>
<tr>
<td><strong>T</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td><strong>Tadworth Grove Care Home</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Tall Trees</td>
<td>97</td>
</tr>
<tr>
<td><strong>Tandridge Heights</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Tanners Farm</td>
<td>97</td>
</tr>
<tr>
<td>Team 24 Ltd</td>
<td>97</td>
</tr>
<tr>
<td><strong>Teamcare Support Ltd</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Tendacare</td>
<td>97</td>
</tr>
<tr>
<td>Tender Hands Ltd</td>
<td>97</td>
</tr>
<tr>
<td>Thameside</td>
<td>97</td>
</tr>
<tr>
<td>Threeways</td>
<td>97</td>
</tr>
<tr>
<td>Throwleigh Lodge</td>
<td>97</td>
</tr>
<tr>
<td>Tigh Grianan</td>
<td>97</td>
</tr>
<tr>
<td><strong>Tilford Care &amp; Nursing</strong></td>
<td><strong>87</strong></td>
</tr>
<tr>
<td>Home</td>
<td>87</td>
</tr>
<tr>
<td><strong>Tiltwood</strong></td>
<td><strong>87</strong></td>
</tr>
<tr>
<td>Transform Homecare East Surrey</td>
<td>87</td>
</tr>
<tr>
<td>Transform Homecare Mid Surrey</td>
<td>87</td>
</tr>
<tr>
<td>Transform Homecare North West</td>
<td>87</td>
</tr>
<tr>
<td>Surrey</td>
<td>87</td>
</tr>
<tr>
<td><strong>Triple Care Healthcare</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Services</td>
<td>97</td>
</tr>
<tr>
<td><strong>Tupwood Gate</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td><strong>Tuscany House</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td><strong>(Care Management Group)</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Two Counties Care Ltd</td>
<td>94</td>
</tr>
<tr>
<td><strong>Tyrwhitt House</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td><strong>U</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Upalong Residential Home</td>
<td>75</td>
</tr>
<tr>
<td>Upfield</td>
<td>94</td>
</tr>
<tr>
<td><strong>V</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Vale Road, 15a</td>
<td>83</td>
</tr>
<tr>
<td>(United Response)</td>
<td>83</td>
</tr>
<tr>
<td><strong>W</strong></td>
<td><strong>97</strong></td>
</tr>
<tr>
<td>Walton Heath Manor</td>
<td>94</td>
</tr>
<tr>
<td>Warregate Nursing Home</td>
<td>97</td>
</tr>
<tr>
<td>Watershed Care Services</td>
<td>35</td>
</tr>
<tr>
<td><strong>Waverley Grange Care Home</strong></td>
<td><strong>87</strong></td>
</tr>
<tr>
<td>Welmede Housing Association</td>
<td>35</td>
</tr>
<tr>
<td>Wesley Lodge</td>
<td>81</td>
</tr>
<tr>
<td>West Hall</td>
<td>75</td>
</tr>
<tr>
<td>Westcott House Nursing Home</td>
<td>94</td>
</tr>
<tr>
<td>Westhall Park, 4</td>
<td>94</td>
</tr>
<tr>
<td>(Avenues South East)</td>
<td>94</td>
</tr>
<tr>
<td>Westhaven</td>
<td>35</td>
</tr>
<tr>
<td>Westhill Care Home</td>
<td>35</td>
</tr>
<tr>
<td>Westlands</td>
<td>75</td>
</tr>
<tr>
<td>Westwinds – Care Home</td>
<td>35</td>
</tr>
<tr>
<td>Learning Disabilities</td>
<td>75</td>
</tr>
<tr>
<td>Wey Valley House</td>
<td>35</td>
</tr>
<tr>
<td>Wey View</td>
<td>75</td>
</tr>
<tr>
<td>White Lodge Centre</td>
<td>75</td>
</tr>
<tr>
<td>Whitebourne</td>
<td>75</td>
</tr>
<tr>
<td>White Gates Care Centre</td>
<td>75</td>
</tr>
<tr>
<td>Whitehall</td>
<td>75</td>
</tr>
<tr>
<td>Whiteley Village</td>
<td>37</td>
</tr>
<tr>
<td>Whitmore Vale House</td>
<td>37</td>
</tr>
<tr>
<td>Willows, The</td>
<td>94</td>
</tr>
<tr>
<td>Willows, The (SeeAbility)</td>
<td>94</td>
</tr>
<tr>
<td><strong>Windmill Manor</strong></td>
<td><strong>99</strong></td>
</tr>
</tbody>
</table>

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Wingham Court Care Home 81
Woking Homes 75
Wolfe House Care Home 94
Wolverton Gardens (Active Prospects) 94
Wood Close 94
Woodcroft 94
Woodlands Residential Home (SeeAbility) 94

Woolrich Care Home

Woodlarks Centre, The

Woodleigh Healthcare Ltd (Surrey Branch)

Woodside View

Woodview (Active Prospects)

Worpledon View

Wray Common Nursing Home

Wray Park Care Home

Wykeham House

Y

Young Prospects (Active Prospects) 93

Your Ability Surrey 37

Your Choice Living DCA 37

Your Life (Guildford) 37

Your Quality Care Services Ltd 37

Other advertisers

Active Prospects 56
Agincare 16, 86
Anchor Care Homes 44
Arbour Companions & Care 24
Ashcroft Care 24
Asprey Healthcare 54
Avery Healthcare 48
Balcombe Care Homes Ltd 99
Barchester 96
Belmont House 50 & 51
Beritaz Care 84
Bluebird Care 20
Bupa 84
Care Choices 13, 17, 28, 32, 37, 48, 53, 71, 72, 94, inside back cover
Care Focus Consultancy 47
Care Homes of Distinction 46
Caremark 26
Carerooms Ltd, The 44
Careseekers 47
Caring Homes Group 50, 51
CHD Living Inside front cover, 30
Crossroads Care 26
District Home Care 28
Everycare 26, 28
Forest Care 74
Galsworthy 50 & 51
Gowrings Care Group Ltd 56, 77
Gowrings Mobility 14
Haslemere Homecare Ltd 30
Hartfield House 90
Helping Hands 30
Heritage Healthcare 36
Hill House Nursing Home Outside back cover
Home Instead 22
Kingston Rehab Inside front cover 90
Lavender Oaks 74
Nellsar Care Homes 32
Nightingale Holistic Specialist 42
My Care Selection 38
My Willows 34
Pax Hill Care Home 86
Porthaven Care Homes 90
Protection & Investment Ltd 60
Ranger Home Care 32
Right at Home 34
Rodwell House Care Suites 56, 77
Rotherbank Residential Care Home 53
Somerset Care 34
Surbiton Care Home Inside front cover
Surrey Care Association Ltd 38, 39
Teamcare Support Ltd 34
Thackeray House 96
TLC Care 72
Transform Homecare 37
Trinity Homecare 18
Wellcross Grange Care Home 99
Whitegates Inside front cover

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