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OUR COVID-19 PROTOCOL

We are committed to safeguarding residents, staff and visitors during the ongoing COVID-19 pandemic. We have extensive control measures and rigorous Health & Safety protocols in place across all of our sites, including:

- Extensive PPE, temperature checks and sanitisation stations
- Safe garden visits or specially created visitors’ room for reunions
- 100% Covid tested with safe admissions following government guidelines
- Bedrooms with external access for safe visits

Get in touch today and book a virtual visit to experience life at CHD Living.

Every new resident will receive complimentary tablet to help them stay connected with family and friends.

0330 404 7338
www.chdliving.co.uk
enquiries@chdliving.co.uk
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Care Choices Ltd nor Surrey County Council can be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770 or visit www.carechoices.co.uk/order-copies-of-a-directory to order a copy online.

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**Alternative formats**

This Directory is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.
Introduction

Welcome to this edition of the independent Surrey Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining living at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There’s a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 13. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 23 for those paying for care at home and 63 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 7 and a list of local home care providers begins on page 27.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 45) or residential care. Comprehensive lists of care homes and care homes with nursing in Surrey start on page 70.

There’s also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

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 67), indicating the quality of care provided.

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

Search for care in your area

www.carechoices.co.uk

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

CareChoices
A message from Surrey County Council

At Surrey County Council, we aim to help you live well, safely and independently in your home and community. Our approach is to focus on what’s important to you and recognise your personal strengths and the support around you which will help you stay connected to your community. We want to make sure you’re central to decision-making about your care and support.

Support where you live
Surrey has a huge network of voluntary, community and faith organisations which support residents in their local communities. The Surrey Information Point website (www.surreyinformationpoint.org.uk) hosts information about a range of support and services which can help you stay independent, safe and well.

Whether you or someone you know is looking for equipment for your home, meal deliveries, groups to join to reduce loneliness, or help with cooking, shopping, cleaning or family finances, the website is a one-stop shop for the information. You can also find support if you’re a carer looking after a loved one.

Alongside this Directory, Surrey Information Point can help you search online for local care providers including registered home care agencies.

As a result of the COVID-19 pandemic, many groups, services and activities have had to change how they operate or stop completely. It’s recommended that you check with the activity, group or service to determine availability and to get the most up-to-date information.

Self-help
We’re focused as a council on working in preventative ways so that residents are supported at an early stage for their independence and wellbeing. This helps prevent people’s needs escalating, wherever possible. We raise awareness of the ways that residents can manage their social care needs before they’re unable to do so. This includes promoting self-help and self-care where it is appropriate.

The ‘Staying independent’ pages on our website (www.surreycc.gov.uk/adultsocialcare) contain a wealth of information about the new technology and equipment available that can support you according to your needs. Practical aids, smart devices, small changes to your home or simple equipment can make the difference between living independently and needing someone to help you and can also make caring for someone easier.

We also promote lifestyle behaviour services to improve people’s health. If you’re experiencing loneliness or low mood, or if you’re looking to make lifestyle changes, such as getting more active, social prescribing services can help. Surrey Information Point has further details.

Joined-up approach
Our approach is to help build resilience and independence. We help people access information, advice and support in their community and family to help themselves and each other. We may provide some direct support for a short period until a person’s independence grows, such as regaining skills and confidence after an illness or injury so they can do things for themselves and stay independent. Some people may require longer term support due to the complexity of their needs, but we will aim to reduce services over time with growing independence.

As part of this, we want people to experience health, social and community partners working together to meet their needs.

Paying for your own care
If you are paying for your own care and not likely to receive social care-funded support, you can access our online information resources to help you make informed choices. You’d be advised not to make decisions about long-term care in a crisis or when a relative is in hospital. It is better to wait and assess what may be needed when someone is recovering, has regained independence or has optimal mental capacity. There are many options such as adaptations and equipment to make support at home more affordable.
It is certainly recommended that you seek independent financial advice before you make decisions on long-term care.

To find out if you, or someone you are enquiring about, is likely to receive social care support, and how much you’ll have to pay, try our online tools on the Surrey County Council website.

For details, and for further information about adult social care in Surrey, please visit www.surreycc.gov.uk/adultsocialcare

Simon White
Executive Director for Adult Social Care
Surrey County Council

Supporting social care providers across Surrey
Surrey Care Association (SCA) offers support and information to all adult social care providers in Surrey, including residential and nursing care homes, learning disability providers, domiciliary care agencies, Supported Living and housing providers. Elected Board Directors operate a network for providers to communicate and collaborate, sharing information across Surrey and its 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, Simon Carter, owner of a domiciliary service, 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 monthly virtual network meetings for our providers. Our website www.surreycare.org.uk features up-to-date information. We offer advice and support but also have a key influencing 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, offering further opportunities for providers to work with health colleagues. SCA continues to work closely with Surrey County Council, including the development of a website to promote social care jobs, training and careers in Surrey; visit www.proudtocaresurrey.org.uk

The SCA website www.surreycare.org.uk reaches 100,000 visitors annually, confirming its prominent role in providing a wealth of information for families and those seeking care. It complements this Care Services Directory and stands as a useful resource for providers to advertise jobs and to find local suppliers.

SCA 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, due to the pandemic, SCA hosted a virtual Celebration of Social Care, which was endorsed by local celebrities. The event was held live but you can watch the edited version by visiting www.vimeo.com/482634382/6df868b860

For more information, visit www.surreycare.org.uk/about-sca/celebration-of-social-care-in-surrey

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, 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
Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult social care works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:
- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and people living with dementia.

Centres can be as important for carers as those attending, as they allow for a regular break from caring.

You can find local day opportunities by searching ‘day centres’ at www.surreyinformationpoint.org.uk

Meals on wheels

Some services can deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here. For a list of meals on wheels services operating in Surrey, visit www.surreyinformationpoint.org.uk and search ‘meals on wheels’.

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn’t become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Visit www.carechoices.co.uk for further assistance with your search for care
Home Improvement Agencies (HIAs)

HIAs are local organisations funded and supported by local and central government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works. The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit www.housingcare.org or visit www.surreyinformationpoint.org.uk and search ‘home improvement agency’.
Finding it difficult to *get in and out of chairs*? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

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

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

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

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

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

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

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

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

**Using taps** can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
If moving whilst in bed is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

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

If it’s hard to use your toilet, try a flush lever extension. You might also want to buy a raised toilet seat, or a seat with a built-in support frame.

If it’s becoming difficult to get dressed, try using a dressing stick or a button hook. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath or a bath or shower seat.

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

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

Surrey County Council – Adult Social Care
Tel: 0300 200 1005 • Text: 07527 182861
Email: contactcentre.adults@surreycc.gov.uk
Web: www.surreycc.gov.uk/social-care-and-health/adults
Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as ‘simple aids for daily living’.

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit https://asksara.livingmadeeasy.org.uk to learn more about possible solutions or see pages 9 to 10. Once you have identified equipment that might help with your support needs, use the checklist on page 12 to make sure it’s right for you.

Useful contacts

Millbrook Healthcare
Surrey County Council’s community equipment service provider.
Block 8, Henley Business Park, Pirbright Road, Normandy GU3 2DX
Tel: 0330 124 1247
Email: surreyfeedback@millbrookhealthcare.co.uk
Web: www.millbrook-healthcare.co.uk

Surrey Information Point
Equipment and services available from a range of local organisations.
Web: www.surreyinformationpoint.org.uk (search ‘equipment’).

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see page 13), Surrey County Council may be able to provide it for you. For further information, please visit www.surreyinformationpoint.org.uk and search ‘telecare’.
Assistive technology checklist

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

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

Suitability

Does the equipment support your specific needs? 🗸
Are you willing to use it? 🗸
Will it fit into your everyday life and routine? 🗸
Have you tried a demo of the equipment? 🗸
Do you understand what the equipment is for? 🗸
Do you need to take it with you when you leave the house? Is it transportable? 🗸
Does the equipment have any limitations that would make it unsuitable for you? 🗸
Will it work alongside any assistive technology you already have? 🗸

Usability

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

Reliability

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

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? 🗸
Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. 🗸
Can you speak to someone who already uses it? 🗸
Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. 🗸
Is it durable? If you might drop it, is it likely to break? 🗸

Cost

Do you know how much it costs? 🗸
Will you need to pay a monthly charge? 🗸
Are there alternative solutions that might be free? 🗸
Is there a cost associated with servicing the equipment? 🗸

Notes

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Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Surrey County Council to arrange an assessment. Call 0300 200 1005, text 07527 182861 or you can fill in an online self-assessment at https://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/home

Once adult social care understands your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 23 if you are receiving home care and page 63 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people.

If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs.

You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.
A Direct Payment means that any council contribution towards your Personal Budget is paid directly to you. You can choose how to spend your Direct Payment, as long as the money is used to meet the eligible needs set out in your support plan.

Direct Payments cannot currently be used to pay for residential care.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, adult social care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence. For example, after a fall or hospital stay. To be eligible for reablement, you will need to be referred by a health care professional, such as a hospital discharge team or your care worker. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or adult social care if you think you might benefit from reablement. These people can put you in touch with the right services if they feel that reablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them from going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council may conduct an assessment and help you arrange any services you might need. There may be a charge for these services.
**NHS Continuing Healthcare**

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 will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs.

See page 64 for more information.

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**Personal Health Budgets**

A Personal Health Budget is an amount of money to support a person’s identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

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**Services for carers**

**Who is a carer?**

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help they give doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

**Having a carers’ assessment**

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers’ assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can give lots of information about other services that might help, and other ideas for support. The assessment will also determine eligibility for adult social care support.
247 Live-in Companions offers professional live-in carers to enable you to live as independent a life as possible in your home. If you are looking for 24 hour carers look no further than 247 Live-in Companions.

We cater for: Dementia Care • Short term care • Nurse led care • Companionship • End of Life care • High Dependency Care and a range of other needs. For more information please contact us, we would be happy to help.

0330 094 5767 • 07494 943307
info@247live-incompanions.com
www.247live-incompanions.com

Search for care in your area
www.carechoices.co.uk

• 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

Search for care at www.carechoices.co.uk to find support in your area
**Carers’ Personal Budgets**

The carers’ Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When adult social care considers a carer’s Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support.

The amount a carer could get depends on their needs identified by a carers’ assessment. The money is not taxed, and it will not affect any benefits.

**Respite at home**

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If this person has a Personal Budget for their own needs (see page 13) they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

**Benefits**

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £67.25 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, [www.gov.uk](http://www.gov.uk), has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.

You can find out more about what organisations support carers in Surrey by exploring [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**Action for Carers Surrey**

Provides free, independent information, advice and support to carers of all ages across Surrey.

Tel: 0303 040 1234

Text: 07714 075993

Email: carersupport@actionforcarers.org.uk

Web: [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

**Crossroads Care Surrey**

Provides home-based respite care breaks to carers in the Surrey area.

Tel: 01372 869970

Email: enquiries@crossroadscaresurrey.org.uk

Web: [www.crossroadscaresurrey.org.uk](http://www.crossroadscaresurrey.org.uk)

**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](http://www.myfamilyourneeds.co.uk)
There are care homes. And then there is your home...

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

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

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

24-hour help with daily tasks and specialist care.

0330 128 9094 | live-in@abicare.co.uk

www.abicare.co.uk

Care and Support at Home

• We cover Byfleet, Bordon, 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 2020).
• 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

Search for care at www.carechoices.co.uk to find support in your area
Care in your own home

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.

Why choose home care?

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

After a stay in hospital, someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

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. If this happens, contacting adult social care is a good first step towards finding 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 support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. 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.

A list of all home care agencies operating in Surrey starts on page 27.

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 67), indicating the quality of care that’s provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function.

Visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 67.

The United Kingdom Homecare Association (UKHCA) 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.

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home care providers do offer these services.
ALPENBEST CARE
Putting You First

Esher, Molesey, Byfleet, Weybridge, Walton, Runnymede, Epsom, Spelthorne, Woking, Guildford, Mole Valley, Banstead, Reigate

We work in partnership with service users and their family 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 COMPANIONSHIP • 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, 7 days a week.

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

WHAT IS LIVE-IN CARE?

Live-in care offers a practical, personalised and cost-effective alternative to residential or nursing home care.

WHY CHOOSE LIVE-IN CARE?

- Stay in control of your life
- Have your routines and preferences listened to and respected
- Keep up with hobbies and interests
- Maintain links with your local community, friends and social activities
- Family and friends can visit whenever suits you, no strict visiting hours
- Consistent, one-to-one care with your usual carers
- Round the clock managed service
- Cost effective – cheaper than a good care home, and with an added bonus of a bespoke service just for you.

0203 143 3555
liveincare@ukcareteam.com
www.ukcareteam.com

Do you need a helping hand?

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

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:
- ✔ Personal care
- ✔ Getting out and about
- ✔ Housekeeping
- ✔ Short-term care

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

Nightingale Holistic Services is a supported living/domiciliary care agency, providing personalised care and support to our service users in Caterham (Surrey) and surrounding areas.

Our service users are, in the main, young adults with autism and learning disabilities, who require daily assistance for health and social care reasons to live safely and independently in a home of their own.

24 hour (including night) support; according to individual needs.

Support office and Registered Manager on site.

A supported living service for young adults with Autism and learning difficulties.

Large shared flats for 3-4 people, individual en-suite rooms, assured tenancy

For further information please visit/contact

85 Whyteleafe Road, Caterham CR3 5EJ
01883 332961 / info@nightingaleholistic.co.uk
www.nightingaleholistic.co.uk

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

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP, who can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, adult social care and voluntary agencies. Some examples of services and support to help people living with dementia include:

- Specialist day centres;
- Respite care or short breaks;
- Assistive technology and community alarms;
- Home care;
- Meals at home;
- Community equipment;
- Extra care sheltered housing; and
- Carers’ support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years.

Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- Support to live their life;
- Reassurance that they are still valued and that their feelings matter;
- Freedom from as much external stress as possible; and
- Appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.
Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services. See page 13 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details. See ‘Useful local contacts’ beginning on page 100.

Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia. The Helpline is open Monday to Wednesday, 9.00am to 8.00pm; Thursday to Friday, 9.00am to 5.00pm; and Saturday to Sunday, 10.00am to 4.00pm.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 100 for contact details.

Alzheimer’s Society’s Dementia Connect support line is available on 0333 150 3456 and can provide information, support, guidance and signposting to other appropriate organisations. For more information on care homes for people living with dementia, see page 70.
Paying for care in your home

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

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell adult social care when your savings are likely to fall below this amount.

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your 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. This is the extra amount you spend as a result of your disability or illness. Adult social care can help you to identify these costs. The council can also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

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. 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. Provided you are eligible, you can 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. These can be found at www.gov.uk

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers who focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Money Advice Service
A free and impartial money advice service set up by the Government.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 63.

Visit www.carechoices.co.uk for further assistance with your search for care
Supporting life’s journeys with heartfelt homecare across Surrey

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

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

- CQC Outstanding care
- Award-winning local care
- Trusted for over 20 years
- Entirely bespoke support
- Specialist care for medical conditions

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

Contact our dedicated team to explore your options and for a no obligation assessment:

01483 604 887 | www.trinityhomecare.co.uk
Home care agency checklist

Agency 1
Agency 2
Agency 3

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<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](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? [ ] [ ] [ ]

Staff

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

Are all staff checked with the Disclosure and Barring Service? [ ] [ ] [ ]

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

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

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

Does the agency have both male and female staff? [ ] [ ] [ ]

Accommodating your needs

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

Does the agency have a training scheme in place? [ ] [ ] [ ]

Are all staff trained to a certain level? [ ] [ ] [ ]

Are staff able to help with administering medication if required? [ ] [ ] [ ]

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

Regulation

Will your support plan be reviewed at regular intervals? [ ] [ ] [ ]

Can you see the agency’s contract terms? [ ] [ ] [ ]

Can you lodge a complaint easily? [ ] [ ] [ ]

Are complaints dealt with quickly? [ ] [ ] [ ]

Can you see a copy of the agency’s CQC registration certificate and quality rating? [ ] [ ] [ ]

Notes

*See page 67.

[Visit www.carechoices.co.uk for further assistance with your search for care](http://www.carechoices.co.uk)
Arbour Companions and Care
SPECIALIST LIVE-IN CARE COMPANY

Are you determined to stay at home come what may?

Then good for you! – tried and trusted live-in care could just be the answer. 95% of our live-in care business is made up of personal recommendations and we guard our reputation fiercely.

We work closely with local GPs and OTs and, because of the one on one care, we have found that COVID transmission has been ZERO.

Each support package is designed just for you and ranges from companionship, to help you feel safe, up to supporting people with high levels of need and even end of life care if necessary.

Nothing beats a human contact when you are struggling to find the right care for your loved ones - so please do ring Christina who is happy to talk through what we can do to help – and if we can’t help, she will always point you in the right direction to someone who can.

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

Agincare
Live-in Care

Fully managed high quality affordable live-in care

“Moving into a care home”. What were your first thoughts on reading those words? Resignation, dread, the worry that it would mean having to sell your home?

THERE IS ANOTHER WAY, AND IT’S CALLED LIVE-IN CARE

It’s an affordable alternative to moving into a care home. A care worker comes to live with you. And as you are still living there your home’s value isn’t taken into account as an asset.

Call us now to find out more 0808 163 5101 agincare.com/live-in-care

Search for care at www.carechoices.co.uk to find support in your area
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<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Older people (65+)</td>
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<td>Dementia</td>
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<td>Physical disability</td>
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<td>Sensory impairment</td>
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<td>Younger adults</td>
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<tr>
<td>People who misuse alcohol or drugs</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
Bluebird Care
Care and Live-in support in your own home

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

"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"

Elmbridge & Runnymede
01932 567 593
elmbridge@bluebirdcare.co.uk
www.bluebirdcare.co.uk/elmbridge-runnymede

Epsom & Kingston
01372 822 875
epsom@bluebirdcare.co.uk
www.bluebirdcare.co.uk/epsom-kingston

Reigate
01737 247 111
reigate@bluebirdcare.co.uk
www.bluebirdcare.co.uk/reigate
Home care providers continued

AM2PM Quality Care Ltd
Epsom
Tel: 0207 117 2936

Amazed Care Services
Staines-upon-Thames
Tel: 01784 255849

Amazing Angels Homecare
Caterham
Tel: 01883 346333

Ameldy Homecare
Walton-on-Thames
Tel: 01932 259613

Angel Touch Care Agency
Farnham
Tel: 01252 781078

Apex Prime Care – Hersham
Walton-on-Thames
Tel: 0330 2020 200

Arbour Care
Bagshot
Tel: 01932 901444

Ark Home Care Ltd T/A SmartCare Epsom
Ashtead
Tel: 01372 230757

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

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

Astor Care and Nursing Agency
Woking
Tel: 01483 797950

Athena Care Ltd
Surrey
Tel: 0116 287 0077

Atkins Care Services Ltd
Esher
Tel: 01932 241020

Austin Place
Weybridge
Tel: 01932 237900

Avidity Care
Staines-upon-Thames
Tel: 01784 559762

BBC Care Service Ltd
Chertsey
Tel: 07824 341269

Bells Piece Supported Living Service
Farnham
Tel: 01252 715138

Berkeley Home Health – Farnham
Farnham
Tel: 01252 852100

Berkeley Home Health – Surrey & Berkshire
Esher
Tel: 01932 506898

Bliss Home Care Ltd
Epsom
Tel: 0203 367 0216

Bluebird Care
Elmbridge & Runnymede
Tel: 01932 567593

Service  OP  Older people (65+)
User Bands  MH  Mental health

PD  Physical disability
LDA  Learning disability, autism
SI  Sensory impairment
YA  Younger adults
AD  People who misuse alcohol or drugs
Home care you can trust

We are an independent community care company, providing quality and person centred care. We encourage independence in a safe and caring environment within your own home.

To live life your way, we can help with:
- Personal care
- Medication management
- Domestic support
- Diary management
- Light meal preparation
- Hospital discharge care
- Dementia care
- Palliative care
- Practical support

We are family run and family focussed, and we always strive for the best for our clients. Our carers can lend a helping hand with personal care, companionship, shopping and more. Choose the right care for you, choose Apex Prime Care!

Contact us for a free quote
0330 2020 200
www.apexprimecare.org

District Home Care
Community Trusted
Domiciliary care for the Woking community

We are an independent community care company, providing quality and person centred care. We encourage independence in a safe and caring environment within your own home.

To live life your way, we can help with:
- Personal care
- Medication management
- Domestic support
- Diary management
- Light meal preparation
- Hospital discharge care
- Dementia care
- Palliative care
- Practical support

Thank you for everything, without your help, Dad wouldn’t be able to enjoy living in his own home.
- Client’s Daughter

Our team have been caring for clients over the age of 65 with compassionate and effective care since 2017, we will make every effort to make your home care experience with us outstanding.

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

Caremark (Guildford and Woking)
01483 222 852
guildfordandwoking@caremark.co.uk
Caremark (Spelthorne and Runnymede)
01784 473471
spelthorne@caremark.co.uk

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
Caremark (Spelthorne and Runnymede)
01784 473471
spelthorne@caremark.co.uk

Crown Home Care are a family run company providing an extensive selection of high quality, flexible and responsive home care services for elderly, vulnerable and young clients, including:

- Daily Care
- Live In Care
- Respite Care
- Companionship Service
- Palliative Care
- Dementia Care
- Bespoke Care Packages and more

For more information, contact us:
01252 844923
info@crown-homecare.com
www.crown-homecare.com
### Home Care Providers

**Bluebird Care**
- Epsom & Kingston
  - Tel: 01372 822875
- Reigate
  - Tel: 01737 247111
- Guildford
  - Tel: 01483 761000
- Rushmoor & Surrey Heath
  - Tel: 01276 683577
- Advert page 28

**Caremark (Guildford & Woking)**
- Woking
  - Tel: 01483 222852
- Egham
  - Tel: 01784 473471
- Caremark (Mid Surrey)
  - Leatherhead
  - Tel: 01372 230782
- Caremark (Spelthorne and Runnymede)
  - Egham
  - Tel: 01784 473471
- Caremark Elmbridge
  - Walton-on-Thames
  - Tel: 0203 925 2868

**Boyce Care**
- Ashford
  - Tel: 07590 111121

**Bridge House Care Home**
- Elstead
  - Tel: 01252 703035

**Bright Care Cranleigh**
- Cranleigh
  - Tel: 01483 617121

**Britannia Homecare Ltd**
- Horley
  - Tel: 01293 823825
- Rushmoor & Surrey Heath
  - Tel: 01276 683577
- Horley
  - Tel: 01293 823825
- Advert page 28

**Care Options**
- Caterham
  - Tel: 01883 345344

**Cavendish Domiciliary Care Agency**
- Reigate
  - Tel: 01737 224497

**Care4u – Surrey**
- Redhill
  - Tel: 01737 852105

**Catherine House**
- Camberley
  - Tel: 01276 681945

**Catto Homecare**
- Camberley
  - Tel: 01276 500522

**Cedar Oak Healthcare Services Ltd**
- Reigate
  - Tel: 01737 735052

**Caremaid Services Ltd**
- Weybridge
  - Tel: 01932 871899

**Chestnut Court**
- Staines-upon-Thames
  - Tel: 0208 825 2845

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**Visit** [www.carechoices.co.uk](http://www.carechoices.co.uk) **for further assistance with your search for care**
Everycare (Central Surrey) Ltd is a family run care business based in Surrey

**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.

"**Everycare** is very conscientious, caring and pro-active in providing daily support for my friend. During the rise of the Covid-19 Pandemic, they have never ceased to provide daily support and care. The team are reliable, reassuring and maintain excellent communications with relatives and myself, a close friend of the client." (Jul 20)

"I cannot fault the amazing service that my mother-in-law has had from *Everycare* throughout the pandemic. They have managed to provide twice-daily care with no interruption and have kept me well informed about any concerns. I would have no hesitation in recommending them, they have been wonderful." (Jul 20)

-looking for home care?

Call **01483 536266**

centralsurrey@everycare.co.uk

www.everycare.co.uk/centralsurrey

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**Bliss Home Care Ltd**

At Bliss Home Care, our competent and caring team work hard to provide a safe, caring and professional service to support our clients to live a more independent and fulfilling life in their homes.

We are proud to provide a responsive care service tailored to the specific needs of our clients. We offer a range of services to help and support adults in the local area.

We believe that working together with our client’s best interest at heart, we can achieve positive outcomes to help you live the life you love.

07930 883180 • 0203 667 7216

www.blisshomecare.co.uk

bliss@blisshomecare.co.uk

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**Classic Home Care Services Ltd**

51 The Broadway
Stoneleigh, Epsom
Surrey
KT17 2JE

**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, homework
- Meal Preparation
- End of Life Care

Please call for a FREE professional assessment

020 8393 7117

classichomecare@btconnect.com

www.classichomecareservices.co.uk

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

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

CHR Domiciliary Care Services
Horley
Tel: 07902 814990

Clarriots Care Surrey West
Godalming
Tel: 0333 200 5820

Classic Home Care Services Ltd
Epsom
Tel: 0208 393 7117

Clive Olympia Ltd
Caterham
Tel: 01883 330014

College of St Barnabas
Lingfield
Tel: 01342 870260

Community Prospects
Reigate
Tel: 01737 924233

Connect Care Ltd
Staines-upon-Thames
Tel: 07903 397499

Coopers Hill
Egham
Tel: 07551 159929

County Care Independent Living Ltd
Woking
Tel: 01483 224183

Crest Care Services Ltd
Ashford
Tel: 01784 557260

Crossroads Care Surrey
Leatherhead
Tel: 01372 869970

Crystal Care Home Care Ltd
Tadworth
Tel: 01737 361780

Danielle & Daisy Care Ltd
Leatherhead
Tel: 07939 203339

District Home Care Ltd
Woking
Tel: 01483 721515

Dorset House
Leatherhead
Tel: 01372 824500

Doves Healthcare Ltd
Guildford
Tel: 01483 901413

East Surrey Area Reablement Service
Redhill
Tel: 01737 737181

EJS Quatro House
Camberley
Tel: 07450 952470

Everycare (Central Surrey)
Guildford
Tel: 01483 536266

Everycare (East Surrey) Ltd
Reigate
Tel: 01737 246000

Excellent Care Ltd
Caterham
Tel: 01883 338444

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

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

Visit www.carechoices.co.uk for further assistance with your search for care
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.

"I can't thank Home Instead enough for the level of care they provide. The quality, kindness and professionalism of all their staff is outstanding and having a regular carer has really helped both with confidence and wellbeing as my husband has got to know and trust her."

Client’s wife

We provide services in:

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

Services include:

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

For more information, please call:

Bagshot, Camberley and Chobham on 01276 903106, Elmbridge on 01932 241020,
Epsom and Mole Valley on 01372 741544, Farnborough, Farnham and Fleet on 01252 758716,
Godalming on 01483 608122, Guildford and Woking on 01483 488222,
Reigate on 01737 529793, Runnymede and West Spelthorne on 01784 477854.

Alternatively, please visit www.homeinstead.co.uk

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Visit www.carechoices.co.uk for further assistance with your search for care
If you are looking to find help 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 Care
- Peg Feeding
- Catheter Care
- Medication Assistance
- Meal Preparation
- Laundry Assistance
- Companionhip
- 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

Nurturing Independence
halow provides exceptional person-centred care which enables young people with a learning disability to take control of their own lives by providing opportunities and support to:
- make and meet friends through social activities
- build confidence and life skills
- access meaningful work and homes of their own

halow currently supports over 200 young people (aged 16+) throughout Surrey and the surrounding area.

01483 447960 • www.halowproject.org.uk

Search for care in your area

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

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care

| **HELPR Ltd** | Epsom | Tel: 01372 232140 | OP D YA |
| **Heywood Carers** | Cranleigh | Tel: 01483 618333 | **OP** |
| **Home Counties Carers** | Leatherhead | Tel: 01483 224985 | OP D PD SI YA |
| **Home Instead Senior Care** | Ascott, Camberley & Wokingham | Tel: 01276 903106 | Advert page 34 OP D PD LDA MH SI YA |
| **Home Instead Senior Care** | Bagshot | Tel: 01276 903106 | OP D PD LDA MH SI YA AD |
| **Home Instead Senior Care** | Chertsey | Tel: 01784 477854 | OP D PD LDA MH SI YA |
| **Home Instead Senior Care** | Elbridge | Tel: 01932 241020 | OP D PD LDA MH SIYA |
| **Home Instead Senior Care** | Epsom & Mole Valley | Tel: 01372 741544 | OP D PD LDA MH SI |
| **Home Instead Senior Care** | Farnborough, Farnham & Fleet | Tel: 01252 758716 | OP D PD MH SIYA |
| **Home Instead Senior Care** | Godalming | Tel: 01483 608122 | OP D PD LDA MH SIYA |
| **Home Instead Senior Care** | Woking | Tel: 01483 488222 | OP D PD MH SIYA |
| **Home Instead Senior Care** | Reigate & Tandridge | Tel: 01737 529793 | OP D PD LDA SI |
| **Homecare Woking** | Woking | Tel: 01483 757751 | OP D PD LDA MH YA |
| **Independence Homes Domiciliary Care Agency** | Caterham | Tel: 01883 331777 | Advert page 50 OP PD LDA MH SIYA |
| **IRC Care Services Ltd** | Caterham | Tel: 01883 333001 | OP D YA |
| **Kettlewell House Nursing Home** | Woking | Tel: 01483 221900 | OP D PD YA |
| **KindCare At Home (Redhill)** | Redhill | Tel: 07473 986377 | OP D PD MH SI YA AD |
| **Kingsgate, The** | Redhill | Tel: 01737 452260 | OP D PD LDA MH SI |
| **Knightsbridge Care Ltd** | Epsom | Tel: 0208 393 3544 | OP D PD MH YA |
| **Lantern Care Services** | Cranleigh | Tel: 01403 588448 | OP D PD LDA MH SIYA |
| **Longdene Homecare Ltd – North Surrey** | Chertsey | Advert inside front cover & 38 | OP D PD LDA SI YA AD |
| **Longdene Homecare Ltd – South West Surrey** | Godalming | Advert inside front cover & 38 | OP D PD MH SI YA AD |
| **Longdene Homecare Ltd – Surrey Heath & Berkshire** | Bagshot | Advert inside front cover & 38 | OP D PD LDA MH SIYA AD |
| **Loving Care Domiciliary Services Ltd** | Caterham | Tel: 01883 330687 | OP D PD SI YA |
| **Loyalcare Group Services Ltd** | Leatherhead | Tel: 07728 689698 | OP D PD LDA MH SIYA AD |
| **Luv To Care Ltd** | Guildford | Tel: 01483 302651 | OP D LDA MH YA AD |
| **Macdonald Care Services** | Lingfield | Tel: 01342 835201 | OP D PD LDA MH SIYA |

Advertisers are highlighted.
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.
07769 352669 or 01483 374814
E: info@pannoniacare.co.uk or timea@pannoniacare.co.uk
www.pannoniacare.co.uk

At Jemis Care we aim to make a positive difference to the lives of those we care for and their loved ones.

SERVICES
• Hospital to Home • Elderly Care • Companionship & Support
• Alzheimer’s & Dementia Care • Palliative Care • Personal Care
• Care for Adults with Learning Difficulties • Specialist Care
• Respite Care • Live-in Care • Companionship

We offer a number of services and also customise bespoke packages
• One-off visit • Regular visits • Provide support as and when needed
02085 718801 • 07515 936998 • info@jemiscare.co.uk

Mulberry Home Care Services
Care and Support in peoples own Homes, delivering bespoke care, tailored to each person’s unique requirements, promoting independence and empowerment. Our staff are trained in COVID-19 and infection control

For more information contact us with no obligation, just friendly advice.
01932 854827 or visit our website
www.mulberryhomecareservices.uk

CHD Care at Home: trading as, and registered with the Care Quality Commission (CQC) as Longdene Homecare Ltd.
For information on CHD Living’s residential services, please see inside front cover.
### Home care providers continued

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<th>Service User Bands</th>
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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
86 Radstock Way, Merstham, Surrey RH1 3NH

Transform Homecare

Helping you, or your loved one, live independently in the new Covid world

The care we offer includes:
- personal care;
- shopping;
- preparing meals;
- light housework;
- collecting prescriptions;
- understanding forms/applying for benefits; or
- attending appointments.

Our services are available in Epsom & Ewell, Mole Valley, Reigate & Banstead and North West Surrey. Our staff are trained in the highest standards of infection control and follow the latest Public Health England guidance.

We know every client is different so we offer a responsive, tailored service and can provide support from one visit a week to several visits a day. Whatever you/your loved one needs we’ll go the extra mile to provide it.

For more information contact us today:
- 01372 387100
- info@transformhomecare.org.uk
- www.transformhomecare.org.uk

Search for care in your area

www.carechoices.co.uk

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

CareChoices

Raluci Healthcare Services Ltd supplies nurses and support workers to the NHS and Private Hospitals (All staff are vetted to NHS standards prior to starting work).

Raluci Healthcare Services offers a home care service that allows you to remain independent in the comfort of your own home, without compromising on quality of care. Cleaning: Raluci Healthcare Services offers a cleaning service (Blitz Cleaning).

For more information about our services or to join our team, please visit www.raluichealthcareservices.co.uk

Raluci Healthcare Services Ltd

Right at Home

Trusted care and support in your home
From one-hour visits through to 24/7 live-in care

Our services include:
- Specialist dementia care
- Personal care
- Companionship
- Live-in care
- End of life care
- Medication administration
- Transportation
- Adoption and adherence to best practices since the outbreak of COVID-19

For more information contact our friendly local teams

Guildford, Farnham & Godalming
01252 783426 / 01483 662400

Reigate, Godstone & Horley
01737 906012

Surrey Heath & Woking
01276 300250 / 01483 802100

www.rightathomeuk.co.uk

For more information, call our friendly local teams

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CareChoices
Home care providers continued

Quadrant Court
Woking
Tel: 01276 454124  
OP D PD LDA MH SI YA AD

Quatro House
Camberley
Tel: 07828 569806  
OP D PD LDA MH SI YA

Queen Elizabeth’s Foundation Dorincourt
Leatherhead
Tel: 01372 841300  
PD LDA SI YA

R.A. Homecare
Weybridge
Tel: 07903 140804  
OP D PD LDA MH SI YA

Radiant Care Services Ltd
Redhill
Tel: 01737 852181  
OP D PD SI YA

Rainbow Trust Children’s Charity 6
Leatherhead
Tel: 01372 363438  
PD SI

Ranger Home Care Ltd
Camberley
Tel: 01252 850040  
OP YA

Redroof House
Epsom
Tel: 01372 748247  
OP D PD LDA MH SI YA

Reedsfield Care Ltd
Staines-upon-Thames
Tel: 07403 862037  
OP D PD LDA MH SI YA

Right at Home
– Camberley, Ascot & Woking
Camberley
Tel: 01276 300250  
Advert page 40  
OP D PD SI YA

Right at Home
– Guildford, Farnham & Godalming
Farnham
Tel: 01252 783426  
Advert page 40  
OP D PD SI YA

Right at Home
– Reigate & Crawley
Redhill
Tel: 01737 906012  
Advert page 40  
OP D PD SI YA

Right at Home – Sutton & Epsom
Epsom
Tel: 0208 642 4829  
OP D PD LDA MH SI YA

Right Choice Recruitment Solutions Ltd
Camberley
Tel: 01276 409655  
OP D PD YA

RNIB Community Living Service Redhill
Epsom
Tel: 01372 24902  
OP PD LDA SI YA

Rodwell House
Addlestone
Tel: 01932 832900  
OP D PD MH SI YA

SAI Infinity Care
Caterham
Tel: 0203 667 3474  
OP D PD LDA MH SI YA

Sans Soucie Home Care Ltd
Guildford
Tel: 01483 233925  
OP D PD LDA MH YA

SD Care Agency
Guildford
Tel: 01483 662910  
OP D PD LDA MH YA

SeeAbility – Horley Support Service
Horley
Tel: 01293 786496  
P D LDA SI YA

SeeAbility – Leatherhead Support Service
Leatherhead
Tel: 01372 220910  
OP LDA MH SI YA

SeeAbility – Surrey Support Service
Epsom
Tel: 01372 755009  
OP PD LDA MH SI YA

Senacare Services Ltd
Staines-upon-Thames
Tel: 07748 323261  
OP PD YA

Silverjen Ltd
Epsom
Tel: 07956 303007  
D PD LDA MH SI AD

Skies Home Care Ltd
Woking
Tel: 01483 313213  
OP D YA

Service  OP  Older people (65+)
User Bands  MH  Mental health
            SI  Sensory impairment
            YA  Younger adults
            AD  People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
## Home care providers

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

**Skyline Home Care Services**
Leatherhead
Tel: 01372 869777

**Smart Care Ltd**
Weybridge
Tel: 01932 855353

**South East DCA**
Guildford
Tel: 01707 652053

**Splendour Healthcare Services Ltd**
Epsom
Tel: 07976 881708

**Staying at Home Care**
West Byfleet
Tel: 01932 400163

**Steady Care Services Dorset House**
Leatherhead
Tel: 01372 824788

**Step Ahead Care**
Aldershot
Tel: 07494 479418

**Strada Care Ltd**
Redhill
Tel: 01737 645171

**Sunbury**
Sunbury-on-Thames
Tel: 0203 904 2800

**Supreme Care Services Ltd**
Caterham
Tel: 01883 334920

**Surrey and Hants Domiciliary Care Agency**
Hindhead
Tel: 01428 607310

**Surrey Children's Domiciliary Care Service**
Redhill
Tel: 01483 519731

**Surrey Heath and Farnham Area Reablement Service**
Camberley
Tel: 01483 518351

**Surrey Helping Hands Ltd**
Chertsey
Tel: 01932 874496

**Surrey Hills Home Help Services Ltd**
Oxted
Tel: 01883 772599

**Surrey Homecare Ltd**
Thames Ditton
Tel: 01372 462118

**Surrey Quality Care Ltd**
Horley
Tel: 01737 906555

**Surrey SCP**
Redhill
Tel: 01737 821402

**Teamcare Support**
Redhill
Tel: 01737 642435

**Tendacare**
Ashtead
Tel: 01372 272240

**Tender Hands Ltd**
Godalming
Tel: 01483 421100

**Third Hand Healthcare Ltd**
Farnham
Tel: 0333 123 4558

**Threeways Dom Care**
Redhill
Tel: 01737 760561

**Time For You**
Horley
Tel: 07926 125215

Advertisers are highlighted.
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### Home care providers continued

#### White Lodge Centre
- **Address:** Chertsey
- **Tel:** 01932 567131
- **User Bands:** PD, LDA, SI

#### Whiteley Village
- **Address:** Walton-on-Thames
- **Tel:** 01932 857821
- **User Bands:** OP

#### Woodleigh Healthcare (Surrey Branch)
- **Address:** Woking
- **Tel:** 01483 767656
- **User Bands:** OP, PD, LDA, MH, YA

#### Your Choice Living DCA
- **Address:** Camberley
- **Tel:** 07791 887142
- **User Bands:** OP, LDA, YA

#### Your Life (Guildford)
- **Address:** Guildford
- **Tel:** 01483 502009
- **User Bands:** OP, PD, SI

#### Yourlife (Walton-on-Thames)
- **Address:** Walton-on-Thames
- **Tel:** 01202 362303
- **User Bands:** OP, PD, SI

#### Your Quality Care Services Ltd (East Grinstead)
- **Address:** East Grinstead
- **Tel:** 01342 872205
- **User Bands:** OP, D, PD, MH, SI, YA

#### Your Quality Care Services Ltd (Mayford)
- **Address:** Woking
- **Tel:** 01483 772711
- **User Bands:** OP, D, PD, MH, SI, YA

#### YourLife (Virginia Water)
- **Address:** Virginia Water
- **Tel:** 01344 841737
- **User Bands:** OP, D, PD, SI

#### Transform Homecare East Surrey
- **Address:** Redhill
- **Tel:** 01737 244312
- **User Bands:** OP, D, PD, LDA, MH, SI, YA

#### Transform Homecare Mid Surrey
- **Address:** Epsom
- **Tel:** 0208 786 9142
- **User Bands:** OP, D, PD, LDA, MH, SI, YA

#### Transform Homecare North West Surrey
- **Address:** Sunbury-on-Thames
- **Tel:** 01932 765696
- **User Bands:** OP, D, PD, LDA, MH, SI, YA

#### Trinity Homecare (Worcester Park)
- **Address:** Worcester Park
- **Tel:** 0207 183 4884
- **User Bands:** OP, D, PD, LDA, MH, SI, YA

#### Triple Care Healthcare Services
- **Address:** Dorking
- **Tel:** 01293 771572
- **User Bands:** OP, YA

#### Tuella Ltd Domiciliary Care
- **Address:** Reigate
- **Tel:** 07801 431183
- **User Bands:** OP, D

#### Unit 6 The Post House
- **Address:** Chertsey
- **Tel:** 01932 877471
- **User Bands:** OP, D, YA

#### Violet Home Care Ltd
- **Address:** Epsom
- **Tel:** 0203 667 3053
- **User Bands:** OP, D, PD, SI, YA

#### Watershed Care Services Ltd
- **Address:** Camberley
- **Tel:** 07581 235592
- **User Bands:** OP, D, PD, LDA, MH, SI, YA

#### Welmede Housing Association
- **Address:** Chertsey
- **Tel:** 01932 571666
- **User Bands:** LDA, MH

#### Westbrook Care
- **Address:** Caterham
- **Tel:** 01883 333055
- **User Bands:** OP, D, PD, LDA, MH, YA

#### Westvale Home Care Ltd
- **Address:** Horley
- **Tel:** 01293 775143
- **User Bands:** OP, D, PD, MH, SI

#### Wey Valley House
- **Address:** Farnham
- **Tel:** 01252 735522
- **User Bands:** OP, D, PD, SI, YA

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**Tell us what you think**

**Share your feedback**

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Putting care at the heart of your decision

MHA care homes in your area

At MHA, we have over 75 years’ experience providing quality care and supporting families. As a charity, we’re always reinvesting in our homes to enable people to live later life well.

- Personalised care plans, developed with residents and their family
- Homely bedrooms with en suite wet rooms
- Dedicated chaplain to provide pastoral care
- Music therapy for our residents living with dementia
- Lovely gardens and home cooked meals
- Hair salon and weekly activities programme

Our homes offer tailored care in a warm, supportive and friendly environment:

- Hall Grange care home
  Shirley Church Road, Shirley
  Croydon, CR9 5AL
  Tel: 0208 6541708
  www.mha.org.uk/hallgrange

- Ryelands care home
  15 Beddington Gardens
  Wallington, SM6 0JF
  Tel: 0208 6476837
  www.mha.org.uk/ryelands

Find out more at www.mha.org.uk/care-homes
Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation and extra care housing.

The individual, a private landlord, a housing association, a council or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this — particularly with the use of assistive technology (discussed on page 11).

To find a Supported Living scheme near you, visit www.surreyinformationpoint.org.uk and search ‘supported living’.

Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager will either be based at the site or will make visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities that are available for use.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Visit www.carechoices.co.uk for further assistance with your search for care
Pathway for Care offers a personalised service to individuals who require support, enabling them to live as independently as possible in their own homes. It is committed to enabling every person it supports to live as a valued member of their community using community services available to every citizen.

The people who use the service are adults who require guidance, support and may require support with personal care in order to lead fulfilling lives. They may have a learning disability or autism. They may also have one or more of the following needs: physical, sensory, mental health, communication, mobility or have behaviours that may be perceived to be challenging for themselves and others.

The aim of the Service is to enable individuals within their local communities to have more choice and control over their lives whilst being supported to be as independent as possible.

Care and support are personalised around the needs of each individual and can include an enhanced model of support for individuals with complex needs including behaviour that may be deemed as challenging.

This model of care can work effectively in supporting individuals within the transforming care cohort, which promotes the move out of long-term hospital placement into their own home in their local community.

For more information, contact us:
01293 301920 • 0161 711 1390
referrals@pathwayforcare.com
www.pathwayforcare.com
CHIPSTEAD COURT

Supported Living complex in North Surrey with self contained apartments and access to communal areas, dedicated sensory, music, art and activity facilities and extensive grounds. Support staff on site at all times.

- Support for Living Community; 14 state of the art modern spacious apartments
- Quality apartments in the heart of Chipstead
- Professionally designed, Technology enabled support and monitoring
- Access to personalised, quality care and support staff over a 24 hour period
- Bespoke toughened furniture

- High quality fixtures and fittings, carpet and flooring
- High definition cameras in operation providing piece of mind for individuals and loved ones
- Underfloor heating
- Sensory mood lighting
- Tripled glazing, toughed glass
- Sound proofing

For more information, contact us:
01293 301920 • 0161 711 1390
referrals@pathwayforcare.com
www.pathwayforcare.com
Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. Extra care can help to delay or prevent admission to a care home. To find an extra care housing scheme near you, go to www.surreyinformationpoint.org.uk and search ‘extra care housing’.

To find out more about housing with care in your area, contact your local borough or district council.

Elmbridge Borough Council  
Tel: 01372 474474  
Web: www.elmbridge.gov.uk

Epsom and Ewell Borough Council  
Tel: 01372 732000 • SMS: 07950 080202  
Web: www.epsom-ewell.gov.uk

Guildford Borough Council  
Tel: 01483 505050  
Web: www.guildford.gov.uk

Mole Valley District Council  
Tel: 01306 885001 • SMS: 07771 576411  
Web: www.molevalley.gov.uk

Reigate and Banstead Borough Council  
Tel: 01737 276000 • SMS: 07834 626468  
Web: www.reigate-banstead.gov.uk

Runnymede Borough Council  
Tel: 01932 838383  
Textphone (via Text Relay): 18001 0300 200 1004  
Web: www.runnymede.gov.uk

Spelthorne Borough Council  
Tel: 01784 451499  
Web: www.spelthorne.gov.uk

Surrey Heath Borough Council  
Tel: 01276 707100  
Email: contact.centre@surreyheath.gov.uk  
Web: www.surreyheath.gov.uk

Tandridge District Council  
Tel: 01883 722000  
Textphone: 18001 01883 722000  
SMS: 07786 200690 (use the word ‘TANDRIDGE’ at the start of your message).  
Web: www.tandridge.gov.uk

Waverley Borough Council  
Tel: 01483 523333  
Web: www.waverley.gov.uk

Woking Borough Council  
Tel: 01483 755855  
Email: customers@woking.gov.uk  
Web: www.woking.gov.uk
Learning disability

If you are living with a learning disability in Surrey, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme. See page 45.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Surrey. Any learning disability providers are denoted with LDA.

You may also find the organisations listed here useful.

Surrey Information Point
Contains a list of local services for people with learning disabilities in Surrey.
Web: www.surreyinformationpoint.org.uk

Mencap
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

Scope
Offers free, impartial and expert information, advice and support to disabled people and their families.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

Mental health

If you are worried about your mental health, it’s important to remember that you aren’t alone. Lots of people have issues with their mental health and there’s help and advice available in Surrey to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for help and support.

DHCTalking Therapies
Free and confidential support with common mental health problems throughout Surrey.
Tel: 01483 906392
Web: www.dhctalkingtherapies.co.uk

Surrey and Borders Partnership NHS Foundation Trust – Mind Matters
Talking therapies available to those aged 17+ and registered with a Surrey GP who are experiencing common mental health problems.
Tel: 0300 330 5450

Surrey Information Point
An online directory of local organisations committed to supporting your independence and wellbeing, including mental health.
Web: www.surreyinformationpoint.org.uk

We Are With You – Surrey
Formerly Thinkaction, offering free and confidential support to those who want to improve their mental health in Surrey.
Web: www.wearewithyou.org.uk/help-and-advice/find-service
Personalised care for people with Learning Disabilities, Mental Health, Acquired Brain Injury & Neurological Conditions in a range of residential and supported living environments.

To refer someone to our care:

01732 779353
referrals@activecaregroup.co.uk
www.activecaregroup.co.uk

Passionate about people, passionate about care.

Search for care in your area

www.carechoices.co.uk

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

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

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

www.myfamilyourneeds.co.uk

• Birth to adulthood
• Real life blogs
• Directory
• Ask the experts
• Monthly columnist

Ask questions
Get involved
Join the family

Search for care at www.carechoices.co.uk to find support in your area
Physical disability

If you have a physical disability or a long-term illness, adult social care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services designed to support your independence. There are also services available to support someone who may be your carer.

Sensory services

Sight for Surrey provides sensory services to people who are visually impaired, deaf, deafened, hard of hearing and those who have combined hearing and sight loss. Services include:

- communicator guides providing specialist support to anyone with combined sight and hearing loss;
- hearing loss advisers supporting you to manage your hearing loss;
- qualified social workers and deaf community officers working alongside you, your family or your carer;
- befriending;
- training in specialist technology;
- an employment programme mentoring people with a sensory impairment who are seeking employment and those already working; and
- a comprehensive benefits and entitlements service.

For more information, contact Sight for Surrey. Rentwood, School Lane, Fetcham, Leatherhead KT22 9JX
Tel: 01372 377701
Text: 07860 026269
Email: info@sightforsurrey.org.uk
Web: www.sightforsurrey.org.uk

Advocacy

Advocates can give advice, support and information to people of any age. Advocates can also help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy in Surrey
Tel: 0800 335 7330
Email: info@advocacyinsurrey.org.uk
Web: www.advocacyinsurrey.org.uk

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you...
and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

Search online for the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral
While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director but, if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 104 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Care homes

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).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24 hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 13 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £183.92 per week. This figure may change over the lifetime of this Directory, so do check with adult social care.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Activities in care homes

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally, and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish. Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision. Ensure you speak to any potential providers about the activities they provide in their care home.
Celebrating Life

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

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

Ashford House
Stanwell
TW19 7AZ
01784 862 357

Tandridge Heights
Oxted
RH8 0NH
01883 868 039

Corrina Lodge
Camberley
GU15 3NQ
01276 862 830

Windmill Manor
Oxted
RH8 9BD
01883 868 037

Epsom Beaumont
Epsom
KT17 4Q8
01372 541 401

Worplesdon View
Guildford
GU3 3LQ
01483 698 757

Reigate Beaumont
Reigate
RH2 9JB
01737 742 763

Wykeham House
Horley
RH6 7DJ
01293 831 042

Residential care  •  Nursing care  •  Dementia care  •  Respite care & short breaks
En-suite rooms  •  Delicious meals  •  Daily activities  •  Spa bathrooms  •  Wi-fi
Care homes checklist

Staff
What is the minimum number of staff that are available at any time? ☐ ☐ ☐
Are staff respectful, friendly and polite? ☐ ☐ ☐
Do staff have formal training? ☐ ☐ ☐
Are the staff engaging with residents? ☐ ☐ ☐

Activities
Can you get involved in activities you enjoy? ☐ ☐ ☐
Is there an activities co-ordinator? ☐ ☐ ☐
Does the home organise any outings? ☐ ☐ ☐
Are residents escorted to appointments? ☐ ☐ ☐
Do the residents seem entertained? ☐ ☐ ☐
Does the home have a varied activities schedule? ☐ ☐ ☐

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

Personal preferences
Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐
Is the décor to your taste? ☐ ☐ ☐
Are there restricted visiting hours? ☐ ☐ ☐
Is there somewhere you can go to be alone? ☐ ☐ ☐
Does the home feel welcoming? ☐ ☐ ☐

Catering
Can the home cater for any dietary requirements you may have? ☐ ☐ ☐
Does the menu change regularly? ☐ ☐ ☐
Can you eat when you like, even at night? ☐ ☐ ☐
Can you have food in your room? ☐ ☐ ☐
Is there a choice of food at mealtimes? ☐ ☐ ☐
Is alcohol available/allowed if you want it? ☐ ☐ ☐
Can visitors join you for meals? ☐ ☐ ☐

Fees
Do your fees cover all of the services and activities? ☐ ☐ ☐
Are fees likely to change regularly? ☐ ☐ ☐
Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐
Could you have a trial period? ☐ ☐ ☐
Can you keep your room if you go into hospital? ☐ ☐ ☐
Can you handle your own money? ☐ ☐ ☐

*See page 67.

Visit www.carechoices.co.uk for further assistance with your search for care
We all want to have a plan to help look after our loved ones when they need some extra support, but don’t always know what’s best.

So we take time to get to know you and understand your individual needs to help you put these plans in place.

Discover our Care Homes in Surrey

- Belmont House, Sutton
- Coppice Lea, Merstham
- Coxhill Manor, Woking
- Cranmer Court, Warlingham
- Galsworthy House, Kingston upon Thames
- Garth House, Dorking
- Home of Compassion, Thames Ditton
- Horsell Lodge, Woking
- Kingsclear, Camberley
- Knowle Park, Cranleigh
- Moorlands, Lightwater

To arrange a free care assessment
Call us on 0808 223 5356 freephone
Find us online at caringhomes.org
We all want to have a plan to help look after our loved ones when they need some extra support, but don’t always know what’s best. So we take time to get to know you and understand your individual needs to help you put these plans in place.

Discover our Care Homes in Surrey –


To arrange a free care assessment call us on 0808 223 5356 freephone. Find us online at caringhomes.org

Keep doing what you love.
Delivering peace of mind

Assisted Living | Nursing | Dementia Care

Signature Senior Lifestyle homes offer luxury apartment style accommodation, intelligent design and five-star amenities. Our award winning homes provide exceptional 24 hour care by highly-skilled compassionate people.

To find out more about how a Signature home in Surrey can provide total peace of mind for you and your loved ones, please contact us today. We have homes in Camberley, Chertsey, Hindhead, Reigate and Epsom.
Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

Individuals must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 66 and 52 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff get to know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home?

Further questions to consider are included in the residential dementia care checklist, which you’ll find on page 61.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

Search for care in your area

www.carechoices.co.uk

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

Kathryn’s House Care Home provides person-centred residential care in a safe and homely environment. The home caters for older people, including those living with early and intermediate stages of dementia. It is situated within easy walking distance of Guildford town centre with excellent bus and rail links. The home has en-suite bedrooms with Guildford town views and a decked garden area at the rear.
A home from home, compassionate environment that supports people over 65 years and those living with dementia

- We provide short breaks to rest and recuperate, as well as a long-term Home, all supported by our passionate and fully trained teams.

- You can expect a full complement of customer services including comfortable rooms, delicious meals, a variety of activities and excursions – all centred around your personal interests.

We welcome you and your family to join us!

We Care Like Family

contact us for more information

Smallbrook Care Home
Suffolk Close, Massets Road
Horley, Surrey RH6 7DU
01293 772 576
adminSM@aspreyhealthcare.co.uk

Sherwood House Care Home
40 Severn Drive, Walton-on-Thames
KT12 3BH
01932 221 170
adminSH@aspreyhealthcare.co.uk

www.aspreyhealthcare.co.uk
Residential dementia care checklist

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

### Design

- Are there clear signs throughout the home? 
- Has the home been designed or adapted for people with dementia? 
- Are the home and grounds secure? 
- Are there prompts outside the residents' rooms to help people identify their own? 
- Is the décor familiar to your loved one? 

### Choices

- Do residents get a choice in terms of what they wear each day? 
- Are residents encouraged to be independent? 
- Can residents decide what to do each day? 
- Can residents have a say in the décor of their room? 

### Activities

- Are residents able to join in with household tasks like folding washing? 
- Are there activities on each day? 
- Can residents walk around outside on their own? 
- Are residents sitting in front of the TV or are they active and engaged? 
- Are there rummage boxes around? 

### Health

- Can residents get help with eating and drinking? 
- How often does the home review residents' medication? 
- Does the home offer help if a resident needs assistance taking medication? 
- Do GPs visit the home regularly? 

### Staff

- Are staff trained to identify when a resident might be unwell? 
- Are staff trained to spot when someone needs to go to the toilet? 
- Do the staff have any dementia-specific training/experience? 
- Will your loved one have a member of staff specifically responsible for their care? 

### Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? 
- Will the home keep you informed about changes to your loved one's care? 
- Does the home have a specific approach to end of life care? 
- Does the home keep up to date with best practice in dementia care?

*See page 67.

Visit www.carechoices.co.uk for further assistance with your search for care
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.

Please send me information about Protection & Investment Ltd and the services it provides for Long Term Care Planning

Name ........................................................

Address .....................................................
..................................................................
..................................................................

Postcode ...................................................

Tel Number ..............................................

Return to:
Protection & Investment Ltd
Index House, St. George’s Lane,
Ascot, Berkshire SL5 7ET

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)
Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care. See page 64.

These figures may change during the lifetime of this Directory.

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’.

See page 64 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 65 for more information.

Non-means-tested support

Some support may be available to you without the council needing to look into your finances.

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care

Visit www.carechoices.co.uk for further assistance with your search for care
should consider claiming these benefits; however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

**NHS Continuing Healthcare**

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. 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.

**Self-funding your care**

Paying for care can be an expensive and long-term commitment, so the council strongly recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 65 for suggested contacts.

**Twelve-week property disregard**

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

**Deferred Payment Agreements**

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement.

This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home, and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

**NHS Nursing Care Contribution**

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 Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

**Third party payments**

If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’. You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already resident in a care home, and
no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room. It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**Seeking financial advice**

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend. Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call 0333 202 0454.

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

- **Age UK**
  - Tel: 0800 055 6112
  - Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

- **Citizens Advice**
  - Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

- **Money Advice Service**
  - Tel: 0800 138 7777
  - Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Are you looking for care support for yourself or someone else?

I can source a selection of care packages and services available for you so you can make an informed decision on which is best for you.

My name is Jamie and I have worked as a Carer for over 17 years. Over the years I gained a vast knowledge of the social care sector. I have supported private care users, local authorities, local hospice, home care services, day centres, care homes, independent living, and a care ambassador for skills for care programme.

For more information, please don’t hesitate to contact us:

- **07738 286572**
- **Info@findmecareconsultancy.com**
- **www.findmecareconsultancy.com**
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 results can be emailed to you. 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 67), indicating the quality of care provided.

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

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’, setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit www.citizensadvice.org.uk
Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

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

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your adult social care department. You can complete a form online (visit www.surreycc.gov.uk – search ‘complaints’ and click on ‘Adult social care complaints’) or call 01483 518300, email asc.customerrelations@surreycc.gov.uk or write to Adult Social Care Customer Relations Team, Surrey County Council, Millmead House, Millmead, Guildford GU2 4BB.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service and its job is to investigate complaints in a fair and independent way.

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
Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Surrey and other regions, visit www.carechoices.co.uk with details of your requirements.

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?
Abuse is mistreatment that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

Who might be causing the abuse?
The person who is responsible for the abuse may be known to the person abused and could be:

- a care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused, email Surrey County Council at ascmash@surreycc.gov.uk or call 0300 470 9100. Your concerns will be taken seriously and will receive prompt attention, advice and support. You can also call the Police on 101, or 999 if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved, adult social care will work with them to support you.

If you are worried about contacting the police you can contact Surrey County Council on 0300 470 9100 to talk things over first. If immediate action is needed dial 999.

You can also:
- contact the Care Quality Commission (CQC) on 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
• let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)
There is a barring system for all those intending to work or currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed, or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.

Tell us what you think
Share your feedback
Take our five minute survey
What have you found useful?
What could we do better?

Your local Bupa care homes 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 long and short-term care options in Surrey could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
0808 252 0807
Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Visit www.carechoices.co.uk for further assistance with your search for care
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Search for care at www.carechoices.co.uk to find support in your area

North West Surrey

North West Surrey care homes

Barossa Road, 25 (Royal Mencap Society)
Camberley GU15 4JE
Tel: 01276 685533

Beaufort House
Chobham Road, Knaphill, Woking GU21 2TD
Tel: 01483 475536

Beech Trees
1a Kirby Road, Horsell, Woking GU21 4RJ
Tel: 01483 755911

Birchlands
Barley Mow Road, Englefield Green TW20 0NP
Tel: 01483 404933

Camberley Cottage
1 Coolarne Rise, Camberley GU15 1NA
Tel: 01276 686898

Cambridge House Care Home
141 Gordon Avenue, Camberley GU15 2NR
Tel: 01276 601035

Cherrydale
Springfield Road, Camberley GU15 1AE
Tel: 01276 682585

Chestnuts, The
42-44 Chertsey Road, West Byfleet KT14 7AN
Tel: 01932 336200

Church Farm Bungalow
Guildford Road, Ottershaw KT16 0PL
Tel: 01932 873082

Combe House
Castle Road, Horsell, Woking GU21 4ET
Tel: 01483 755997

Elmfield House
Church Lane, Bisley, Woking GU24 9ED
Tel: 01483 489522

Gables Care Home
Pembroke Road, Woking GU22 7DY
Tel: 01483 828792

Home care providers can be found beginning on page 27.
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<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
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<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
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<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

### North West Surrey care homes continued

#### Glebe Cottage
Glebe Cottage  
Sandhills Lane, Virginia Water GU25 4DS  
Tel: 01344 844144

#### Green Lane
Green Lane  
122 Green Lane, Addlestone KT15 2TE  
Tel: 01932 857485

#### Greys Residential Home
Greys Residential Home  
Hook Heath Road, Woking GU22 0JQ  
Tel: 01483 771523

#### Guildford Road, 330 (Living Ambitions Ltd)
Guildford Road, 330 (Living Ambitions Ltd)  
Bisley, Woking GU24 9AD  
Tel: 01483 799261

#### Guildford Road, 330a (Living Ambitions Ltd)
Guildford Road, 330a (Living Ambitions Ltd)  
Bisley, Woking GU24 9AD  
Tel: 01483 799261

#### Heathside
Heathside  
Coley Avenue, Woking GU22 7BT  
Tel: 01483 404935

#### Hill View Care Home
Hill View Care Home  
5 Essex Close, Frimley, Camberley GU16 9FH  
Tel: 01252 838199

#### Howards Residential Home
Howards Residential Home  
24 Rowtown, Addlestone KT15 1EY  
Tel: 01932 856665

#### Inglewood House
Inglewood House  
56 Middle Gordon Road, Camberley GU15 2HT  
Tel: 01276 64776

#### Jackman’s Lodge
Jackman’s Lodge  
The Mount, St John’s Hill Road, Woking GU21 7RG  
Tel: 01483 761779

#### Jubilee Road, 42 (Dimensions)
Jubilee Road, 42 (Dimensions)  
Mytchett, Camberley GU16 6BE  
Tel: 01252 513006

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

#### Kings Lodge
Kings Lodge  
122 Kings Ride, Camberley GU15 4LZ  
Tel: 01276 581051

#### Kingsleigh
Kingsleigh  
Kingfield Road, Woking GU22 9EQ  
Tel: 01483 740750

#### Lakeview Care Home
Lakeview Care Home  
Lightwater Road, Lightwater GU18 5XQ  
Tel: 01276 480430

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

#### Princess Christian Residential and Nursing Care Home
Princess Christian Residential and Nursing Care Home  
Stafford Lake, Knaphill, Woking GU21 2SJ  
Tel: 01483 488917

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

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

#### Ridgewood Drive, 1 (Dimensions)
Ridgewood Drive, 1 (Dimensions)  
Frimley, Camberley GU16 9QF  
Tel: 01276 684382

#### Rivermede Court
Rivermede Court  
The Avenue, Egham TW20 9AD  
Tel: 01784 417828

#### Rosemere
Rosemere  
Brookfield Close, Ottershaw KT16 OJL  
Tel: 01932 872361

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

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Styled for life

Immaculate surroundings and sheer attention to detail underpin the warm, person centred care that sits at the heart of everything we do.

✓ personally tailored care
✓ specialist dementia care
✓ short breaks

To find out more about the choices West Hall offers our residents, call 0808 102 5567 or visit WestHall.org.uk

West Hall care home, Off Parvis Road, West Byfleet, KT14 6EY
Proudly not-for-profit.
North West Surrey care homes continued

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

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

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

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

Tall Trees
Guildford Road, Ottershaw KT16 0PL
Tel: 01932 874446

Upalong Residential Home
16 Castle Road, Camberley GU15 2DS
Tel: 01276 31356

West Hall
Parvis Road, West Byfleet KT14 6EY
Tel: 0808 102 5567 Advert page 72 OP D

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

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

Whitebourne
Burleigh Road, Frimley GU16 7EP
Tel: 01276 20723

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

North West Surrey care homes with nursing

Abbey Chase Nursing Home
Bridge Road, Chertsey KT16 8JW
Tel: 01932 568090 Advert inside front cover OP SI YA

Bagshot Park Care Centre
28-32 London Road, Bagshot GU19 5HN
Tel: 01276 450800

Beaumont Lodge Nursing Home
19-21 Heatherley Road, Camberley GU15 3LX
Tel: 01276 23758

Bernard Sunley Nursing and Dementia Care Home, The
College Road, Maybury, Woking GU22 8BT
Tel: 01483 764300

Brook House
2 Brookfield Close, Ottershaw, Chertsey KT16 0JL
Tel: 0300 555 5222 OP D PD LDA MH SI YA

Camberley Manor
130 Deepcut Bridge Road, Deepcut, Camberley GU16 6SJ
Tel: 01252 832020 Advert page 74 OP D PD SI YA

Cedar Lodge Nursing Home
St Catherine’s Road, Frimley Green, Camberley GU16 9NP
Tel: 01252 837019 Advert page 76

Collingwood Grange Bupa Care Home
Portsmouth Road, Camberley GU15 1LD
Tel: 01276 818 959 Advert page 69

Corrina Lodge
79 The Avenue, Camberley GU15 3NQ
Tel: 01276 862 830 Advert page 54

Coxhill Manor Nursing and Residential Home
Station Road, Chobham, Woking GU24 8AU
Tel: 01276 858926 Advert pages 56 & 57

Visit www.carechoices.co.uk for further assistance with your search for care

Service OP Older people (65+)

User Bands MH Mental health

D Dementia

PD Physical disability

LDA Learning disability, autism

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs
Luxury residential, nursing, dementia and respite care in Camberley

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Luxury residential, nursing, dementia and respite care in Camberley

“My friend moved into Camberley Manor back in November from another nursing home and the change in him has been wonderful. He seems so much happier and more relaxed which is so nice to see. It’s like an all-inclusive holiday, he even gets regular aromatherapy massages. I think everyone deserves to be in a place like this.”

Friend of resident – carehome.co.uk review

Camberley Manor

tlccare.co.uk/camberley-manor
130 Deepcut Bridge Road, Deepcut, Camberley, GU16 6SJ
T: 01252 832 020

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

Crann Mor Nursing Home
151 Old Woking Road, Woking GU22 8PD
Tel: 01932 344090  OP D

Gracewell of Woking
12 Streets Heath, West End, Woking GU24 9QY
Tel: 01483 663628  OP D PD SI YA

Gracewell of Woking
12 Streets Heath, West End, Woking GU24 9QY
Tel: 01483 663623  OP D PD SI YA

Grange Nursing Home, The
22 Grange Road, New Haw, Addlestone KT15 3RQ
Tel: 01932 344940  OP D

Crann Mor Nursing Home
151 Old Woking Road, Woking GU22 8PD
Tel: 01932 344090  OP D

Gracewell of Woking
12 Streets Heath, West End, Woking GU24 9QY
Tel: 01483 663628  OP D PD SI YA

Gracewell of Woking
12 Streets Heath, West End, Woking GU24 9QY
Tel: 01483 663623  OP D PD SI YA

Grange Nursing Home, The
22 Grange Road, New Haw, Addlestone KT15 3RQ
Tel: 01932 344940  OP D

Grange Retirement Home, The
Ruxbury Road, St Ann’s Hill, Chertsey KT16 9EP
Tel: 01932 562361 Advert page 74  OP D PD SI YA

Holly Lodge Nursing Home
St Catherine’s Road, Friimley Green, Camberley GU16 9NP
Tel: 01252 833080 Advert page 76  OP D MH

Horsell Lodge
Kettlewell Hill, Woking GU21 4JA Advert pages 56 & 57
Tel: 01483 713850  OP D PD SI YA

Kettlewell House Nursing Home
Kettlewell Hill, Chobham Road, Woking GU21 4HX
Tel: 01483 221900  OP D PD YA

Kings Lodge
122 Kings Ride, Camberley GU15 4LZ
Tel: 01276 581051  OP D PD

Kings Lodge Care Centre
The Pavilions, Byfleet, West Byfleet KT14 7BQ
Tel: 01932 358700 Advert inside front cover  OP D PD SI

Kingsbury Court
Guildford Road, Bisley, Woking GU24 9AB
Tel: 01483 494186  OP D PD SI YA

Kingsclear
Park Road, Camberley GU15 2LN
Tel: 01276 413700 Advert pages 56 & 57 OP D PD YA

Merlewood
Hollow Lane, Callow Hill,
Virginia Water GU25 4LR
Tel: 01344 845314  OP

Moorlands Nursing Home
Macdonald Road, Lightwater GU18 5US
Tel: 01276 473140 Advert pages 56 & 57 OP D YA

Oakcroft House Bupa Care Home
Oakcroft Road, West Byfleet KT14 6JG
Tel: 01932 807 839 Advert page 69 OP PD YA

Parklands Manor
Parklands Drive, Chertsey KT16 9FS
Tel: 01932 283418 Advert page 58 OP PD SI YA

Pembroke House
Pembroke House, Pembroke Broadway,
Camberley GU15 3XD
Tel: 01276 861953 Advert page 58 OP D PD SI YA

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

Queen Elizabeth Care Centre
Torin Court, Englefield Green,
Egham TW20 0PJ
Tel: 01784 477770  OP D PD MH YA

Rodwell House
Brox Lane, Rowtown,
Addlestone KT15 1HH
Tel: 01932 832900  OP D PD MH SI YA

Sunrise of Bagshot
14-16 London Road,
Bagshot GU19 5HN
Tel: 01276 456000  OP D YA

Throwleigh Lodge
Ridgeway, Horsell, Woking GU21 4QR
Tel: 01483 769228  OP D PD LDA MH SI YA

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Care Home in Spelthorne

✓ Dedicated 24 hour care, 7 days a week
✓ Specialised dementia care
✓ Full En suite bedrooms
✓ Delicious, fresh, home cooked meals
✓ Choice of spacious communal areas
✓ Courtyard garden
✓ Varied activities/entertainment
✓ Safe family visits by appointment

9.9
Review score by residents and families on carehome.co.uk
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THE BURLINGTON
BY BOUTIQUE CARE HOMES
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Camberley, Surrey, GU16 9NP

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## North East Surrey care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albert Residential Home</td>
<td>40 The Warren, Worcester Park KT4 7DL</td>
<td>0208 337 2265</td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Appleby House</td>
<td>Longmead Road, Epsom KT19 9RX</td>
<td>01372 739933</td>
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<td>D</td>
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<tr>
<td>Banstead Road – Care Home</td>
<td>17 Banstead Road, Ewell KT17 3EZ</td>
<td>0208 786 7718</td>
<td>D</td>
<td>PD</td>
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<tr>
<td>Beauchamp Court</td>
<td>18 Beauchamp Road, East Molesey KT8 OPA</td>
<td>0208 783 0444</td>
<td>D</td>
<td>PD LDA MH</td>
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<tr>
<td>Beech Lodge – Thames Ditton</td>
<td>95 Thorkhill Road, Thames Ditton KT7 OUW</td>
<td>0208 398 5584</td>
<td>LDA</td>
<td>YA</td>
</tr>
<tr>
<td>Berryscroft Road, 29 (Brand Homes Ltd)</td>
<td>Staines TW18 1ND</td>
<td>01784 459404</td>
<td>LDA</td>
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<tr>
<td>Berryscroft Road, 55 (Brand Homes Ltd)</td>
<td>Staines TW18 1ND</td>
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</tr>
<tr>
<td>Burgh Heath Care Centre</td>
<td>472 Reigate Road, Epsom KT18 5XA</td>
<td>01737 903292</td>
<td>PD</td>
<td>LDA MH YA</td>
</tr>
<tr>
<td>Burgh Heath Lodge</td>
<td>33 Burgh Heath Road, Epsom KT17 4LP</td>
<td>01372 741025</td>
<td>LDA</td>
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<tr>
<td>Burlington, The</td>
<td>68 Manygate Lane, Shepperton TW17 9EE</td>
<td>01483 802773</td>
<td>OP</td>
<td>D PD</td>
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<tr>
<td>Cedars Care Home, The</td>
<td>16 Fordbridge Road, Ashford TW15 2SG</td>
<td>01784 242356</td>
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<tr>
<td>Copperfield House</td>
<td>13 Worple Road, Epsom KT18 5EP</td>
<td>01372 726725</td>
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<td>D MH</td>
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<tr>
<td>Cossins House Care Home</td>
<td>1 Downside Road, Downside, Cobham KT11 3LZ</td>
<td>01932 862038</td>
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<tr>
<td>Derby House</td>
<td>Hook Road, Epsom KT19 8QJ</td>
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<td>Echelforde</td>
<td>College Way, Ashford TW15 2XG</td>
<td>01784 255225</td>
<td>OP</td>
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<tr>
<td>Elysium Care Partnerships Ltd – 187 Nursery Road</td>
<td>187 Nursey Road, Sunbury-on-Thames TW16 6LX</td>
<td>01932 481848</td>
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<tr>
<td>Elysium Care Partnerships Ltd – School House</td>
<td>School Walk, Sunbury-on-Thames TW16 6RB</td>
<td>01932 780181</td>
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<tr>
<td>EnhanceAble Space</td>
<td>47 The Drive, Epsom KT19 OAR</td>
<td>07960 031075</td>
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<td>Epsom Lodge</td>
<td>1 Burgh Heath Road, Epsom KT17 4LW</td>
<td>01372 724722</td>
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<td>Fir Trees House</td>
<td>283 Fir Tree Road, Epsom KT17 3LF</td>
<td>01737 361306</td>
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<tr>
<td>Firlawn</td>
<td>402 Chessington Road, Epsom KT19 9EG</td>
<td>0208 786 0514</td>
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<td>D LDA YA</td>
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<tr>
<td>Gibraltar Crescent, 36a (RNID Action on Hearing Loss)</td>
<td>Epsom KT19 9BT</td>
<td>0208 393 0865</td>
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<td>LDA SI YA</td>
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<tr>
<td>Glebe House Care Home</td>
<td>The Broadway, Laleham, Staines TW18 1SB</td>
<td>01784 451643</td>
<td>OP</td>
<td>D</td>
</tr>
</tbody>
</table>

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Linwood care home, 9 Mercer Close, Thames Ditton, Surrey, KT7 0BS

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<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>OP</td>
<td>Old people (65+)</td>
<td>Glendale, Ambleside Avenue, Walton-on-Thames KT12 3LW</td>
<td>0800 085 4261</td>
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<tr>
<td>D</td>
<td>Dementia</td>
<td>Gormanach House, 126 Reigate Road, Epsom KT17 3BX</td>
<td>0208 393 2204</td>
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<td>OP</td>
<td>Old people (65+)</td>
<td>Greens, The, 388 Chessington Road, West Ewell, Epsom KT19 9EG</td>
<td>0208 393 2450</td>
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<tr>
<td>D</td>
<td>Dementia</td>
<td>Greenways, 3 Grove Road, Epsom KT17 4DE</td>
<td>01372 727323</td>
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<tr>
<td>LDA</td>
<td>Learning disability</td>
<td>Heath Lodge Care Home, St Georges Avenue, Weybridge KT13 0DA</td>
<td>01932 854680</td>
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<tr>
<td>OP</td>
<td>Old people (65+)</td>
<td>Hillcroft, St Ebbas, Hook Road, Epsom KT19 8QJ</td>
<td>01372 203020</td>
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<tr>
<td>PD</td>
<td>Physical disability</td>
<td>Homelea, 68 Worple Road, Epsom KT18 7AG</td>
<td>01372 740730</td>
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<td>LDA</td>
<td>Learning disability</td>
<td>Huntley Close, 7 (Dimensions), Stanwell, Staines TW19 7DD</td>
<td>01784 254322</td>
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<td>Learning disability</td>
<td>Jasmine at Primrose, Primrose 2, The Meadows, Horton Lane, Epsom KT19 8PB</td>
<td>01372 203445</td>
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<td>PD</td>
<td>Physical disability</td>
<td>Kingscroft, Worple Road, Staines-upon-Thames TW18 1ED</td>
<td>0300 555 5222</td>
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<tr>
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<td>Langdown House, 1-4 Yeend Close, West Molesey KT8 2NY</td>
<td>0208 979 4561</td>
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<tr>
<td>OP</td>
<td>Old people (65+)</td>
<td>Linden House, 9 College Road, Epsom KT17 4HF</td>
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<tr>
<td>D</td>
<td>Dementia</td>
<td>Linwood Care Home, 9 Mercer Close, Thames Ditton KT7 0BS</td>
<td>0808 102 4586</td>
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<td>PD</td>
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<td>Longdown Road (Care Management Group), 9 Longdown Road, Epsom KT17 3PT</td>
<td>01372 748153</td>
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<td>LDA</td>
<td>Learning disability</td>
<td>Mayfield House Residential Home, 29 Mayfield Road, Hersham, Walton-on-Thames KT12 5PL</td>
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<td>OP</td>
<td>Old people (65+)</td>
<td>Meadowside, Knowle Park Avenue, Staines TW18 1AN</td>
<td>01483 404937</td>
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<td>LDA</td>
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<td>Moor House Residential Care Home, Vicarage Road, Staines TW18 4YG</td>
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<td>OP</td>
<td>Old people (65+)</td>
<td>Moore Place, Portsmouth Road, Esher KT10 9LH</td>
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<tr>
<td>OP</td>
<td>Old people (65+)</td>
<td>Mr &amp; Mrs A H Akbarally, 24 Northcroft Road, West Ewell, Epsom KT19 9TA</td>
<td>0208 394 2119</td>
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<tr>
<td>LDA</td>
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<td>Murach House, 116A Reigate Road, Epsom KT17 3BX</td>
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<td>Oak House Care Home, 19 Queens Road, Weybridge KT13 9UE</td>
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<td>LDA</td>
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<td>Oaklawn, 400 Chessington Road, Epsom KT19 9EG</td>
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<td>LDA</td>
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<td>Oakley House Ltd, Hampton Court Way, Thames Ditton KT7 0LP</td>
<td>0303 258 2052</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
<td>Orchard House, 7 Green Lane, Redhill RH1 2DG</td>
<td>01737 217012</td>
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<tr>
<td>MH</td>
<td>Mental health</td>
<td>Pines, The, 6 Windsor Walk, Weybridge KT13 9AP</td>
<td>01932 842954</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
<td>Rodney House, Rodney Road, Walton-on-Thames KT12 3LE</td>
<td>01932 241219</td>
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</tbody>
</table>

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

Visit www.carechoices.co.uk for further assistance with your search for care
Rowland House Care Home
1a Lime Tree Avenue, Thames Ditton KT7 0NY
Tel: 0208 972 9143

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

Sherwood House
40 Severn Drive, Walton-on-Thames KT12 3BH
Tel: 01932 221170

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

Silvermere Care Home
Redhill Road, Cobham KT11 1EF
Tel: 01932 642783

St Anthony’s Care Home
7a Rosebery Road, Langley Vale, Epsom Downs, Epsom KT18 6AF
Tel: 01293 826200

Summers, The
Yeend Close, West Molesey KT8 2NY
Tel: 0208 941 3532

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

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

Sunrise of Weybridge
Ellesmere Road, Weybridge KT13 0HY
Tel: 01372 745903

Swallowfields Care Centre
45 Alexandra Road, Epsom KT17 4DB

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

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

Tiltwood
Hogshill Lane, Cobham KT11 2AQ
Tel: 01932 866498

Young Prospects
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North East Surrey care homes continued

See page 81 for the Service User Bands key
Advertisers are highlighted
North East Surrey care homes with nursing

Adelaide House Care Home
36 Hershams Road, Walton-on-Thames KT12 1JJ
Tel: 01932 224881 OP PD

Arbrook House Bupa Care Home
36 Copsem Lane, Esher KT10 9HE
Tel: 01372 886 902 Advert page 69 OP YA

Ashford House
Long Lane, Stanwell TW19 7AZ
Tel: 01784 862 357 Advert page 54 OP D

Ashton Lodge Nursing Home
Spelthorne Grove, Sunbury-on-Thames TW16 7DA
Tel: 01932 761761 OP D PD SI

Burlington, The
68 Manygate Lane, Shepperton TW17 9EE
Tel: 01483 802773 Advert page 76 OP D PD

Charlton Grange Care Home
Charlton Lane, Upper Halliford Village, Near Shepperton TW17 8QN
Tel: 01932 732600 OP D

Church View Care Home
Falcon Drive, Stanwell TW19 7EU
Tel: 01784 248610 OP D

Emberbrook
16 Raphael Drive, Thames Ditton KT7 0BL
Tel: 0208 181 1039 Advert page 80 OP D PD MH

Epsom Beaumont, The
20-22 Church Street, Epsom KT17 4QB
Tel: 01372 541 401 Advert page 54 OP D YA

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

Hendford Nursing Home
Howell Hill Grove, East Ewell, Epsom KT17 3ER
Tel: 0208 393 7891 OP D MH

Home of Compassion
58 High Street, Thames Ditton KT7 0TT
Tel: 01206 224100 Advert pages 56 & 57 OP D PD YA

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

Leighton House Private Nursing Home
Burgh Heath Road, Epsom KT17 4NB
Tel: 01372 720908 OP D PD MH SI

Lynton Hall Bupa Care Home
2 Lynton Road, New Malden KT3 5EE
Tel: 020 3944 9410 Advert page 69 OP D LDA YA

Norfolk House
39 Portmore Park Road, Weybridge KT13 8HQ
Tel: 01932 820300 OP D PD LDA MH YA

Priory Court Care Home
Old Schools Lane, Ewell Village, Epsom KT17 1TJ
Tel: 0208 393 0137 OP D PD

Rosebery Manor
458 Reigate Road, Epsom KT18 5XA
Tel: 01372 541623 Advert page 58 OP D PD SI

Springfield Nursing House Home
6 Stoke Road, Cobham, Surrey KT11 3AS Tel: 01932 862580
Email: springfield@springfieldhousecobham.co.uk www.springfieldhousecobham.co.uk
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Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Advertisements are highlighted
www.carechoices.co.uk

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• Brochure requests
### North East Surrey care homes with nursing

**Springfield House Nursing Home**  
6 Stoke Road, Cobham KT11 3AS  
Tel: 01932 862580  
Advert page 81  
OP D

**St George’s Bupa Care Home**  
5 Byfleet Road, Cobham KT11 1DS  
Tel: 01932 809 785  
Advert page 69  
OP D MH YA

**Sunbury Nursing Homes**  
Thames Street, Sunbury-on-Thames TW16 6AJ  
Tel: 01932 785414  
OP D

**Sutton Lodge Bupa Care Home**  
87 Oatlands Drive, Weybridge KT13 9LN  
Tel: 01932 809 527  
Advert page 69  
OP PD

**White Gates Care Centre Ltd**  
1 Condor Road, Laleham-upon-Thames, Staines TW18 1UG  
Tel: 01784 441287  
Advert inside front cover  
OP D PD SI YA

**St George’s Bupa Care Home**  
Octagon Road, Whiteley Village, Walton-on-Thames KT12 4EH  
Tel: 01932 857821  
OP

**Wingham Court Bupa Care Home**  
Oaken Lane, Claygate KT10 0RQ  
Tel: 01372 885 780  
Advert page 69  
OP PD YA

---

### South West Surrey care homes

**South West Surrey care homes**

**Abbeywood**  
Wharf Road, Ash Vale GU12 5AX  
Tel: 01483 404931  
OP

**Abbotswood, 33 (The Four Seasons Trust Ltd)**  
Guildford GU1 1UZ  
Tel: 01483 440352  
LDA YA

**Albury Care Homes Ltd**  
6 Albury Road, Guildford GU1 2BT  
Tel: 01483 573847  
OP DSI

**Ash Street, 149 (Dimensions)**  
Ash, Aldershot GU12 6LJ  
Tel: 01252 337109  
LDA

**Ashbourne Court Care Home**  
Ashbourne Close, Ash, Aldershot GU12 6AG  
Tel: 01252 326769  
OP PD SI

**Beechwood**  
High Pitfold, Hindhead GU26 6BN  
Tel: 01428 608124  
LDA SI YA

**Bells Piece – Care Home Learning Disabilities**  
Hale Road, Farnham GU9 9RL  
Tel: 01252 715138  
OP LDA YA

**Bridge House Care Home**  
Farnham Road, Elstead GU8 6DB  
Tel: 01252 703035  
OP

**Broadwater Lodge**  
Summers Road, Farncombe, Godalming GU7 3BF  
Tel: 01483 414186  
OP D PD LDA MH

**Bungalow, The**  
Beech Lane, Normandy GU3 2JH  
Tel: 01483 810115  
LDA

**Cedars, The**  
High Pitfold, Hindhead GU26 6BN  
Tel: 01428 609374  
PD LDA YA

**Crann Dara**  
East Flexford Lane, Wanborough, Guildford GU3 2JP  
Tel: 01483 808730  
OP D PD LDA SI YA

---

**Service**  
OP Older people (65+)  
D Dementia  
PD Physical disability  
LDA Learning disability, autism

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

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www.rmbi.org.uk

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*Carehome.co.uk review, Dec 2020.
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<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Bands</th>
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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>
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<td>Eastlake</td>
<td>Nightingale Road, Godalming GU7 3AG</td>
<td>01483 413520</td>
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<tr>
<td>Felbury House</td>
<td>Felday Road, Holmbury St Mary, Guildford RH5 6NL</td>
<td>01306 730084</td>
<td>OP D</td>
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<tr>
<td>Fenton Lodge</td>
<td>Hazel Road, Ash Green, Aldershot GU12 6HP</td>
<td>01252 317211</td>
<td>OP D 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 D</td>
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<tr>
<td>Grange, The</td>
<td>99 Westfield Road, Woking GU22 9AX</td>
<td>01483 772887</td>
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<tr>
<td>Haven House</td>
<td>44 King’s Road, Haslemere GU27 2QG</td>
<td>01428 661440</td>
<td>PD LDA YA</td>
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<tr>
<td>Kathryn’s House</td>
<td>43-49 Farnham Road, Guildford GU2 4JN</td>
<td>01483 560070</td>
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<tr>
<td>Limegrove</td>
<td>St Martin’s Close, East Horsley KT24 6SU</td>
<td>01483 280690</td>
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<tr>
<td>Mallow Crescent</td>
<td>25-30 Mallow Crescent, Guildford GU4 7BU</td>
<td>01483 455879</td>
<td>OP PD LDA YA</td>
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<tr>
<td>Maple Cottage</td>
<td>208 Send Road, Send, Woking GU23 7EN</td>
<td>01483 772168</td>
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<td>Meath Epilepsy Charity, The</td>
<td>Westbrook Road, Godalming GU7 2QH</td>
<td>01483 415095</td>
<td>OP PD LDA YA</td>
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<tr>
<td>Middlefield Close, 1 (Dimensions)</td>
<td>Farnham GU9 8RS</td>
<td>01252 718479</td>
<td>LDA</td>
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<tr>
<td>Mrs P M Eales T/A Just Homes – Douglas Close, 19</td>
<td>Jacobs Well, Guildford GU4 7PB</td>
<td>01483 537181</td>
<td>OP PD LDA</td>
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<tr>
<td>Pilgrim Wood Residential Home</td>
<td>Sandy Lane, Guildford GU3 1HF</td>
<td>01483 573111</td>
<td>Advert page 84 OP D</td>
</tr>
<tr>
<td>Pines, The</td>
<td>Churt Road, Hindhead GU26 6NL</td>
<td>01428 601075</td>
<td>PD LDA YA</td>
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<tr>
<td>Pymhurst</td>
<td>11 Semaphore Road, Guildford GU1 3PS</td>
<td>01483 573318</td>
<td>OP D PD LDA SI</td>
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<tr>
<td>Redcot Residential Care Home</td>
<td>Three Gates Lane, Haslemere GU27 2LL</td>
<td>01428 644637</td>
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</tr>
<tr>
<td>Ridgway Court</td>
<td>4B-50 Ridgway Road, Farnham GU9 8NW</td>
<td>01252 715921</td>
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<tr>
<td>Riverswey</td>
<td>Newark Lane, Ripley, Guildford GU23 6DL</td>
<td>01483 224099</td>
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<tr>
<td>Shandon</td>
<td>White Lane, Ash Green, Aldershot GU12 6HN</td>
<td>01252 312801</td>
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<tr>
<td>Shannon Court</td>
<td>Shannon Court Road, Hindhead GU26 6DA</td>
<td>01428 604833</td>
<td>Advert page 84 OP D LDA YA</td>
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<tr>
<td>Shottermill House</td>
<td>Liphook Road, Haslemere GU27 1NX</td>
<td>0300 303 1475</td>
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<tr>
<td>Springkell House Care Home</td>
<td>Wood Road, Hindhead GU26 6PT</td>
<td>01428 605509</td>
<td>OP D</td>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
South West Surrey care homes continued

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

Sunrise of Guildford
The Astolat Business Park, Astolat Way, Peasmarsh, Guildford GU3 1NE
Tel: 01483 307500

Surrey Heights
Brook Road, Wormley, Godalming GU8 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

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

Sunrise of Guildford
The Astolat Business Park, Astolat Way, Peasmarsh, Guildford GU3 1NE
Tel: 01483 307500

Surrey Heights
Brook Road, Wormley, Godalming GU8 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

If you are considering a care home with nursing, see the checklist on page 55.
<table>
<thead>
<tr>
<th>Service</th>
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<td>Dementia</td>
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<tr>
<td>PD</td>
<td>Physical disability</td>
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<tr>
<td>SI</td>
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<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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South West Surrey care homes with nursing

<table>
<thead>
<tr>
<th>Anchorstone Nursing Home</th>
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<tbody>
<tr>
<td>8 Searle Road, Farnham GU9 8LJ</td>
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<table>
<thead>
<tr>
<th>Ashley Park Bupa Care Home</th>
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<tbody>
<tr>
<td>The Street, West Clandon, Guildford GU4 7SU</td>
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<table>
<thead>
<tr>
<th>Ashton Manor Nursing Home</th>
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<thead>
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<td>West Street, Farnham GU9 7AP</td>
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<thead>
<tr>
<th>Brownscombe Lodge</th>
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<tr>
<td>Hindhead Road, Haslemere GU27 3PL</td>
<td>Tel: 01428 643528 Advert inside front cover</td>
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<table>
<thead>
<tr>
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<td>Essex Drive, Cranleigh GU6 8TX</td>
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<tr>
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<tr>
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<td>1 Pit Farm Road, Guildford GU1 2JH</td>
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<thead>
<tr>
<th>Crest Lodge Care Centre Ltd</th>
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<td>Churt Road, Hindhead GU26 6PS</td>
<td>Tel: 01428 605577 Advert inside front cover</td>
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<tr>
<th>Dene Place Bupa Care Home</th>
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<tr>
<td>Ripley Lane, West Horsley KT24 6JW</td>
<td>Tel: 01483 610 166 Advert page 69</td>
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<tr>
<th>Eastbury Manor Bupa Care Home</th>
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<td>The Street, Compton, Guildford GU3 1EG</td>
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<thead>
<tr>
<th>Farnham Mill Nursing Home</th>
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<tbody>
<tr>
<td>Farnham Mill Lane, Farnham GU9 9FN</td>
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<tr>
<td>Mike Hawthorn Drive, Farnham GU9 7UH</td>
<td>Tel: 01252 899041</td>
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<table>
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<tr>
<th>Huntington House</th>
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<tr>
<td>Huntington House Drive, Hindhead GU26 6BG</td>
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<tr>
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<tr>
<td>Clock Barn Lane, Godalming GU8 4BA</td>
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<tr>
<th>Jubilee House</th>
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<td>Pound Lane, Godalming GU7 1BX</td>
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<tr>
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<tbody>
<tr>
<td>Knowle, Cranleigh GU6 8JL</td>
<td>Tel: 01483 275432 Advert pages 56 &amp; 57</td>
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<thead>
<tr>
<th>Langham Court</th>
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<td>Huntington House Drive, Hindhead GU26 6BG</td>
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<thead>
<tr>
<th>Melbreck</th>
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<tr>
<td>Tilford Road, Rushmoor, Farnham GU10 2ED</td>
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<table>
<thead>
<tr>
<th>Moorhouse Nursing Home</th>
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<td>Tilford Road, Hindhead GU26 6RA</td>
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<th>Oak Hall Care Home</th>
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<tr>
<th>Old Rectory, The</th>
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<tr>
<td>The Street, Ewhurst, Cranleigh GU6 7PX</td>
<td>Tel: 01483 267195</td>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
South West Surrey care homes with nursing continued

Puttenham Hill House Bupa Care Home
Puttenham, off Hogs Back, Guildford GU3 1AH
Tel: 01483 355 292 Advert page 69

Queen Elizabeth Park
1-72 Hallowes Close, Guildford GU2 9LL
Tel: 01483 531133

Robertson Nursing Home
Priorsfield Road, Hurtmore, Godalming GU7 2RF
Tel: 01483 421033

Signature Moorlands Lodge Care Home
Portsmouth Road, Hindhead GU26 6TJ
Tel: 01428 853287 Advert page 58

Springfield Manor Nursing Home
Hogsback, Puttenham, Guildford GU3 1AQ
Tel: 01483 810177

St Catherine’s Care Centre Ltd
Old Portsmouth Road, Artington, Guildford GU3 1LJ
Tel: 01483 531181

Sunrise of Guildford
The Astolat Business Park, Astolat Way, Peasmarsh, Guildford GU1 1NE
Tel: 01483 307500

Surrey Hills
Brook Road, Wormley, Godalming GU8 5UA
Tel: 01428 682346

Tilford Care & Nursing Home
Grange Road, Tilford GU10 2DG
Tel: 01252 759083

Waverley Grange Bupa Care Home
43 Waverley Lane, Farnham GU9 8BH
Tel: 01252 755 422 Advert page 69

Worplesdon View
Worplesdon Road, Guildford GU3 3LQ
Tel: 01483 698 757 Advert page 54

Tilford
a care & nursing home by Agincare
We’re welcoming new residents
Grange Rd, Rushmoor, Farnham GU10 2DG
01252 759 083 agincare.com

Bramley House is a residential home from home set
in beautiful grounds nestled in the heart of the Surrey
Hills. We pride ourselves on tailoring to all levels
of residential care needs from respite breaks and
companionship reasons through to dementia and
more complex requirements.

Tel: 01306 740003  Email: info@bramleyhouse.net  Web: www.bramleyhouse.net

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

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

### Bramley House Residential Home
Westcott Street, Westcott, Dorking RH4 3NX
Tel: 01306 740003 **Advert page 88**  

### Briar House
89 Povey Cross Road, Horley RH6 0AE  
Tel: 01737 224497  

### Burntwood Lodge
84 Burntwood Lane, Caterham CR3 6TA  
Tel: 01883 818085  

### Cavendish
10 Cavendish Road, Redhill RH1 4AE  
Tel: 01737 224497  

### Cavendish House
4 Saxby’s Lane, Lingfield RH7 6DN  
Tel: 01342 833297  

### Cedar Lodge
Chapel Road, Charlwood RH6 0DA  
Tel: 01293 826200  

### Cedarwood Lodge (Active Prospects)
9 Chipstead Close, Redhill RH1 6DU  
Tel: 01737 772216  

### Chalkmead Resource Centre
Deans Road, Merstham RH1 3HE  
Tel: 01483 404934  

### Champions Place
Kent Hatch Road, Limpsfield Chart, Oxted RH8 0TA  
Tel: 01883 722006  

### Cherry Lodge Rest Home
75 Whyteleafe Road, Caterham CR3 5EJ  
Tel: 01883 341471  

### Chippings
28 Russells Crescent, Horley RH6 7DN  
Tel: 01737 224497  

### Clockhouse, The (RNIB)
12 Shrewsbury Road, Redhill RH1 6BH  
Tel: 01737 773851  

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

**Visit www.carechoices.co.uk for further assistance with your search for care**
Pax Hill Care Home

A home that provides the highest level of care, stunning accommodation with beautiful views and excellent facilities.

- 24-hour care and registered nurses
- Luxury bedrooms with en-suite wet rooms
- Personalised activity programmes
- Separate care environments and a continuity of care for changing needs
- Great food and choices
- Respite care and short stays
- Visiting chiropodist, hairdresser, dentist and physiotherapist
- Excellent medical care with weekly visits from GP

01420 525882 | www.paxhill.co.uk
Bentley, Farnham, Surrey GU10 5NG

Fircroft Home

Fircroft Home, part of Fircroft Services Ltd, specialises in high quality residential care for the elderly with learning disabilities and dementia. Fircroft Home is a lovely detached family house situated in a quiet residential area within walking distance of Redhill town centre in Surrey. We focus on providing a joyful and calm atmosphere, where our residents can live with dignity in security and comfort.

Fircroft Services Ltd also provides the following:
- Supported living and Domiciliary care for adults with learning disabilities at Carlene Home Care, Wallington • 0203 643 2487
- Residential care for adults with learning disabilities at Carlene House • 0208 668 7676
- Day care/Outreach services for adults with learning disabilities in Purley • 0208 668 7676

Search for care in your area

www.carechoices.co.uk

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

Tell us what you think

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

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

Search for care at www.carechoices.co.uk to find support in your area
### South East Surrey care homes continued

#### Cobham Road, 60
Cobham Road, 60, Leatherhead KT22 9JS
Tel: 01372 379623

<table>
<thead>
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<tbody>
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### College of St Barnabas
College of St Barnabas, Blackberry Lane, Lingfield RH7 6NJ
Tel: 01342 870260

<table>
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### Courthill Care Home
2 Court Road, Caterham CR3 5RD
Tel: 01883 343850

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### David Gresham House
2 Oak Close, Oxted RH8 0BA
Tel: 01883 715948

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### Derby Lodge (SeeAbility)
4 Wesley Road, Leatherhead KT22 8ET
Tel: 01372 389411

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### Dorandene – Care Home Learning Disabilities
42 Alma Road, Reigate RH2 0DN
Tel: 01737 222009

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### Dungate Manor
Flanchford Road, Reigate RH2 8QT
Tel: 01737 244149

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### Elizabeth Court
Grenadier Place, Caterham CR3 5YJ
Tel: 01883 331590

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### Eversfield
56 Reigate Road, Reigate RH2 OQR
Tel: 01737 229899

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### Fengates Road, 1 (Care Management Group)
Redhill RH1 6AH
Tel: 01737 778811

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### Fengates Road, 5 (Care Management Group)
Redhill RH1 6AH
Tel: 01737 778858

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### Fircroft Home
114 Ladbroke Road, Redhill RH1 1LB
Tel: 01737 773424

<table>
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### Flint Cottage
Kingsmill Lane, South Nutfield RH1 5NB
Tel: 01293 826200

<table>
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### Furze Hill Lodge
Furze Hill, Kingswood KT20 6EP
Tel: 01737 362316

<table>
<thead>
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### Gladstone House (RNIB)
24-26 St Johns Road, Redhill RH1 6HX
Tel: 01737 779170

<table>
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### Grange Residential Care, The
Gloxester Lodge, Rectory Lane, Bookham KT23 4DZ
Tel: 01372 452608

<table>
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<tr>
<td>OP</td>
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### Green Acres (Heathcotes)
130 Nork Way, Banstead SM7 1HP
Tel: 01737 351358

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<tbody>
<tr>
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### Greenways
Effingham Road, Copthorne, Crawley RH10 3HY
Tel: 01342 529442

<table>
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<tbody>
<tr>
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### Grovelands Farmhouse
Tandridge Hill Lane, Godstone RH9 8DD
Tel: 01883 744128

<table>
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### Heathcotes Queens Park Lodge
15 Queens Park Road, Caterham CR3 5RB
Tel: 01883 340516

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### Heathlands
Chequers Lane, Walton-on-the-Hill KT20 7ST
Tel: 01737 817882

<table>
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### Hillside Care Home
259a Coulsdon Road, Caterham CR3 5QR
Tel: 01883 341024

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### Holkham House
Princes Road, Redhill RH1 6JJ
Tel: 01737 789850

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### Jane House
Effingham Road, Copthorne, Crawley RH10 3HZ
Tel: 07792 462608

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### Kenilworth
117 Balcombe Road, Horley RH6 9BG
Tel: 01293 784299

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South East Surrey care homes continued

Kenilworth Care Home
74 Diceland Road, Banstead SM7 2ET
Tel: 01737 361858

Keswick
Eastwick Park Avenue, Great Bookham,
Leatherhead KT23 3ND
Tel: 01483 404936

Keyll House
32 The Avenue, Tadworth KT20 5AT
Tel: 01737 819682

La Luz Residential Home
4 High Street, Tadworth KT20 5SD
Tel: 01737 813781

Larchwood Close, 27 (Royal Mencap Society)
Banstead SM7 1HE
Tel: 01737 370115

Livingstone House
Oldenwood, Reigate Road, Dorking RH4 1QE
Tel: 0808 164 3760

Longford
40 Massetts Road, Horley RH6 7DS
Tel: 01293 430687

Longmead House
1 Buxton Lane, Caterham CR3 5HG
Tel: 01883 340686

Lumley Road, 16 (Royal Mencap Society)
Horley RH6 7JL
Tel: 01293 782238

Malvern House
10 Ringley Avenue, Horley RH6 7HA
Tel: 01293 430686

Manor Crescent, 13 (New Generation Care Ltd)
Byfleet KT14 7EN
Tel: 01932 343799

Manor Crescent, 15 (New Generation Care Ltd)
Byfleet, West Byfleet KT14 7EN
Tel: 01932 343799

Martham House
Princes Road, Redhill RH1 6J
Tel: 01737 826530

Mill Green
Mill Lane, Felbridge, East Grinstead RH19 2PF
Tel: 01293 826200

Millview (Active Prospects)
38 The Street, Charlwood RH6 0DF
Tel: 01293 862443

NCYPE – College Residential Services Lingfield
St Piers Lane, Lingfield RH7 6PW
Tel: 01342 832243

Nower House
Coldharbour Lane, Dorking RH4 3BL
Tel: 01306 740076 Advert below

Nutbush Cottage
Bonehurst Road, Horley RH6 8PP
Tel: 01293 823620

Oakleigh
Evelyn Gardens, Godstone RH9 8BD
Tel: 01883 731000

Oakwood Road, 56 (Avenues South East)
Horley RH6 7BU
Tel: 01293 775132

Orchard Court
East Grinstead Road, Lingfield RH7 6ET
Tel: 01483 404938

Ormesby House
West Hill, Oxted RH8 9JB
Tel: 01883 714757

Pantiles Care Home Ltd, The
67 Harriotts Lane, Ashtead KT21 2QE
Tel: 01372 275310

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Advertisers are highlighted

SURREY COUNTY COUNCIL CARE HOME

South East Surrey care homes continued

Kenilworth Care Home
74 Diceland Road, Banstead SM7 2ET
Tel: 01737 361858

Keswick
Eastwick Park Avenue, Great Bookham,
Leatherhead KT23 3ND
Tel: 01483 404936

Keyll House
32 The Avenue, Tadworth KT20 5AT
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4 High Street, Tadworth KT20 5SD
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West Hill, Oxted RH8 9JB
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Tel: 01372 275310

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Advertisers are highlighted

SURREY COUNTY COUNCIL CARE HOME

Search for care at www.carechoices.co.uk to find support in your area
**South East Surrey care homes continued**

<table>
<thead>
<tr>
<th>Pinehurst Rest Home</th>
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<tr>
<td>Zig-Zag Road, Mickleham, Dorking RH5 6BY</td>
<td>Tel: 01306 889942</td>
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**Pines, The (Active Prospects)**

| OP LDA YA  |
| 2 College Crescent, Redhill RH1 2HE | Tel: 01737 771286 |

**Poplars**

| PD LDA SI YA  |
| 87 Povey Cross Road, Horley RH6 0AE | Tel: 01737 224497 |

**Priors Mead Care Home**

| OP  |
| 26 Blanford Road, Reigate RH2 7DR | Tel: 01737 224334 |

**Prosignia Ltd – 14 Church Lane Avenue**

| LDA  |
| The Bungalow, 14 Church Lane Avenue, Coulsdon CR5 3RT | Tel: 01737 552391 |

**Queen Elizabeth’s Foundation Dorincourt**

| PD LDA SI YA  |
| Oaklawn Road, Leatherhead KT22 0BT | Tel: 01372 841300 |

**Rainscombe Bungalow**

| OP D PD LDA MH SI YA  |
| Rainscombe Farm, Dowlands Lane, Smallfield RH6 9SB | Tel: 01342 841501 |

**Rainscombe House**

| OP D PD LDA MH SI YA  |
| Rainscombe Farm, Dowlands Lane, Smallfield RH6 9SB | Tel: 01342 844772 |

**Ranmore House**

| OP PD LDA YA  |
| 12 Fir Tree Road, Banstead SM7 1NG | Tel: 01737 379481 |

**Redehall Cottage**

| OP LDA YA  |
| 134 Redehall Road, Smallfield RH6 9RH | Tel: 01342 844341 |

**Redstone House**

| LDA  |
| 43 Redstone Hill, Redhill RH1 4BG | Tel: 01737 762196 |

**Redstone House**

| OP LDA SI YA  |
| Kings Cross Lane, South Nutfield, Redhill RH1 5NY | Tel: 01737 823850 |

**Regard Partnership Ltd, The – 3 Clareville Road**

| LDA  |
| Caterham CR3 6LA | Tel: 01883 340181 |

**Reigate Road, 69 (Avenues South East)**

| LDA SI  |
| Hookwood, Horley RH6 0HL | Tel: 01293 786949 |

**Ridgegate Home**

| OP YA  |
| 88 Doods Road, Reigate RH2 0NR | Tel: 01737 242926 | Advert page 94 |

**Ridgemount**

| OP D  |
| The Horseshoe, Banstead SM7 2BQ | Tel: 01737 858950 | Advert pages 72 & 78 |

**Ridgeway Manor Residential Care Home**

| OP D PD MH SI  |
| Barrow Green Road, Oxted RH8 9NE | Tel: 01883 717055 |

**Roseacre**

| OP D PD  |
| Holly Hill Drive, Banstead SM7 2BD | Tel: 01737 356685 |

**Roseland**

| OP D PD  |
| Garratts Lane, Banstead SM7 2EQ | Tel: 01737 355022 |

**Roseleigh**

| PD LDA SI YA  |
| 39 Ringley Avenue, Horley RH6 7EZ | Tel: 01293 824233 |

**Rowans, The**

| LDA  |
| 27 Tadworth Street, Tadworth KT20 5RJ | Tel: 01737 817973 |

**Shardeloes (Care Management Group)**

| LDA  |
| Ashtead Woods Road, Ashtead KT21 2EQ | Tel: 01372 273228 |

**Sheiling, The**

| OP D PD LDA SI YA  |
| 81-83 Colman Way, Redhill RH1 2BB | Tel: 01737 760336 |

**Short Breaks Banstead**

| OP PD LDA YA  |
| The Horseshoe, Banstead SM7 2BG | Tel: 07714 614465 |

---

**Service**

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

Visit www.carechoices.co.uk for further assistance with your search for care
South East Surrey care homes continued

Shrewsbury House
BATTLEBRIDGE LANE, MERSTHAM RH1 3LH
Tel: 01737 215135

Smallbrook Care Home
SUFFOLK CLOSE, MASETS ROAD, HORLEY RH6 7DU
Tel: 01293 772576

Spencer Way, 1a (Avenues South East)
REDHILL RH1 5LF
Tel: 01737 789404

Spring Park
CAMDEN ROAD, LINGFIELD RH7 6AF
Tel: 01342 832583

Stanecroft
SPOOK HILL, NORTH HOLMWOOD, DORKING RH5 4EG
Tel: 01306 876567

Sunrise of Banstead
CROYPDON LANE, BANSTEAD SM7 3AG
Tel: 01737 851400

Sunrise of Banstead
CROYPDON LANE, BANSTEAD SM7 3AG
Tel: 01737 850150

Surrey Views (SeeAbility)
2 WESLEY ROAD, LEATHERHEAD KT22 8ET
Tel: 01372 383005

Taigh Curaim
28 OTTWAYS LANE, ASHTED KT21 2NZ
Tel: 01522 868279

Tanners Farm
BALLECOMBE ROAD, HORLEY RH6 9EF
Tel: 01293 776431

Threeways
5 BRIGHTON ROAD, SALFORDS, REDHILL RH1 5BS
Tel: 01737 760561

Tuscan House (Care Management Group)
21A HORSHAM ROAD, DORKING RH4 2JA
Tel: 01306 888304

Upfield
1 UPFIELD, HORLEY RH6 7JY
Tel: 01293 782396

Walton Heath Manor
HURST DRIVE, WALTON-ON-THE-HILL KT20 7QT
Tel: 01737 814010

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‘A Home With A Heart’ • Residential • Respite • Daycare

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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, safely 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 DOODES ROAD, REIGATE, SURREY RH2 0NR
Email: office@ridgegatehome.org.uk; Tel: 01737 242926; Web: www.ridgegatehome.org.uk
Registered with Charity Commissioners No. 204859

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism

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

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

Westhall Park, 4 (Avenues South East)
Warlingham CR6 9HS
Tel: 01883 621359  LDA

Westhaven
68 Blackborough Road, Reigate RH2 7BX
Tel: 01737 221503  LDA YA

Westhill Care Home
39-41 Westway, Caterham CR3 5TQ
Tel: 01883 341024  LDA SI

Westwinds – Care Home Learning Disabilities
48 West Street, Reigate RH2 9DB
Tel: 01737 246551  OP LDA YA

Whitehatch
Oldfield Road, Horley RH6 7EP
Tel: 01293 782123  PD LDA YA

Willows, The
High Pitfold, Hindhead GU26 6BN
Tel: 0800 035 3776  PD LDA SI YA

Willows, The (SeeAbility)
1 Wesley Road, Leatherhead KT22 8ET
Tel: 01428 609851  PD LDA SI YA

Wolfe House Care Home
Wolf’s Row, Limpfield, Oxted RH8 0EB
Tel: 01883 716627  OP D

Wood Close
1 Wood Close, Horley RH1 5EE
Tel: 01293 826200  OP LDA YA

Woodcroft
69 Lonesome Lane, Reigate RH2 7QT
Tel: 01737 241821  PD LDA YA

Woodview (Active Prospects)
Coulson Road, Caterham CR3 5YA
Tel: 01883 331309  OP PD LDA

Wray Park Care Home
55 Alma Road, Reigate RH2 0DN
Tel: 01737 242778  Advert below  OP D MH

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

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3 Care homes situated in picturesque parts of Reigate and Caterham
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• Well furnished single/double rooms, mostly en-suite with pleasant views
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• Long Term or Short Term Care or Daycare
• Convalescence & Respite Care
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www.carehomesofdistinction.com
manager@carehomesofdistinction.com

Visit www.carechoices.co.uk  for further assistance with your search for care

Service  OP Older people (65+)
User Bands  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs

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The highest standards of care and services for the elderly

Wray Park, 55 Alma Road, Reigate, RH2 0DN
Woodside View, 2 High View, Caterham, CR3 6AY
Rutland Home, 46 West Street, Reigate, RH2 9DB
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www.glebe-house.com

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What could we do better?

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www.redhouseashtead.co.uk

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South East Surrey care homes with nursing

Visit www.carechoices.co.uk for further assistance with your search for care
South East Surrey care homes with nursing continued

**Greathed Manor Nursing Home**  
Ford Manor Road, Dormansland, Lingfield RH7 6PA  
Tel: 01342 836478  
**OP D PD**

**Hartfield House Care Home**  
4 Hartfield Road, Leatherhead KT22 7GQ  
Tel: 01372 239437 Advert page 86  
**OP D YA**

**Heatherley – Care Home with Nursing Physical Disabilities**  
Effingham Lane, Copthorne RH10 3HS  
Tel: 01342 712232  
**OP PD YA**

**Holmwood Nursing Home**  
53 The Avenue, Tadworth KT20 5DB  
Tel: 01737 217000  
**OP D LDA MH SI YA**

**Kingswood Court Care Home**  
Warren Lodge Drive, Kingswood KT20 6QN  
Tel: 01737 830480  
**OP D YA**

**Larkfield**  
Farmfield Drive, Charlwood, Horley RH6 0BN  
Tel: 01293 774906  
**OP PD LDA YA**

**Milner House**  
Ermyn Way, Leatherhead KT22 8TX  
Tel: 01372 278922  
**OP D PD LDA MH YA**

**Oakfield Nursing Home**  
30 Oakfield Road, Ashtead KT21 2RD  
Tel: 01372 272540  
**OP MH YA**

**Oakhurst Court Nursing Home**  
Tilburstow Hill Road, South Godstone, Godstone RH9 8JY  
Tel: 01342 893043  
**OP D**

**Oakwood**  
13 Woodview Way, Caterham CR3 5WP  
Tel: 0300 555 5222  
**OP LDA YA**

**Old Wall Cottage Care Home**  
Old Reigate Road, Betchworth RH3 7DR  
Tel: 01737 843029  
**OP D YA**

**Parkside Nursing Home**  
Park Road, Banstead SM7 3DL  
Tel: 01737 361518  
**OP D**

**QEF Care and Rehabilitation Centre**  
Leatherhead Court, Woodland Road, Leatherhead KT22 0BN  
Tel: 01372 841100  
**OP PD SI YA**

**Red House, The**  
43 Skinners Lane, Ashtead KT21 2NN  
Tel: 01372 274552 Advert page 96  
**OP D YA**

**Reigate Beaumont, The**  
Colley Lane, Reigate RH2 9JB  
Tel: 01737 742 763 Advert page 54  
**OP**

**Reigate Grange**  
50-54 West Street, Reigate RH2 9DB  
Tel: 01737 887451 Advert page 58  
**OP D PD SI YA**

**Rose Hill Nursing Home**  
9 Rose Hill, Dorking RH4 2EG  
Tel: 01306 882622  
**OP D**

**Rutland Home**  
46 West Street, Reigate RH2 9DB  
Tel: 01737 242188 Advert page 95  
**OP D MH**

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- 24 hour expert nursing care by qualified nurses  
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- Varied range of activities  
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- Personal service with family-run values

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or visit [www.wray-common.co.uk](http://www.wray-common.co.uk)  
Wray Common Road | Reigate | Surrey | RH2 0ND

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<table>
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<tr>
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<th>Description</th>
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<tr>
<td>OP</td>
<td>MH</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>D</td>
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<td>Dementia</td>
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<td>PD</td>
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<td>Younger adults</td>
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<tr>
<td>AD</td>
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<td>People who misuse alcohol or drugs</td>
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### South East Surrey care homes with nursing continued

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<tr>
<th>Care Home Name</th>
<th>Address</th>
<th>Bands</th>
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<tbody>
<tr>
<td>Tadworth Grove Bupa Care Home</td>
<td>The Avenue, Tadworth, Near Epsom KT20 5AT</td>
<td>OP D</td>
</tr>
<tr>
<td>Dr. Wray Hotel</td>
<td>Memorial Close, off Barnett's Shaw, Oxted RH8 0NH</td>
<td>D</td>
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<tr>
<td>Tupwood Gate</td>
<td>74 Tupwood Lane, Caterham CR3 6YE</td>
<td>OP D</td>
</tr>
<tr>
<td>Tyrwhitt House</td>
<td>Oaklawn Road, Leatherhead KT22 0BX</td>
<td>MH</td>
</tr>
<tr>
<td>Warren Gate Nursing Home</td>
<td>2 The Warren, Kingswood, Tadworth KT20 6PQ</td>
<td>OP D</td>
</tr>
<tr>
<td>Westcott House Nursing Home</td>
<td>Guildford Road, Westcott, Dorking RH4 3QD</td>
<td>OP D</td>
</tr>
<tr>
<td>Windmill Manor</td>
<td>2 Fairviews, Holland Road, Hurst Green, Oxted RH8 9BD</td>
<td>OP D</td>
</tr>
<tr>
<td>Woodside View</td>
<td>2 High View, Caterham CR3 6AY</td>
<td>OP</td>
</tr>
</tbody>
</table>

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- **Specialist end of life care** - supporting individuals and their families with compassion and sensitivity
- **Accredited to Platinum level with the Gold Standards Framework (GSF)**
- **Commitment to individualised care** - not one size fits all
- **Provide respite care**

For more information, please don't hesitate to contact us on 01883 342275 or email tupwood@cygnethealth.co.uk or visit www.cygnetnursinghomes.co.uk

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**Service User Bands**

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

Visit www.carechoices.co.uk for further assistance with your search for care
Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.

### Useful local contacts

**Action for Carers Surrey**  
Raising awareness of carers’ needs across Surrey.  
Tel: [0303 040 1234](tel:0303-040-1234)  
SMS: [07714 075993](tel:07714-075993)  
Email: [carersupport@actionforcarers.org.uk](mailto:carersupport@actionforcarers.org.uk)  
Web: [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

**Surrey Young Carers**  
Tel: [01483 568269](tel:01483-568269)  
Email: [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)  

**Action Surrey**  
Help to reduce your energy bills.  
Tel: [0800 783 2503](tel:0800-783-2503)  
Web: [www.actionsurrey.org](http://www.actionsurrey.org)

**Advocacy services**  
Provided by Surrey Disabled People’s Partnership (SDPP) in partnership with Matrix.  
Tel: [0800 335 7330](tel:0800-335-7330)  
SMS: [07561 392818](tel:07561-392818)  
Web: [www.advocacyinsurrey.org.uk](http://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](tel:01483-503414)  
SMS: [07548 314281](tel:07548-314281)  
Email: [enquiries@ageuk.org.uk](mailto:enquiries@ageuk.org.uk)  
Web: [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)

For local Age UK services in Surrey, visit [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

**Alzheimer’s Society in Surrey**  
Provides information and support to anyone affected by dementia.  
Tel: [01932 855582](tel:01932-855582)  
Email: [surrey@alzheimers.org.uk](mailto:surrey@alzheimers.org.uk)  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Citizens Advice Surrey**  
Provides free confidential advice to residents in Surrey.  
Web: [www.casurrey.org.uk](http://www.casurrey.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](tel:0303-303-0023)  
SMS: [07592 787533](tel:07592-787533)  
Email: [enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk)  
Web: [www.healthwatchsurrey.co.uk](http://www.healthwatchsurrey.co.uk)

**Health Surrey**  
Information for Surrey residents to promote health and wellbeing.  
Web: [www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)

**Mental Health Crisis Helpline**  
Open 24 hours a day, seven days a week.  
Tel: [0800 915 4644](tel:0800-915-4644)  
SMS: [07717 989024](tel:07717-989024)  
Text Relay: [18001 0800 915 4644](tel:18001-0800-915-4644)  

**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.  
School Lane, Fetcham, Leatherhead KT22 9JX  
Tel: [01372 377701](tel:01372-377701)  
SMS: [07860 026269](tel:07860-026269)  
Skype: [sensory.services](skype:sensory.services)  
Email: [info@sightforsurrey.org.uk](mailto:info@sightforsurrey.org.uk)  
Web: [www.sightforsurrey.org.uk](http://www.sightforsurrey.org.uk)

**Social prescribing services**  
Across Surrey, social prescribing services can be accessed primarily through a GP referral. Please ask your GP when you visit. You can self-refer to the services below and at the top of page 101:

**Reigate, Banstead and Tandridge**  
Tel: [01883 732787](tel:01883-732787)  
Email: [wellbeingprescription@tandridge.gov.uk](mailto:wellbeingprescription@tandridge.gov.uk)  
Web: [www.wellbeingprescription.org](http://www.wellbeingprescription.org)
Surrey Heath Borough Council  
Tel: 01276 707253  
Email: shcp.socialprescribing@nhs.net  
Web: www.surreyheath.gov.uk/residents/communities-wellbeing/community-services/surrey-heath-social-prescribing-service

Surrey and Borders Partnership NHS Foundation Trust  
Tel: 0300 555 5222  
Textphone: 0208 964 6326  
Web: www.sabp.nhs.uk

Patient Advice and Liaison Service (PALS) mental health  
Tel: 01372 216202, 01372 216245, 01372 216204 or 01372 216203 (lines open Monday to Friday, 9.00am to 5.00pm).  
Email: rxx.palsandcomplaintssabp@nhs.net  
Web: www.sabp.nhs.uk/contact/pals

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

Surrey Choices  
Tel: 01483 806806  
Text: 07860 020130  
Email: info@surreychoices.com  
Web: www.surreychoices.com

Surrey Coalition of Disabled People  
Tel: 01483 456558  
SMS: 07780 933053  
Web: www.surreycoalition.org.uk

Surrey County Council  
Adult Social Care information and advice line.  
Tel: 0300 200 1005 (9.00am to 5.00pm, Monday to Friday).  
SMS: 07527 182861  
Email: contactcentre.adults@surreycc.gov.uk  
Web: www.surreycc.gov.uk

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

Fire and Rescue Service  
Provides free home fire 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 a safer and more independent life.  
Tel: 0345 600 9009  
Email: sfcontactqueries@surreycc.gov.uk  
SMS: 07860 053465  
Web: www.surreycc.gov.uk/people-and-community/fire-and-rescue

Out of hours emergencies  
Tel: 01483 517898  
Email: edt.ssd@surreycc.gov.uk  
Textphone: 18001 01483 517898  
SMS: 07800 000388 (for the deaf or hard of hearing).

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

Surrey Disabled People’s Partnership  
An independent organisation run and controlled by disabled people.  
Unit 4, 2-10 Thames Street, Staines-upon-Thames TW18 4SD  
Tel: 01784 458200  
SMS: 07519 861452  
Web: www.sdpp.org.uk

Surrey Drug and Alcohol Care  
A helpline available 24 hours a day offering a non-judgemental, supportive and professional service to people concerned about drug and or alcohol use.  
Tel: 0808 802 5000  
SMS: 07537 432411 (9.00am to 2.00pm, Monday to Friday).  
Web: www.sdac-helpline.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
**Surrey Independent Living Council (SILC)**
Astolat, Coniers Way, Guildford GU4 7HL
Tel: 01483 458111
Text: 07919 418099
Email: admin@surreyilc.org.uk
Web: www.surreyilc.org.uk

**Surrey Information Point**
An online directory of information, services and activities to support adults in Surrey to live independently.
Web: 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 571781
Email: admin@smef.org.uk
Web: www.smef.org.uk

**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.
Web: www.communityconnectionssurrey.com

**Catalyst**
North West Surrey Clinical Commissioning Group (CCG) area (Spelthorne, Runnymede, Woking and Elmbridge West), Guildford and Waverley CCG area (Guildford and Waverley) and Surrey Heath CCG area (Surrey Heath and Farnham).
Tel: 01483 590150
SMS: 07909 631623
Email: info@catalystsupport.org.uk
Web: www.catalystsupport.org.uk

**Mary Frances Trust**
Surrey Downs CCG area (Mole Valley, Epsom & Ewell, Elmbridge East and Banstead).
Tel: 01372 375400
SMS: 07929 024722
Email: info@maryfrancestrust.org.uk
Web: www.maryfrancestrust.org.uk

**Richmond Fellowship**
East Surrey CCG area (Reigate & Redhill and Tandridge).
Tel: 01737 771282
SMS: 07770 890245
Email: redhillcc@richmondfellowship.org.uk
Web: www.richmondfellowship.org.uk

**Useful national contacts**

**Action on Elder Abuse (Hourglass)**
Works to protect, and prevent the abuse of, vulnerable older adults.
Helpline: 0808 808 8141
Web: www.wearehourglass.org

**Age UK**
Tel: 0800 055 6112
Web: www.ageuk.org.uk

**Al-Anon Family Groups**
 Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am to 10.00pm).
Email: helpline@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

**Alzheimer’s Society**
Dementia Connect support line: 0333 150 3456
(Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm).
Web: www.alzheimers.org.uk

**Association of Charitable Organisations**
A national umbrella body for benevolent charities.
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net
British Institute of Learning Disabilities (BILD)
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

Care Choices
Free, independent assistance with finding care providers. Searchable website.
Web: www.carechoices.co.uk

Care Quality Commission
Independent regulator of care services in England.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.
Tel: 0300 772 9600
Email: info@carers.org
Web: www.carers.org

Carers UK
The voice of carers.
Tel: 0808 808 7777
Email: advice@carersuk.org
Web: www.carersuk.org

Citizens Advice
Practical, reliable, up-to-date information on a wide range of topics.
Tel: 0800 144 8848
Web: www.citizensadvice.org.uk

Dementia Adventure
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: 01245 237548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.uk

Elderly Accommodation Counsel
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

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

Friends of the Elderly
A charity that supports older people who have a range of practical needs.
Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

Independent Age
Produces a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

Local Pension Service
Help making a pension claim.
Tel: 0800 731 7898
Textphone: 0800 731 7339
Text Relay: 18001 0800 731 7898
Web: www.gov.uk/contact-pension-service

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs from birth up to the age of 25.
Web: www.myfamilyourneeds.co.uk

National Association for Providers of Activities for Older People (NAPA)
Promotes the importance of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk
National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088
Email: info@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136 • Email: helpline@relres.org
Web: www.relres.org

SANE
SANEline: for advice on mental health issues.
Tel: 07984 967708 (leave a voicemail message).
Email: support@sane.org.uk
Web: www.sane.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188 • Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk

Veterans’ Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.
Tel: 0808 802 1212
Web: www.veteransgateway.org.uk

Tell us what you think
Share your feedback
Take our five minute survey
What have you found useful?
What could we do better?

www.carechoices.co.uk/reader-survey
## Home care providers

### A
- Abletrust Care
- Acacia Homecare Ltd
- Achieve Together
- Adelik Healthcare Ltd
- Adelphi Court
- Adorn Care Services Ltd
- Advantage Nursing Agency Ltd

### Agincare Live-in Care (South East)

### Agincare UK Surrey
- Aims Homecare Ltd – Leatherhead
- Albert Home Care
- Albury Care Ltd
- Alfa House
- Alina Homecare Guildford
- Alina Homecare Horley
- Alina Homecare Specialist Care – Surrey
- Alina Homecare Walton-on-Thames
- All About Care
- All Best Solutions Ltd
- All Star Care
- Alium Homecare
- Almost Family Ltd

### Alpenbest South
- AM2PM Quality Care Ltd
- Amazed Care Services
- Amazing Angels Homecare
- Amily Homecare
- Angel Touch Care Agency

### Apex Prime Care – Hersham

### Arbour Care

### Arboured Care

### Ark Home Care Ltd T/A SmartCare Epsom

### Around The Clock Care Agency

### Arundel House

### Ashcroft Care Services

### Ashlong House Domiciliary Care

### Aspen Live In Care Services Ltd

### Assured Care Surrey Ltd

### Astor Care and Nursing Agency

### Athena Care Ltd

### Atkins Care Services Ltd

### Austin Place

### Avidity Care

### BBC Care Service Ltd

### Bells Piece Supported Living Service

### Berkeley Home Health – Farnham

### Berkeley Home Health – Surrey & Berkshire

### Bliss Home Care Ltd

### Bluebird Care – Guildford

### Bluebird Care – Rushmoor & Surrey Heath

### Bluebird Care (Elmbridge & Runnymede)

### Bluebird Care (Epsom & Kingston)

### Boyce Care

### Bridge House Care Home

### Bright Care Cranleigh

### Britannia Homecare Ltd

### BS24 Ltd

### Care Options

### Care4u – Surrey

### Caremaid Services Ltd

### Caremark Elmbridge

### Caremark (Guildford & Woking)

### Caremark (Mid Surrey)

### Caremark (Spelthorne and Runnymede)

### Carers at Home Ltd

### Carers with Care Ltd

### Caterham Domiciliary Care Agency

### Catherine House

### Catto Homecare

### Cavendish Domiciliary Care Agency

### Cedar Oak Healthcare Services Ltd

### Chestnut Court

### Children’s Trust, The – Tadworth

### CHR Domiciliary Care Services

### Clarriots Care Surrey West

### Classic Home Care Services Ltd

### Clive Olympia Ltd

### College of St Barnabas

### Community Prospects

### Connect Care Ltd

### Coopers Hill

### County Care Independent Living Ltd

### Crest Care Services Ltd

### Crossroads Care Surrey

### Crystal Care Home Care Ltd

### Danielle & Daisy Care Ltd

### District Home Care Ltd

### Domicare Ltd

### Domiciliary Care Agency Surrey

### Dorset House

### Doves Healthcare Ltd

### East Surrey Area Reablement Service

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QEF Care and Rehabilitation Centre
Queen Elizabeth Care Centre
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