



Surrey

Care Services Directory **2023/24**

The essential guide to choosing and
paying for care and support

In association with



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– Relative of resident at Crest Lodge

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FIND OUT MORE:

For further information regarding all CHD Living services, or to arrange a viewing, please get in touch

E: clientrelations@chdliving.co.uk

T: 01483 413 120

W: chdliving.com

Over 90% of our services are rated:
As of March 2022

Good



Family Business 2021
– WINNER –



Outstanding Response to COVID-19
– WINNER –



Care Home Awards 2020
– FINALIST –



Quality Management
– REGISTERED –



Lifetime Achievement
– AWARDS –



Best Regeneration Project
– FINALIST –

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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**. Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.



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, look around in your community first. 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 12. 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 65 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 6 and a list of local home care providers begins on page 29.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 50) or residential care. Comprehensive lists of care homes and care homes with nursing in Surrey start on page 71. 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 69), 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**

A message from Surrey County Council

In Surrey, our aim is to help you to stay connected to your community, embrace supportive technology and, if you need it, access support and care to achieve what matters most to you. Where we can, we will support you to live your best life, building on your

strengths, skills and networks. We offer information and advice so you can make decisions about your life, or be supported to do that, helping you to live well, safely and independently in your community. 'No One Left Behind' is our guiding ambition.

Support in your community

Surrey has a wealth of voluntary and community organisations which can help you to stay independent. The Surrey Information Point website (www.surreyinformationpoint.org.uk) is an extensive online directory of support in the community, covering groups and networks, schemes to reduce loneliness and isolation, help with the cost of living, volunteering opportunities, help with everyday tasks and much more. As well as community support options, Surrey Information Point features searchable listings of local care providers including registered home care agencies.

Staying independent

We aim to help you to stay independent at home for as long as possible and will support you to help yourself where appropriate. Our website (www.surreycc.gov.uk/adultsocialcare) has full details of our approach and features a web chat function designed to enhance your experience when looking online for information. Visit the 'Staying independent section' to find out about technology and equipment that can support you in your home according to your needs. Smart gadgets, adaptations and equipment to help you move around can make the difference between continuing to live independently and moving into residential care.

The 'Home equipment finder' is an online catalogue designed to make it easier for you to find useful equipment to hire or buy. From grab rails, fall sensors and jar openers to security systems and carbon monoxide alarms, the pages list dozens of practical aids. We also aim to support your health and wellbeing. If you're looking to make lifestyle changes, or are feeling anxious or low, there are lots of services that can help, including social prescribing. Surrey Information Point has more details.

Joined-up approach

It's important to us that you experience health and social care partners working together to meet your needs. We aim to work closely with our partner organisations in local communities to provide that wraparound support to you. Watch the video on our website to see what happens when you contact adult social care and understand our approach to supporting residents and carers. Some support we offer may be short term, such as reablement, to help

you get back on your feet after a period of illness or a hospital stay. If your care needs are ongoing or urgent, we will discuss them with you and look at a range of different options, making the most of what you can do with the help you have around you.

To find out if you, or someone you are caring for, is likely to receive social care support from the council, and how much (if anything) you'll have to pay, try the online tools on our website (www.surreycc.gov.uk/adultsocialcareonline). A virtual assistant can help you to complete the financial forms. Social care support is based on eligibility criteria. See page 12 for more information.

Paying for your own care

If you are arranging and paying for your own care, or for a loved one, you can find essential information in one place on our website (www.surreycc.gov.uk/arrangingyourowncare). We stay close to all national developments in adult social care and update our information accordingly. The pages are aimed at helping you to navigate the system, plan in advance and make informed choices. If you're self-funding, it's still a good idea to contact us for an assessment of your needs. We can explain the full range of services available to you and may be able to help you to stay at home rather than choosing residential care.

We advise against making decisions about long-term care in a crisis or when a relative is in hospital. It's better to wait and assess what may be needed when someone is recovering or has regained independence. It's recommended that you seek independent financial advice before making decisions on long-term care. If you wish to speak to someone about your situation, please get in contact with us.



Liz Bruce

Joint Executive Director of Adult Social Care and Integrated Commissioning
Surrey County Council



Surrey Care Association (SCA)

Surrey Care Association (SCA) provides independent support, advice and assistance to the care and support sector, with the aim of enabling people using social care in Surrey to achieve the best possible quality of life.

SCA is a not-for-profit membership organisation, open to all providers of social care and support in Surrey who wish to join. Our voluntary Board of Directors is elected by our members and is actively engaged in the debate to shape the future of social care.

The organisation aims to do this by driving positive change, promoting best practice and innovation and working collaboratively in partnership with others. SCA represents its members at local, regional and national levels.

SCA influences national and local policy, working with the Department of Health and Social Care, local Integrated Care System, Surrey Heartlands, as well as Surrey County Council. The organisation also commissions research, including recent studies into Surrey's social care workforce.



SCA runs two member conferences a year, recently looking at workforce and wellbeing for those in the social care sector. The organisation also holds monthly and in-person networking events throughout the year for Registered Managers, home care, learning disability and residential care providers as well as a strategic networking for chief executive officers, business owners and senior managers.

SCA's annual Surrey Care Awards for its members and non-member care providers celebrates the fantastic work the organisation's members do, being held next in November 2023. Email sca@surreycare.org.uk or scan the QR code below left for more information.

Proud to Care Surrey is raising the profile of caring as a career in Surrey, co-ordinated by Surrey Care Association's workforce project. Scan the QR code below right for more information.



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.

Find local organisations providing these services by searching the Surrey Information Point website at **www.surreyinformationpoint.org.uk**

Day care centres

Loneliness and social isolation can have a negative effect on people's mental and physical health and can lead to depression if left unaddressed. 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.

Attending a day care centre gives 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, people with learning disabilities and people living with dementia. Centres can be as important for carers as for those attending, as they allow for a regular break from caring. Find local day opportunities by searching 'day centres' at **www.surreyinformationpoint.org.uk**

Meals on wheels

You can have frozen or freshly cooked meals delivered to your home to help you to maintain a balanced diet. 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 to, you should ensure it is safe, secure and warm. Some forward planning to ensure 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.

Home Improvement Agencies (HIAs)

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.

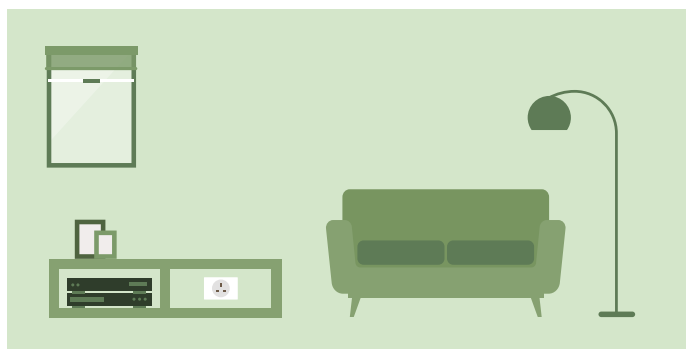
The HIA will work with you to specify the adaptations needed, and it will normally offer to get estimates from one or more of its regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

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'.

Making life easier at home

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



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

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

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

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

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



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

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

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot 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-handed cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

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



Handled plug



Chair raisers



Chopping board

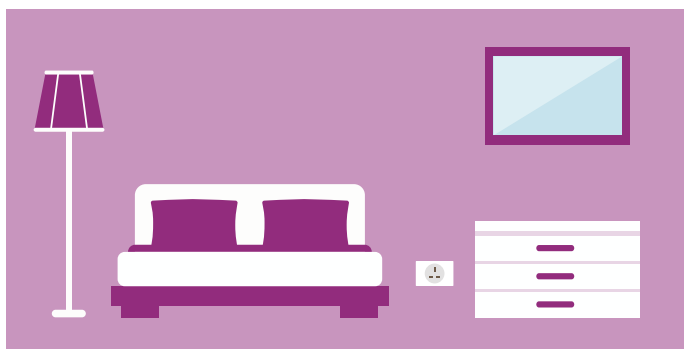


Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 17.

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

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

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



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

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

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

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

Surrey County Council – Adult Social Care

Tel: **0300 200 1005** • Text: **07527 182861**

Email: asc.infoandadvice@surreycc.gov.uk

Web: www.surreycc.gov.uk/adultsocialcare



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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 they have difficulties with everyday tasks.

Visit <https://asksara.livingmadeeasy.org.uk> to learn more about possible solutions or see pages 8 to 9. Once you have identified equipment that might help with your support needs, use the checklist on page 11 to make sure it's right for you.

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.millbrookhealthcare.co.uk/pages/surrey-ces**

Surrey Information Point

Equipment and services available from a range of local organisations.

Web: **www.surreyinformationpoint.org.uk**
(search 'equipment').

Telecare

Equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. When the sensor in the equipment is activated, it 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 you to regain confidence in your home and remain independent. Relatives and carers are also reassured, safe in the knowledge that, should an incident occur, someone will be on hand to help. Some devices can also help to 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 12), Surrey County Council may be able to provide it for you. For further information, visit **www.surreyinformationpoint.org.uk** – search 'telecare'.





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

 CareChoices

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.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 any wires 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? ☐

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐

Have you read reviews of the 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 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

Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several 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 have 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>**

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 65 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 the council calculates it will cost to support your eligible support needs.

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 these options.

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

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

Provides recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, to 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. The care can be provided by care staff, occupational therapists and physiotherapists, 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 to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

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 66 for more information.

Personal Health Budgets

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.

Services for carers

Who is a carer?

A carer regularly looks after, helps or supports someone who can't manage everyday life without their help. The 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.

A carers' assessment can also give lots of information about other services that might help, and other ideas for support. It will show if they qualify for support from adult social care.

Carers' Personal Budgets

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 12) 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

There are several benefits that carers may be entitled to, and it is worth exploring all of these. One such benefit is Carer's Allowance. This is currently £76.75 per week but it may change over the lifetime of this Directory.

Carers may also qualify for Carer's Premium or Carer's Credit, depending on their eligibility. If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

Carer's Premium is an extra payment of up to £42.75 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit.

The Government's website (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

Action for Carers Surrey

Action for Carers Surrey helps carers of all ages, across Surrey, with free events, information, support, advocacy, training, advice and more. It also helps carers use their voice to improve services.

Tel: **0303 040 1234**

Text: **07723 486730**

Email: carersupport@actionforcarers.org.uk

Web: 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

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



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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk @WeAreMFON

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- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

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There are care homes... and then there's care in your own home

Your familiar home comforts, your favourite tea cup, your well loved chair and your fondest memories - all possible with 24/7 Live-in care.

Please contact us today and one of our friendly team will be happy to discuss all your care needs.

📞 0330 128 9094

✉️ enquiries@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

Care in your own home

If you wish to retain freedom and independence by staying in your own home, carefully chosen home care with a good-quality provider should give you the help you need to stay happy and

safe in your home. It gives you the opportunity to stay in your own familiar surroundings and to retain a quality of life you might have feared you had lost.

Why choose home care?

People's reasons for choosing home care can vary. After a stay in hospital, for instance, someone might find they need help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope on their own 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 will be fully involved in looking at what options will suit you best, as will your family 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. →



**Caring for those in need,
with compassion and
dedication right in the
comfort of your own home.**

Our services include:

- Dementia and Alzheimer's Care
- Companionship and Social Activities
- Live-In Care, Sleep-Ins and 24 Hour Care
- Home from Hospital
- Medication Assistance
- Domestic Support and Household Duties



T: **01306-775-829**

E: **enquiries@sdhomecare.co.uk**

www.sdhomecare.co.uk



MY ELDER

2m ago

Carer Update

Anthony has confirmed their placement

Care with more choice & more control

People across Surrey are choosing to stay in the comfort of their own homes with Elder live-in care.

We work with both families and local authorities to find a skilled and vetted carer who can move into the home, and help transform later life.

- Avoid the upheaval of moving into a care home
- Personalised, one-to-one care and companionship
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Helps older couples to stay together
- Can be arranged in as little as 24 hours

Find out if live-in care is right for your situation.

Speak to a Senior Care Advisor today on **0330 057 2074**



www.elder.org

 **elder**

➔ 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.

See below for more information about live-in care. A list of all home care agencies operating in Surrey starts on page 29.

Live-in care

A viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary. The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 69.



247 Live-in Companions™

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



PROMEDICA24
Live-in companionship & care

Home.
There is no place like it
- and chances are, there's no reason to give it up either.

As live-in care specialists, we give people the option to safely remain at home whilst receiving fully regulated care and support.

- We provide 24/7 person centred care and support
- Our services are fully regulated by the CQC
- We are rated 9.9 on Homecare.co.uk



www.Promedica24.co.uk



Contact your local Care Consultant today.

Tibor Dusnoki
Surrey
T.Dusnoki@promedica24.co.uk
Tel: (0)1784 818189



Rishard Amod
Berkshire & South West London
R.Amod@promedica24.co.uk
Tel: (0)1628 281 113

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 69), 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 69.

The Homecare Association 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 any cleaners, handypersons or gardeners you may employ yourself. However, some home care agencies do provide staff who can meet these needs. Using a regulated home care agency means all the necessary checks should have been carried out. A regulated agency should:

- assess your care needs and tailor a plan to meet those needs;
- advertise for, interview and screen workers to assess their suitability;
- arrange necessary insurance cover;
- provide training and development for care workers;
- manage workers' pay, including compliance with the National Living Wage;
- manage employment relationships, including sickness, absence and disciplinary matters; and
- manage health and safety issues.

Living with dementia at home

If you are experiencing persistent forgetfulness or memory difficulties and it is causing you concern, 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. Visit **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 12 for information on assessments.



MAKE THE MOST OF EVERY DAY



Tailored care for your wellbeing, home & happiness

Sometimes the small moments in life bring the most joy. That's why Audley Care is tailored to your individual needs, so you can continue to enjoy what matters most to you in life, all in the comfort of your own home.

Get in touch with the Audley Care Cooper's Hill team for more details
01784 774545
info@audleycare.co.uk
www.audleycare.co.uk



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 should offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community. 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. Activities may include outings, entertainment, personal

care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to several days. Contact the council or your local Alzheimer's Society office for more details. See 'Useful local contacts' beginning on page 98.

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, contact your local office for information and support and access to local services. See page 98 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. 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. For more information on care homes for people living with dementia, see page 61.

the Good
Caregroup

THERE'S
NOWHERE
BETTER THAN
HOME

Retain your independence and quality of life at home with personalised live-in care from The Good Care Group

Rated as 'Outstanding' by the Care Quality Commission in England, The Good Care Group offers you one simple thing - **care without compromise.**

Please get in touch to arrange your live-in care home assessment.
Call us on **0808 239 6630** or visit thegoodcaregroup.com



Paying for care in your home

Councils should provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information should be made available to you when the council carries out your needs assessment. The council should provide you with written confirmation of how the charge has been calculated 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 (such as home care). If you have more than £23,250, you should tell adult social care in advance of 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 allows 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 benefits check and, if you want it 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. Aftercare services provided under section 117 of the Mental Health Act are free of charge, for example.

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 cannot be claimed before State Pension age and PIP can be claimed from the age of 16 until State Pension age. Check your State Pension age at **www.gov.uk/state-pension-age**

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.



Money Helper

A free and impartial money advice service set up by the Government. • Tel: **0800 138 7777**
Web: **www.moneyhelper.org.uk**

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.

Tel: **0333 202 0454**

Web: **www.societyoflaterlifeadvisers.co.uk**

Further information on paying for care can be found beginning on page 65.



Heartfelt home care in Surrey



Visiting home care

- Local TrinityCarers
- Once a week to multiple visits a day
- Companionship and personal care
- Available in Surrey, and parts of Berkshire and Hampshire



Live-in home care

- Bespoke full-time support
- Specially trained carers for complex medical conditions
- Personally matched to your lifestyle
- Available across all mainland England

- **CQC rated 'Outstanding' care**
- **Award-winning local care**
- **Trusted for over 20 years**
- **Entirely bespoke support**



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

01483 604887 | www.trinityhomecare.co.uk

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

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

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*See page 69.

Bespoke home care

Supporting people to live **independently**

Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one's individual needs and routines.

We have a variety of care packages available

tailored to you or your loved one's needs.

Whether you'd benefit from regular and reliable support with **visiting care**, you require a better alternative to a care home with round-the-clock **live-in care**, or perhaps, our **respite services** are just what you need for a break from your usual care set up.


Homecare Association
Founding member

Regulated by
 **Care Quality Commission**

For more information contact our customer care specialists

Call your local branch today!

Horley

01293 733 113

Godalming

01483 944 881

Epsom

01372 898 179

Camberley

01276 905 718

- ✓ Rated 4.7 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Providing care for over 30 years



Regular and reliable
Visiting care



24-hour support
Live-in care

Who are Helping Hands?

Founded in 1989, Helping Hands have been supporting people to stay in the comfort of their own home for over 30 years. Dedicated home care from Helping Hands offers the extra support, reassurance, and companionship that may be needed for you or your loved one to continue living independently at home.

Why choose us?

Over 30 years of experience

We have been delivering care at home since 1989 and have supported over 60,000 families in the UK. After all, we believe life is better at home.

Person-centred care

Your care plan is fully tailored to your needs and requirements. They are also flexible. So, any changes that need to be made can be arranged.

Outstanding workforce

We have over 150 local branches, a team of clinical nurses, and 6000+ carers across England and Wales. All carers are fully trained and directly employed by us.

“ *The carers have almost become family and I cannot praise them enough. They have provided kind, dignified, respectful care and have never let us down.* ”

— Angela, customer —

Our bespoke service includes, but is not limited to:

- ♥ Companionship
- ☕ Respite care
- ✚ Condition-led care
- 👣 Mobility support
- 🛒 Grocery shopping
- 🧴 Personal care
- 🧹 Housekeeping



for more details visit helpinghands.co.uk

Targeted carer matching to assure the very best home care.

Our mission is to provide care that we would want for our parents and loved ones. Our experienced team supports our clients to be healthy, to live the life they wish to lead whilst staying connected to family and their communities.

T: **01276 548900** • E: admin@atcaringservices.co.uk
www.atcaringservices.co.uk

Critical Care • Dementia Care • Learning Disabilities
 Live-in Care • Palliative Care • Regular Care



Our mission is to provide an excellent care service to those in need of help and support within the community either in their own homes or at various designated care centres.

Call us for more information:

01883 330321
07932 447059

www.abletrustcare.com



Ask us about
24-hour
 live-in care

Affordable care in the comfort of your own home in Surrey

- Personal Care
- Companionship
- Housekeeping
- Shopping
- Trips Out
- Specialist Care

01483 340449
carehub.agincare.com/careinsurrey



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
christina@arbourcare.co.uk
www.arbourcare.co.uk



Registered with CQC as Caring Professional Solutions Ltd



A & T Caring Services

Camberley
Tel: 01276 548900

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OP D PD LDA MH SI YA

Abacus Healthcare Ltd

Camberley
Tel: 07807 709532

OP YA

Able Trust Care

Caterham
Tel: 01883 330321

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OP D PD MH SI YA

Acacia Homecare Ltd

Sunbury-on-Thames
Tel: 0203 411 9011

OP D PD LDA MH SI YA

Active Care Group Supported Services

Caterham
Tel: 01883 331777

OP PD LDA MH SI YA

Adelphi Court

Epsom
Tel: 0208 652 3552

OP D PD LDA MH SI YA

Adorn Care Services Ltd

Redhill
Tel: 01737 452235

OP D PD YA

Agincare Live-in Care (South East)

Woking
Tel: 0800 012 1247

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Agincare UK Surrey

Woking
Tel: 01483 573709

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Aims Homecare Ltd – Leatherhead

Leatherhead
Tel: 01372 386222

OP D PD LDA MH SI YA

Albury Care Ltd

Guildford
Tel: 01483 451861

OP D PD MH SI

ALD Support Ltd

Chertsey
Tel: 07956 442123

OP D PD LDA MH SI YA

Alfa House

Walton-on-Thames
Tel: 07716 261203

OP D PD MH YA

Alfa House

Walton-on-Thames
Tel: 0330 555 0033

OP D PD LDA MH AD

Alina Homecare – Leatherhead

Leatherhead
Tel: 01372 571222

OP D PD YA

Alina Homecare Guildford

Guildford
Tel: 01483 310222

OP D PD LDA MH SI YA AD

Alina Homecare Specialist Care – Surrey

Leatherhead
Tel: 01372 571933

OP D PD LDA MH SI YA AD

Alina Homecare Walton-on-Thames

Walton-on-Thames
Tel: 01932 901222

OP D PD LDA MH SI YA AD

All About Care

Guildford
Tel: 01483 503944

OP D PD

All Star Care

Dorking
Tel: 07793 405828

OP D PD MH

Allbest Solutions Ltd

Woking
Tel: 01483 856081

OP D PD YA

Allium Homecare

Ashford
Tel: 01784 682560

OP D PD SI YA

Almost Family Ltd

Newdigate
Tel: 01293 876080

OP D PD LDA SI YA

Alpenbest South

Walton-on-Thames
Tel: 01932 255000

OP D PD LDA MH SI AD

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



Supporting Compassionate Empathetic
Reliable **Compassionate** Reliable
Caring Supporting Empathetic **Reliable**
Empathetic Reliable **Caring** Supporting
Supporting Compassionate

Home Care You Can Trust

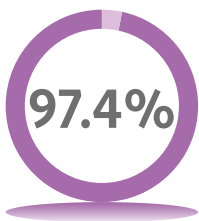
Home Care with Real Time Updates & Notifications

The Assist Care Group family & funder app allows our clients to connect live with the care visit and be fully updated when anything should change or need attention.

This offers both peace of mind and a feeling of comfort when away from home or even on holiday.



Download the app today



On time or early



365 days a year

Contact us

01306 710900



Proud provider to:



Find out more at:

info@assistcaregroup.co.uk
www.assistcaregroup.co.uk



AM2PM Quality Care Ltd

Epsom

Tel: 0207 117 2936

OP D PD LDA MH SI YA AD

Amazed Care Services

Staines-upon-Thames

Tel: 01784 255849

OP D PD LDA MH YA

Amazing Angels Homecare

Caterham

Tel: 01883 346333

OP D PD MH SI YA

Amily Homecare

Walton-on-Thames

Tel: 01932 259613

OP PD LDA MH YA AD

Angel Touch Care Agency

Farnham

Tel: 01252 781078

OP D PD LDA SI YA

Apex Prime Care – Hersham

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Ashted

Tel: 01372 230757

OP D PD LDA MH SI YA

East Grinstead

Tel: 01342 311999

OP D PD LDA MH SI YA

Hersham

Tel: 01932 903008

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Mid Surrey

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North West Surrey

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Arbour Care

Bagshot

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OP D PD SI YA

Ardent Care Connect Services

Reigate

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OP D PD LDA MH SI YA

Around The Clock Care Agency

Camberley

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OP D PD LDA MH SI YA

Arundel House

Banstead

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OP LDA YA

Ashlong House Domiciliary Care

Dormansland

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OP PD LDA MH SI YA AD

Astor Care and Nursing Agency

Woking

Tel: 01483 797950

Advert page 16

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Atkins Care Services Ltd

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Audley Care Ltd – Cobham

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Advert page 21

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OP D PD SI YA

Avid Care Ltd

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OP D PD YA

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Horley

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OP D PD YA

Bells Piece Supported

Living Service

Farnham

Tel: 01252 715138

OP LDA 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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OP D PD SI YA

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Cranleigh

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OP D

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Betchworth

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OP D PD

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OP D PD LDA MH SI YA AD

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Advert page 32

OP D PD SI YA

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OP D PD MH SI AD

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Advert page 32

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Advert page 32

OP D PD SI YA

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OP D PD MH SI YA

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OP D PD SI YA

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OP D PD SI YA

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LDA

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OP D PD LDA MH SI YA AD

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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LDA YA

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Advert page 34 & inside front cover

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OP D PD MH SI YA

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OP D PD YA

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Advert page 36

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Advert page 36

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OP D LDA MH SI

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Advert page 36

OP D PD MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Field Lane Domiciliary Agency, The

Reigate

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OP PD LDA YA

Fir Tree House

Dorking

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Advert page 30

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OP D PD SI YA

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LDA YA

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Advert pages 26 & 27

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Advert pages 26 & 27

OP D PD LDA MH SI YA AD

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Advert pages 26 & 27

OP D PD LDA SI YA

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Advert pages 26 & 27

OP D MH YA

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Cranleigh

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OP

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Leatherhead

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OP D PD SI YA

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

Home Instead Senior Care

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Advert inside back cover

OP D PD LDA MH SI YA AD

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OP D PD LDA MH SI

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OP SI YA

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OP D PD YA

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OP YA

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OP D PD MH SI YA AD

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OP LDA 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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OP D YA

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OP D SI

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OP D PD MH SI YA

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Redhill

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Advert page 40

OP D PD LDA MH SI YA AD

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www.primrosehealthcareservices.co.uk

OFFICE:
62 Kingsgate House, High Street
Redhill, RH1 1SG
@primrosehealthcare
Primrose Healthcare Services UK

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



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Home Care

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in your own home.



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I have received
nothing but excellent
service and support."**

- David

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- Dementia care.
- Companionship.
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**camberley@radfieldhomecare.co.uk | epsom@radfieldhomecare.co.uk
| guildford@radfieldhomecare.co.uk**

www.radfieldhomecare.co.uk

Quality Care 4 You Ltd

Woking

Tel: 01483 338102

OP YA

Radfield Home Care Camberley, Farnborough & Fleet

Camberley

Tel: 01276 984023

Advert page 42

OP D PD MH SI YA

Radfield Home Care Epsom & Leatherhead

Leatherhead

Tel: 01372 626246

Advert page 42

OP D PD MH SI YA

Radfield Home Care Guildford & Godalming

Godalming

Tel: 01483 369090

Advert page 42

OP D PD SI YA

Radiant Care Services Ltd

Redhill

Tel: 01737 852181

OP D PD SI YA

Rainbow Health & Care Ltd

Guildford

Tel: 07919 108430

OP D PD MH YA

Rainbow Trust Children's Charity 6

Leatherhead

Tel: 01372 363438

PD SI

Raluci Healthcare Services Ltd

Redhill

Tel: 01737 479209

OP D PD

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

Regus – Chertsey Hillswood Business Park

Chertsey

Tel: 01932 483180

OP D PD MH SI YA

Right at Home – Camberley, Ascot & Woking

Camberley

Tel: 01276 300250

Advert page 44

OP D PD SI YA

Right at Home – Guildford, Farnham & Godalming

Farnham

Tel: 01252 783426

Advert page 44

OP D PD SI YA

Right at Home – Reigate & Crawley

Redhill

Tel: 01737 906012

Advert page 44

OP D PD SI YA

Right at Home – Sutton & Epsom

Epsom

Tel: 0208 642 4829

Advert page 44

OP D PD LDA MH SI YA

Right at Home**(Twickenham to Weybridge)**

Sunbury-on-Thames

Tel: 0203 376 3535

OP D PD SI YA

Right Choice Recruitment Solutions Ltd

Camberley

Tel: 01276 409655

OP D PD YA

Rock of Ages Care

Egham

Tel: 01784 774142

OP D PD LDA MH YA

Rockview Social Care Ltd

Epsom

Tel: 07832 273117

OP D PD YA

Rodwell House

Addlestone

Tel: 01932 832900

OP D PD MH SI YA

Safi Care Services Ltd

Addlestone

Tel: 01932 910658

Advert page 48

OP YA

SAI Infinity Care

Caterham

Tel: 0203 667 3474

OP D PD LDA MH SI YA

Sana Care Services

Woking

Tel: 01483 853045

OP D PD LDA YA

Sans Soucie Home Care Ltd

Guildford

Tel: 01483 233925

OP D PD LDA MH SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



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 on
07769 352669 or **timea@pannoniacare.co.uk**
www.pannoniacare.co.uk

Company number: 9437608

CQC ID: 1-972632970



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

Epsom, Banstead & Sutton
01372 705785
Guildford, Farnham & Godalming
01252 783426 / 01483 662400
Reigate, Godstone & Horley
01737 906012
Surrey Heath & Woking
01276 300250 / 01483 802100



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We are a local domiciliary care provider whose aim is to make you comfortable in your own home, helping you feel safe and secure whilst maintaining your independence and quality of life.

This will be achieved by providing professional care staff who are flexible, responsive and proactive.

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- Personal Care
- Social Care
- Administrative
- Domestic Support
- Nutritional Care
- Financial Care & Correspondence
- Respite / Waking Nights / 24-Hour Live-in Care



Your comfort is our business

Contact us for further information: ☎ **07499 799136 / 0203 581 6335**

✉ **info@savannahcarelimited.co.uk** 🌐 **www.savannahcarelimited.co.uk**

Inspected and rated

Good



SD Care Agency

Guildford

Tel: 01483 662910

OP D PD LDA MH YA

SeeAbility – Horley Support Service

Horley

Tel: 01293 786496

PD 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

SeeAbility Redhill**Support Service**

Redhill

Tel: 01372 755000

OP PD LDA SI YA

Senacare Services Ltd

Staines-upon-Thames

Tel: 01784 530321

Advert page 48

OP D PD YA

Shailo Healthcare

Woking

Tel: 07532 727607

OP D MH YA

Shammah Healthcare

Guildford

Tel: 07572 960729

OP D PD LDA MH YA

Silverjen Ltd

Epsom

Tel: 07956 303007

D PD LDA MH SI AD

Simply Carers Ltd

Egham

Tel: 01784 774220

OP D PD YA

Skies Home Care Ltd

Woking

Tel: 01483 313213

OP D YA

South East DCA

Guildford

Tel: 01707 652053

OP PD LDA MH SI YA AD

Sparkles Healthcare Ltd

Leatherhead

Tel: 01372 365793

OP D PD LDA MH SI

Splendour Care Ltd

Epsom

Tel: 07440 239280

OP D PD LDA MH SI YA

Staying at Home Care

West Byfleet

Tel: 01932 400163

OP D PD LDA SI

Steady Care Services Dorset House

Leatherhead

Tel: 01372 824788

OP D PD LDA MH SI AD

Step Ahead Care

Aldershot

Tel: 07494 479418

OP D PD LDA SI YA

Strada Care

Redhill

Tel: 01737 644590

D PD LDA MH SI YA AD

Sunbury

Sunbury-on-Thames

Tel: 0203 904 2800

OP D PD LDA MH SI YA

Supreme Care Services Ltd

Caterham

Tel: 01883 334920

OP D LDA MH AD

Surecare Bracknell and Farnborough

Camberley

Tel: 01244 947007

OP D PD MH SI YA

SureCare Mid Surrey

Reigate

Tel: 01737 847304

OP D PD SI YA

Surrey and Hants**Domiciliary Care Agency**

Hindhead

Tel: 01428 607310

OP D PD LDA SI YA

Surrey Children's Domiciliary Care Service

Redhill

Tel: 01483 519731

PD LDA SI

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



At Triple Care, we care

Triple Care Healthcare Services Limited prides itself in offering the highest quality standard of person-centred domiciliary care, based in Surrey.

Triple Care's philosophy is to provide people with a flexible service to enable them to make their own choices and to support them at home by our experienced and well trained staff who will be familiar with their needs.

We recognise that service users are of the utmost importance, and support services will be carried out and delivered in a manner that respects their privacy and dignity.

Our services



Domiciliary Care



Live-In Care



Respite Care



Waking/ Sleep in Nights



Hospital Discharge Care



Palliative Care



01293 771572 / 07388 897931



info@triplecarehealthcareservices.com



www.triplecarehealthcareservices.co.uk



Pippbrook | Dorking | Surrey | RH4 1SJ

Inspected and rated

Good



Surrey Downs Homecare Ltd

Dorking

Tel: 01306 775829

Advert page 17**OP D PD MH SI YA****Surrey Heath and Farnham Area
Reablement Service**

Camberley

Tel: 01483 518351

OP D PD LDA MH SI YA**Surrey Helping Hands Ltd**

Chertsey

Tel: 01932 874496

OP D PD MH SI YA**Surrey Hills Home Help Services Ltd**

Oxted

Tel: 01883 772599

OP D PD LDA MH SI YA**Surrey Homecare Ltd**

Thames Ditton

Tel: 01372 462118

OP D PD LDA MH SI YA AD**Surrey Lodge Homecare Ltd**

Walton-on-Thames

Tel: 01932 943092

OP D PD LDA MH SI YA**Surrey Quality Care Ltd**

Horley

Tel: 01737 906555

OP D PD MH YA**Surrey SCP**

Redhill

Tel: 01737 821402

OP D PD LDA MH SI YA AD**SylvianCare Woking**

Woking

Tel: 07837 510503

OP D PD SI YA**Tendacare**

Ashted

Tel: 01372 272240

OP D PD SI YA**Tender Hands Ltd**

Godalming

Tel: 01483 421100

OP D PD LDA SI YA**Third Hand Healthcare Ltd**

Farnham

Tel: 0333 123 4558

Advert page 48**OP D PD LDA YA****Threeways Dom Care**

Redhill

Tel: 01737 760561

OP D PD LDA MH SI YA**Time For You**

Horley

Tel: 07926 125215

OP YA**Trinity Homecare**

Worcester Park

Tel: 01483 604887

Advert page 24**OP D PD LDA MH SI YA AD****Triple Care Healthcare Services**

Dorking

Tel: 01293 771572

Advert page 46**OP YA****Two Fifty Four Ltd****T/A Visiting Angels**

Woking

Tel: 01483 931934

OP D PD LDA MH SI YA**Unit 6 The Post House**

Chertsey

Tel: 01932 877471

OP D LDA SI YA**Violet Home Care Ltd**

Epsom

Tel: 01372 700315

OP D PD SI YA**Walfinch Kingston & Weybridge**

Walton-on-Thames

Tel: 01932 553777

OP D PD MH SI YA**Walfinch Reigate & Horsham**

Reigate

Tel: 01737 847888

OP D PD MH SI YA**Watershed Care Services Ltd**

Camberley

Tel: 07581 235592

OP D PD LDA MH SI YA**Wellslane Care Ltd**

Chertsey

Tel: 01932 871881

OP PD SI YA**Welmede Housing Association**

Chertsey

Tel: 01932 571666

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



OUR GOAL IS TO MAKE YOUR LIFE BETTER

SenaCare Services Ltd is a privately-owned company which is dedicated to helping you with your care needs to achieve a better quality of life in your own homes.

Our focus is on helping clients maintain their sense of independence within the comfort and privacy of their own homes. Offering support to the elderly along with disabled clients of all ages, we look to uphold the dignity of all those we take care of through considerate, compassionate care. We do not only want to be of help to clients themselves but their family and friends, too, in providing reassurance their loved one is in good hands.

We provide the following services:

Domiciliary Care Services • Companionship Care • Live-in Care
Dementia Care • Physical Disability Support at Home

Like to know more?

Please contact us on **01784 530 321**,
email **enquiries@senacareservices.com** or
visit our website **www.senacareservices.co.uk**



Home Care in Chertsey

Safi Care Services Ltd was established in 2018 with a vision to provide person-centred care to individuals who require care in the comfort of their own homes.

With a strong history in this industry, we know the importance of person centred care. As specialists in live-in care, the team at Safi Care focus on ensuring high quality personal care with emphasis on dignity, and respect to the needs of our service user's.

- Live-In Care
- Respite Care
- Palliative Care

To find out more about our services, **get in touch.**



T: **01932 910658** | E: **info@saficare.services.co.uk**

www.saficare.co.uk



Third Hand Care

Delivering high quality, compassionate and reliable domiciliary care for the elderly in Surrey, Hampshire and surrounding areas.

Professional  Efficient  Personable

At Third Hand Care, we know that everyone's needs are different. As such, we offer a wide range of home care services, which can be tailored to the needs of the individual.

- | | |
|--|--|
|  Domiciliary Care |  Hospital to Home |
|  Live-in Care |  Well-being Check |
|  Complex Care |  Supported Living |
|  Respite Care |  End of Life |

Find out how we can help you.



 **0333 123 4558**  **info@thirdhandcare.co.uk**  **www.thirdhandcare.co.uk**

Home care providers continued

Westbrook Care

Caterham

Tel: 01883 333055

OP D PD LDA MH YA

Westlake Carers Ltd

Egham

Tel: 07766 722476

OP D PD SI YA

Westvale Home Care Ltd

Horley

Tel: 01293 775143

OP D PD MH SI

Wey Valley House

Farnham

Tel: 01252 712021

OP D PD SI YA

White Lodge Centre

Chertsey

Tel: 01932 567131

PD LDA SI

Winsor Care Services

Addlestone

Tel: 07984 480317

OP D PD MH SI YA

Woodlarks Centre, The

Farnham

Tel: 01252 714041

OP PD LDA YA

Woodleigh Healthcare (Surrey Branch)

Woking

Tel: 01483 767656

OP D PD LDA MH YA

You & I Care – Mid Surrey

Leatherhead

Tel: 01372 824668

OP D PD LDA MH SI YA

Your Life (Guildford)

Guildford

Tel: 01483 502009

OP D PD SI

Your Quality Care Services Ltd

Epsom

Tel: 0208 393 3544

OP D PD

Your Quality Care Services Ltd (East Grinstead)

East Grinstead

Tel: 01342 872205

OP D PD MH SI YA

Your Quality Care Services Ltd (Mayford)

Woking

Tel: 01483 772711

OP D PD MH SI YA

YourLife (Virginia Water)

Virginia Water

Tel: 01344 841737

OP D PD SI

Yourlife (Walton-on-Thames)

Walton-on-Thames

Tel: 01202 362303

OP D PD SI

Yourlife (Weybridge)

Weybridge

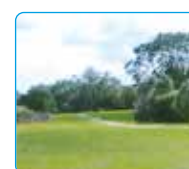
Tel: 01932 842007

OP D PD SI

For information on home care and how it could help you, see page 17.

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

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

Housing with care

This combines independent living in a home with security of tenure, along with care services arranged according to your needs. 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

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 local authority 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 10). To find a local Supported Living scheme, visit **www.surreyinformationpoint.org.uk** and search ‘supported living’.

Shared Lives

A care 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

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 is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

Brings together self-contained accommodation with some communal facilities, allowing you to retain some independence in your living space while also receiving help from an on-site team of care workers. In an extra care scheme, instead of the low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided by care workers, who can be available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring 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 CouncilTel: **01372 474474**Web: **www.elmbridge.gov.uk****Epsom and Ewell Borough Council**Tel: **01372 732000**Text: **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** • Text: **07771 576411**Web: **www.molevalley.gov.uk****Reigate and Banstead Borough Council**Tel: **01737 276000**Text: **07834 626468**Web: **www.reigate-banstead.gov.uk****Runnymede Borough Council**Tel: **01932 838383**Web: **www.runnymede.gov.uk****Spelthorne Borough Council**Tel: **01784 451499**Web: **www.spelthorne.gov.uk****Surrey Heath Borough Council**Tel: **01276 707100**Email: **contactcentre@surreyheath.gov.uk**Web: **www.surreyheath.gov.uk****Tandridge District Council**Tel: **01883 722000**Text: **07786 200690** (use the word 'TANDRIDGE' at the start of your message).Textphone: **18001 01883 722000**Web: **www.tandridge.gov.uk****Waverley Borough Council**Tel: **01483 523333**Email: **general.enquiries@waverley.gov.uk**Web: **www.waverley.gov.uk****Woking Borough Council**Tel: **01483 755855**Email: **customers@woking.gov.uk**Web: **www.woking.gov.uk**

Specific care and support services

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 50.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Surrey starting on page 71. Any learning disability providers are denoted with **LDA**. You may also find the following organisations 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**

Zero placement breakdowns

We provide unique specialist care
for people who present with:

- Complex neurological degeneration
- Mental health needs
- Challenging behaviours
- Early onset dementia

ComplexCareSpecialists.com



Cornerstone
Healthcare Group

HealthInvestor
Awards 2021
WINNER
Complex care provider
of the year



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 following organisations for help and support.

DHC Talking 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**

Email: **mindmatters.surrey@sabp.nhs.uk**

(general enquiries) or

rxx.mindmatters-surrey@nhs.net (referrals).

Web: **www.mindmattersnhs.co.uk**

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**

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 to help you live as independently as possible. There are also services available to support your carer if you have one.



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@sensoryservices.org.uk**

Web: **www.sightforsurrey.org.uk**

A close-up photograph of an elderly woman with white hair, smiling warmly at the camera. She is resting her chin on her hand, wearing a light-colored, textured knit sweater. The background is a soft-focus outdoor scene with green foliage and sunlight filtering through the leaves.

Live Safe & Well

Avery Healthcare is a leading national care provider with a portfolio of 12 exceptional care homes in Surrey. Within a safe and supportive environment, residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

Residential, nursing, dementia, and respite care • Nutritionally balanced seasonal menus
Stimulating schedule of daily activities and entertainment
Spacious, beautifully decorated bedrooms • Highly trained staff teams

For the best in Surrey, look no further.

averyhealthcare.co.uk



Bagshot | Camberley | Chertsey | Cobham | Epsom | Esher
Guildford | Hindhead | Purley | Salfords | Virginia Water

Advocacy

An advocate is someone who can speak up for you if you face difficulties in being involved in decisions about your care, having your voice heard and normally have no other independent person to help you do so. They can help you say what you want, secure your rights, represent your interests and obtain services you need. Advocacy is free, independent and confidential.

How to get support from an advocate

Some advocacy services you can get for yourself, without any help from us, by contacting our local advocacy provider directly. Other advocacy will only be given to you if it is agreed that you are eligible for it. The provider of advocacy for adults in Surrey has changed, with POHWER the new provider. POHWER provides a range of different advocacy services. You can contact them as follows.

Tel: **0300 456 2370**

Text: Send the word 'pohwer' with your name and number to **81025**. • Email: **pohwer@pohwer.net**
Skype: **pohwer.advocacy**

Arrangements where individuals are receiving services from the previous provider

All individuals have been informed of the changes in provider and asked to consent to their information being transferred to POHWER, who will be contacting their new clients.

Further information

Visit **www.surreycc.gov.uk/adultadvocacy** for more information about Surrey Adult Advocacy Services, including how to refer a client for professionals. Additionally, information about advocacy services in Surrey is available in alternative formats and languages.

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 a 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 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. Visit

www.gov.uk/after-a-death/arrange-the-funeral for more information on how to arrange a funeral. →



Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

- Residential, dementia and respite care
- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
- Highly trained staff teams

Greensand House
Salfords

01737 458686

Silvermere
Cobham

01932 642783

averyhealthcare.co.uk



For information on different types of care homes, see page 57.

See the checklist on page 59 for useful questions to ask when looking at care homes.



Your local Bupa care homes in Surrey



We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.

Call us for advice on care today
0808 163 4067

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.
Phone calls are free to 0808 numbers.

Look in
the listings
for our
homes.



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE.
That's our Safety Promise you can rely on.



All types of funding welcome



No health insurance needed

Q122063 CS 02455

➔ You do not have to instruct a funeral director but, if you do, ensure 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 101 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 12 for more on assessments.

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.

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

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 £219.71 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.

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.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable

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.



Your care matters

with Barchester

**Everyone deserves uncompromising care.
That's the passionate belief of the experts
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



barchester.com/SY

Call to arrange a visit or to find out how we can help:

Ashford House
Long Lane, TW19 7AZ
01784 862 357

Corrina Lodge
79 The Avenue, GU15 3NQ
01276 862 830

Cossins House
1 Downside Road, KT11 3LZ
01932 549 301

Epsom Beaumont
20-22 Church Street, KT17 4QB
01372 541 401

Reigate Beaumont
Colley Lane, RH2 9JB
01737 742 763

Tandridge Heights
Memorial Close, RH8 0NH
01883 868 039

Windmill Manor
2 Fairviews, RH8 9BD
01883 868 037

Worplesdon View
Worplesdon Road, GU3 3LQ
01483 698 757

NOW OPEN

Chestnut Gardens
95 Foxley Lane, CR8 3HP
020 8053 0233

Wykeham House
21 Russells Crescent, RH6 7DJ
01293 831 042

OPENING THIS YEAR

Silverbirch House
19 Tovey Green, GU3 3FF
01483 938 731

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 69.

9.6

Average Group
Review score 2022
carehome.co.uk*

*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 01/02/2023.



Read David's story

Regulated by



TRUST US TO ARRANGE A WONDERFUL WELCOME

Our care team know what every resident will love



Who Cares? We do, and we always will

Limegrove care home, St Martin's Close, East Horsley KT24 6SU | 01483 944 983

Ridgemount care home, The Horseshoe, Banstead SM7 2BQ | 01737 428 336

The Beeches care home, Forty Foot Road, Leatherhead KT22 8RZ | 01372 898 315

Visit anchor.org.uk/care-homes

Image does not represent face mask guidance followed in our locations

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 living 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.

The person living with dementia must also be given 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 68 and 55 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 on page 63.

Design and technology

The design of a care home specialising in dementia should 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 care home staff understand how best to support and care for people with dementia. Ask about the Dementia Friends Ambassador and, if the home

does not have a specific Dementia Lead, ask whether the staff have the necessary experience to support someone to live well with dementia.





CareSeekers

A **free service** for families looking for the right care home



T 01483 203 636
E customerservices@careseekers.co.uk
W careseekers.co.uk





Kathryn's House

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 and a decked garden area at the rear.



43-49 Farnham Road,
Guildford, Surrey GU2 4JN

Tel: **01483 560070**
Fax: **01483 560054**
info@kathrynhouse.co.uk
www.kathrynhouse.co.uk



Mayfield House

Mayfield House is a 19th-century home, set on its own grounds in Surrey. Over the years the home has been renovated to become a comfortable and welcoming care environment. The owners and staff are committed to providing high quality care in a warm, homely environment that respects the individual's right to privacy, dignity, and personal choice.



29 Mayfield Road,
Walton-on-Thames,
Surrey KT12 5PL

Tel: **01932 229390**
info@mayfieldhousesurrey.co.uk
www.mayfieldhousesurrey.co.uk

HAS A LOVED ONE RECENTLY RECEIVED A DIAGNOSIS OF DEMENTIA?

HAVE THEY BEEN LIVING WITH THE DISEASE FOR SOME TIME?
ARE YOU IN NEED OF SOME SUPPORT?

Receiving a diagnosis of dementia can be a hugely emotional and challenging time, not only for the individual, but also for their friends and family. Dementia affects people in different ways, depending on the type of dementia. The impact can be physical, emotional and psychological, and can also profoundly change the practicalities of everyday life.

The more information we know, the better equipped we are to support the ones we love and look after ourselves.

ARIA CARE IS HERE TO OFFER SUPPORT

At Aria Care, we understand that dementia affects people in different ways and everyone has symptoms which are unique to them. Our highly experienced, compassionate care team, are experts in the field of dementia so we use our experience to provide an insight into what it is like to live with dementia and share ways to care and communicate with someone who is living with the disease.

The team at Aria Care provide care from the heart. It shows in all that we do. We provide the very best in dementia care for those who need help and support.

We are passionate about the people we care for. Understanding their rich and colourful life stories, their interests and their needs, helps shape all that we do for them. We always provide support that's as personal and unique as they are, and care for them as though they are a part of our family.

WHAT DOES PERSON CENTRED CARE MEAN?

When caring for somebody living with dementia, there is no single approach, a care plan is devised for each person so you can rest assured that your loved one will receive the best possible care. As needs change over time, we will adapt their plan accordingly, so that you know they will be receiving appropriate care and support.



*We're here to help make later life
as fulfilling and enjoyable as possible
because it's all about your loved
one and your family.*



PASTIMES AND MEALTIMES

Our dementia services at Aria Care ensure your loved one has access to a wide range of pastimes whether that's social, creative or physical to encourage good mental health and help manage their symptoms. We help to ensure they have a purpose to their day, it's their life and they choose the way they want to live it.

We understand the importance of good nutrition and hydration, particularly for those living with dementia. Our nutritional menus are trialled and tested and also cater for each person's individual taste at any time of day or night. We know that taste is a powerful sense, stimulating memories and happiness, and of course, dining



experiences are not only generated by the food eaten. The setting and atmosphere in which we take a meal can completely define our dining experience. This is why we tailor the experience for everyone and welcome families and visitors to dine with us too.

OUR HOMES IN SURREY:

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

Freephone to find out more about our homes in Surrey

0808 223 5005 | ariacare.co.uk



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 59. 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 69.



Planning For Long Term Care Fees?

Speak to a specialist who can guide you through the maze of red tape

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

We look to provide you with:

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

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



Protection & Investment Ltd

an Independent Financial Adviser that understands the needs of elderly people

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

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

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 of 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 66. These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority's funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 66).

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 then undertake an assessment of your circumstances before deciding if it will contribute.

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

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 67 for more information.



Understanding your rights before moving into care

Non-means-tested support

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

Benefits

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 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

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 any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 67 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 support from the council, 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 they can sustain the payments for as long as they are required.

They will need to sign a contract with the council to confirm they are able to do this. If the additional payments stop being paid for any reason, 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 a 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 if you move to a more expensive 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 paying for care can be expensive. Getting professional advice may help you to identify the most suitable and cost-effective solution.

You are 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.

Specialist care-fees advisers can offer advice on products from across the whole market because they are not tied to particular providers. A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **www.societyoflaterlifeadvisers.co.uk** or you can call **0333 202 0454**.

There are also several 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 options are available.

Age UK

Tel: **0800 678 1602**

Web: **www.ageuk.org.uk/moneymatters**

Citizens Advice

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Money Helper

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**

Important information

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 69), 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**

For a list of homecare providers in Surrey, see page 29. Care home and care home with nursing listings begin on page 71.

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, if you are unable to do so yourself. An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

If a person is incapable of managing their own affairs and does not have an LPA in place, the Court of Protection can issue Orders directing the management of that person's property and financial affairs. The Court procedure is very slow and the fees are quite expensive, so preparing an LPA in advance 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

If you are unhappy about any aspect of your support – whether it's the way you are treated by staff, the quality of the food you are served or anything else that affects your happiness or comfort – you should feel able to complain. 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 page 69 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.

Call **01483 518300**, email asc.customerrelations@surreycc.gov.uk or complete the online form (visit www.surreycc.gov.uk – search 'complaints' and click on 'Adult social care complaints').

If you have been unable to resolve your complaint,

you can contact the Local Government and Social Care Ombudsman (LGSCO) on **0300 061 0614** and ask for assistance. The LGSCO 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's a free service, investigating complaints in a fair and independent way.

Inspecting and regulating care services



Health and social care services must be registered to show

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 these services.

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can

easily see where a service is performing well and where it needs to improve.

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

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

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You can choose a care home outside of your home county. You may want to be closer to friends and 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.

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

Protecting vulnerable adults

Vulnerable adults may be at risk of 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 range from treating someone with disrespect in a way that significantly affects their quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, in 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 come under the banner of modern slavery, self-neglect and even institutional abuse. This is 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 who is being 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, call **0300 470 9100**, email Surrey County Council at **ascmash@surreycc.gov.uk** or visit **www.surreycc.gov.uk/adults/care-and-support/concerns**

Your concerns will be taken seriously and will receive prompt attention, advice and support.

You can also call the police on **101** or call **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 **0300 061 6161** 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 still 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.

Residential care in Surrey

This Directory is divided into the geographical areas listed on this map. Home care providers begin on page 29.

North West Surrey

Care homes	71
Care homes with nursing	75

North East Surrey

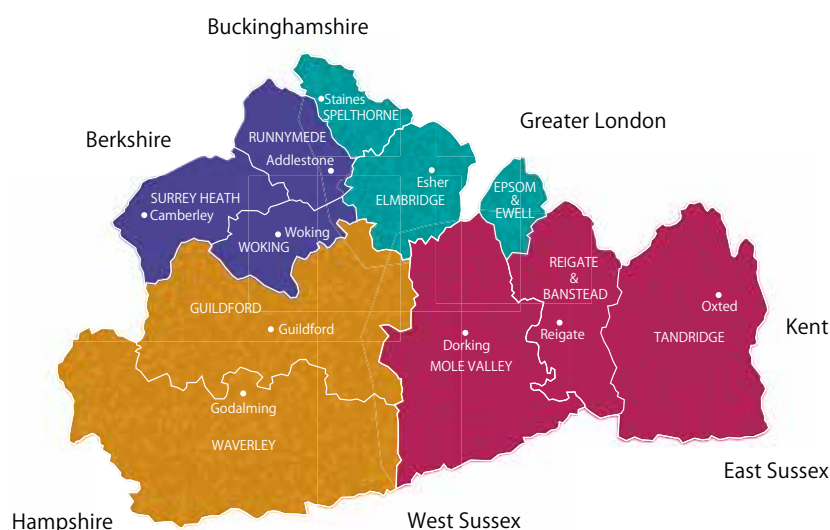
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South West Surrey

Care homes	81
Care homes with nursing	85

South East Surrey

Care homes	87
Care homes with nursing	92



North West Surrey

North West Surrey care homes

Barossa Road, 25 (Royal Mencap Society)

Camberley GU15 4JE
Tel: 07974 606600

LDA

Beaufort House

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

OP PD LDA MH YA

Beech Trees

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

PD LDA YA

Camberley Cottage

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

PD LDA SI YA

Cambridge House Care Home

141 Gordon Avenue,
Camberley GU15 2NR
Tel: 01276 601035

OP D PD MH SI YA

Cherrydale

Springfield Road, Camberley GU15 1AE
Tel: 01276 682585

OP D

Chestnuts, The

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

OP D PD LDA MH SI YA AD

Church Farm Bungalow

Guildford Road, Ottershaw KT16 0PL
Tel: 01932 873082

OP D PD LDA SI YA

Combe House

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

PD LDA YA

Elmfield House

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

OP D PD MH SI

Gables Care Home

Pembroke Road, Woking GU22 7DY
Tel: 01483 828792

OP PD LDA MH

Greys Residential Home

Hook Heath Road, Woking GU22 0JQ
Tel: 01483 771523

OP

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



9.6

Average Group
Review score 2022
carehome.co.uk*

*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 01/02/2023.



[Read Margaret's story](#)

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Call **01932 911 502** | Visit **www.WestHall.org.uk**

Image does not represent face mask guidance followed in our locations

Guildford Road, 330 (Living Ambitions Ltd)

Bisley, Woking GU24 9AD

Tel: 01483 799261

OP LDA YA

Guildford Road, 330a (Living Ambitions Ltd)

Bisley, Woking GU24 9AD

Tel: 01483 799261

OP LDA YA

Heathside

Coley Avenue, Woking GU22 7BT

Tel: 01483 404935

OP

Hill View Care Home

5 Essex Close, Frimley, Camberley GU16 9FH

Tel: 01252 838199

OP D LDA MH SI YA

Howards Residential Home

24 Rowtown, Addlestone KT15 1EY

Tel: 01932 856665

OP D SI

Jackman's Lodge

The Mount, St John's Hill Road,

Woking GU21 7RG

Tel: 01483 761779

OP PD YA

Jubilee Road, 42 (Dimensions)

Mytchett, Camberley GU16 6BE

Tel: 01252 513006

LDA

Jutland Place, 9-10 (Royal Mencap Society)

Egham TW20 8ET

Tel: 07974 606600

LDA

Kings Lodge

122 Kings Ride, Camberley GU15 4LZ

Tel: 01276 581051

OP D PD

Kingsleigh

Kingfield Road, Woking GU22 9EQ

Tel: 01483 740750

OP D PD LDA MH

Lakeview Care Home

Lightwater Road, Lightwater GU18 5XQ

Tel: 01276 480430

OP D PD SI YA

Palmer Crescent

1 Palmer Crescent, Ottershaw KT16 0HE

Tel: 01932 874478

OP D PD SI YA

Princess Christian Residential and Nursing Care Home

Stafford Lake, Knaphill, Woking GU21 2SJ

Tel: 01483 488917

OP D

Ranch, The

Well Path, Well Lane, Horsell, Woking GU21 4PJ

Tel: 01483 855952

LDA MH

Red Houses

563-565 Stroude Road, Virginia Water GU25 4BQ

Tel: 01344 845240

OP PD SI YA

Ridgewood Drive, 1 (Dimensions)

Frimley, Camberley GU16 9QF

Tel: 01276 684382

LDA

Rivermede Court

The Avenue, Egham TW20 9AD

Tel: 01784 417828

OP D PD SI YA

Sheerwater House

Sheerwater Road, Woodham, Addlestone KT15 3QL

Tel: 01932 349959

OP D

Signature at Virginia Water

Christchurch Road, Virginia Water GU25 4BE

Tel: 01344 843777

OP D PD SI YA

Snowdon

14 Claremont Avenue, Woking GU22 7SG

Tel: 01483 751936

MH

St Augustine's Care Home

Simplemarsh Road, Addlestone KT15 1QR

Tel: 01932 842254

OP D SI

Upalong Residential Home

16 Castle Road, Camberley GU15 2DS

Tel: 01276 313560

OP D

West Hall

Parvis Road, West Byfleet KT14 6EY

Tel: 01932 911502 **Advert page 72**

OP D YA

Westlands

West Hill Road, Woking GU22 7UL

Tel: 01483 761067

OP LDA 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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North West Surrey care homes continued

Wey View

Byfleet Road, New Haw, Addlestone KT15 3JZ

Tel: 01932 842263

LDA YA

Whitebourne

Burleigh Road, Frimley GU16 7EP

Tel: 01276 207230

OP D PD LDA MH

Woking Homes

Oriental Road, Woking GU22 7BE

Tel: 01483 763558

OP D

For information on different types of care homes, see page 57.

North West Surrey care homes with nursing

Advertisers are highlighted

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

Advert inside front cover

OP PD SI YA

Beaumont Lodge Nursing Home

19-21 Heatherley Road, Camberley GU15 3LX

Tel: 01276 237580

OP D SI

Bernard Sunley Nursing and Dementia Care Home, The

College Road, Maybury, Woking GU22 8BT

Tel: 01483 764300

OP D

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

OP D PD SI YA

Cedar Lodge Nursing Home

St Catherine's Road, Frimley Green,

Camberley GU16 9NP

Tel: 01252 837019 **Advert page 76**

OP D

Charrington Manor Care Home

1a Hobbs Close, West Byfleet, KT14 6LT

Tel: 01932 626038 **Advert page 74**

OP D

Collingwood Grange Bupa Care Home

Portsmouth Road, Camberley GU15 1LD

Tel: 01276 818577 **Advert page 56**

OP D PD

Corrina Lodge

79 The Avenue, Camberley GU15 3NQ

Tel: 01276 862 830 **Advert page 58**

OP PD YA

Coxhill Manor Nursing and Residential Home

Station Road, Chobham, Woking GU24 8AU

Tel: 0808 223 5356 **Advert pages 62 & 94**

OP D PD

Crann Mor Nursing Home

151 Old Woking Road, Woking GU22 8PD

Tel: 01932 344090

OP D

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

OP D PD SI YA

Holly Lodge Nursing Home

St Catherine's Road, Frimley Green,

Camberley GU16 9NP

Tel: 01252 833080 **Advert page 76**

OP D MH

Horsell Lodge

Kettlewell Hill, Woking GU21 4JA

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

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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T: 01737 229899

E: enquiries.eversfield@efhl.co.uk

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Merlewood Hollow Lane, Virginia Water, Surrey GU25 4LR

For more information or to arrange a visit, contact the Merlewood Home General Manager Debbie Vellender

T: 01344 845314

E: enquiries.merlewood@efhl.co.uk

www.efhl.co.uk



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Review Score
carehome.co.uk

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email enquiries@forestcare.co.uk or visit www.forestcare.co.uk

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 YA

Kingsbury Court

Guildford Road, Bisley, Woking GU24 9AB
Tel: 01483 494186

OP D PD SI YA

Kingsclear

Park Road, Camberley GU15 2LN
Tel: 0808 223 5356 **Advert pages 62 & 94**

OP D PD YA

Marula Lodge

156 Mytchett Road, Mytchett, Camberley GU16 6AE
Tel: 02394 005879 **Advert page 52**

OP D PD MH YA

Merlewood

Hollow Lane, Callow Hill, Virginia Water GU25 4LR
Tel: 01344 845314 **Advert page 76**

OP

Moorlands Nursing Home

Macdonald Road, Lightwater GU18 5US
Tel: 0808 223 5653 **Advert pages 62 & 94**

OP D YA

Oakcroft House Bupa Care Home

Oakcroft Road, West Byfleet KT14 6JG
Tel: 01932 800522 **Advert page 56**

OP PD YA

Parklands Manor

Parklands Drive, Chertsey KT16 9FS
Tel: 01932 874440

OP D PD SI YA

Pembroke House

Pembroke House, Pembroke Broadway,
Camberley GU15 3XD
Tel: 01276 406600

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

Signature at Bagshot

14-16 London Road, Bagshot, Surrey GU19 5HN
Tel: 01276 456000

OP D PD SI YA

North East Surrey

North East Surrey care homes

Albert Residential Home

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

OP D PD

Appleby House

Longmead Road, Epsom KT19 9RX
Tel: 01372 739933

OP D PD LDA MH

Banstead Road – Care Home

17 Banstead Road, Ewell KT17 3EZ
Tel: 0208 786 7718

OP LDA YA

Beauchamp Court

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

OP D YA

Beech Lodge – Thames Ditton

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

LDA MH YA

Bonhomie

Haigh Crescent, Redhill RH1 6RA
Tel: 01737 780193

OP PD MH YA

Burgh Heath Care Centre

472 Reigate Road, Epsom KT18 5XA
Tel: 01737 903292

PD LDA MH YA

Burgh Heath Lodge

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

LDA MH

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

Burlington, The

68 Manygate Lane, Shepperton TW17 9EE

Tel: 01932 220338

OP D PD

Gibraltar Crescent, 36a

Epsom KT19 9BT

Tel: 0208 393 0865

PD LDA SI YA

Cedars Care Home, The

16 Fordbridge Road, Ashford TW15 2SG

Tel: 01784 242356

OP D

Glendale

Ambleside Avenue, Walton-on-Thames KT12 3LW

Tel: 0800 085 4261

OP D

Copperfield House

13 Worple Road, Epsom KT18 5EP

Tel: 01372 726725

OP D MH

Gormanach House

126 Reigate Road, Epsom KT17 3BX

Tel: 0208 393 2204

LDA YA

Cossins House Care Home

1 Downside Road, Downside, Cobham KT11 3LZ

Tel: 01932 549 301 **Advert page 58**

OP

High View Care Centre

286 Fir Tree Road, Epsom KT17 3NN

Tel: 01372 571156

LDA YA

Derby House

Hook Road, Epsom KT19 8QJ

Tel: 01372 203027

LDA YA

Hillcroft

St Ebbas, Hook Road, Epsom KT19 8QJ

Tel: 01372 203020

OP PD LDA MH SI YA

Echelforde

College Way, Ashford TW15 2XG

Tel: 01784 255225

OP D PD LDA MH

Huntley Close, 7 (Dimensions)

Stanwell, Staines TW19 7DD

Tel: 01784 254322

LDA

Elysium Care Partnerships Ltd – 187 Nursery Road

187 Nursey Road,

Sunbury-on-Thames TW16 6LX

Tel: 01932 481848

LDA YA

Ingram House

Walton-on-Thames

Tel: 01932 825832

OP PD SI YA

Elysium Care Partnerships Ltd – School House

School Walk, Sunbury-on-Thames TW16 6RB

Tel: 01932 780181

LDA YA

Jasmine at Primrose

Primrose 2, The Meadows,

Horton Lane, Epsom KT19 8PB

Tel: 01372 203445

PD LDA YA

EnhanceAble Space

47 The Drive, Epsom KT19 0AR

Tel: 07960 031075

LDA YA

Kingscroft

Worple Road, Staines-upon-Thames TW18 1ED

Tel: 0300 555 5222

LDA YA

Epsom Lodge

1 Burgh Heath Road, Epsom KT17 4LW

Tel: 01372 724722

OP D

Langdown House

1-4 Yeend Close, West Molesey KT8 2NY

Tel: 0208 979 4561

LDA MH

Fir Trees House

283 Fir Tree Road, Epsom KT17 3LF

Tel: 01737 361306

OP LDA YA

Linden House

9 College Road, Epsom KT17 4HF

Tel: 01372 721447

OP D YA

Firlawn

402 Chessington Road, Epsom KT19 9EG

Tel: 0208 786 0514

OP D LDA YA

Linwood

9 Mercer Close, Thames Ditton KT7 OBS

Tel: 0208 335 6800

OP D YA

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

Longdown Road

9 Longdown Road, Epsom KT17 3PT
Tel: 01372 748153

PD LDA YA

Mayfield House Residential Home

29 Mayfield Road, Hersham,
Walton-on-Thames KT12 5PL

Tel: 01932 229390 **Advert page 61** OP D PD MH SI YA

Moor House Residential Care Home

Vicarage Road, Staines TW18 4YG
Tel: 01784 453749

OP D YA

Moore Place

Portsmouth Road, Esher KT10 9LH
Tel: 01372 898 255

OP D YA

Mr & Mrs A H Akbarally

24 Northcroft Road, West Ewell, Epsom KT19 9TA
Tel: 0208 394 2119

LDA

Murach House

116A Reigate Road, Epsom KT17 3BX
Tel: 0208 394 2989

LDA YA

Oaklawn

400 Chessington Road, Epsom KT19 9EG
Tel: 0208 393 1471

OP LDA

Oakley House Ltd

Hampton Court Way, Thames Ditton KT7 0LP
Tel: 0303 258 2052

OP PD LDA MH YA

Pines, The

6 Windsor Walk, Weybridge KT13 9AP
Tel: 01932 842954

OP PD LDA SI YA

Rodney House

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

LDA

Rowland House Care Home

1a Lime Tree Avenue, Thames Ditton KT7 0NY
Tel: 0208 972 9143

OP PD YA

Royal Cambridge Home

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

OP D

Sherwood House

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

OP D YA

Shieling, The

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

LDA SI YA

Signature at Esher

42 Copsem Lane, Esher KT10 9HJ
Tel: 01372 235680

OP D

Signature at Weybridge

Ellesmere Road, Weybridge, Surrey KT13 0HY
Tel: 01323 887923

OP D PD SI YA

Silvermere Care Home

Redhill Road, Cobham KT11 1EF
Tel: 01932 642783 **Advert page 56**

OP D YA

St Anthony's Care Home

7a Rosebery Road, Langley Vale,
Epsom Downs, Epsom KT18 6AF
Tel: 01372 278542

OP LDA YA

Summers, The

Yeend Close, West
Molesey KT8 2NY
Tel: 01428 732171

Advert inside front cover

OP D LDA YA

Sundial House

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

LDA MH

Swallowfields Care Centre

45 Alexandra Road, Epsom KT17 4DB
Tel: 01372 745903

LDA MH

Thameside

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

OP D

Tigh Grianan

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

LDA YA

Tiltwood

Hogshill Lane,
Cobham KT11 2AQ
Tel: 01932 866498

OP D PD LDA MH

Young Prospects

29 Shrewsbury Road,
Redhill RH1 6BH
Tel: 01737 778572

OP LDA YA

Adelaide House Care Home

36 Hersham Road,
Walton-on-Thames KT12 1JJ
Tel: 01932 224881

OP PD

Arbrook House Bupa Care Home

36 Copsem Lane, Esher KT10 9HE
Tel: 01372 886538 **Advert page 56**

OP YA

Ashford House

Long Lane, Stanwell TW19 7AZ
Tel: 01784 862 357 **Advert page 58**

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 930 092

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 YA

Eliza Palmer Hub

Octagon Road, Whiteley Village,
Hersham KT12 4ES
Tel: 01932 825832

OP D PD SI YA

Epsom Beaumont, The

20-22 Church Street, Epsom KT17 4QB
Tel: 01372 541 401 **Advert page 58**

OP D YA

Emberbrook

16 Raphael Drive, Thames Ditton KT7 0BL
Tel: 0208 398 3300

OP D PD MH YA

Glebe House Care Home

The Broadway, Laleham, Staines TW18 1SB
Tel: 01784 451643

OP D YA

Hendford Nursing Home

Howell Hill Grove, East Ewell, Epsom KT17 3ER
Tel: 0208 393 7891

OP D MH

Hithermoor House

265 Hithermoor Road,
Staines-upon-Thames TW19 6AZ
Tel: 01753 776319

OP PD YA

Home of Compassion

58 High Street,
Thames Ditton KT7 0TT
Tel: 0808 223 5356

Advert pages 62 & 94
OP D PD YA

King's Lodge Centre for Complex Care

Kings Cross Lane, South Nutfield,
Redhill RH1 5PA
Tel: 01737 822221

OP PD YA

Leighton House Private Nursing Home

Burgh Heath Road, Epsom KT17 4NB
Tel: 01372 720908

OP D PD MH SI

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: 01737 351589

OP D PD SI YA



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

Springfield House Nursing Home

6 Stoke Road, Cobham KT11 3AS
Tel: 01932 862580 **Advert below**
OP D
St George's Bupa Care Home

5 Byfleet Road, Cobham KT11 1DS
Tel: 01932 800593 **Advert page 56**
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 800543 **Advert page 56**
OP PD
White Gates Care Centre Ltd

1 Condor Road, Laleham-upon-Thames,
Staines TW18 1UG **Advert inside front cover**
Tel: 01784 441287

OP D PD SI YA
Wingham Court Bupa Care Home

Oaken Lane, Claygate KT10 0RQ
Tel: 01372 885689 **Advert page 56**
OP PD YA
Woodstown House

Park Road, Banstead SM7 3EFJ
Tel: 01737 949 009

OP PD SI YA
See the checklist on page 59 for useful suggestions of questions to ask when looking at care homes.

Springfield House
Nursing Home



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

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



6 Stoke Road, Cobham, Surrey KT11 3AS Tel: 01932 862580

Email: springfieldcobham@gmail.com

www.springfieldhousecobham.co.uk

South West Surrey

South West Surrey care homes

SURREY COUNTY COUNCIL CARE HOME

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 D SI
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 D PD SI
Beechwood

High Pitfold, Hindhead GU26 6BN
Tel: 01428 608124

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

Bells Piece – Care Home Learning Disabilities

Hale Road, Farnham GU9 9RL

Tel: 01252 715138

OP LDA YA

Denecroft Residential Home (Seeability)

1 Denmark Road, Guildford GU1 4DA

Tel: 01483 301315

LDA SI YA

Bridge House Care Home

Farnham Road, Elstead GU8 6DB

Tel: 01252 703035

OP

Douglas Close

Jacobs Well, Guildford GU4 7PB

Tel: 01483 618635

OP PD LDA YA

Broadwater Lodge

Summers Road, Farncombe,

Godalming GU7 3BF

Tel: 01483 414186

OP D PD LDA MH

Eastlake

Nightingale Road, Godalming GU7 3AG

Tel: 01483 413520

OP D YA

Bungalow, The

Beech Lane, Normandy GU3 2JH

Tel: 01483 810115

LDA

Felbury House

Felday Road, Holmbury St Mary,

Guildford RH5 6NL

Tel: 01306 730084

OP D PD SI

Cedars, The

High Pitfold, Hindhead GU26 6BN

Tel: 01428 609374

PD LDA YA

Fenton Lodge

Hazel Road, Ash Green, Aldershot GU12 6HP

Tel: 01252 202243

OP PD LDA YA

Crann Dara

East Flexford Lane, Wanborough,

Guildford GU3 2JP

Tel: 01483 808730

OP D PD LDA SI YA

Grace House Care Home Ltd

71 Lodge Hill Road, Lower Bourne,

Farnham GU10 3RB

Tel: 01252 726406 **Advert below**

OP D



Grace House
CARE HOME

Residential Care and Dementia Care



Grace House Care Home is a 21-bedroom, family run residential home based in the beautiful surroundings of Lower Bourne, on the outskirts of Farnham, Surrey.

Grace House offers 24-hour residential, dementia and respite care in a peaceful and caring environment. We can accommodate those looking for private and local authority funded care and specialise in providing care for those residents with dementia. We work closely with residents' healthcare professionals, family, and friends to make sure that all residents' wellbeing and healthcare needs are met.

We strive to make Grace House a home from home, a happy place to live, with a fantastic team of fully trained staff.

www.gracehousefarnham.co.uk

Call 01252 726406 or email Juliana at Manager@GHCH.co.uk to arrange a visit

Grace House Care Home, 71 Lodge Hill Road, Lower Bourne, Farnham, GU10 3RB



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

Haven House

44 King's Road, Haslemere GU27 2QG
Tel: 01428 661440

PD LDA YA

Middlefield Close, 1 (Dimensions)

Farnham GU9 8RS
Tel: 01252 718479

LDA

Kathryn's House

43-49 Farnham Road,
Guildford GU2 4JN
Tel: 01483 560070

Advert page 61
OP D PD MH SI YA

Pilgrim Wood Residential Home

Sandy Lane, Guildford GU3 1HF
Tel: 01483 573111 **Advert below**

OP D

Limegrove

St Martin's Close, East Horsley KT24 6SU
Tel: 01483 944 983 **Advert page 60**

OP D

Mallow Crescent

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

OP PD LDA YA

Maple Cottage

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

OP LDA

Meath Epilepsy Charity, The

Westbrook Road, Godalming GU7 2QH
Tel: 01483 415095

OP PD LDA YA

Pines, The

Churt Road, Hindhead GU26 6NL
Tel: 01428 601075

PD LDA YA

Redcot Residential Care Home

Three Gates Lane, Haslemere GU27 2LL
Tel: 01428 644637

OP

Ridgway Court

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

OP D PD

Riverswey

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

LDA



Pilgrim Wood
Residential Home

Pilgrim Wood is an elegant, 1920s country house situated in three acres of grounds in an area of outstanding natural beauty close to the North Downs Way. Our elevated position provides remarkable views of the surrounding countryside, yet we are conveniently located only two miles from the centre of Guildford.

Registered and compliant with the Care Quality Commission (CQC) for 35 residents over the age of 65 years, we provide long term residential and dementia care as well as respite and convalescent care in an individual, family run home.

We encourage our residents to partake in an active and varied lifestyle, including festive and social events, regular outings, and a daily programme of group activities.



We welcome visitors, so please feel free to stop by or call to make an appointment.

Sandy Lane, Guildford, Surrey GU3 1HF

T: 01483 573111 E: pilgrimwood@goldenagehealthcare.co.uk

www.pilgrimwood.co.uk

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

Shandon

White Lane, Ash Green,
Aldershot GU12 6HN
Tel: 01252 479473

OP D PD LDA YA

Shannon Court

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

OP D LDA YA

Shottermill House

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

OP D PD

Signature at Guildford

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

OP D

Springkell House Care Home

Wood Road, Hindhead GU26 6PT
Tel: 01428 605509

OP D

Stonepit Close

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

LDA

Surrey Heights

Brook Road, Wormley, Godalming GU8 5UA
Tel: 01428 682734

Advert inside front cover

OP D PD SI YA

Wey Valley House

Mike Hawthorn Drive, Farnham GU9 7UQ
Tel: 01252 712021

OP D PD SI YA

Whitmore Vale House

Churt Road, Hindhead GU26 6NL
Tel: 01428 604477

OP LDA MH YA

Woodlarks Centre, The

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

OP PD LDA YA



Shannon Court

We provide residential care and residential dementia support.

"My mother particularly enjoys having her hair done, and this simple thing always makes her feel special."

**Carehome.co.uk review, Nov 2022.*

T: 01428 604 833 **E:** shannon@rmbi.org.uk
Shannon Court Road, Hindhead
Surrey, GU26 6DA
www.rmbi.org.uk

Caring is our way of life

Charity No: 1163245 | Company No: 1293566



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

Anchorstone Nursing Home

8 Searle Road, Farnham GU9 8LJ

Tel: 0208 423 2269

OP D

Ashley Park Bupa Care Home

The Street, West Clandon,

Guildford GU4 7SU

Tel: 01483 355753 **Advert page 56**

OP

Ashton Manor Nursing Home

Beales Lane, Wrecclesham,

Farnham GU10 4PY

Tel: 01252 722967

OP D

Birtley House Nursing Home

Birtley House, Bramley,

Guildford GU5 0LB

Tel: 01483 892055

OP D PD SI

Bourne Wood Manor Care Home

West Street, Farnham GU9 7AP

Tel: 01252 941376 **Advert page 96**

OP D YA

Brownscombe House Nursing and Residential Home

Hindhead Road,

Haslemere GU27 3PL

Tel: 01428 643528

Advert inside front cover

OP D PD SI YA

Brownscombe Lodge

Hindhead Road,

Haslemere GU27 3PL

Tel: 01428 643528

Advert inside front cover

OP D PD SI YA

Cedar Court Care Home

Essex Drive, Cranleigh GU6 8TX

Tel: 01483 275191

OP D PD SI YA

Chestnut View Care Home

Lion Green, Haslemere GU27 1LD

Tel: 01428 652622

OP D PD YA

Claremont Court

Harts Gardens, Guildford GU2 9QA

Tel: 01483 456501

OP D YA

Clavadel, The

1 Pit Farm Road, Guildford GU1 2JH

Tel: 01483 561944

OP YA

Crest Lodge Care Centre Ltd

Churt Road,

Hindhead GU26 6PS

Tel: 01428 605577

Advert inside front cover

OP PD MH SI YA

Dene Place Bupa Care Home

Ripley Lane, West Horsley KT24 6JW

Tel: 01483 355675 **Advert page 56**

OP D

Farnham Mill Nursing Home

Farnham Mill Lane, Farnham GU9 9FN

Tel: 01252 850236 **Advert outside back cover** OP D

Hatch Mill

Mike Hawthorn Drive,

Farnham GU9 7UH

Tel: 01252 979101

OP D PD

Huntington House

Huntington House Drive,

Hindhead GU26 6BG

Tel: 01428 604600

OP D YA

Hydon Hill – Care Home with Nursing

Physical Disabilities

Clock Barn Lane, Godalming GU8 4BA

Tel: 01483 860516

OP PD LDA YA

Jubilee House

Pound Lane, Godalming GU7 1BX

Tel: 01483 420400

OP D PD LDA MH

Knowle Park Nursing Home

Knowle Lane, Cranleigh GU6 8JL

Tel: 0808 223 5653 **Advert pages 62 & 94**

OP D

Langham Court

Huntington House Drive, Hindhead GU26 6BG

Tel: 01428 606143

OP D PD YA

Melbreck

Tilford Road, Rushmoor,

Farnham GU10 2ED

Tel: 01252 793474

PD LDA SI YA

Moorhouse Nursing Home

Tilford Road, Hindhead GU26 6RA

Tel: 01428 604381

OP D PD

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

Oak Hall Care Home

Oak Hall, Wispers Lane, Haslemere GU27 1AB

Tel: 01428 744010

OP PD

Old Rectory, The

The Street, Ewhurst, Cranleigh GU6 7PX

Tel: 01483 267195

OP

Puttenham Hill House Bupa Care Home

Puttenham, off Hogs Back,

Guildford GU3 1AH

Tel: 01483 378968 **Advert page 56**

OP

Queen Elizabeth Park

1-72 Hallows Close, Guildford GU2 9LL

Tel: 01483 531133

OP D

Robertson Nursing Home

Priorsfield Road, Hurtmore, Godalming GU7 2RF

Tel: 01483 421033

OP D

Signature Moorlands Lodge Care Home

Portsmouth Road, Hindhead GU26 6TJ

Tel: 01428 605396

OP PD SI YA

Springfield Manor Nursing Home

Hogsback, Puttenham,

Guildford GU3 1AQ

Tel: 01483 810177

OP D YA

St Catherine's Care Centre Ltd

Old Portsmouth Road, Artington,

Guildford GU3 1LJ

Tel: 01483 531181

Advert inside front cover

OP D PD SI YA

Signature at Guildford

The Astolat Business Park, Astolat Way,

Peasmarsh, Guildford, Surrey GU3 1NE

Tel: 01483 330750

OP D PD SI YA

Surrey Hills

Brook Road, Wormley,

Godalming GU8 5UA

Tel: 01428 682346

Advert inside front cover

OP D PD SI YA

Tilford Care & Nursing Home

Grange Road, Tilford GU10 2DG

Tel: 01252 905212

Advert below

OP D PD MH SI YA

Waverley Grange Bupa Care Home

43 Waverley Lane,

Farnham GU9 8BH

Tel: 01252 759739 **Advert page 56**

OP YA

Worplesdon View

Worplesdon Road, Guildford GU3 3LQ

Tel: 01483 698 757 **Advert page 58**

OP D

See page 87 for the **Service User Bands** key

Tilford

Care & Nursing Home

Welcoming new residents

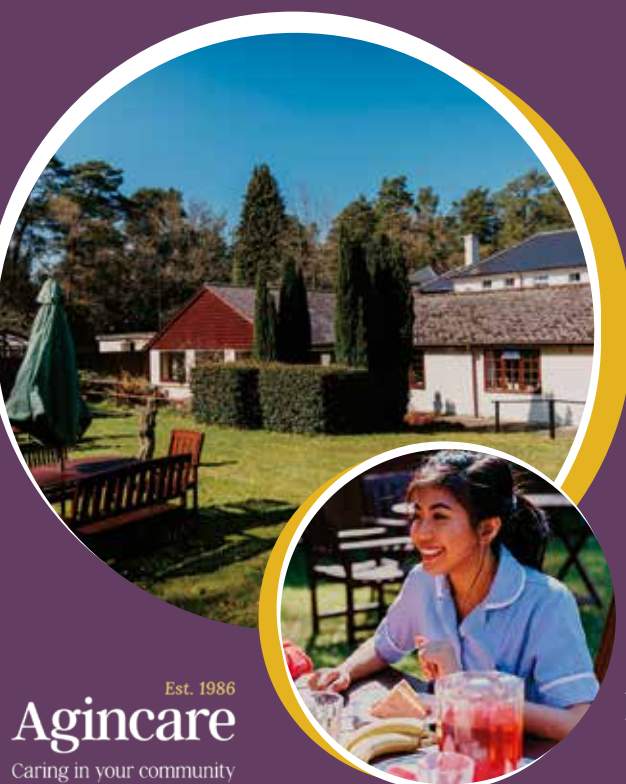
Tilford Care and Nursing Home near Farnham in Surrey is a real home for life in a beautiful, tranquil spot, providing high-quality, affordable residential and nursing care.

Our friendly and experienced care teams provide 24/7 support.

Call today to book a visit!

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agincare.com/tilford



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South East Surrey

South East Surrey care homes

SURREY COUNTY COUNCIL CARE HOME Advertisers are highlighted

18 Wolverton Gardens, Horley (Active Prospects)

Heathercroft, 18 Wolverton Gardens,
Horley RH6 7LX
Tel: 01293 774813

OP LDA

33 Blanford Road (Active Prospects)

Reigate RH2 7DP
Tel: 01737 243818

OP LDA

Alexandra House – Oxted

31 Pollards Oak Road, Hurst Green, Oxted RH8 0JL
Tel: 01883 380739

OP D PD LDA YA

Ambleside Lodge – Redhill

25 Brighton Road, Salfords, Redhill RH1 5DA
Tel: 01293 781418

PD LDA YA

Arundel House

34 Garratts Lane, Banstead SM7 2EB
Tel: 01737 737290

OP LDA YA

Ashcroft Care Home

1 Wiggie Lane, Redhill RH1 2HJ
Tel: 01737 789656

OP LDA MH YA

Ashleigh House

39 Redstone Hill, Redhill RH1 4BG
Tel: 01737 761904

LDA YA

Ashtead House

153 Barnett Wood Lane, Ashtead KT21 2LR
Tel: 01372 810330

OP PD LDA YA

Barnfield

24 Upfield, Horley RH6 7LA
Tel: 01483 404932

OP

Beeches, The

Forty Foot Road, Leatherhead KT22 8RZ
Tel: 01372 898315 Advert page 60

OP D

Bellsgrove Care Home

250 Cobham Road, Fetcham,
Leatherhead KT22 9JF
Tel: 01372 379596

OP D

Bracken Lodge

155-157 Foxon Lane, Caterham CR3 5SH
Tel: 01883 818066

PD LDA

Bramley House Residential Home

Westcott Street, Westcott,
Dorking RH4 3NX

Tel: 01306 740003 Advert page 88 OP D PD SI YA

Briar House

89 Povey Cross Road, Horley RH6 OAE
Tel: 01293 786881

PD LDA SI YA

Burntwood Lodge

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

OP D PD LDA SI YA

Cavendish

10 Cavendish Road, Redhill RH1 4AE
Tel: 01737 760849

PD LDA SI YA

Cavendish House

4 Saxby's Lane, Lingfield RH7 6DN
Tel: 01342 833297

LDA YA

Cedarwood Lodge (Active Prospects)

9 Chipstead Close, Redhill RH1 6DU
Tel: 01737 772216

OP PD LDA YA

Chalkmead Resource Centre

Deans Road, Merstham RH1 3HE
Tel: 01483 404934

OP

Champions Place

Kent Hatch Road, Limpsfield Chart,
Oxted RH8 0TA
Tel: 01883 732343

OP LDA YA

Cherry Lodge Rest Home

75 Whyteleafe Road, Caterham CR3 5EJ
Tel: 01883 341471

OP D PD SI

Chippings

28 Russells Crescent, Horley RH6 7DN
Tel: 01293 775350

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



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.

- 24 hour care and support
- 16 delightful rooms
- Friendly caring staff
- Freshly prepared meals
- Permanent & respite stay
- Varied activities and outings



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



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

01737 773424
info@fircroftservices.co.uk



PAX HILL
Care home for the elderly

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

Nursing Residential Dementia



01420 525882 | www.paxhill.co.uk

Bentley, Farnham, Surrey GU10 5NG



Cobham Road, 60

Fetcham, Leatherhead KT22 9JS

Tel: 01372 379623

OP LDA YA

College of St Barnabas

Blackberry Lane, Lingfield RH7 6NJ

Tel: 01342 870260

OP

Courthill Care Home

2 Court Road, Caterham CR3 5RD

Tel: 01883 343850

OP LDA

David Gresham House

2 Oak Close, Oxted RH8 0BA

Tel: 01883 715948

OP D PD SI

Derby Lodge (SeeAbility)

4 Wesley Road,

Leatherhead KT22 8ET

Tel: 01372 389411

PD LDA SI

Dorandene – Care Home Learning Disabilities

42 Alma Road, Reigate RH2 0DN

Tel: 01737 222009

OP LDA YA

Dungate Manor

Flanchford Road, Reigate RH2 8QT

Tel: 01737 244149

OP D MH YA

Elizabeth Court

Grenadier Place, Caterham CR3 5YJ

Tel: 01883 331590

OP D

Eversfield

56 Reigate Road, Reigate RH2 0QR

Tel: 01737 229899 **Advert page 76**

OP

Fengates Road, 1 (Care Management Group)

Redhill RH1 6AH

Tel: 01737 778811

LDA YA

Fengates Road, 5 (Care Management Group)

Redhill RH1 6AH

Tel: 01737 778858

LDA YA

Fircroft Home

114 Ladbrooke Road, Redhill RH1 1LB

Tel: 01737 773424 **Advert page 88**

OP D LDA MH

Flint Cottage

Kingsmill Lane, South Nutfield RH1 5NB

Tel: 01293 826200

OP LDA YA

Furze Hill Lodge

Furze Hill, Kingswood KT20 6EP

Tel: 01737 362316

OP YA

Grange Residential Care, The

Gloucester Lodge, Rectory Lane,

Bookham KT23 4DZ

Tel: 01372 452608

OP PD LDA SI YA

Green Acres (Heathcotes)

130 Nork Way, Banstead SM7 1HP

Tel: 01737 351358

LDA YA

Greenacres

The Horseshoe, Banstead SM7 2BQ

Tel: 01737 858990

OP D

Greensand House

West Avenue, Salfords, Redhill RH1 5BA

Tel: 01737 458686 **Advert page 56** OP D PD MH SI YA

Greenways

Effingham Road, Copthorne, Crawley RH10 3HY

Tel: 01342 718765

OP LDA MH SI YA

Grovelands Farmhouse

Tandridge Hill Lane, Godstone RH9 8DD

Tel: 01883 744128

YA

Hillside Care Home

259a Coulsdon Road, Caterham CR3 5QR

Tel: 01883 341024

LDA

Holkham House

Princes Road, Redhill RH1 6JJ

Tel: 01737 789850

LDA YA

Jane House

Effingham Road, Copthorne, Crawley RH10 3HZ

Tel: 07792 462608

LDA MH SI YA

Kenilworth

117 Balcombe Road, Horley RH6 9BG

Tel: 01293 784299

LDA

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

South East Surrey care homes continued

Kenilworth Care Home

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

OP LDA YA

Keyll House

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

LDA YA

La Luz Residential Home

4 High Street, Tadworth KT20 5SD
Tel: 01737 813781

OP D

Larchwood Close, 27 (Royal Mencap Society)

Banstead SM7 1HE
Tel: 01737 370115

LDA

Livingstone House

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

LDA YA

Longford

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

OP LDA YA

Longmead House

1 Buxton Lane, Caterham CR3 5HG
Tel: 01883 340686

OP D

Malvern House

10 Ringley Avenue, Horley RH6 7HA
Tel: 01293 430686

OP LDA YA

Manor Crescent, 13 (New Generation Care Ltd)

Byfleet KT14 7EN
Tel: 01932 343799

PD LDA

Manor Crescent, 15 (New Generation Care Ltd)

Byfleet, West Byfleet KT14 7EN
Tel: 01932 343799

PD LDA

Martham House

Princes Road, Redhill RH1 6JJ
Tel: 01737 826530

LDA YA

Mill Green

Mill Lane, Felbridge,
East Grinstead RH19 2PF
Tel: 01293 826200

OP LDA YA

Millview (Active Prospects)

38 The Street, Charlwood RH6 0DF
Tel: 01293 862443

OP LDA

NCYPE – College Residential Services Lingfield

St Piers Lane, Lingfield RH7 6PW
Tel: 01342 832243

PD LDA SI YA

Nower House

Coldharbour Lane, Dorking RH4 3BL
Tel: 01306 740076

OP D PD SI

Nutbush Cottage

Bonehurst Road, Horley RH6 8PP
Tel: 01293 823620

OP D PD LDA MH SI YA

Oakleigh

Evelyn Gardens, Godstone RH9 8BD
Tel: 01883 731000

OP D

Ormesby House

West Hill, Oxted RH8 9JB
Tel: 01883 714757

LDA YA

Pantiles Care Home Ltd, The

67 Harriotts Lane, Ashted KT21 2QE
Tel: 01372 275310

OP D

Pinehurst Rest Home

Zig-Zag Road, Mickleham, Dorking RH5 6BY
Tel: 01306 889942

OP D

Pines, The (Active Prospects)

2 College Crescent, Redhill RH1 2HE
Tel: 01737 771286

OP LDA YA

Poplars

87 Povey Cross Road, Horley RH6 0AE
Tel: 01293 825154

PD LDA SI YA

Priors Mead Care Home

26 Blanford Road, Reigate RH2 7DR
Tel: 01737 224334

OP

Prosignia Ltd – 14 Church Lane Avenue

The Bungalow, 14 Church Lane Avenue,
Coulston CR5 3RT
Tel: 01737 552391

LDA

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

Queen Elizabeth's Foundation Dorincourt

Oaklawn Road, Leatherhead KT22 0BT

Tel: 01372 841300

PD LDA SI YA
Rainscombe Bungalow

Rainscombe Farm, Dowlands Lane,

Smallfield RH6 9SB

Tel: 01342 841501

OP D PD LDA MH SI YA
Rainscombe House

Rainscombe Farm, Dowlands Lane,

Smallfield RH6 9SB

Tel: 01342 844772

OP D PD LDA MH SI YA
Ranmore House

12 Fir Tree Road, Banstead SM7 1NG

Tel: 01737 379481

OP PD LDA YA
Redstone House

Kings Cross Lane, South Nutfield, Redhill RH1 5NY

Tel: 01737 823850

OP LDA SI YA
Regard Partnership Ltd, The – 3 Clareville Road

Caterham CR3 6LA

Tel: 01883 340181

LDA
Reigate Road, 69 (Avenues South East)

Hookwood, Horley RH6 0HL

Tel: 01293 786949

LDA SI
Ridgegate Home

88 Doods Road, Reigate RH2 0NR

Tel: 01737 242926

OP YA
Ridgemount

The Horseshoe, Banstead SM7 2BQ

Tel: 01737 428336 **Advert page 60**
OP D
Ridgeway Manor Residential Care Home

Barrow Green Road, Oxted RH8 9NE

Tel: 01883 717055

OP D PD MH SI
Roseland

Garratts Lane, Banstead SM7 2EQ

Tel: 01737 355022

OP D PD
Roseleigh

39 Ringley Avenue, Horley RH6 7EZ

Tel: 01293 824233

PD LDA SI YA
Rowans, The

27 Tadworth Street, Tadworth KT20 5RJ

Tel: 01737 817973

LDA
Short Breaks Banstead

The Horseshoe, Banstead SM7 2BG

Tel: 07714 614465

OP PD LDA YA
Shrewsbury House

Battlebridge Lane, Merstham RH1 3LH

Tel: 01737 215135

OP LDA YA
Signature at Banstead

Croydon Lane, Banstead, Surrey SM7 3AG

Tel: 01737 851400

OP D PD SI YA
Smallbrook Care Home

Suffolk Close, Massets Road, Horley RH6 7DU

Tel: 01293 772576

OP D
Spring Park

Camden Road, Lingfield RH7 6AF

Tel: 01342 832583

OP LDA YA
Stanecroft

Spook Hill, North Holmwood,

Dorking RH5 4EG

Tel: 01306 876567

OP D PD LDA MH
Surrey Views (SeeAbility)

2 Wesley Road, Leatherhead KT22 8ET

Tel: 01372 383005

LDA SI YA
Tanners Farm

Balcombe Road, Horley RH6 9EF

Tel: 01293 776431

OP LDA YA
Threeways

5 Brighton Road, Salfords,

Redhill RH1 5BS

Tel: 01737 760561

OP PD LDA YA
Tuscany House (Care Management Group)

21a Horsham Road, Dorking RH4 2JA

Tel: 01306 888304

LDA YA
Upfield

1 Upfield, Horley RH6 7JY

Tel: 01293 782396

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

Walton Heath Manor

Hurst Drive, Walton-on-the-Hill KT20 7QT
Tel: 01737 814010

OP

Wolfe House Care Home

Wolf's Row, Limsfield, Oxted RH8 0EB
Tel: 01883 716627

OP D

Westhill Care Home

39-41 Westway, Caterham CR3 5TQ
Tel: 01883 341024

LDA SI

Wood Close

1 Wood Close, Horley RH1 5EE
Tel: 01293 826200

OP LDA YA

Westwinds – Care Home Learning Disabilities

48 West Street, Reigate RH2 9DB
Tel: 01737 246551

OP LDA YA

Woodcroft

69 Lonesome Lane, Reigate RH2 7QT
Tel: 01737 241821

PD LDA YA

Whitehatch

Oldfield Road, Horley RH6 7EP
Tel: 01293 782123

PD LDA YA

Woodview (Active Prospects)

Coulsdon Road, Caterham CR3 5YA
Tel: 01883 331309

OP PD LDA

Willows, The

High Pitfold, Hindhead GU26 6BN
Tel: 01428 609851

PD LDA SI YA

Wray Park Care Home

55 Alma Road, Reigate RH2 0DN
Tel: 01737 248245

OP D PD MH SI

Willows, The (SeeAbility)

1 Wesley Road, Leatherhead KT22 8ET
Tel: 01372 383286

PD LDA SI YA

See the checklist on page 59 for useful suggestions of questions to ask when looking at care homes.

South East Surrey care homes with nursing

Advertisers are highlighted

Acorn Court Care Home

The Kilns, Redhill RH1 2NX
Tel: 0208 879 6550

OP D PD SI YA

Birdcroft Nursing Home

16 Highfields, Ashted KT21 2NL
Tel: 01372 274499

OP LDA

Amherst House

287 Court Lodge Road, Horley RH6 8RG
Tel: 01293 223600

OP D PD SI YA

Bolters Corner Nursing Home

Bolters Lane, Banstead SM7 2AB
Tel: 01737 361409

OP D PD LDA MH SI

Ashmount

Hook Road, Epsom KT19 8QJ
Tel: 01372 203063

OP PD LDA YA

Broome Park Nursing Home

Broome Park, Station Road,
Betchworth RH3 7DF
Tel: 01737 843333 **Advert below**

OP D LDA MH SI YA

Ballater House

43 Hollymeoak Road, Chipstead,
Coulsdon CR5 3QE
Tel: 01372 744900

OP LDA MH YA

Banstead Manor Care Home

6-10 Brighton Road, Banstead SM7 1BS
Tel: 01737 351353

OP D PD YA

Belvedere House

Weston Acres, Woodmansterne Lane,
Banstead SM7 3HB
Tel: 01737 360106

OP D PD SI



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Buxton Lodge Care Home

53 Buxton Lane, Caterham CR3 5HL

Tel: 01883 340788

OP D PD LDA SI YA

Charters Court Nursing and Residential Home

Charters Towers, Felcourt Road,

East Grinstead RH19 2GW

Tel: 01342 872200

OP D

Coombe Dingle Nursing Home

14 Queens Park Road, Caterham CR3 5RB

Tel: 01883 345993

OP D

Coppice Lea

151 Bletchingley Road, Merstham, Redhill RH1 3QN

Tel: 0808 223 5356 **Advert pages 62 & 94**

OP D

Cranmer Court

Farleigh Road, Farleigh Common,

Warlingham CR6 9PE

Tel: 0808 223 5356 **Advert pages 62 & 94**

OP D

Deepdene Care Centre

Hill View, Reigate Road, Dorking RH4 1SY

Tel: 01306 732880

OP D

Downsvalle Nursing Home

6-8 Pixham Lane, Dorking RH4 1PT

Tel: 01306 887652 **Advert below**

OP D YA

Eastcroft Nursing Home

7 Woodmansterne Lane, Banstead SM7 3EX

Tel: 01737 357962

OP D PD SI



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www.downsvalle.co.uk

Downsvalle Nursing Home.
6-8 Pixham Lane, Dorking,
Surrey RH4 1PT

01306-883-157 | 01306-887-652
Email : enquiries@downsvalle.co.uk

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

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CAMBERLEY
- KNOWLE PARK
CRANLEIGH
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Freephone to find out more about our homes in Surrey

0808 223 5356 | ariacare.co.uk



Firtree House Nursing Home

2 Firtree Road, Banstead SM7 1NG

Tel: 01737 350584

OP D PD MH SI YA

Garth House

Tower Hill Road, Dorking RH4 2AY

Tel: 0808 223 5356 **Advert pages 62 & 94** OP D YA

Glebe House Care Home (Nursing)

Church Lane, Chaldon, Caterham CR3 5AL

Tel: 01883 344434

OP PD SI YA

Glebe House Care Home

The Broadway, Laleham, Staines TW18 1SB

Tel: 01784 451643

OP D YA

Greathed Manor Nursing Home

Ford Manor Road, Dormansland, Lingfield RH7 6PA

Tel: 01342 836478

OP D PD

Greenview Hall

12 Streets Heath, West End, Woking GU24 9QY

Tel: 01483 663623

OP D PD SI YA

Hartfield House Care Home

4 Hartfield Road, Leatherhead KT22 7GQ

Tel: 01372 239437 **Advert page 96**

OP D YA

Heatherley – Care Home with Nursing

Physical Disabilities

Effingham Lane, Copthorne RH10 3HS

Tel: 01342 712232

OP PD LDA 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

Liberham Lodge

Rectory Lane, Little Bookham, Leatherhead KT23 4DY

Tel: 01372 238270

OP D PD SI YA

Milner House

Ermyn Way, Leatherhead KT22 8TX

Tel: 01372 278922

OP D PD LDA MH YA

Oakfield Nursing Home

30 Oakfield Road, Ashted 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, Ashted KT21 2NN

Tel: 01372 274552

OP D YA

Reigate Beaumont, The

Colley Lane, Reigate RH2 9JB

Tel: 01737 742 763 **Advert page 58**

OP

Reigate Grange

50-54 West Street,

Reigate RH2 9DB

Tel: 01737 887451

OP D PD SI YA

Rose Hill Nursing Home

9 Rose Hill, Dorking RH4 2EG

Tel: 01306 882622

OP D YA

Rutland House Nursing Home

46 West Street,

Reigate RH2 9DB

Tel: 01737 242188

OP D PD MH SI

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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4 Hartfield Road, Leatherhead
Surrey KT22 7GQ
Tel 01372 239 437

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4 Metcalfe Avenue
Carshalton SM5 4AQ
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Tadworth Grove Bupa Care Home

The Avenue, Tadworth,
Near Epsom KT20 5AT

Tel: 01737 881520 **Advert page 56**

OP D YA

Windmill Manor

2 Fairviews, Holland Road, Hurst Green,
Oxted RH8 9BD

Tel: 01883 868 037 **Advert page 58**

OP D PD YA

Tandridge Heights

Memorial Close, off Barnetts Shaw, Oxted RH8 ONH

Tel: 01883 868 039 **Advert page 58**

OP D

Woodside View

2 High View, Caterham CR3 6AY

Tel: 01883 346313

OP

Tupwood Gate

74 Tupwood Lane, Caterham CR3 6YE

Tel: 01883 342275

OP D PD MH AD

Wray Common Nursing Home

Wray Common Road, Reigate RH2 0ND

Tel: 01737 240563 **Advert below**

OP D

Tyrwhitt House

Oaklawn Road, Leatherhead KT22 0BX

Tel: 01372 841630

MH

Wykeham House

21 Russells Crescent, Horley RH6 7DJ

Tel: 01293 831 042 **Advert page 58**

OP D MH

Warrengate Nursing Home

2 The Warren, Kingswood, Tadworth KT20 6PQ

Tel: 01737 833359

OP D YA

Westcott House Nursing Home

Guildford Road, Westcott, Dorking RH4 3QD

Tel: 01306 881421

OP D MH



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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

Useful local contacts

Action for Carers Surrey

Helps carers of all ages, across Surrey, with free events, information, support, advocacy, training, advice and more. It also helps carers use their voice to improve services.

Tel: **0303 040 1234**

Text: **07723 486730**

Email: **carersupport@actionforcarers.org.uk**

Web: **www.actionforcarers.org.uk**

Surrey Young Carers

Tel: **01483 568269**

Email: **syc@actionforcarers.org.uk**

Web: **www.actionforcarers.org.uk/who-we-help/young-carers-under-18**

Action Surrey

Help to reduce your energy bills.

Tel: **0800 783 2503**

Web: **www.actionsurrey.org**

Age UK Surrey

Offers information and practical advice to help older people enjoy later life.

The Clockhouse Community Centre,
Chapel Lane,

Milford GU8 5EZ

Tel: **01483 503414**

Text: **07593 139560**

Email: **enquiries@ageuksurrey.org.uk**

Web: **www.ageuk.org.uk/surrey**

Citizens Advice Surrey Heath

Provides free, confidential advice to residents in Surrey.

Tel: **01276 417900**

Web: **www.citizensadvice.surreyheath.org.uk**

Community Connections Surrey

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, Guildford and Waverley and Surrey Heath areas.

Tel: **01483 590150** • Text: **07909 631623**

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

Web: **www.catalystsupport.org.uk**

Mary Frances Trust

Surrey Downs area.

Tel: **01372 375400** • Text: **07929 024722**

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

Web: **www.maryfrancestrust.org.uk**

Richmond Fellowship

East Surrey area. • Tel: **01737 771282**

Email: **redhillcc@richmondfellowship.org.uk**

Web: **www.rfcommunityconnections.org.uk**

Dementia Connect Surrey

Provides information and support to anyone affected by dementia.

Tel: **0333 150 3456**

Email: **dementia.connect@alzheimers.org.uk**

Web: **www.alzheimers.org.uk**

Healthwatch Surrey

Gives people a voice to improve and shape services and help them get the best out of health and social care services.

Tel: **0303 303 0023** (local rate number).

Text: **07592 787533**

Email: **enquiries@healthwatchsurrey.co.uk**

Web: **www.healthwatchsurrey.co.uk**

Health Surrey

Information for Surrey residents to promote health and wellbeing.

Web: **www.healthysurrey.org.uk**

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.

Tel: **01372 377701** • Text: **07860 026269**

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

Web: **www.sightforsurrey.org.uk**

Skype: **sensory.services**

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 following services.

Reigate, Banstead and Tandridge

Tel: **01883 732787**

Web: **www.wellbeingprescription.org**

Spelthorne Borough Council

Tel: **01784 448631**

Email: **socialprescribing@spelthorne.gov.uk**

Web: **www.spelthorne.gov.uk/socialprescribing**

Surrey Heath Borough Council

Tel: **01276 707253**

Email: **shcp.socialprescribing@nhs.net**

Web: **www.surreyheath.gov.uk** (search 'social prescribing').

Surrey and Borders Partnership NHS Foundation Trust

Tel: **0300 555 5222**

Web: **www.sabp.nhs.uk**

24-hour mental health crisis helpline

Tel: **0800 915 4644**

Text: **07717 989024**

Text Relay: **18001 0800 915 4644**

Web: **www.sabp.nhs.uk** (search 'get help in a mental health crisis').

Patient Advice and Liaison Service (PALS) mental health

Tel: **01372 216202** (lines open Monday to Friday, 10.00am to 4.00pm).

Email: **rxx.palsandcomplaintssabp@nhs.net**

Web: **www.sabp.nhs.uk/contact/pals**

Surrey Adult Advocacy Services

For more information, see page 55.

Web: **www.surreycc.gov.uk/adults/care-and-support/advocacy-services**

Surrey Care Association

Surrey's local care association.

Tel: **01306 868529**

Email: **sca@surreycare.org.uk**

Web: **www.surreycare.org.uk**

Surrey Choices

Employment and learning support.

Tel: **01483 806806** • Text: **07860 020130**

Email: **info@surreychoices.com**

Web: **www.surreychoices.com**

Surrey Coalition of Disabled People

Tel: **01483 456558** • Text: **07780 933053**

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

Web: **www.surreycoalition.org.uk**

Surrey County Council

Adult Social Care information and advice line.

Tel: **0300 200 1005** • Text: **07527 182861**

Textphone: **18001 0300 200 1005** (via Text Relay).

Email: **asc.infoandadvice@surreycc.gov.uk**

Web: **www.surreycc.gov.uk/adultsocialcare**

Blue Badge Scheme

Tel: **0300 200 1003** • Text: **07860 053465**

Textphone: **18001 0300 200 1003** (via Text Relay).

Email: **blue.badges@surreycc.gov.uk**

Web: **www.surreycc.gov.uk** (search '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**

Textphone: **18001 0345 600 9009** (via Text Relay).

Email: **sfcontactqueries@surreycc.gov.uk**

Web: **www.surreycc.gov.uk** (search 'surrey fire and rescue').

Out of hours emergencies

Tel: **01483 517898** • Text: **07800 000388** (for the deaf or hard of hearing).

Textphone: **18001 01483 517898**

Email: **edt.ssd@surreycc.gov.uk**

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**

Text: **07527 182861** (for the deaf or hard of hearing).

Textphone: **18001 0300 200 1005**

Email: **ascmash@surreycc.gov.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** • Text: **07537 432411** (9.00am to 2.00pm, Monday to Friday).

Web: **www.sdac-helpline.co.uk**

Surrey Independent Living Charity (SILC)

A voluntary organisation led and run by disabled people.

Tel: **01483 458111**

Text: **07771 108624**

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** • Web: **www.smef.org.uk**

Useful national contacts

Age UK

Tel: **0800 678 1602**

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: **0300 061 6161**

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

Thinking differently about dementia. The charity believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. Dementia Adventure offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **www.dementiaadventure.org**

Elderly Accommodation Counsel

Helps 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** (lines open Monday to Friday, 8.00am to 6.00pm and Saturday, 9.00am to 1.00pm).

Text relay: **18001 0207 066 1000**

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**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **helpline@homecareassociation.org.uk**

Web: **www.homecareassociation.org.uk**

Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults.

Helpline: **0808 808 8141**

Text: **07860 052906**

Web: **www.wearehourglass.org**

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**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

National Association for Providers of Activities for Older People (NAPA)

Promotes the importance of activities for older persons.

Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Care Association

Representing small and medium-sized care providers and affiliated local associations.

Tel: **01634 716615**

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

Web: **www.nationalcareassociation.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**. →

→ 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**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who meets them to be aware of it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.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: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year).

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**

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**



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

www.myfamilyourneeds.co.uk

✉ **hello@myfamilyourneeds.co.uk**

🐦 **[@WeAreMFON](https://twitter.com/WeAreMFON)**

- Birth to adulthood
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Ask questions

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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

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