Surrey
Adult Care and Support Services Directory 2019/20

The essential guide to choosing and paying for care and support
CHD LIVING, LUXURY CARE RESIDENCES

With more than 35 years' experience, CHD Living is an award-winning, family-owned and operated group of 15 care services, providing quality care across Surrey. What makes us different? Our mission to care for our residents with our own loved ones in mind ensures we continue to promote choice, independence and dignity, in the safe and caring environments of our CHD Living homes.

Let our family take care of yours.

Abbey Chase
NURSING
Chertsey, Surrey
01932 568 090

Bagshot Park
NEUROREHABILITATION
Bagshot, Surrey
01276 450 800

Browncombe House
NURSING
Hastlemere, Surrey
01428 643 528

Crest Lodge
YOUNG ADULT MENTAL HEALTH
Hindhead, Surrey
01428 605 577

Kings Lodge
NURSING
West Byfleet, Surrey
01932 358 700

Kingston Rehab
REHABILITATION
Kingston-upon-Thames, Surrey
0203 961 6920

St Catherines
NURSING
Guildford, Surrey
01483 531 181

Surbiton Care Home
RESIDENTIAL
Surbiton, Surrey
0208 390 7712

Surrey Heights
RESIDENTIAL-DEMENTIA
Godalming, Surrey
01428 682 734

Surrey Hills
NURSING-DEMENTIA
Godalming, Surrey
01428 682 346

The Summers
RESIDENTIAL-DEMENTIA
West Molesey, Surrey
0208 941 3532

Whitegates
NURSING-END OF LIFE
Laleham-upon-Thames, Surrey
01784 441287

Brownscombe Lodge and Cottage

Set within three acres of landscaped gardens in the grounds of Browncombe House Nursing home, the lodge will feature 25 large, private, full ensuite bedrooms. It will also feature a bistro with a chef's table and show kitchen, as well as a cinema room with an adjoining business centre. The lodge will also offer a fitness pod, on-site hairdressing & spa facilities, with direct access to landscaped terraces and a fish pond for premium bedrooms. Residents will also enjoy a sensory lounge with a Japanese garden and aquarium.

OPENING AUTUMN 2019

Call: 01483 413 121 | Email: enquiries@chdliving.co.uk

“Whenever I visit I am greeted by staff members in a friendly manner. My sister is always cheerful and relaxed. She is fully involved with all activities and staff make a huge effort to include her. If ever I need to speak to a member of the management team this is arranged without a problem.”

Kathy M (Sister of Resident) - 7 August 2019

www.chdliving.co.uk | www.chd-rehab.com
www.longdene-homecare.com
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A message from Surrey County Council</td>
<td>4</td>
</tr>
<tr>
<td>Areas covered by this directory</td>
<td>5</td>
</tr>
<tr>
<td>Connecting you to information and community support</td>
<td>5</td>
</tr>
<tr>
<td>Our starting point</td>
<td>5</td>
</tr>
<tr>
<td>Access to wellbeing advisors</td>
<td>6</td>
</tr>
<tr>
<td>Five ways to wellbeing</td>
<td>6</td>
</tr>
<tr>
<td>Staying healthy</td>
<td>7</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>7</td>
</tr>
<tr>
<td>Keeping active</td>
<td>7</td>
</tr>
<tr>
<td>Eating well</td>
<td>7</td>
</tr>
<tr>
<td>Alcohol: how much is too much?</td>
<td>9</td>
</tr>
<tr>
<td>Health advice for people with learning disabilities</td>
<td>9</td>
</tr>
<tr>
<td>Leaving hospital</td>
<td>9</td>
</tr>
<tr>
<td>Reablement service</td>
<td>10</td>
</tr>
<tr>
<td>NHS Continuing Healthcare</td>
<td>10</td>
</tr>
<tr>
<td>Staying at home</td>
<td>11</td>
</tr>
<tr>
<td>Support, information and advice</td>
<td>11</td>
</tr>
<tr>
<td>Community alarms and telecare</td>
<td>11</td>
</tr>
<tr>
<td>Assistive technology checklist</td>
<td>13</td>
</tr>
<tr>
<td>Centres for the community</td>
<td>14</td>
</tr>
<tr>
<td>Meals services</td>
<td>14</td>
</tr>
<tr>
<td>Maintaining your home and caring for the environment</td>
<td>15</td>
</tr>
<tr>
<td>Equipment to make your life easier</td>
<td>16</td>
</tr>
<tr>
<td>Making life easier at home</td>
<td>17</td>
</tr>
<tr>
<td>Home care</td>
<td>21</td>
</tr>
<tr>
<td>Home care agency checklist</td>
<td>25</td>
</tr>
<tr>
<td>Home care providers</td>
<td>27</td>
</tr>
<tr>
<td>How we can help you meet your needs</td>
<td>48</td>
</tr>
<tr>
<td>Connecting you to the community</td>
<td>48</td>
</tr>
<tr>
<td>Short-term help</td>
<td>48</td>
</tr>
<tr>
<td>Longer-term support</td>
<td>48</td>
</tr>
<tr>
<td>National eligibility criteria</td>
<td>49</td>
</tr>
<tr>
<td>Planning your support</td>
<td>50</td>
</tr>
<tr>
<td>Carers’ support</td>
<td>50</td>
</tr>
<tr>
<td>Action for Carers Surrey</td>
<td>50</td>
</tr>
<tr>
<td>Free digital resources for carers</td>
<td>51</td>
</tr>
<tr>
<td>Young carers</td>
<td>51</td>
</tr>
<tr>
<td>Respite care and short breaks</td>
<td>51</td>
</tr>
<tr>
<td>Resource for those supporting disabled children</td>
<td>51</td>
</tr>
<tr>
<td>Housing options</td>
<td>53</td>
</tr>
<tr>
<td>Sheltered housing</td>
<td>53</td>
</tr>
<tr>
<td>Extra Care housing</td>
<td>53</td>
</tr>
<tr>
<td>Residential care</td>
<td>53</td>
</tr>
<tr>
<td>Care homes checklist</td>
<td>57</td>
</tr>
<tr>
<td>Dementia care</td>
<td>60</td>
</tr>
<tr>
<td>Dementia services in Surrey</td>
<td>60</td>
</tr>
<tr>
<td>Residential dementia care</td>
<td>61</td>
</tr>
<tr>
<td>Residential dementia care checklist</td>
<td>63</td>
</tr>
<tr>
<td>Other specialist services</td>
<td>64</td>
</tr>
<tr>
<td>Surrey Choices support for disabled people</td>
<td>64</td>
</tr>
<tr>
<td>Sensory Services by Sight for Surrey</td>
<td>64</td>
</tr>
<tr>
<td>Mental health services</td>
<td>65</td>
</tr>
<tr>
<td>Community Mental Health Recovery Services</td>
<td>65</td>
</tr>
<tr>
<td>End of life care</td>
<td>67</td>
</tr>
<tr>
<td>Paying for residential care</td>
<td>67</td>
</tr>
<tr>
<td>What will you have to pay for your care?</td>
<td>69</td>
</tr>
<tr>
<td>Seeking financial advice</td>
<td>69</td>
</tr>
<tr>
<td>Support for people who are funding their own care</td>
<td>70</td>
</tr>
<tr>
<td>Running out of money</td>
<td>70</td>
</tr>
<tr>
<td>Essential information</td>
<td>71</td>
</tr>
<tr>
<td>Inspecting and regulating care services</td>
<td>71</td>
</tr>
<tr>
<td>Safeguarding adults at risk</td>
<td>71</td>
</tr>
<tr>
<td>Comments, compliments or complaints</td>
<td>72</td>
</tr>
<tr>
<td>Out of county care</td>
<td>73</td>
</tr>
<tr>
<td>Further help</td>
<td>73</td>
</tr>
<tr>
<td>How solicitors can help</td>
<td>73</td>
</tr>
<tr>
<td>Surrey Care Association Ltd</td>
<td>74</td>
</tr>
<tr>
<td>Advocates can help</td>
<td>75</td>
</tr>
<tr>
<td>Tell Us Once</td>
<td>75</td>
</tr>
<tr>
<td>Useful local contacts</td>
<td>75</td>
</tr>
<tr>
<td>Care home listings</td>
<td>81</td>
</tr>
<tr>
<td>Index</td>
<td>108</td>
</tr>
</tbody>
</table>

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

Surrey County Council’s distribution of this publication does not constitute their support or recommendation of any of the products or services advertised or listed within. All the listings in this publication are supplied by the Care Quality Commission (CQC) and neither Surrey County Council nor Care Choices can be held responsible for any errors or omissions.

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). The e-book is also Recite Me compatible for those requiring information in the spoken word.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Welcome to the 2019/20 edition of Care and Support Services in Surrey. This directory provides essential information about the range of local care and support available, how to access it and key contacts for providers and other organisations that can help you live well, safely and independently.

Our ambition in Adult Social Care is to promote independence and wellbeing to enable residents to live healthy, active and independent lives. We aim to do this by focusing on what is most important to the person, recognising their strengths and the networks they have to help them stay connected to their communities. This is about enabling people to live the lives they want and ensure they are at the centre of decision making about their care and support.

Our approach
Our focus is upon helping people to build their independence and resilience. We are changing the way we support people and are having more in-depth conversations with residents when they first contact us to understand more about them, their lives and their ambitions:

- We will help residents to access information, advice and support in their community and family to help themselves and each other.
- We may provide some direct support for a short period until a person’s independence grows. For example, regaining skills and confidence after an illness or injury so they can do things for themselves and stay independent.
- Some people may require longer term support due to the complexity of their needs, but we will aim to reduce services over time with growing independence.
- We will ensure vulnerable people in our communities feel safe.
- We want people to experience health, social care and community partners working together to meet their needs.

You can read more details about our approach in different sections of this publication.

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

Alongside this directory, the Surrey Information Point website can help you to search online for local care and support options. Organisations and networks can offer assistance with a wide range of services from transport to cooking, cleaning, shopping and leisure activities. Visit www.surreyinformationpoint.org.uk

Early help and prevention
Within the council, we focus heavily on trying to raise awareness of the way’s residents can manage their physical and mental health and social care needs before they are unable to do so. We will increasingly promote self-help and self-care, using a range of technologies and digital tools, as part of our ‘prevention’ agenda. We will also promote lifestyle behaviour services to improve people’s health, such as getting more active.

Paying for your own care
Residents paying for their own care and unlikely to receive social care-funded support, can access our online information resources to help make informed choices.

I would advise residents not to make decisions about long-term care in a crisis or when a relative is in hospital. It is better to wait and assess what may be needed when someone is recovering, has regained independence or has optimal mental capacity. There are many options such as adaptations and equipment to make support at home more affordable. Smart technology is also available to keep residents safe and independent.

It is certainly recommended that you seek
independent financial advice before you make decisions on long-term care.

To find out if you, or someone you are enquiring about, is likely to receive social care support, try our online tools on the Surrey County Council website. For more details, see page 48.

I encourage you to read through the publication to understand more about the options available.

Simon White
Executive Director of Health, Wellbeing and Adult Social Care
Surrey County Council

Areas covered by this directory

<table>
<thead>
<tr>
<th>Home care providers</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North West Surrey</strong></td>
<td></td>
</tr>
<tr>
<td>Care homes</td>
<td>81</td>
</tr>
<tr>
<td>Care homes with nursing</td>
<td>85</td>
</tr>
<tr>
<td><strong>North East Surrey</strong></td>
<td></td>
</tr>
<tr>
<td>Care homes</td>
<td>87</td>
</tr>
<tr>
<td>Care homes with nursing</td>
<td>91</td>
</tr>
<tr>
<td><strong>South West Surrey</strong></td>
<td></td>
</tr>
<tr>
<td>Care homes</td>
<td>92</td>
</tr>
<tr>
<td>Care homes with nursing</td>
<td>95</td>
</tr>
<tr>
<td><strong>South East Surrey</strong></td>
<td></td>
</tr>
<tr>
<td>Care homes</td>
<td>99</td>
</tr>
<tr>
<td>Care homes with nursing</td>
<td>105</td>
</tr>
</tbody>
</table>

Connecting you to information and community support

Our starting point

There are times when you may need extra support to do everyday things. This could be due to age, a health condition, disability or changing home circumstance, or you may be a carer in need of some help or a break from caring. There are many local organisations who can provide help and often, it is not Adult Social Care or the NHS who are best placed to provide support.

We find that for a significant number of people who contact us, they simply want information or advice. You can find help online immediately via www.surreycc.gov.uk/adultsocialcare or if you would prefer to speak to someone, you can call our advice line on 0300 200 1005 or text 07527 182861. This is a free service for everyone living in Surrey which provides you with information or puts you in touch with the best organisation or service that can help you, or the person you are enquiring on behalf of.

Many residents are happy to seek options themselves and put arrangements in place, they just need some tips or to be pointed in the right direction.

If you are online, you can complete an assessment on the Surrey County Council website and find out quickly, at a time that suits you, if you are likely to qualify for Adult Social Care support and how much you might have to pay (see page 48 for more information).
You will also be signposted to www.surreyinformationpoint.org.uk to access local groups and charities looking after members of their community with practical help such as keeping people company, helping with shopping, taking them to the GP or hospital visits.

Access to wellbeing advisors

Social prescribing is a relatively new way of referring you to relevant local support in the community that can help improve your health and wellbeing. Your GP, local council or charity may refer you to wellbeing advisors who will meet with you to discuss your needs.

Advisors are able to provide expert advice and signpost you to services that can help you be healthier and happier. This includes services that can help you get active, lose weight, eat well, stop smoking or meet new people.

Across Surrey, social prescribing services can be accessed primarily through a GP referral. Please ask your GP when you visit. Alternatively, you can refer yourself to the services listed below and you will be connected to the most appropriate support.

**Surrey Heath Social Prescribing Service**
Surrey Heath Borough Council in partnership with Citizens Advice and Voluntary Support North Surrey.
Tel: 01276 707253
Email: socialprescribing@surreyheath.gov.uk

**Wellbeing Prescription Service**
Covering Reigate, Banstead and Tandridge.
Tel: 01883 732787
Email: wellbeingprescription@tandridge.gov.uk

Five ways to wellbeing

Within Adult Social Care, we promote the five ways to wellbeing. They describe the things that matter most to improving a person’s overall health and wellbeing and help to make them independent and more resilient.

1. **Connect**
   Talk and listen, be there and feel connected.

2. **Be active**
   Do what you can, enjoy what you do and move your mood.

3. **Take notice**
   Remember the simple things that you enjoy.

4. **Keep learning**
   Embrace new experiences, seize opportunities and surprise yourself.

5. **Give**
   Your time, your words and your presence.

Search for care in your area

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

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

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

NHS Health Checks

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

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

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

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

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

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

Keeping active

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

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

As well as exercising for a healthy heart and a healthy mind, it’s important to do some muscle strengthening and balance exercise on two days a week as this can reduce your chance of having a fall. Examples include yoga, dance and tai chi. Even carrying bags of shopping can help strengthen your joints.

All adults should aim to do 150 minutes of exercise a week. If you’re not currently active, it’s never too late to start – just ten minutes of moderate activity a day can lead to health benefits. As you progress, you can gradually build up to 150 minutes a week. Search online for the Active10 app. You can download the app at www.nhs.uk/oneyou/active10

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

Eating well

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

Eating well over 60
Your body changes as you get older, but a balanced diet can help you stay healthy and recover from episodes of illness quicker.

Visit www.carechoices.co.uk for further assistance with your search for care
Whatever your age, it’s important to eat a healthy, balanced diet. This means you should try to eat:

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

For further information, visit www.nhs.uk/live-well/eat-well/the-eatwell-guide

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

**Keeping healthy**

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

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

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

**Be aware if you lose your appetite**

As we age, it’s natural to eat less or be less interested in food. This is partly because we’re not as active as we used to be, and because we lose some muscle, so our bodies burn fewer calories.

However, it’s important to get all the energy and nutrients that your body needs. If you don’t eat as much as you used to, eat smaller meals more often and make sure you supplement them with nutritious snacks, such as fruit, vegetables and wholegrain toast.

Try to eat regularly – at least three times a day. If you don’t feel like cooking from scratch, have a tinned, chilled or frozen ready-meal instead but don’t forget to eat some fruit or vegetables as well. Frozen vegetables can be as good as fresh and can be easily cooked in the microwave. It’s a good idea to have a store of foods in the freezer and cupboard in case you cannot go out. If cooking is difficult for you, it might be worth considering using meals services, see page 14.

**Thirst 4 Life**

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

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

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

For more information, please visit www.nhs.uk/conditions/dehydration
Alcohol: how much is too much?

In Surrey, it is estimated that more than a quarter of adults who drink alcohol, drink above what are considered recommended levels. This means that they are putting themselves at risk of developing health conditions in the future due to their drinking. In addition, surveys have shown that only 12-16% of Surrey adults are aware of the recommended guidelines for safe drinking.

DrinkCoach provides a free, confidential alcohol test to find out how much you’re drinking and offers tips and advice on cutting down. DrinkCoach can also provide support through online sessions for people aged 18+ who live in Surrey and want to reduce their drinking. It is professional, convenient and completely confidential.

For more information and online support via DrinkCoach, visit www.healthysurrey.org.uk/your-health/alcohol

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

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

Health advice for people with learning disabilities

If you care for someone with learning disabilities, you may wish to visit www.nhs.uk/live-well/healthy-weight/managing-weight-with-a-learning-disability which provides information and advice to help you support the person you care for with leading a healthy lifestyle. Or, visit www.surreypb.org.uk/health.html

Leaving hospital

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

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

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

If you already have a social care service in place, we will assess your needs prior to your discharge from hospital to ensure you have the right support. We can also introduce you to local voluntary organisations who can help with a variety of services, such as laundry and domestic cleaning or sitting services.

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

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

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

The team of reablement assistants operates between 7.00am and 10.00pm, seven days a week.

NHS Continuing Healthcare

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

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

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

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

A decision about eligibility should be made within 28 days of a referral for assessment being made to the NHS Clinical Commissioning Group.

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

**Adult Social Care Continuing Care Team**
Surrey County Council, Fairmount House, Bull Hill, Leatherhead KT22 7AH
Tel: [01737 737322](tel:01737737322)
Email: [continuing.care@surreycc.gov.uk](mailto:continuing.care@surreycc.gov.uk)

**Beacon**
Free and independent NHS Continuing Healthcare advice.
Tel: [0345 548 0300](tel:03455480300)
Web: [www.beaconchc.co.uk](http://www.beaconchc.co.uk)

**NHS Continuing Healthcare Team**
Surrey Downs Clinical Commissioning Group, Cedar Court, Guildford Road, Leatherhead KT22 9AE
Tel: [01372 201645](tel:01372201645)
Staying at home

Support, information and advice

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

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

Community alarms and telecare

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

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

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

When an alert is raised, the unit automatically dials the call centre, where a fully trained operator will arrange the most appropriate assistance. The monitoring centre will know that you need assistance and will get help to you, even if they can’t communicate with you via the community alarm. If necessary, one of your nominated contacts, who may hold a key, will be called to help or provide access. The operator may contact a doctor or the emergency services for you. In an emergency, the operator will remain in contact until they are satisfied that help is at hand and they are no longer needed.

With community alarms, you can raise an alert by pressing a button on a pendant, or on the alarm unit itself. Telecare offers other sensors as well as the pendant, depending on the individual needs of the user. Some sensors can detect falls, inactivity, fires, flooding, bed or chair occupancy, gas and extreme temperatures in the home.

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

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

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

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

Mole Valley District/Reigate and Banstead Borough Councils, Telecare Services
Tel: 01372 204500
Email: telecare@molevalley.gov.uk or mvlife@molevalley.gov.uk

Runnymede Borough Council, Careline Services
Tel: 01932 425865
Email: careline@runnymede.gov.uk

Visit www.carechoices.co.uk for further assistance with your search for care
**Spelthorne Borough Council, Spelthorne Personal Alarm Network (SPAN)**  
Tel: **01784 444277** 
Email: span@spelthorne.gov.uk

**Surrey Heath Borough Council, Community Alarm Helpline**  
Tel: **01276 707659** 
Email: community.services@surreyheath.gov.uk

**Tandridge District Council, Community Alarm Service**  
Tel: **01883 722000** 
Email: customerservices@tandridge.gov.uk

**Waverley Borough Council, Waverley Careline**  
Tel: **01483 523535** 
Email: careline@waverley.gov.uk

**Woking Borough Council, Woking Careline**  
Tel: **01483 743647** 
Email: careline@woking.gov.uk

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

---

### Tell us what you think

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

**Share your feedback** – take our five minute survey

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)

---

### my family our needs

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

[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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

---

**Ask questions**

**Get involved**

**Join the family**

---

**Subscribe today**

---

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

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

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

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

Reliability

Will it need to be installed by a professional?

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

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

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you might drop it, is it likely to break?

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don’t understand?

Is it portable?

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

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

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

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

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

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

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

Meals services

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

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

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

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

<table>
<thead>
<tr>
<th>Cranleigh area service</th>
<th>Rowleys Centre for the Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel: 01483 277155</td>
<td>Email: <a href="mailto:info@rowleyscranleigh.co.uk">info@rowleyscranleigh.co.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elmbridge Borough Council</th>
<th>(Also residents of Leatherhead, Great Bookham and Fetcham)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel: 01372 474552</td>
<td>Email: <a href="mailto:commservices@elmbridge.gov.uk">commservices@elmbridge.gov.uk</a></td>
</tr>
</tbody>
</table>

Epsom and Ewell Borough Council
(Also residents of Ashstead)
Tel: 01372 732000
Email: contactus@epsom-ewell.gov.uk

Farnham area service
Brightwells Gostrey Centre
Tel: 01252 727280
Email: manager@brightwellsgostrey.org

Godalming area service
Waverley Borough Council
Tel: 07771 805414
Email: mealsgodalming@waverley.gov.uk

Guildford Borough Council
Tel: 01483 503010
Email: mealsonwheels@guildford.gov.uk

Haslemere area service
Haslewey Community Centre
Tel: 01428 648716
Email: info@haslewey.org

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

Guildford Borough Council
Tel: 01483 503010
Email: mealsonwheels@guildford.gov.uk

Haslemere area service
Haslewey Community Centre
Tel: 01428 648716
Email: info@haslewey.org
| Reigate and Banstead Borough Council | Currently there is no meals on wheels delivery in Reigate and Banstead except for Horley where meals are delivered by Tandridge District Council. Tel: 01883 347230 Email: dbc@tandridge.gov.uk |
| Runnymede Borough Council | Tel: 01932 425010 Web: www.runnymede.gov.uk/mealsathome |
| Spelthorne Borough Council | Tel: 01784 444265 Email: m.wheels@spelthorne.gov.uk |
| Surrey Heath Borough Council | Tel: 01276 479185 Email: community.services@surreyheath.gov.uk |
| Surrey Heath Borough Council | Centres for Retired People Tel: 01276 479185 Email: community.services@surreyheath.gov.uk |
| Surrey Heath Borough Council | Community Meals Service Tel: 01276 707651 Email: community.services@surreyheath.gov.uk |
| Tandridge District Council | Tel: 01883 347230 Email: dbc@tandridge.gov.uk or customerservices@tandridge.gov.uk |
| Waverley Borough Council | Meals on wheels services for Waverley are delivered via Cranleigh, Farnham, Godalming and Haslemere services. |
| Woking Borough Council | Tel: 01483 770777 Email: community.meals@woking.gov.uk |

**Maintaining your home and caring for the environment**

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

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

| Action Surrey | Tel: 0800 783 2503 Web: www.actionsurrey.org |
| Elmbridge | Elmbridge Care and Repair Tel: 01372 474645 Email: careandrepair@elmbridge.gov.uk |
| Epsom and Ewell | Epsom and Ewell Home Improvement Agency Tel: 01372 732000 Email: HIA@epsom-ewell.gov.uk |
| Guildford | Guildford and Waverley Care and Repair Tel: 01483 444304 |
| Reigate, Banstead and Mole Valley | Independent Home Solutions Tel: 01737 845630 Email: info@ihscic.org.uk |
| Runnymede | Runnymede Care and Repair Tel: 01932 425880 Email: CareRepair@runnymede.gov.uk Web: www.runnymede.gov.uk/CareRepair |
You may be facing certain challenges around the home that are making your life difficult, whether it’s getting in and out of a chair, turning lights on and off or keeping warm.

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

Organisations that can help with equipment and sensors

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

Surrey Telecare
Tel: 0800 195 6035 • SMS: 07976 843825
Web: www.surreytelecare.com

Surrey Information Point
Provides accessible information and support to individuals, carers and their families that is reliable, relevant, local and personalised.
Web: www.surreyinformationpoint.org.uk

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

Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

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

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

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

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

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

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

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

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

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

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

Is it becoming difficult to get dressed? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 21.

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 local district or borough council for an assessment. You’ll find contact details beginning on page 75.

Your local district or borough council might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.
Heritage Healthcare is a trusted & high quality provider of expert homecare.

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

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

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

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

We recruit carefully and train our staff to the highest possible standards.

All staff are DBS checked at an enhanced level and are fully insured with public liability cover.

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

Telephone: 01372 303 222
Email: care@epsom.heritagehealthcare.co.uk
www.heritagehealthcare.co.uk/epsom

41 Broadway, Cheam, Surrey, SM3 8BL
“I am full of admiration and gratitude for Rosemary. I am sure that Ralph wouldn’t be here if it were not for the Abilive-in team”

Live-In Care is the perfect choice for anyone who needs extra support and wishes to remain in the comfort of their own home, with the reassurance of a full time live-in carer.

If you would like the peace of mind, independence and support that a 24 hour carer can provide then Abi is your perfect partner.

Your Abi Carer can assist with:
- Support with Personal Care
- Companionship
- Home Help
- Accompanied Trips

In the comfort of your own home

Achieving better independence...

Contact us today to discuss your requirements for Live-in care

www.abilivein.co.uk 01722 441357 help@abilivein.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 2017).
- Trustworthy, caring, professional staff, fully trained and referenced with Criminal Records clearance.
- We can offer you support with: personal care, bathing, companionship and accompanying to appointments, simple cooking, shopping, medication management and light domestic duties.
- Trustworthy, compassionate and reliable individuals always welcome to join our friendly team. Experience not essential as full training is provided.

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

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

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

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

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

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

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

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

Finding the right support
The Care Quality Commission is responsible for regulating all care providers in England and checking that any care provided meets essential standards of quality and safety. See page 71 or visit www.cqc.org.uk for more information.

There is also a professional body, the United Kingdom Homecare Association (UKHCA), which requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation. Use its directory to find services operating in your area by visiting www.ukhca.co.uk/findcare/. You can also find services in your area using the listings in this directory, starting on page 27.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too. The benefits of using a regulated agency include:

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

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

Paying for care in your home
Most people who receive care or support services funded by us are asked to complete a financial assessment which works out whether you can afford to contribute towards the cost of care.
Esher, Molesey, Byfleet, Weybridge, Walton, Runnymede, Epsom, Spelthorne, Woking, Guildford, Mole Valley, Banstead, Reigate

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

PERSONAL CARE • DOMESTIC SUPPORT COMpanionsHIP • LIVE-IN CARE

Packages of care are individually tailored to individual needs and can range from 1/2 hour per week to 24 hours a day, 7 days a week.

Tel: 01932 255000
Fax: 01932 222620
Email: service@alpenbestcare.co.uk
Web: www.alpenbestcare.co.uk
Alpenbest Care, Buckingham House, 7 Churchfield Road, Walton on Thames, KT12 2TT

Do you need a helping hand?

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

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

Looking for care?
0808 274 2935

For more information
www.helpinghands.co.uk

Agincare
Live-in Care

Fully managed high quality affordable live-in care from £795 per week

CONTACT US TODAY
08000 121 247 | AGINCARE.COM

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

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

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

For further information please visit/ contact
85 Whyteleafe Road, Caterham CR3 5EJ
01883 332961 / info@nightingaleholistic.co.uk
www.nightingaleholistic.co.uk

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

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

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

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

To find out how much you might have to pay, try our online calculator at www.surreycc.gov.uk/adultsocialcareonline/. Leaflets and further information on how charges are calculated in Surrey can be found at www.surreycc.gov.uk/adultsocialcare

Other ways to fund your care and support
If you do not qualify for financial assistance from us, there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. See page 69 for more information on seeking financial advice.

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

Non-means-tested care and support
Care provided by the NHS is free; for example, services provided by a community or district nurse. Intermediate care and ‘reablement’, is also free for a short period, see page 10 for more information. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. This means that when you apply for this type of benefit your financial circumstances are not taken into account. Provided you have the need for support, you can apply to receive AA or PIP regardless of how much income or capital you have.

AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.
Supporting life’s journeys with local heartfelt homecare

From one hour a week to full-time live-in care, our award-winning services are completely bespoke to help you or your loved one live safely and confidently at home.

- Outstanding CQC rating
- Trusted for over 20 years
- Bespoke care plans
- Providing local care in Surrey and Hampshire
- Peace of mind for you and your loved ones

Call us today 020 8712 8753
www.trinityhomecare.co.uk
Home care agency checklist

About the agency

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

Staff

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

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. 
Does the agency have a training scheme in place? 
Are all staff trained to a certain level? 
Are staff able to help with administering medication if required? 
Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

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

Notes

*See page 71.

Visit www.carechoices.co.uk for further assistance with your search for care
Are you facing the care home dilemma?

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

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

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

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

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

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

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

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

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

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

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

Search for care at www.carechoices.co.uk to find support in your area
Visit www.carechoices.co.uk for further assistance with your search for care
Bluebird Care
Care and Live-in support in your own home

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

Elmbridge & Runnymede
01932 567 593
elmbridge@bluebirdcare.co.uk

Reigate
01737 247 111
reigate@bluebirdcare.co.uk

Epsom & Kingston
01372 822 875
epsom@bluebirdcare.co.uk

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

<table>
<thead>
<tr>
<th><strong>Amazed Care Services</strong></th>
<th>Staines-upon-Thames</th>
<th>Tel: 01784 255849</th>
<th>OP D PD LDA MH YA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amazing Angels Homecare</strong></td>
<td>Caterham</td>
<td>Tel: 01883 346333</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>Amily Homecare</strong></td>
<td>Walton-on-Thames</td>
<td>Tel: 01932 259613</td>
<td>OP PD LDA MH YA AD</td>
</tr>
<tr>
<td><strong>Angel Heart Home Care Ltd</strong></td>
<td>Bagshot</td>
<td>Tel: 01276 804421</td>
<td>OP D PD MH SI</td>
</tr>
<tr>
<td><strong>Angel Touch Care Agency</strong></td>
<td>Farnham</td>
<td>Tel: 01252 781078</td>
<td>OP D PD</td>
</tr>
<tr>
<td><strong>Apex Prime Care – Hersham</strong></td>
<td>Walton-on-Thames</td>
<td>Tel: 01932 903008</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td><strong>Arbour Care</strong></td>
<td>Bagshot</td>
<td>Tel: 01932 901444</td>
<td>Advert page 26 OP D PD SI YA</td>
</tr>
<tr>
<td><strong>Around The Clock Care Agency</strong></td>
<td>Camberley</td>
<td>Tel: 01276 804999</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>Arundel House</strong></td>
<td>Banstead</td>
<td>Tel: 01737 737290</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td><strong>Ashcroft Care Services</strong></td>
<td>Horley</td>
<td>Tel: 01293 826200</td>
<td>Advert page 42 OP PD LDA MH YA</td>
</tr>
<tr>
<td><strong>Ashlong House Domiciliary Care</strong></td>
<td>Dormansland</td>
<td>Tel: 01342 837213</td>
<td>OP PD LDA MH SI YA AD</td>
</tr>
<tr>
<td><strong>Aspen Live In Care Services Ltd</strong></td>
<td>Banstead</td>
<td>Tel: 01737 354821</td>
<td>Advert page 26 OP D PD SI YA</td>
</tr>
<tr>
<td><strong>Assured Care Surrey Ltd</strong></td>
<td>Walton-on-Thames</td>
<td>Tel: 01932 224858</td>
<td>OP D PD MH SI YA</td>
</tr>
</tbody>
</table>

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

---

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
We are a family run care provider that understands the **importance** and **value** of family.

Offering **bespoke care packages** for you and your loved ones, we pride ourselves on our ability to provide the **best possible care**.


**Float like a butterfly, help like a carer**

Looking for a job that doesn’t feel like work and helps others?

**Join our friendly team**

Contracted hours, full training given and use of our company cars

For more information contact us: 01883-33-47-48

www.cdcauk.com
info@cdcauk.com
18 Raglan Precinct | Townend | Caterham-on-the-Hill | Surrey | CR3 5UG
<table>
<thead>
<tr>
<th>Home care providers continued</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Boyce Care</strong></td>
</tr>
<tr>
<td>Ashford</td>
</tr>
<tr>
<td>Tel: 07590 111121</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Bridge House Care Home</strong></td>
</tr>
<tr>
<td>Elstead</td>
</tr>
<tr>
<td>Tel: 01252 703035</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Bright Care At Home</strong></td>
</tr>
<tr>
<td>Guildford</td>
</tr>
<tr>
<td>Tel: 0131 344 4670</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Britannia Homecare Ltd</strong></td>
</tr>
<tr>
<td>Horley</td>
</tr>
<tr>
<td>Tel: 01293 823825</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>BS24 Ltd</strong></td>
</tr>
<tr>
<td>Camberley</td>
</tr>
<tr>
<td>Tel: 0845 519 9255</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Care Givers Ltd</strong></td>
</tr>
<tr>
<td>Woking</td>
</tr>
<tr>
<td>Tel: 07564 143769</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Care Options</strong></td>
</tr>
<tr>
<td>Caterham</td>
</tr>
<tr>
<td>Tel: 01883 345344</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Care4u – Surrey</strong></td>
</tr>
<tr>
<td>Redhill</td>
</tr>
<tr>
<td>Tel: 01737 852105</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Caremark (Guildford &amp; Woking)</strong></td>
</tr>
<tr>
<td>Woking</td>
</tr>
<tr>
<td>Tel: 01483 222852</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Caremark (Mid Surrey)</strong></td>
</tr>
<tr>
<td>Leatherhead</td>
</tr>
<tr>
<td>Tel: 01784 473471</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

*Service bands:
OP: Older people (65+)
PD: Physical disability
LDA: Learning disability, autism
MH: Mental health
SI: Sensory impairment
YA: Younger adults
AD: People who misuse alcohol or drugs*
FRIENDLY, PERSONAL, HIGH QUALITY
LIVE-IN AND HOME CARE
Are you worried about how you or a member of your family is coping at home?
If so, we are here to help.
We are committed to providing person-centred, reliable care to ensure that our clients’ needs are being met with respect, dignity and compassion.

Everycare have exceeded my expectations in the care they have been able to provide for my elderly father. The carers have been sympathetic and responsive to his needs. The management have listened to our requirements in terms of care requirements and timings and ensured that these are met. Over the past months, I have built up a lot of confidence in the organisation and the individual carers and am most grateful for the peace of mind I have as a result of their support.
DAUGHTER OF CLIENT

Everycare are fantastic and always ‘go the extra mile’. The staff are always friendly, kind; considerate; professional and treat all their clients as if ‘they were the only one’. They remember the names of the client’s family and I commend them a thousand times over!
Thank you Everycare for helping my mum with her showers every week - it makes such a difference.
DAUGHTER OF CLIENT

WE BELIEVE IN HOME CARE NOT CARE HOME

LOOKING FOR HOME CARE?
Call 01483 536266
centralsurrey@everycare.co.uk
www.everycare.co.uk/centralsurrey

Are you a Carer?

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

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

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

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

01372 869970
enquiries@crossroadscaresurrey.org.uk
www.crossroadscaresurrey.org.uk
Charity Registration Number 1125048
Registered office: 121 Kingston Road, Leatherhead, Surrey KT22 7SU

Search for care at www.carechoices.co.uk to find support in your area
Coveham
Cobham
Tel: 01932 794600

Crest Care Services Ltd
Ashford
Tel: 01784 557260

Crossroads Care Surrey
Leatherhead
Tel: 01372 869970

Crystal Care Home Care Ltd
Tadworth
Tel: 01737 361780

District Home Care Ltd
Woking
Tel: 01483 721515

Dorset House
Leatherhead
Tel: 01372 824500

Doves Healthcare Ltd
Guildford
Tel: 01483 901413

East Surrey Area Reablement Service
Reigate
Tel: 01737 737181

EJS Quatro House
Camberley
Tel: 07450 952470

Everycare (Central Surrey)
Guildford
Tel: 01483 536266

Everycare (East Surrey) Ltd
Reigate
Tel: 01737 246000

Excellent Care Ltd
Caterham
Tel: 01883 338444

Expert Care UK Services Ltd
Walton-on-Thames
Tel: 07768 013999

Field Lane Domiciliary Agency, The
Reigate
Tel: 01737 242209

Fir Tree House
Dorking
Tel: 01306 710900

Grace at Home Ltd
Woking
Tel: 07912 661047

Grange Supported Living Service, The
Leatherhead
Tel: 01372 452608

Greenway Homecare Ltd
Redhill
Tel: 01737 762226

Guardian Angel Carers Spelthorne
Staines-upon-thames
Tel: 01784 611611

Guildford and Waverley Area Reablement Service
Guildford
Tel: 01483 518351

halow Care Agency, The
Advert page 32

Expert Care UK Services Ltd
Walton-on-Thames
Tel: 07768 013999

Field Lane Domiciliary Agency, The
Reigate
Tel: 01737 242209

Fir Tree House
Dorking
Tel: 01306 710900

Grace at Home Ltd
Woking
Tel: 07912 661047

Grange Supported Living Service, The
Leatherhead
Tel: 01372 452608

Greenway Homecare Ltd
Redhill
Tel: 01737 762226

Guardian Angel Carers Spelthorne
Staines-upon-thames
Tel: 01784 611611

Guildford and Waverley Area Reablement Service
Guildford
Tel: 01483 518351

halow Care Agency, The
Advert page 32

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

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Providing Award-Winning Care At Home

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

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

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

Client’s daughter

We provide services in:

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

and surrounding areas

Services include:

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

For more information, please call:

Ascot, Camberley and Wokingham on 01344 233147, Elmbridge on 01932 241020,
Epsom and Mole Valley on 01372 741544, Farnborough, Farnham and Fleet on 01252 758716,
Godalming on 01483 608122, Guildford and Woking on 01483 488222,
Reigate on 01737 529793, Runnymede and West Spelthorne on 01784 477854.

Alternatively, please visit www.homeinstead.co.uk

Each Home Instead Senior Care® franchise office is independently owned and operated. Copyright © Home Instead 2015.
Home care providers continued

Hartwig Care South
Weybridge
Tel: 01932 851151  OP D PD LDA MH SI YA AD

Harty Homecare Services Ltd
Caterham
Tel: 01883 333026  OP D PD MH SI YA

Haslemere Homecare Ltd
Haslemere
Tel: 01428 651994  OP D PD MH SI YA AD

Head Office – Court Lodge Ltd
Epsom
Tel: 01372 800926  OP LDA MH YA

Helping Hands Camberley
Camberley
Tel: 0808 274 2935  OP D PD LDA MH SI YA AD

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

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

Helping Hands Horley
Horley
Tel: 0808 274 2935  OP D MH YA

HELPR Ltd
Epsom
Tel: 01372 232140  OP D YA

Heywood Carers
Cranleigh
Tel: 01483 618333  OP

High Care Plus Ltd
Redhill
Tel: 01737 452122  OP D PD LDA SI YA

Home Counties Carers
Leatherhead
Tel: 01483 224985  OP D PD SI YA

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

Elmbridge
Tel: 01932 241020  OP D PD LDA MH SI

Epsom & Mole Valley
Tel: 01372 741544  OP D PD LDA MH SI

Farnborough, Farnham & Fleet
Tel: 01252 758716  OP D PD MH SI YA

Godalming
Tel: 01483 608122  OP D PD LDA MH SI

Guildford & Woking
Tel: 01483 488222  OP D PD LDA MH SI

Reigate & Tandridge
Tel: 01737 529793  OP D PD LDA SI

Runnymede & West Spelthorne
Tel: 01784 477854  OP D PD LDA MH SI YA

Home Instead Senior Care
Bagshot
Tel: 01276 539900  OP D PD LMAH SI YA AD

Homecare Woking
Woking
Tel: 01483 757751  OP D PD LDA MH YA

Independence Homes Domiciliary Care Agency
Caterham
Tel: 01883 331777  OP PD LDA MH SI YA

IRC Care Services Ltd
Caterham
Tel: 01883 333001  OP D YA

Kare Plus Guilford
Camberley
Tel: 01483 608855  OP D PD SI YA

Kare Plus Staines & Weybridge
Ashford
Tel: 01932 300350  OP D PD SI YA

Kettlewell House Nursing Home
Woking
Tel: 01483 221900  OP D PD MH SI YA AD

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

<table>
<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
<th>PD</th>
<th>Physical disability</th>
<th>LDA</th>
<th>Learning disability, autism</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Bands</td>
<td>MH</td>
<td>Mental health</td>
<td>SI</td>
<td>Sensory impairment</td>
<td>YA</td>
<td>Younger adults</td>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>
If you are looking to find help yourself or a loved one, Haslemere Homecare could be the solution you need to maintain your independence and enjoy the life you want, without the need for moving into a nursing or care home.

Our Services Include:
- Palliative Care
- Meal Preparation
- Laundry Assistance
- Medication Assistance
- Companionship
- Domestic Help
- Ironing
- Shopping
- Bathing & Showering
- Dressing & Undressing
- Shaving & Grooming
- Appointment Chaperone
- Dementia Care
- Domestic Help
- Ironing
- Shopping
- Bathing & Showering
- Dementia Care
- Live in care from £695.00 a week

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

Looking for quality Live in care in Surrey and the surrounding areas?

At Care 4 U Healthcare, we are proud to provide the care you need in your home, so you can continue to live your life just the way you want. Our homecare packages range from half an hour p/week to 24 hours a day inc. waking nights, 365 days a year.

We are also proud to provide Personal care, Social care and Domestic support to ensure all your needs are covered.

For more information, contact us:
01737 852105
www.care4uhealthcare.co.uk • info@care4uhealthcare.co.uk

Regulated by
Care Quality Commission
Surrey Care Association
Member

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


Kind Caring at Home Ltd
Godalming
Tel: 01483 613637

Lantern Care Services
Cranleigh
Tel: 01403 588448

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

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

Longdene Homecare Ltd
Bagshot
Tel: 01276 474549

Loving Care Domiciliary Services Ltd
Caterham
Tel: 01883 330687

Loyalcare Group Services Ltd
Leatherhead
Tel: 07728 689698

Luv To Care Ltd
Guildford
Tel: 01483 302651

Macdonald Care Services
Lingfield
Tel: 01342 835201

Mallow Crescent
Guildford
Tel: 01483 455879

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

Mayfair Homecare
Woking
Tel: 01483 799138

Mears Care – Surrey
Camberley
Tel: 0333 321 8304

Meath Home Support
Godalming
Tel: 01483 415095

Mencap – Surrey Supported Living
Lightwater
Tel: 07961 075471

Mi Care Southern Ltd
Godalming
Tel: 01483 422205

Mid Surrey Area Reablement Service
Epsom
Tel: 01737 737537

Mitchells Domiciliary Care Services
Redhill
Tel: 01737 852177

Morecare Services (UK) Ltd
Ashford
Tel: 01784 247782

Mulberry Home Care Services Ltd
Weybridge
Tel: 07518 063018

Mulberry Living Ltd
Cranleigh
Tel: 01483 516770

My Home Care Agency Ltd
Weybridge
Tel: 01932 645722

NAS Community Services (Godalming)
Godalming
Tel: 01483 861066

Newcross Healthcare Solutions Ltd
(Woking)
Woking
Tel: 01483 608196

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

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

User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
Search for care at www.carechoices.co.uk to find support in your area
### Home care providers continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
<td></td>
</tr>
<tr>
<td>PD</td>
<td>Dementia</td>
<td></td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
<td></td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
<td></td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
<td></td>
</tr>
</tbody>
</table>

#### NHES Care
Egham
Tel: 01784 435268

#### Nightingale Holistic Services Ltd
Caterham
Tel: 01883 332961

#### North West Surrey Area Reablement Service
Woking
Tel: 01483 517919

#### Northpoint House
Woking
Tel: 01483 472878

#### Novus Care Ltd
Cranleigh
Tel: 01483 548777

#### Northpoint House
Woking
Tel: 01483 351220

#### Orpheus Centre, The
Godstone
Tel: 01883 744664

#### Pannonia Care
Woking
Tel: 01483 374814

#### Parklands
Redhill
Tel: 01737 765179

#### Pathway for Care
Horley
Tel: 01737 904204

#### Pattom Ltd
Guildford
Tel: 01483 443820

#### Phoenix Care Services Ltd
Lingfield
Tel: 01342 459071

#### Platinum Care Appointments Ltd – 8 Meon Close
Tadworth
Tel: 01737 813267

#### Platinum Care Solutions
Camberley
Tel: 01276 986880

#### Premier Care Services
East Grinstead
Tel: 01342 833101

#### Prestige Nursing – Redhill
Redhill
Tel: 01737 221818

#### Primrose Healthcare Services Ltd
Redhill
Tel: 01737 452637

#### Princess Alice Hospice
Esher
Tel: 01372 468811

#### Queen Elizabeth’s Foundation Dorincourt
Leatherhead
Tel: 01372 841300

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

#### Redroof House
Epsom
Tel: 01372 748247

#### Reedsfield Care Ltd
Staines-upon-Thames
Tel: 01737 813267

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

#### Right at Home – Guildford, Farnham & Godalming
Farnham
Tel: 01252 783426

---

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Our agency provides high quality, flexible home care services including live-in care, night covers, companionship, domestic duties, social outings and more.

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

For more information and an assessment please contact us today.

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

Company number: 9437608      CQC ID: 1-1972632970

pannonia home care

We are a family-run business providing premium live-in care for your loved ones, enabling them to remain in their own homes.

We provide care for the elderly and young, long and short term, incl: palliative, dementia and physical disability

Always happy to chat
Please call Natalie or Taryke
01252 850 040

www.rangerhomecare.com
info@rangerhomecare.com

Family First
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
<th>PD</th>
<th>Physical disability</th>
<th>LDA</th>
<th>Learning disability, autism</th>
<th>SI</th>
<th>Sensory impairment</th>
<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
</tr>
</thead>
</table>

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

Ashcroft Care Services
Your life. Unlimited.

We believe in building a life where potential is fulfilled and ambitions achieved.
We are a leading provider of services (a number of which have been rated outstanding by the CQC) to adults with learning disabilities.
We believe in supporting people to live their best life.

T: 01293 826200
E: enquiries@ashcroftsupport.com
W: www.ashcroftsupport.com

Ashcroft Support for Living

Classic Home Care Services Ltd
51 The Broadway
Stoneleigh, Epsom
Surrey KT17 2JE

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

Please call for a FREE professional assessment

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

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.

Helping you live independently

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

Our services are available in Epsom & Ewell, Mole Valley, Reigate & Banstead and Sunbury. We can provide care and support from one visit a week to several visits a day.

Whatever your individual care and support requirements are – for a short time if you come out of hospital, for respite reasons, or for an ongoing period – call Transform Homecare.

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

Transform Homecare is a service provided by Transform Housing & Support
Registered with the CQC: 1-2793611792
Registered Provider H0452
Registered Charity 2841328
Registered Company 1057594

www.transformhomecare.org.uk
Surrey Heath and Farnham Area Reablement Service
Camberley
Tel: 01483 518351

Surrey Helping Hands Ltd
Chertsey
Tel: 01932 874496

Surrey Hills Home Help Services Ltd
Edenbridge
Tel: 01883 772599

Surrey Homecare Ltd
Thames Ditton
Tel: 01372 462118

Surrey Quality Care Ltd
Horley
Tel: 01306 646358

Surrey SCP
Redhill
Tel: 01737 821402

Team24 Ltd
Reigate
Tel: 0207 118 2424

Teamcare Support Ltd
Redhill
Tel: 01737 642435

Tendacare
Ashtead
Tel: 01372 272240

Tender Hands Ltd
Godalming
Tel: 01483 421100

Third Hand Healthcare Ltd
Farnham
Tel: 0333 123 4558

Threeways Dom Care
Redhill
Tel: 01737 760561

Transform Homecare East Surrey
Redhill
Tel: 01737 244312

Transform Homecare Mid Surrey
Epsom
Tel: 0208 786 9142

Transform Homecare North West Surrey
– Domiciliary Care
Sunbury-on-Thames
Tel: 01932 784331

Transform Homecare North West Surrey
– Mitchison Court
Downside
Tel: 01372 387100

Triple Care Healthcare Services
Dorking
Tel: 01293 771572

Two Counties Care Ltd
Farnham
Tel: 01252 783227

Watershed Care Services
Camberley
Tel: 07581 235592

Welmede Housing Association
Chertsey
Tel: 01932 571666

Wey Valley House
Farnham
Tel: 01252 735522

Third Hand Care is a leading agency for families seeking quality support for their loved ones at home within Farnham and the surrounding area. Our service is inspired by the need for first class care in familiar surroundings. We offer uniquely tailored packages that best enable individuals to live life the way they want.
Care is best when it’s at home

Live-in care is an increasingly popular alternative to a care home, enabling your loved one to stay independent in their own home.

Saga Care at Home is created and run by nurses and professional carers, it’s care that’s built around individual needs.

Call us on 0808 239 4638* or visit care.saga.co.uk
White Lodge Centre
Chertsey
Tel: 01932 567131

Whiteley Village
Walton-on-Thames
Tel: 01932 857821

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

Your Ability Surrey
Farnham
Tel: 01252 727100

Your Choice Living DCA
Camberley
Tel: 07791 887142

Your Life (Guildford)
Guildford
Tel: 01483 502009

Your Quality Care Services Ltd (East Grinstead)
East Grinstead
Tel: 01342 872205

Your Quality Care Services Ltd
Epsom
Tel: 0208 393 3544

Your Quality Care Services Ltd (Mayford)
Woking
Tel: 01483 772711

YourLife (Virginia Water)
Virginia Water
Tel: 01344 841737

Supreme Care Services Ltd
Achieving high quality care through Supreme Care
At Supreme Care Services, we provide a wide range of quality care services to people who require assistance in their own homes. Services include:
Person Centred Personal Care • Medication Management • Moving and Handling • Food Preparation • Escorting to appointments • Domestic support • Shopping • Day Care etc...
We cover the following areas: Caterham, Redhill, Reigate, Leatherhead, Woking, Runnymede, Chertsey, Tandridge, Ashford
For more information, please contact us on: 01883 334 920 supremesc@supremecare.co.uk | www.supremecare.co.uk
70/72 Croydon Road, Caterham, Surrey, CR3 6QD

Your Home, Your Choices, Your Care plan

Our Services
Live-in care
Domiciliary care
Cleaning care
Overnight care
Dementia care
Dog walker/sitting
Visiting care
Personal care
Elderly care
End of life care
Emergency care

0203 959 8040
croydon1@goldenworldcareservice.co.uk
www.goldenworldcareservice.co.uk

Golden World CARE SERVICE

Our strong care team consists of sensitive, compassionate and highly trained individuals, experienced in delivering care and support that is tailored to the specific needs of our clients. To achieve this, we will ensure that your personal Care Practitioner is closely matched based on the support you require and your individual needs, and the skills / experience required to support these needs.

Visit www.carechoices.co.uk for further assistance with your search for care
About Surrey Care Association
organisers of the Surrey Care Awards

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

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

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

The Surrey Care Awards recognise the exceptional contributions made day in, day out, by individuals and teams within the county’s care workforce. Whether they are carers who go out to visit vulnerable people in their own homes or staff who look after older people or adults with disabilities in residential care, Surrey’s care workers are making a real and valued contribution to the wellbeing of individuals and our local communities.

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

Over the last 11 years we have been proud to honour hundreds of care workers, both individuals and care teams, at our prestigious Awards ceremony held at Epsom Downs Racecourse.

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

Sylvie Blackmore, BBC Surrey - Surrey Care Awards compere

Care providers – don’t miss out!
Gala Awards Dinner & Dance
Friday 22nd November 2019   Epsom Down Racecourse
Celebrate in style with your staff. Tickets are now on sale, email the Surrey Care Association office awards@surreycare.org.uk or download a form from our website.
Keep up to date with the Awards and all the news from the Surrey Adult care sector by following us on Twitter and Facebook:

Twitter: www.twitter.com/surreycare
Facebook: www.facebook.com/surreycareawards

2019 Awards Sponsors:
Ashcroft Care Services | Care Choices | Care Friends
EveryLIFE Technologies Ltd | Future Care Group

We are celebrating 11 years of outstanding social care provision in Surrey!
About Surrey Care Association
organisers of the Surrey Care Awards

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

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

Considering a career in care?

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

Spotlight on Awards Sponsors

We’d like to thank all our generous Awards sponsors, without whom the Surrey Care Awards over the last 11 years would not have been possible.

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

Thank you to those organisations and businesses who have already agreed to sponsor our 2019 awards, see their names below – could your company join them?

Surrey Care Awards 2019 Categories

Individual Awards
- Ancillary Worker of the Year Award
- Beyond the Call of Duty Award of the Year – Care Home
- Beyond the Call of Duty Award of the Year – Care at Home
- Care Newcomer of the Year Award
- Frontline Leader of the Year Award – Care Home
- Frontline Leader of the Year Award – Care at Home
- Long Service Contribution to Social Care Award
- Registered Manager of the Year Award – Care Home/Care at Home

Individual/Team Awards
- Chef of the Year Award
- Most Innovative Activity Programme involving Service Users Award

Team Awards
- Care Team of the Year Award – Care Home
- Care Team of the Year Award – Care at Home
- Excellence in Delivering Dementia Care

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

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

Care Management Matters | Christie & Co | Citation
Nellsar Ltd | Nourish | Unity Trust Bank plc | Walden Care
How we can help you meet your needs

Connecting you to the community

When you contact us, we will want to find out more about your current situation and understand what is stopping you living the life you want to. We will have open conversations with you and your family or a carer if you wish, to understand your concerns, what you have already tried to improve your independence or wellbeing and what might be the next best steps for you.

We will do this by getting to know you, listening to what’s important to you, understanding what you can do yourself or with support and what your ambitions are to have a more fulfilling life.

We will initially look at how we can connect you to appropriate community-based support and prevent the escalation of your care needs. We will discuss the options that will work most effectively for your circumstances. Our staff are there to enable you to access community support to meet your needs.

Short-term help

Some people will require a more detailed assessment of their social care needs. This will consider your strengths and capabilities and could result in short-term support.

Short-term support may be relevant if you need help to regain your skills and confidence after an illness or injury, so you can do things for yourself and stay independent. You may want to be able to use your home safely or get out and about more easily.

Longer-term support

Some people may need longer-term or intensive support because of the complexity or escalation of their condition. It is always best to assess your care and support needs when you are at your best and in a familiar environment, ideally at home. We will aim to maximise your independence and, where possible, reduce services over time with growing independence.

Based on your assessment, we will review your care and support needs with you and determine if you qualify for support from Adult Social Care. If you qualify, there may be a cost to any care and support services you receive from us. However, we will ask you to complete a financial assessment with us to work out how much you can afford to pay towards this cost.

When completing assessments, we take a ‘whole family’ approach, which means that you will be asked questions about yourself and your support network. If you have a carer or young carer, they will be invited to be a part of the assessment too. Carers and young carers can request an assessment for themselves at any time, even if the person they care for does not want to have an assessment.

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

You can now check online whether you or someone you care for could get some extra support from us.
There are two checklists – one to assess the needs of the person who may need support, and a carers’ checklist for people who are looking after someone. These will take around ten minutes to complete. There is also an online financial assessment to check if you’re likely to need to pay for your social care support. This takes around 20 minutes to complete and you’ll need a recent bank statement to hand.

You’ll have the option of either keeping the results to yourself for information only, or registering fully and sharing the results with us.

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

Visit www.surreycc.gov.uk/adultsocialcareonline to check whether you or someone you care for could get some extra help.

National eligibility criteria

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

Adults with care and support needs

In order to qualify for support, you must meet all three of the Care Act 2014 eligibility conditions below:

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

Everyday tasks:

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

Carers with support needs

For carers to qualify for support, they must meet all three of the Care Act 2014 eligibility conditions below:

1. The carer’s needs must arise as a consequence of providing necessary care to an adult.
2. As a result of providing necessary care, the carer is unable to achieve one or more of the activities of everyday life listed below.
3. As a consequence, there is, or is likely to be, a significant impact on the carer’s physical and/or mental wellbeing.

Everyday life activities:

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

How will I find out about the eligibility decision?

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

Planning your support

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

A direct payment is a sum of money paid to eligible people to cover the cost of the support or equipment in your support plan. For example, you may choose to employ a person directly, buy services from an independent or voluntary sector provider or purchase equipment to help you live more independently in your own home. We recommend using a prepaid account to organise your direct payment. The accounts are easy to manage, secure and give you control over your direct payment.

If your needs change, you can request a reassessment at any time. We will regularly review your needs to ensure that things are working for you and your family and that your independence and wellbeing are improving. Over time, it is expected you will be able to manage without our support.

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

For more information, go to www.surreycc.gov.uk/adultsocialcare or email contactcentre.adults@surreycc.gov.uk

Planning your support

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

A direct payment is a sum of money paid to eligible people to cover the cost of the support or equipment in your support plan. For example, you may choose to employ a person directly, buy services from an independent or voluntary sector provider or purchase equipment to help you live more independently in your own home. We recommend using a prepaid account to organise your direct payment. The accounts are easy to manage, secure and give you control over your direct payment.

If your needs change, you can request a reassessment at any time. We will regularly review your needs to ensure that things are working for you and your family and that your independence and wellbeing are improving. Over time, it is expected you will be able to manage without our support.

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

Carers’ support

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

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

Action for Carers Surrey

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

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

Action for Carers Surrey
– Carers’ Information Centre
Tel: 0303 040 1234 • SMS: 07714 075993
Email: carersupport@actionforcarers.org.uk
Web: www.actionforcarers.org.uk
Free digital resources for carers

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

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

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

Young carers

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

As with adult carers, young carers are entitled to an assessment and local authorities have duties to help prevent young carers from having inappropriate levels of caring responsibilities.

If you are aware of a child or young person who may be affected by their caring situation, you can talk to the independent support service, Surrey Young Carers on 01483 568269.

For further information, visit www.actionforcarers.org.uk

Respite care and short breaks

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

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

If you have nursing needs, ask your social worker if you can get an NHS contribution to your fees – see page 70.

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 best things in life are the people you love and the memories you cherish. At our Surrey care homes we’re here to support you to create more special moments.

**Greenacres and Ridgemount care homes**  
The Horseshoe, Banstead, SM7 2BQ

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

Call **0808 102 4451**  
Visit [anchor.org.uk/our-care](http://anchor.org.uk/our-care)
Housing options

Sheltered housing

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

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

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

Extra Care housing

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

You can use your personal budget to buy your care, alongside any additional services you may choose, from the on-site provider or elsewhere. There may also be additional facilities such as a restaurant and social/leisure facilities. The intention is that people can move into Extra Care housing as an alternative to residential care, as the support available can respond to changing needs.

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

Residential care

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

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk). Care homes and care homes with nursing in Surrey are listed in this directory, starting on page 81.

Surrey County Council’s in-house services

We offer a range of accommodation-based support options for older people and adults with learning disabilities. We operate eight residential care homes for older people, all offering long-term residential care and respite care. Two homes also offer day care.

Furthermore, we operate six care homes for adults with learning disabilities, two in partnership with Kingston and Wimbledon YMCA (Young Men’s Christian Association). Services offered include...
outreach support, short-term breaks and long-term residential care.

We promote independence and involvement in the community and empower people to live a meaningful and satisfied life. All our services are listed in this directory, alongside other care homes managed by independent providers. In addition, the reablement service, explained on page 10, is also managed by our in-house service.

**Care homes (personal care only)**

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

**Care homes with nursing**

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

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

It is important to get your nursing needs assessed before you go into a care home with nursing, so you are clear on whether you are entitled to Funded Nursing Care (FNC), sometimes known as Registered Nursing Care Contribution (RNCC), see page 70.

You can request that this assessment occurs before discharge from hospital from the ward nursing staff, your social care worker (via NHS Continuing Healthcare screening – see page 10), or directly from the FNC Team at the Clinical Commissioning Group (CCG) (see details for Surrey Downs CCG on page 10).

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) to find information on choosing care, as well as comprehensive lists of providers in Surrey.
3 Care homes situated in picturesque parts of Reigate and Caterham

- 24 Hour Person Centered Care
- Well furnished single/double rooms, mostly en-suite with pleasant views
- Individualised Care Packages
- Long Term or Short Term Care or Daycare
- Convalescence & Respite Care
- Dementia Care & Mental Health
- Continuing Care, End of Life Care & Palliative Care

Call us now on 01737 248245
www.carehomesofdistinction.com
manager@carehomesofdistinction.com

Wray Park, 55 Alma Road, Reigate, RH2 0DN
Woodside View, 2 High View, Caterham, CR3 6AY
Rutland Home, 46 West Street, Reigate, RH2 9DB

The highest standards of care and services for the elderly

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

Visit www.carechoices.co.uk for further assistance with your search for care
For the best care in Surrey

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

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

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

Call 01932 576650 or Search ‘Silvermere Care’ online or on

Silvermere Care Home
Redhill Road
Cobham
Surrey | KT11 1EF

Call 01932 576650 or Search ‘Silvermere Care’ online or on

Alvington House
Care Home in Reigate, Surrey

Established for over 30 years, Alvington House is a lovely detached care home in Reigate, delivering individually tailored care. Your care is our total priority with our professional staff available 24 hours a day. We offer long term residential care and short term holiday & respite stays.

The care home has spacious ensuite rooms with TV point, home cooked meals by our inhouse chef, organised activities and a beautiful, tranquil garden. We are proud to have been awarded a ‘Good’ standard of care by the CQC.

For more information or to arrange a visit call 01737 222 042 and speak to one of our friendly team.

59 Wray Park Road, Reigate, Surrey RH2 0EQ
www.alvingtonhouse.co.uk • info@alvingtonhouse.co.uk

For the best care in Surrey

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

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

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

Call 01932 576650 or Search ‘Silvermere Care’ online or on

Silvermere Care Home
Redhill Road
Cobham
Surrey | KT11 1EF

Call 01932 576650 or Search ‘Silvermere Care’ online or on

Alvington House
Care Home in Reigate, Surrey

Established for over 30 years, Alvington House is a lovely detached care home in Reigate, delivering individually tailored care. Your care is our total priority with our professional staff available 24 hours a day. We offer long term residential care and short term holiday & respite stays.

The care home has spacious ensuite rooms with TV point, home cooked meals by our inhouse chef, organised activities and a beautiful, tranquil garden. We are proud to have been awarded a ‘Good’ standard of care by the CQC.

For more information or to arrange a visit call 01737 222 042 and speak to one of our friendly team.

59 Wray Park Road, Reigate, Surrey RH2 0EQ
www.alvingtonhouse.co.uk • info@alvingtonhouse.co.uk
We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

**Staff**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Activities**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an activities co-ordinator?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are residents escorted to appointments?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Life in the home**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home allow pets?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home use Digital Care Planning accessible to families?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Personal preferences**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the décor to your tastes?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there restricted visiting hours?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there somewhere you can go to be alone?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the home feel welcoming?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Catering**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the home cater for any dietary requirements you may have?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the menu change regularly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you eat when you like, even at night?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you have food in your room?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a choice of food at mealtimes?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is alcohol available/allowed if you want it?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can visitors join you for meals?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Fees**

<table>
<thead>
<tr>
<th>Question</th>
<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are fees likely to change regularly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Could you have a trial period?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*See page 71.
Looking for exceptional care that’s as individual as you are, transparent pricing and over 25 years’ of experience to give you peace of mind now and in the future?

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

Freephone
0808 223 5356
www.caringhomes.org/surrey
Looking for exceptional care that's as individual as you are, transparent pricing and over 25 years' of experience to give you peace of mind now and in the future?

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

Freephone 0808 223 5356
www.caringhomes.org/surrey

Belmont House
Residential | Nursing | Dementia

Cranmer Court
Residential | Nursing | Dementia

Coxhill Manor
Residential | Nursing | Dementia

Galsworthy House
Residential | Nursing | Dementia

Garth House
Residential | Nursing | Dementia

Home of Compassion
Residential | Nursing | Dementia

Kingsclear
Residential | Nursing | Dementia

Coppice Lea
Residential | Nursing

Knowle Park
Residential | Nursing

Moorlands
Residential | Nursing

Home of Compassion
58 High Street, Thames Ditton, Surrey, KT7 0TT

Cranmer Court
Farleigh Common, Warlingham, Surrey, CR6 9PE

Galsworthy House
177 Kingston Hill, Kingston Upon Thames, Surrey, KT2 7LX

Belmont House
75 Worcester Road, Sutton, Surrey, SM2 6ND

Coxhill Manor
Station Road, Chobham, Woking, Surrey, GU24 8AU

Knowle Park
Knowle Lane, Cranleigh, Surrey, GU6 8JL

Moorlands
Macdonald Road, Lightwater, Surrey, GU18 5US

Coppice Lea
Bletchingley Road, Merstham, Surrey, RH1 3QN

Home of Compassion
58 High Street, Thames Ditton, Surrey, KT7 0TT

Galsworthy House
177 Kingston Hill, Kingston Upon Thames, Surrey, KT2 7LX

Garth House
Tower Hill Road, Dorking, Surrey, RH4 2AY

Kingsclear
Park Road, Camberley, Surrey, GU15 2LN
Dementia care

Dementia services in Surrey

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

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

Dementia care – ‘community opportunities’

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

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

Dementia Navigator service

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

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

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

Dementia Friendly Communities

In this project run by Alzheimer’s Society on behalf of Surrey County Council, using the Dementia Action Alliance framework, 24 local communities have signed up and made pledges to make their communities more dementia friendly.

Communities are working with a variety of stakeholders across Surrey including schools, gypsy and traveller communities, care homes and churches, to make connections and work towards establishing dementia friendly environments. This may involve staff being trained as Dementia Friends, or the environment being made more dementia friendly, for example considering easily-understood signage, colour and pattern of decor. Locations that become dementia friendly receive a logo to display so that people can easily identify and use them.

Information on local dementia services can be obtained through wellbeing centres (see page 14). These centres offer a professional presence in the form of Dementia Navigators and, in some venues, peer support groups and day opportunities. They can also provide opportunities to test telecare equipment to help keep people safe in their homes.
Residential dementia care

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

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

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

Questions to ask of any home registered for someone with dementia can be found in the residential dementia care checklist on page 63.
A home from home, compassionate environment that supports people over 65 years and those living with dementia

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

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

We welcome you and your family to join us!

Regular Talks: Dementia & Considering a Care Home – contact us for more information

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

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

www.aspreyhealthcare.co.uk
Residential dementia care checklist

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 57. You can download and print this checklist at www.carechoices.co.uk/checklists

<table>
<thead>
<tr>
<th>Design</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>Can residents get help with eating and drinking?</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>How often does the home review residents' medication?</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
</tr>
<tr>
<td>Are there prompts outside the residents' rooms to help people identify their own?</td>
<td>Do GPs visit the home regularly?</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Choices</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td>Are staff trained to identify when a resident might be unwell?</td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td>Do the staff have any dementia specific training/experience?</td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>Approach to care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td>Will the home keep you informed about changes to your loved one's care?</td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td>Does the home have a specific approach to end of life care?</td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td>Does the home keep up to date with best practice in dementia care?</td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td></td>
</tr>
</tbody>
</table>

*See page 71.
Other specialist services

Surrey Choices support for disabled people

Surrey Choices provide a range of support services to improve the independence, confidence and life skills of disabled people and those with support needs in their local community.

Surrey Choices support disabled people, autistic people, those with sensory needs, those with mental health problems and older people. The objective is to allow every person the chance to fulfil their potential and reach their goals through enjoying, learning and achieving.

Surrey Choices support people by matching them to relevant services and creating a support plan based on their needs and wants. Through this, Surrey Choices help people to develop skills and achieve their short- and long-term goals.

Surrey Choices offer support through a wide range of activities. These include day and community services, home and living opportunities through short breaks respite or the Shared Lives Scheme and employment and learning, via its nationally recognised supported employment service, EmployAbility.

The variety of activities offered at various locations across Surrey include:

- opportunities for young people aged 16-25 with Special Educational Needs and Disabilities (SEND) and those with support needs including Future Choices and Supported Internships;
- help to find employment and volunteering opportunities in the community;
- vocational projects to support people on their journey into employment through work environments including office projects, radio station experience and a café;
- creative activities such as drama, singing, textiles and furniture restoration;
- horticultural activities at allotments, garden centre and plant stalls;
- health, wellbeing and sensory activities including: sports and fitness, Rebound Therapy, Music Therapy and sensory rooms; and
- life skills such as shopping, domestic skills, computing and communication skills.

To find out more about the full range of services contact:

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

Sensory Services by Sight for Surrey

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

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

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

Sight for Surrey visits shopping centres, care homes...
and clubs for the elderly and is present at key events around the county. Trained staff are on hand to demonstrate and supply a range of specialist equipment and offer basic equipment assessments including hearing aid repairs. Staff can also provide key local information and signposting to relevant services and networks.

Mental health services

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

Adult Social Care provides a range of support and services that give information, advice and support to enable people to remain in the community as independently as possible, including those with mental health needs. This can help individuals maintain their quality of life and we take pride in supporting carers to live a life outside of caring.

For further information and details of your local CMHRS, visit www.surreycc.gov.uk/adultsocialcare

You can also call the Adult Social Care information and advice line on 0300 200 1005.

Community Mental Health Recovery Services

Elmbridge CMHRS
Joseph Palmer Centre, 319a Walton Road, West Molesey KT8 2QG
Tel: 0208 783 3950

Epsom and Ewell CMHRS
Farmside, West Park Road, Epsom KT19 8PB
Tel: 01372 204000

Guildford CMHRS
Redwood Centre, Farnham Road Hospital, Guildford GU2 7LX
Tel: 01483 443551

Mole Valley CMHRS
Clarendon House, 28 West Street, Dorking RH4 1QJ
Tel: 01306 732000

North East Hampshire
(Hart, Rushmoor and Farnham) CMHRS
Aldershot Centre for Health, Hospital Hill, Aldershot GU11 1AY
Tel: 01252 335566

Reigate and Banstead CMHRS
Gatton Place, St Matthew’s Road, Redhill RH1 1TA
Tel: 01737 288960

Runnymede and Spelthorne CMHRS
Unither House, Curfew Bell Road, Chertsey KT16 9FG
Tel: 01932 587060

Surrey Heath CMHRS
 Theta Building, Lyon Way, Frimley GU16 7ER
Tel: 01276 454200

Tandridge CMHRS
Tandridge Hub, Caterham Dene, Church Road, Caterham CR3 5RA
Tel: 01883 331889

Waverley CMHRS
Berkeley House, 11-13 Ockford Road, Godalming GU7 1QU
Tel: 01483 528100

Woking CMHRS
Bridgewell House, 29 Claremont Avenue, Woking GU22 7SF
Tel: 01483 756318

Sensory Services by Sight for Surrey
Rentwood, School Lane, Fetcham, Leatherhead KT22 9JX
Tel: 01372 377701 • Skype: sensory.services
SMS: 07860 026269
Email: info@sensoryservices.org.uk
Web: www.sensoryservices.org.uk

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

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

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

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

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

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

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

Useful websites

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

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

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

Paying for residential care

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

If your needs assessment shows that a care home is the best option, we can give you information about the range of homes available to help you decide which care home will suit your needs. Comprehensive lists of care homes/care homes with nursing begin on page 81. You need to choose a home you can afford for however long you may live there. Some people choose an expensive home and then use up all their savings. They may then have to move to a different care home.

If you do not own a property and have capital and savings of more than £23,250, you will have to pay in full for any care services you receive. If you have savings and capital of less than £23,250, you will be required to pay an assessed contribution towards any funding provided by Surrey County Council. Your assessed contribution will only be based on your income if you have less than £14,250. Between £14,250 and £23,250, in addition to the assessed contribution based on your income, there is a sliding scale whereby you must pay tariff income of £1 per week for each £250 you have above £14,250.
Planning For Long Term Care Fees?

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

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

We look to provide you with:

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

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

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

Name ........................................................
Address ....................................................
..................................................................
..................................................................
Postcode ...................................................
Tel Number ..............................................

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

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

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

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

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

If, apart from your property, your savings are less than £23,250, and your income is not enough to meet your care home fees, we may help with your care costs for the first 12 weeks. This is called a twelve-week property disregard. After this time, you will be required to pay the full cost of your care. We recommend that you seek independent financial advice on how you will fund the cost of your care. For information on Surrey County Council’s deferred payment scheme, see page 70.

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

We will only pay up to a certain amount, depending on your needs. It is important you choose a home that will accept our funding rate. You can choose to live in a more expensive home, but you will need to arrange for a third party to ‘top up’ the difference, see page 70.

To find out how much you might have to pay, try our online calculator at www.surreycc.gov.uk/adultsocialcareonline

Remember:

- if your partner still lives at home, they will not be means-tested;
- if you have a private pension, only half will be considered when you are assessed, providing you are paying half to your partner;
- if you are moving into a nursing home, you may be eligible for NHS Funded Nursing Care – currently £165.56 per week (see page 70 for more information);
- your assessment will be made up of two elements, a care part and a financial one; and
- if you are required to pay the full cost of your care, a care home with nursing will generally be more expensive than a care home offering personal care only.

Consider claiming:

- Pension Credit

Definitely claim:

Attendance Allowance, worth either £58.70 or £87.65 per week depending on your care needs, though you will lose this after 28 days if you receive financial help from us and move into a care home.

See page 23 for more information on benefits, including Attendance Allowance.

Seeking financial advice

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

IFAs are regulated by the Financial Conduct Authority (FCA) and must follow a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend. Unlike advisers who are tied to particular providers, IFAs can offer advice on products from across the whole market.

It is recommended that you seek advice from IFAs who are accredited by the Society of Later Life Advisers (SOLLA), which provides financial products and services to the later life market with specialist knowledge of the sector. A list of these IFAs can be found at www.societyoflaterlifeadvisers.co.uk or you can call 0333 202 0454.

Alternatively, for free advice on paying for care, planning and debt advice go to www.moneyadviceservice.org.uk or call the Money Advice Service on 0800 138 7777.
Support for people who are funding their own care

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

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

NHS Funded Nursing Care
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS Funded Nursing Care (currently £165.56 per week for the standard rate) towards the cost of your nursing care. This is paid directly to the home. Please note: this figure is subject to change.

NHS Continuing Healthcare
As explained on page 10, you can receive continuing healthcare services in any setting if your needs demonstrate a primary health need. If you are eligible, the NHS will pay if you need healthcare from a community nurse or a therapist, as well as personal care to help you at home, like having a bath or dressing. If you live in a care home or care home with nursing, the NHS may pay for the full cost of your support.

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

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

Understanding your rights before arranging care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself. See page 69 for useful organisations you can contact for financial advice.

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
Essential information

Inspecting and regulating care services

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

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

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

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

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website. You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

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

Safeguarding adults at risk

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

You can request a form from the Adult Social Care information and advice line by phoning 0300 200 1005 and then post it to the team that provides you with a service.
If your Adult Social Care services are provided by a private company rather than with the assistance of Surrey County Council, you can contact the Local Government and Social Care Ombudsman, who will be able to give you advice on making a complaint.

Local Government and Social Care Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Web: www.lgo.org.uk
Text: ‘call back’ to 0762 481 1595

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

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

If you will be fully funding the cost of the care yourself, you have the freedom to choose whichever home you wish. However, you may still wish to seek further advice about which home to choose – see the information on seeking financial advice beginning on page 75 for details of organisations that can offer help.

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

Further help

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

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

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

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

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

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

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

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

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

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

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

SCA also hosts an annual awards ceremony to celebrate achievements of care services, at team and individual level, recognising the outstanding work of people working in social care. This year, SCA celebrates its 11th awards anniversary on the 22nd November 2019 at Epsom Racecourse.

For more information, please email sca@surreycare.org.uk or visit www.surreycare.org.uk/about-sca/surrey-care-awards

Erica Lockhart, Chief Executive of SCA Ltd said: ‘We encourage all our Surrey providers and those providers on our borders to join as a member and then to get involved in our network meetings and keep abreast of developments via our newsletter and website. We provide a joined-up service to access help and information for all our members.’

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

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

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

There are also specific advocacy services:

Independent Mental Health Advocates and Independent Mental Capacity Advocates.

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

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

Tell Us Once

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

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

You can book an appointment to register a death on the Surrey County Council website. Visit www.surreycc.gov.uk/deathregistration

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

More information can be found on the Surrey County Council website at www.surreycc.gov.uk/tellusonce

Useful local contacts

Local District and Borough Councils

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

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

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

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

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

Runnymede
Runnymede Civic Centre, Station Road, Addlestone KT15 2AH
Tel: 01932 838383
Web: www.runnymede.gov.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Spelthorne
Knowle Green, Staines-upon-Thames TW18 1XB
Tel: 01784 451499
Email: customer.services@spelthorne.gov.uk
Web: www.spelthorne.gov.uk

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

Tandridge
Council Offices, Station Road East, Oxted RH8 0BT
Tel: 01883 722000
Web: www.tandridge.gov.uk

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

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

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

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

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

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

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

Alzheimer’s Society in Surrey
Provides information and support to anyone affected by dementia.
Tel: 01932 855582
Email: surrey@alzheimers.org.uk
Web: www.alzheimers.org.uk

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

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

Financial Conduct Authority
Independent financial regulator for businesses in the UK.
Consumer Helpline: 0800 111 6768 (freephone) or 0300 500 8082
Calls from abroad: +44 20 7066 1000
Email: consumer.queries@fca.org.uk
Lines open Monday to Friday, 8.00am to 6.00pm and Saturday, 9.00am to 1.00pm
Web: www.fca.org.uk

Healthwatch Surrey
Gives people a voice to improve and shape services and help them get the best out of health and social care services.
Health and Wellbeing Surrey
Information for Surrey residents to promote health and wellbeing.
Web: www.healthysurrey.org.uk

Local Pension Service
Help making a pension claim.
Tel: 0800 731 7898
Text Relay: 18001 0800 731 7898
Web: www.gov.uk/contact-pension-service

Mental Health Crisis Helpline
Open 24 hours a day, seven days a week.
Tel: 0800 915 4644 • SMS: 07717 989024
Text Relay: 18001 0800 915 4644

Money Advice Service
Free and impartial money advice.
Tel: 0800 138 7777
Typetalk: 18001 0800 915 4622 (free)
Lines open Monday to Friday, 8.00am to 6.00pm, closed at weekends and Bank Holidays.
Web: www.moneyadvicebservice.org.uk

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

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

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

Patient Advice and Liaison Service (PALS) mental health
Tel: 01372 216202, 01372 216245, 01372 216204 or 01372 216203
SMS: 07786 202545
Email: rxx.palsandcomplaintssabp@nhs.net
Lines open Monday to Friday, 9.00am to 5.00pm
Web: www.surreyinformationpoint.org.uk

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

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

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

Social prescribing services
Across Surrey, social prescribing services can be accessed primarily through a GP referral. Please ask your GP when you visit. You can self-refer to the services below:

Reigate, Banstead and Tandridge Wellbeing Prescription Service
Tel: 01883 732787
Email: wellbeingprescription@tandridge.gov.uk
Web: www.wellbeingprescription.org
Surrey Heath Borough Council Social Prescribing Service
Tel: 01276 707253
Email: socialprescribing@surreyheath.gov.uk
Web: www.surreyheath.gov.uk/residents/communities-wellbeing/community-services/surrey-heath-social-prescribing-service

Surrey Disabled People's Partnership
An independent organisation run and controlled by disabled people.
Unit 4 Thames Street, Staines upon Thames TW18 4SD
Tel: 01784 458200 • SMS: 07519 861452
Web: www.sdpp.org.uk

Surrey 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: 0800 085 0767 (freephone)
SMS: 07860 053465

Surrey and Borders Partnership NHS Foundation Trust (mental health trust)
Tel: 0300 555 5222
SMS: 07786 202545
Textphone: 0208 964 6326
Web: www.sabp.nhs.uk

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

Surrey Choices
Tel: 01483 806806
Textphone: 07860 020130
Email: info@surreychoices.com
Web: www.surreychoices.com

Surrey Coalition of Disabled People
Tel: 01483 456558
SMS: 07780 933053
Web: www.surreycoalition.org.uk

Surrey County Council
Adult Social Care information and advice line.
Tel: 0300 200 1005
SMS: 07527 182861
Email: contactcentre.adults@surreycc.gov.uk
Web: www.surreycc.gov.uk
Out of hours (5.00pm to 9.00am) for emergencies:
Tel: 01483 517898
Email: edt.ssd@surreycc.gov.uk

Surrey Disability Register (SDR)
To register a disability in Surrey, contact SDR.
Tel: 0300 200 1005, Monday to Friday, 8.00am to 6.00pm
SMS: 07527 182861
Text Relay: 18001 0300 200 1005
Email: sdr@surreycc.gov.uk

Surrey Disabled People’s Partnership
An independent organisation run and controlled by disabled people.
Unit 4 Thames Street, Staines upon Thames TW18 4SD
Tel: 01784 458200 • SMS: 07519 861452
Web: www.sdpp.org.uk

Surrey 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: 0800 085 0767 (freephone)
SMS: 07860 053465

Surrey Independent Living Council (SILC)
Astolat, Coniers Way, Burpham, Guildford GU4 7HL
Tel: 01483 458111 • Text: 07919 418099
Email: admin@surreyilc.org.uk
Web: www.surreyilc.org.uk

Surrey Information Point
An online directory of information, services and activities to support adults in Surrey to live independently.
Web: www.surreyinformationpoint.org.uk

Surrey Minority Ethnic Forum
A collective of community and voluntary groups from Black, Asian and Minority Ethnic (BAME) backgrounds. Through the forum, members can access information and resources to support their work in Surrey, sharing best practice, voicing concerns and influencing services and policies, both locally and nationally.
Tel: 01483 571781 • Email: admin@smeff.org.uk
Web: www.smeff.org.uk

Surrey Young Carers
Tel: 01483 568269
Email: syc@actionforcarers.org.uk
Web: www.surrey-youngcarers.org.uk

Telecare
For information about the telecare services available in Surrey, visit www.surreyinformationpoint.org.uk or call the Adult Social Care information and advice line on 0300 200 1005.
Mental health ‘Community Connections’ services
Three organisations provide community-based opportunities and services for people with mental health needs in Surrey to promote mental wellbeing. The services include self-help groups, access to training and volunteering opportunities and social and leisure activities.

For information on different types of care homes, see page 54.

<table>
<thead>
<tr>
<th>Area: Spelthorne, Runnymede, Woking and Elmbridge (West)</th>
<th>Lead provider: The Welcome Project North West Surrey Tel: 01784 440378 Text: 07909 631623 Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a> Web: <a href="http://www.welcomeproject">www.welcomeproject</a> surrey.co.uk</th>
<th>Working in partnership with: CornerHouse, Voluntary Support North Surrey and Mary Frances Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guildford and Waverley</td>
<td>The Welcome Project Guildford Tel: 01483 590150 Text: 07909 631623 Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td>Voluntary Action SW Surrey, Guildford Action, Oakleaf Enterprise and Canterbury Care Centre</td>
</tr>
<tr>
<td></td>
<td>The Welcome Project Waverley Tel: 01483 415950 Text: 07909 631623 Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Surrey Heath and Farnham</td>
<td>The Welcome Project Surrey Heath Tel: 01276 409415 Text: 07909 631623 Email: <a href="mailto:welcomeproject@catalystsupport.org.uk">welcomeproject@catalystsupport.org.uk</a></td>
<td>Voluntary Support North Surrey, Oakleaf Enterprise/ Creative Responses and Camberley District Open Mind Association</td>
</tr>
<tr>
<td>Mole Valley, Epsom and Ewell, Elmbridge (East) and Banstead</td>
<td>Mary Frances Trust Tel: 01372 375400 Text: 07929 024722 Email: <a href="mailto:info@maryfrancestrust.org.uk">info@maryfrancestrust.org.uk</a> Web: <a href="http://www.maryfrancestrust.org.uk">www.maryfrancestrust.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Reigate, Redhill and Tandridge</td>
<td>Richmond Fellowship Tel: 01737 771058 or 01737 789661 Email: <a href="mailto:redhillcc@richmondfellowship.org.uk">redhillcc@richmondfellowship.org.uk</a> Web: <a href="http://www.richmondfellowship.org.uk">www.richmondfellowship.org.uk</a></td>
<td>Reigate stepping stones, ESDAS and YMCA</td>
</tr>
</tbody>
</table>
Horsell Lodge is a new luxury care home set on the outskirts of the delightful village of Horsell, minutes to the north of Woking, offering the highest level of residential, nursing and City and Guilds accredited dementia care.

The home is elegantly furnished with a luxurious and individual style and provides superb hospitality, including food and dining options, a bistro, cinema and a hair salon for residents and visitors to enjoy.

For a lifestyle you’ll love that’s tailored to you, everything at Horsell Lodge has been designed so that you can call it home.

Ask about our inclusive care packages or call us to arrange a preview appointment.

Freephone
0808 223 5356
www.caringhomes.org/horsell-lodge
Horsell Lodge, Kettlewell Hill, Woking, Surrey, GU21 4JA
## North West Surrey care homes

| Barossa Road, 25 (Royal Mencap Society) | Cambridge GU15 4JE | Tel: 01276 66275 | 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 | OP D PD LDA MH SI YA |
| Birclands | Barley Mow Road, Englefield Green TW20 0NP | Tel: 01483 404933 | OP |
| Camberley Cottage | 1 Coolerne Rise, Camberley GU15 1NA | Tel: 01276 601035 | 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 Cheertsey 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 | PD LDA |
| Combe House | Castle Road, Horsell, Woking GU21 4ET | Tel: 01483 755997 | OP D PD LDA MH 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 |
| Glebe Cottage | Sandhills Lane, Virginia Water GU25 4DS | Tel: 01344 844144 | LDA |
| Green Lane | 122 Green Lane, Addlestone KT15 2TE | Tel: 01932 857485 | MH |
| Greys Residential Home | Hook Heath Road, Woking GU22 0JQ | Tel: 01483 771523 | OP |
| 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 |
| High Street, 31 (Quest Haven Ltd) | Horsell Village, Woking GU21 4UR | Tel: 01483 757995 | LDA MH |
| Hill View Care Home | 5 Essex Close, Frimley, Camberley GU16 9FH | Tel: 01252 838199 | OP D LDA MH SI YA |
| Howards Residential Home | 24 Rowntown, Addlestone KT15 1EY | Tel: 01932 856665 | OP D SI |
| Inglewood House | 56 Middle Gordon Road, Camberley GU15 2HT | Tel: 01276 64776 | LDA |
| Jackman’s Lodge | The Mount, St John’s Hill Road, Woking GU21 7RG | Tel: 01483 761779 | OP PD YA |

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people (65+)</td>
</tr>
<tr>
<td>D Dementia</td>
</tr>
<tr>
<td>PD Physical disability</td>
</tr>
<tr>
<td>LDA Learning disability, autism</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>MH Mental health</td>
</tr>
<tr>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>YA Younger adults</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
A Luxury Care Home in Camberley

Please call to discuss rates and special offers on 01276 581 371

Our Care Home has 64 boutique-style en-suite bedrooms, offering Respite, Residential, Dementia and Respite Care in the most elegant surroundings.

We are proud to offer the highest quality of care to our clients, striving continuously to make a positive impact on people’s lives, offering an inclusive yet exclusive Aura Way of Life. Our Care Home menus are tailored to suit each client’s personal taste and change with the seasons.

Key Features:
- 24hr care onsite
- Dementia specialist care
- Full-time activity curator
- 64 beautifully designed en-suite bedrooms all with inspiring woodland views
- Set in 15 acres of stunning woodland
- Woodland buggy & sensory trail
- Concierge service
- Only 2 minute drive from Camberley Town Centre

enquiriesKL@auracareliving.com
auracareliving.com

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

Search for care at www.carechoices.co.uk to find support in your area
Jubilee Road, 42 (Dimensions)
Mytchett, Camberley GU16 6BE
Tel: 01252 513006

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

Kings Lodge
122 Kings Ride, Camberley GU15 4HX
Tel: 01276 581371 Advert page 82

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

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

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

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

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

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

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

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

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

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

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

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

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

Sunrise of Virginia Water
Christchurch Road, Virginia Water GU25 4BE
Tel: 01494 739000

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

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

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

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

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

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

Whitebourne
Burleigh Road, Frimley GU16 7EP
Tel: 01276 207230

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

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Queen Elizabeth Care Centre offers a modern, purpose-built home with 64 beds situated in the residential area of Englefield Green in Surrey.

Our home from home atmosphere is something we are particularly proud of, with three purpose built floors, each with its own lounge and dining rooms, and quiet room which are colour coordinated and equipped with furniture that provides a welcoming atmosphere.

We offer Nursing Dementia, Nursing and young physically disabled care which is unequaled locally, and our en-suite rooms are furnished to a high standard with a 24-hour call system. Whilst the home has a classic decor, we welcome residents to personalise their room with their own belongings and our-in-house maintenance staff are always on hand to help.

All areas are easily accessible with large lifts to support movement between floors. Queen Elizabeth Care Centre has a spacious, flat level landscaped garden with a barbecue area for the full enjoyment of residents and their guests. We employ full-time maintenance and housekeeping staff on the premises and our continued investment ensures high standards and a clean environment.

The best life at Camberley Manor.

Our residents enjoy the best of life at our home. It’s hard not to when our chef delivers fresh home-cooked cuisine, our gardener creates relaxing outdoor spaces and our therapists help keep the body and mind active. We’ve even got a hair and beauty salon to ensure everyone looks and feels their best.

We understand the importance of tailoring nursing and residential care to the individual, and we can support residents with our specialist knowledge of dementia care.

Residential, Nursing and Nursing Dementia

To arrange a visit, call 01252 888 141 or email cdm@camberleymanor.co.uk

130 Deepcut Bridge Road, Camberley, GU16 6SJ

- Café, residents’ shop and pub
- Gardens with putting green
- WiFi and ICT suites
- Spa room and salon
- Cinema room

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

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

Avens Court Nursing Home  
Broomcroft Drive, Pyrford, Woking GU22 8NS  
Tel: 01932 346237  OP D PD MH 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 65J  
Tel: 01252 888141  Advert page 84  OP D PD SI YA

Cedar Lodge Nursing Home  
St Catherine’s Road, Frimley Green, Camberley GU16 9NP  
Tel: 01252 837019  Advert page 86  OP D

Collingwood Grange Care Home  
Portsmouth Road, Camberley GU15 1LD  
Tel: 01276 819699  Advert page 96  OP D PD

Corrinna Lodge  
79 The Avenue, Camberley GU15 3NQ  
Tel: 01276 862830  Advert page 104  OP PD YA

Coxhill Manor Nursing and Residential Home  
Station Road, Chobham, Woking GU24 8AU  
Tel: 01276 858926  Advert pages 58 & 59  OP D

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

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

Gracewell of Woking  
12 Streets Heath, West End, Woking GU24 9QY  
Tel: 01483 930120  OP D PD SI YA

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

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

Holly Lodge Nursing Home  
St Catherine’s Road, Frimley Green, Camberley GU16 9NP  
Tel: 01252 833080  Advert page 86  OP D MH

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

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

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

Kingsclear  
Park Road, Camberley GU15 2LN  
Tel: 01276 413700  Advert pages 58 & 59  OP D PD YA

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

Moorlands Nursing Home  
Macdonald Road, Lightwater GU18 5US  
Tel: 01276 473140  Advert pages 58 & 59  OP D

Oakcroft House Care Home  
Oakcroft Road, West Byfleet KT14 6JG  
Tel: 01932 808613  Advert page 96  OP PD LDA

Parklands Manor  
Parklands Drive, Chertsey KT16 9FS  
Tel: 01932 874440  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

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

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

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

**Rodwell House**
Brox Lane, Rowtown, Addlestone KT15 1HH
Tel: 01932 832900

**Sunrise of Bagshot**
14–16 London Road, Bagshot GU19 5HN
Tel: 01276 456000

**Throwleigh Lodge**
Ridgeway, Horsell, Woking GU21 4QR
Tel: 01483 769228

For information on different types of care homes, see page 54.

For information on different types of care homes, see page 54.

See page 67 for more information on paying for care homes in Surrey.

---

**Cedar Lodge**
Cedar Lodge is an award-winning care home specialising in person-centred respite, residential and nursing care. Set in idyllic woodlands in Surrey, up to 60 residents can enjoy spacious en-suite bedrooms and extensive communal facilities.

**St Catherine’s Road**
Frimley Green Camberley, Surrey GU16 9NP

**Cedar Lodge**

Specialising in dementia care, Holly Lodge uses contemporary design and digital imagery wallpaper to support resident’s psychological care within this prestigious home offering nursing and respite care.

**T:** 0333 305 1785
**E:** enquiries@forestcare.co.uk
**W:** forestcare.co.uk

---

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

---

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

29a Shrewsbury Road, Redhill (Active Prospects)
29-29a Shrewsbury Road, Redhill RH1 6BH
Tel: 01737 778572

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

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

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

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

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

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

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

Burgh Heath Care Centre
472 Reigate Road, Epsom KT18 5XA
Tel: 01737 903292

Burgh Heath Lodge
33 Burgh Heath Road, Epsom KT17 4LP
Tel: 01372 741027

Burlington, The
68 Manygate Lane, Shepperton TW17 9EE
Tel: 01932 220338

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

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

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

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

Derby House
Hook Road, Epsom KT19 8QJ
Tel: 01372 203027

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

Elders Care Home, The
Epsom Road, Epsom KT17 1JT
Tel: 0208 393 9757

Elysium Care Partnerships Ltd
– 187 Nursery Road
187 Nursey Road, Sunbury-on-Thames TW16 6JP
Tel: 01932 481848

Elysium Care Partnerships Ltd
– School House
School Walk, Sunbury-on-Thames TW16 6RB
Tel: 01932 780181

EnhanceAble Space
47 The Drive, Epsom KT19 0AR
Tel: 07960 031075

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

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

---

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
Residential and dementia care homes in your area

We’re an award-winning charity, with over 75 years’ experience providing care and supporting families, so we know what’s important for you. We’re dedicated to raising the standard of care for people in later life by creating a warm and supportive environment that ensures you truly feel at home.

All our homes offer:

- Compassionate staff who care for everyone as an individual
- A community spirit, supporting independence and fostering friendship
- Home cooked meals prepared by in-house chefs
- Personalised care plans, developed with residents and their family

Hall Grange
Residential and residential dementia care
Shirley, Croydon
☎ 0208 654 1708
www.mha.org.uk/hallgrange

Ryelands
Residential and residential dementia care
Wallington, Sutton
☎ 0208 647 6837
www.mha.org.uk/ryelands

Both homes have a ‘Good’ CQC rating and offer tailored care in a warm, supportive and friendly environment:

- Large bedrooms with en-suite bathrooms
- Lots of activities and entertainment
- Hair salon and coffee shop
- Dedicated Chaplain and activities coordinators
- Landscaped gardens
- Award-winning music therapy

Call or visit us anytime.
www.mha.org.uk
<table>
<thead>
<tr>
<th>North East Surrey care homes continued</th>
<th>SURREY COUNTY COUNCIL CARE HOME</th>
</tr>
</thead>
</table>
| **Firlawn**
402 Chessington Road, Epsom KT19 9EG
Tel: 0208 786 0514 | **Langdown House**
1-4 Yeend Close, West Molesey KT8 2NY
Tel: 0208 979 4561 |
| **Gibraltar Crescent, 36a**
(RNID Action on Hearing Loss)
Epsom KT19 9BT
Tel: 0208 393 0865 | **Linden House**
9 College Road, Epsom KT17 4HF
Tel: 01372 721447 |
| **Glebe House Care Home**
The Broadway, Laleham, Staines TW18 1SB
Tel: 01784 451643 | **Linwood Care Home**
9 Mercer Close, Thames Ditton KT7 0BS
Tel: 0808 102 4451 **Advert page 52** |
| **Glendale**
Ambleside Avenue, Walton-on-Thames KT12 3LW
Tel: 0800 085 4261 | **Longdown Road (Care Management Group)**
9 Longdown Road, Epsom KT17 3PT
Tel: 01372 748153 |
| **Gormanach House**
126 Reigate Road, Epsom KT17 3BX
Tel: 0208 393 2204 | **Mayfield House Residential Home**
29 Mayfield Road, Hersham, Walton-on-Thames KT12 5PL
Tel: 01932 229390 |
| **Greens, The**
388 Chessington Road, West Ewell, Epsom KT19 9EG
Tel: 0208 393 2450 | **Meadowside**
Knowle Park Avenue, Staines TW18 1AN
Tel: 01483 404937 |
| **Greenways**
3 Grove Road, Epsom KT17 4DE
Tel: 01372 727323 | **Moor House Residential Care Home**
Vicarage Road, Staines TW18 4YG
Tel: 01784 453749 |
| **Heath Lodge Care Home**
St Georges Avenue, Weybridge KT13 0DA
Tel: 01932 854680 | **Moore Place**
Portsmouth Road, Esher KT10 9LH
Tel: 01372 478200 |
| **Hillcroft**
St Ebbas, Hook Road, Epsom KT19 8QJ
Tel: 01372 203020 | **Mr & Mrs A H Akbarally**
24 Northcroft Road, West Ewell, Epsom KT19 9TA
Tel: 0208 394 2119 |
| **Homelea**
68 Worple Road, Epsom KT18 7AG
Tel: 01372 740730 | **Murach House**
116A Reigate Road, Epsom KT17 3BX
Tel: 01522 868279 |
| **Huntley Close, 7 (Dimensions)**
Stanwell, Staines TW19 7DD
1708 254322 | **Oak House Care Home**
19 Queens Road, Weybridge KT13 9UE
Tel: 01932 849844 |
| **Jasmine at Primrose**
Primrose 2, The Meadows,
Horton Lane, Epsom KT19 8PB
Tel: 01372 203445 | **Oaklawn**
400 Chessington Road, Epsom KT19 9EG
Tel: 0208 393 6731 |
| **Kingscroft**
Worple Road, Staines-upon-Thames TW18 1ED
Tel: 0300 555 5222 | **Service**
**User Bands**
Older people (65+)
Mental health
Dementia
Sensory impairment
Physical disability
Learning disability, autism
Younger adults
People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
### North East Surrey care homes

**Oakley House Ltd**  
Hampton Court Way, Thames Ditton KT7 0LP  
Tel: 0303 258 2052

**Orchard House**  
7 Green Lane, Redhill RH1 2DG  
Tel: 01737 217012

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

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

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

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

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

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

**Silvermere Care Home**  
Redhill Road, Cobham KT11 1EF  
Tel: 01932 576650

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

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

**Sundial House**  
Orchard Lane, East Molesey KT8 OBN  
Tel: 0208 398 8620

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

**Sunrise of Weybridge**  
Ellesmere Road, Weybridge KT13 0HY  
Tel: 01393 2871100

**Swallowfields Care Centre**  
45 Alexandra Road, Epsom KT17 4DB  
Tel: 01372 745903

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

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

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

---

**Church View Care Home**

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

For more information, feel free to contact us, or come visit us at:

**Church View Care Home, Falcon Drive, Stanwell, Middlesex, TW19 7EU**

---

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

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

---

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

Acacia Lodge – Staines
Rookery Road, Staines TW18 1BT
Tel: 01784 452855

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

Arbrook House Care Home
36 Copsem Lane, Esher KT10 9HE
Tel: 01372 886590 Advert page 96

Ashford House
Long Lane, Stanwell TW19 7AZ
Tel: 01784 862357 Advert page 104

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

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

Church View Care Home
Falcon Drive, Stanwell TW19 7EU
Tel: 01784 248610 Advert page 90

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

Epsom Beaumont, The
20-22 Church Street, Epsom KT17 4QB
Tel: 01372 541401 Advert page 104

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

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

Home of Compassion
58 High Street, Thames Ditton KT7 0TT
Tel: 01206 224100 Advert pages 58 & 59

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

Leighton House Private Nursing Home
Burgh Heath Road, Epsom KT17 4NB
Tel: 01372 720908

Norfolk House
39 Portmore Park Road, Weybridge KT13 8HQ
Tel: 01932 820300

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

Rosebery Manor
458 Reigate Road, Epsom KT18 5XA
Tel: 01372 899405

Springfield House Nursing Home
6 Stoke Road, Cobham KT11 3AS
Tel: 01932 862580 Advert below

St George’s Care Home
5 Byfleet Road, Cobham KT11 1DS
Tel: 01932 807866 Advert page 96

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

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

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

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

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

Sutton Lodge Care Home
87 Oatlands Drive, Weybridge KT13 9LN
Tel: 01932 809567  Advert page 96  OP PD

Wesley Lodge
2 Waverley Close, off Approach Road, West Molesey KT8 2NP
Tel: 0208 941 8826  OP PD LDA

Whitegates Care Centre Ltd
1 Condor Road, Lalham-upon-Thames, Staines TW18 1UG
Tel: 01784 441287  Advert inside front cover

Whiteley Village
Octagon Road, Whiteley Village, Walton-on-Thames KT12 4EH
Tel: 01932 857821

Wingham Court Care Home
Oaken Lane, Claygate KT10 0RQ
Tel: 01372 886909  Advert page 96  OP PD YA

South West Surrey

South West Surrey care homes

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

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

Aeolian House
127 Horsham Road, Cranleigh GU6 8DZ
Tel: 01483 276561

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 330529  LDA

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

Ashley House – Guildford
Christmas Hill, Kings Road, Shalford, Guildford GU4 8HN
Tel: 01483 561406  OP D PD

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>OP D</td>
</tr>
<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Search for care at www.carechoices.co.uk to find support in your area
Denecroft Residential Home (Seeability)
1 Denmark Road, Guildford GU1 4DA
Tel: 01483 301315

Eastlake
Nightingale Road, Godalming GU7 3AG
Tel: 01483 413520

Felbury House
Felday Road, Holmbury St Mary, Guildford RH5 6NL
Tel: 01306 730084

Fenton Lodge
Hazel Road, Ash Green, Aldershot GU12 6HP
Tel: 01252 317211

Grace House Care Home Ltd
71 Lodge Hill Road, Lower Bourne, Farnham GU10 3RB
Tel: 01252 726406

Grange, The
99 Westfield Road, Woking GU22 9AX
Tel: 01483 772887

Haven House
44 King’s Road, Haslemere GU27 2QG
Tel: 01428 661440

Kathryn’s House
43-49 Farnham Road, Guildford GU2 4JN
Tel: 01483 560070

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

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

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

Meath Epilepsy Charity, The
Westbrook Road, Godalming GU7 2QH
Tel: 01483 415095

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

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

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

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

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

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

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

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

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

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

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

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

Beritaz Care
Care you can trust

Ashton Manor, Farnham
Nursing Care for Alzheimer’s & Dementia
Beales Lane, Wrecclesham, Farnham GU10 4PY
01252 722967
www.ashtonmanor.co.uk
info@ashtonmanor.co.uk

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

Springkell House, Hindhead
Residential Care for Alzheimer’s & Dementia
Wood Road, Hindhead GU26 6PT
01428 605509
www.springkellcare.co.uk
info@springkellcare.co.uk

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

Tell us what you think ☑️

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

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

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

Springkell House Care Home
Wood Road, Hindhead GU26 6PT
Tel: 01428 605509 Advert page 94  OP D

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

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

Surrey Heights
Brook Road, Wormley, Godalming GU8 5UA
Tel: 01428 682734  OP D PD SI YA

Advert inside front cover

South West Surrey care homes with nursing

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

Ashley Park Care Home
The Street, West Clandon, Guildford GU4 7SU
Tel: 01483 331579 Advert page 96  OP PD

Ashton Manor Nursing Home
Beales Lane, Wrecclesham, Farnham GU10 4PY
Tel: 01252 722967 Advert page 94  OP D

Birtley House Nursing Home
Birtley House, Bramley, Guildford GU5 0LB
Tel: 01483 892055  OP D PD

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 SI

Cedar Court Care Home
Essex Drive, Cranleigh GU6 8TX
Tel: 01483 275191  OP D PD SI YA

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

Wey Valley House
Mike Hawthorn Drive, Farnham GU9 7UQ
Tel: 01252 735522  OP D 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 SI YA

South West Surrey care homes continued

South West Surrey care homes continued

Visit www.carechoices.co.uk for further assistance with your search for care
Live Well in Our Care in Surrey

Bourne Wood Manor Care Home
West Street, Farnham
Surrey GU9 7AP
Tel 01252 941376

Hartfield House Care Home
4 Hartfield Road
Leatherhead, Surrey KT22 7GQ
Tel 01372 239437

Lavender Oaks Care Home
4 Metcalfe Avenue
Carshalton SM5 4AQ
Tel 020 3957 5186

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

Your local Bupa care homes in Surrey.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Surrey could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
0808 252 0807

Look in the listings for our homes

Tilford

a care & nursing home by Agincare

A real home for life in a beautiful, tranquil spot in Surrey

01252 792543  agincare.com

Search for care at www.carechoices.co.uk to find support in your area
Hatch Mill  
Mike Hawthorn Drive, Farnham GU9 7UH  
Tel: 01252 899041  
**OP D PD**

**Hydon Hill – Care Home with Nursing**  
Hydon Hill – Care Home Drive, Hindhead GU26 6BG  
Tel: 01428 604600  
**OP PD**

**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: 01483 275432  
**OP D**

**Langham Court**  
Huntington House Drive, Hindhead GU26 6BG  
Tel: 01428 606143  
**OP D PD**

**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 PD**

**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 Care Home**  
Puttenham, off Hogs Back, Guildford GU3 1AH  
Tel: 01483 378924  
**OP**

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

**Robertson Nursing Home**  
Priorsfield Road, Hurtmore, Godalming GU7 2RF  
Tel: 01483 421033  
**Advert page 94**

**Signature Moorlands Lodge Care Home**  
Portsmouth Road, Hindhead GU26 6TJ  
Tel: 01428 605396  
**OP PD SI YA**

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

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

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

**Surrey Hills**  
Brook Road, Wormley, Godalming GU8 5UA  
Tel: 01428 682346  
**Advert inside front cover**

**Tilford Care & Nursing Home**  
Grange Road, Tilford GU10 2DG  
Tel: 01252 792543  
**Advert page 96**

**Waverley Grange Care Home**  
43 Waverley Lane, Farnham GU9 8BH  
Tel: 01252 758545  
**Advert page 96**

**Worpleston View**  
Worpleston Road, Guildford GU3 3LQ  
Tel: 01483 698757  
**Advert page 104**

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

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

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

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

The Cavendish House Trust has offered residential care for adults with mild learning disabilities in warm, safe and comfortable surroundings for over 20 years. Our 24-hour personal and practical care is provided by well-trained, friendly staff and is designed to ensure residents enjoy maximum independence in a safe way, knowing that help and support is always at hand. Cavendish House currently provides high quality residential care for 6 adults aged between 18 and 65 years.

In the winter of 2019, we are opening our new home located nearby Cavendish House. The newly refurbished property with ensuite bedrooms, kitchen diner, friendly communal areas and large conservatory and garden will become a new home for 5 residents.

Contact us today to become a member of our Cavendish House Trust Family:
www.cavendishhousetrust.co.uk
01342 833297

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

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

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

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

33 Blanford Road (Active Prospects)
Reigate RH2 7DP
Tel: 01737 243818
LDA

Alexander Lodge
41 Skinners Lane, Ashtead KT21 2NN
Tel: 01372 276052
OP D

Alexandra House – Oxted
31 Pollards Oak Road, Hurst Green, Oxted RH8 0JL
Tel: 01883 380739
OP D PD LDA YA

Alvington House Retirement Home
59 Wray Park Road, Reigate RH2 0EQ
Tel: 01737 222042 Advert page 56 PD

Ambleside Lodge – Redhill
25 Brighton Road, Salfords, Redhill RH1 5DA
Tel: 01293 781418 LDA

Arundel House
34 Garratts Lane, Banstead SM7 2EB
Tel: 01737 737290 OP LDA YA

Ashcroft Care Home
1 Wbbie Lane, Redhill RH1 2HJ
Tel: 01737 789656 OP LDA MH YA

Ashleigh House
39 Redstone Hill, Redhill RH1 4BG
Tel: 01737 761904 LDA YA

Ashtead House
153 Barnett Wood Lane, Ashtead KT21 2LR
Tel: 01372 810330 OP PD LDA YA

Barnett Wood Lane – Care Home Learning Disabilities
108 Barnett Wood Lane, Ashtead KT21 2LS
Tel: 01372 206231 OP LDA YA

Barnfield
24 Upfield, Horley RH6 7LA
Tel: 01483 404932 OP D

Beeches, The
Forty Foot Road, Leatherhead KT22 8RZ
Tel: 01372 227540 OP D LDA YA

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 98 OP D PD SI

Briar House
89 Povey Cross Road, Horley RH6 OAE
Tel: 01737 224497 PD LDA SI YA

Brighton Road, 64 (Avenues South East)
Horley RH6 7HT
Tel: 0208 308 2900 LDA

Burntwood Lodge
84 Burntwood Lane, Caterham CR3 6TA
Tel: 01883 818085 OP D PD LDA SI YA

Cavendish
10 Cavendish Road, Redhill RH1 4AE
Tel: 01737 224497 PD LDA SI YA

Cavendish House Trust, The
4 Saxby’s Lane, Lingfield RH7 6DN
Tel: 01342 833297 Advert page 98 LDA YA

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

Cedarwood Lodge (Active Prospects)
9 Chipstead Close, Redhill RH1 6DU
Tel: 01377 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 722006 LDA YA

Visit www.carechoices.co.uk for further assistance with your search for care
Cherry Lodge Rest Home  
75 Whetelaele Road, Caterham CR3 5EJ  
Tel: 01883 341471

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

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

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

Courthill Care Home  
2 Court Road, Caterham CR3 5RD  
Tel: 01883 343850

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

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

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

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

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

Eversfield  
56 Reigate Road, Reigate RH2 0QR  
Tel: 01737 229899

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

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

Fircroft Home  
114 Ladbrooke Road, Redhill RH1 1LB  
Tel: 01737 773424 Advert page 98

Flint Cottage  
Kingsmill Lane, South Nutfield RH1 5NB  
Tel: 01293 826200

Furze Hill Lodge  
Furze Hill, Kingswood KT20 6EP  
Tel: 01737 362316

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

Grange Residential Care, The  
Gloucester Lodge, Rectory Lane,  
Bookham KT23 4DZ  
Tel: 01372 452608

Green Acres (Heathcotes)  
130 Nork Way, Banstead SM7 1HP  
Tel: 01737 351358

Greenacres  
The Horseshoe, Banstead SM7 2BQ  
Tel: 0808 102 4451 Advert page 52

Greenways  
Effingham Road, Cophthorne, Crawley RH10 3HY  
Tel: 01342 529442

Grovelands Farmhouse  
Tandridge Hill Lane, Godstone RH9 8DD  
Tel: 01883 744128

Heathcotes Queens Park Lodge  
15 Queens Park Road, Caterham CR3 5RB  
Tel: 01246 556453

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

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

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

South East Surrey care homes continued

Advert page 98

Advert page 52

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

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
Jane House
Effingham Road, Copthorne, Crawley RH10 3HZ
Tel: 07792 462608
LDA MH SI YA

Kenilworth
117 Balcombe Road, Horley RH6 9BG
Tel: 0208 308 2900
PD LDA YA

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

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

Keyll House
32 The Avenue, Tadworth KT20 5AT
Tel: 01522 868279
LDA YA

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

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

Longford
40 Massets Road, Horley RH6 7DS
Tel: 01293 430687
OP LDA YA

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

Lumley Road, 16 (Royal Mencap Society)
Horley RH6 7JL
Tel: 01293 782238
LDA

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
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
Advert below
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

Oakwood Road, 56 (Avenues South East)
Horley RH6 7BU
Tel: 0208 308 2900
LDA

Orchard Court
East Grinstead Road, Lingfield RH7 6ET
Tel: 01483 404938
OP D

Ormesby House
West Hill, Oxted RH8 9JB
Tel: 01883 714757
LDA YA

Nower House
Coldharbour Lane, Dorking RH4 3BL
Tel: 01306 740076
Advert below
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

Oakwood Road, 56 (Avenues South East)
Horley RH6 7BU
Tel: 0208 308 2900
LDA

Orchard Court
East Grinstead Road, Lingfield RH7 6ET
Tel: 01483 404938
OP D

Ormesby House
West Hill, Oxted RH8 9JB
Tel: 01883 714757
LDA YA

SURREY COUNTY COUNCIL CARE HOME

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

Pantiles Care Home Ltd, The
67 Harriotts Lane, Ashtead KT21 2QE
Tel: 01372 275310

Parklands
7 Eldersley Close, Redhill RH1 2AJ
Tel: 01737 765179

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

Pines, The (Active Prospects)
2 College Crescent, Redhill RH1 2HE
Tel: 01737 771286

Poplars
87 Povey Cross Road, Horley RH6 0AE
Tel: 01737 224497

Priors Mead Care Home
26 Blanford Road, Reigate RH2 7DR
Tel: 01737 224334

Prosignia Ltd – 14 Church Lane Avenue
The Bungalow, 14 Church Lane Avenue,
Coulsdon CR5 3RT
Tel: 01737 552391

Queen Elizabeth’s Foundation Dorincourt
Oaklawn Road, Leatherhead KT22 0BT
Tel: 01372 841300

Rainscombe Bungalow
Rainscombe Farm, Dowlands Lane, Smallfield RH6 9SB
Tel: 01342 841501

Rainscombe House
Rainscombe Farm, Dowlands Lane,
Smallfield RH6 9SB
Tel: 01342 844772

Ranmore House
12 Fir Tree Road, Banstead SM7 1NG
Tel: 01737 379481

Redehall Cottage
134 Redehall Road, Smallfield RH6 9RH
Tel: 01342 844341

Redstone House
43 Redstone Hill, Redhill RH1 4BG
Tel: 01737 762196

Redstone House
Kings Cross Lane, South Nutfield, Redhill RH1 5NY
Tel: 01737 823850

Regard Partnership Ltd, The – 3 Clareville Road
Caterham CR3 6LA
Tel: 01883 340181

Reigate Road, 69 (Avenues South East)
Hookwood, Horley RH6 0HL
Tel: 01293 786949

RIDGEGATE HOME***
‘A Home With A Heart’ • Residential • Respite • Daycare

History of Ridgegate Home
Founded in 1946, Ridgegate Home is a private non-profit making residence for elderly people of reasonably good health who for various reasons are unable to maintain a home of their own. Ridgegate is registered with CQC and the Charity Commissioners and is run by a qualified manager supported by a Board of Governors who take an active part in the running of the home.

Aims of the home
To offer people in their retirement the opportunity to live in comfortable surroundings, in a relaxed and secure family environment, with the degree of care that is necessary to enhance the quality of life for the individual.

Accommodation
For 25 residents, all individual rooms on four levels, with a passenger lift to all floors including the garden level. Communal rooms add to the relaxed atmosphere providing sunny and spacious sitting rooms for various activities. The home is fully central-heated and has a sophisticated automatic fire-alarm system, safety lighting with a nurse call bell system in all rooms. Double room with lounge and en-suite.

Meals
Good, wholesome, home-cooked meals from a choice of menus are served at small tables in the dining room.

Facilities
NEW large airy garden room which has its own WC and kitchenette... Weekly hairdresser... Regular chiropodist... Large gardens with summer house and pergola... In-house entertainment... Social activities and outings arranged and encouraged... Disabled access... Inter-denominational services take place weekly in the home.

Doctor
Residents are welcome to continue in the care of their own General Practitioner or can change to the care of our local Practitioner.

Inclusive Fees
Services provided in inclusive fees cover: Your own private single bedroom... Choices of meals from a varied menu, catering for special diets... Communal remote control colour TV... 24 hour care support... Personal laundry... Full programme of activities and trips... Weekly mobility exercises.

88 DOODS ROAD, REIGATE, SURREY RH2 0NR
Email: office@ridgegatehome.org.uk  Tel: 01737 242926  Web: www.ridgegatehome.org.uk
Registered with Charity Commissioners No. 204859
<table>
<thead>
<tr>
<th>Ridgegate Home</th>
<th>88 Doods Road, Reigate RH2 0NR</th>
<th>Tel: 01737 242926</th>
<th>Advert page 102</th>
<th>OP</th>
<th>YA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridgemount</td>
<td>The Horseshoe, Banstead SM7 2BQ</td>
<td>Tel: 0808 102 4451</td>
<td>Advert page 52</td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Ridgeway Manor</td>
<td>Barrow Green Road, Oxted RH8 9NE</td>
<td>Tel: 01883 717055</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Roseacre</td>
<td>Holly Hill Drive, Banstead SM7 2BD</td>
<td>Tel: 01737 356685</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Roseland</td>
<td>Garratts Lane, Banstead SM7 2EQ</td>
<td>Tel: 01737 355022</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Roseleigh</td>
<td>39 Ringley Avenue, Horley RH6 7EZ</td>
<td>Tel: 01737 224497</td>
<td></td>
<td>PD</td>
<td>LDA</td>
</tr>
<tr>
<td>Rosetta</td>
<td>2 Queens Park Road, Caterham CR3 5RB</td>
<td>Tel: 01883 342454</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Rowans, The</td>
<td>27 Tadworth Street, Tadworth KT20 5RJ</td>
<td>Tel: 01737 817973</td>
<td></td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Shardeloes (Care Management Group)</td>
<td>Ashtead Woods Road, Ashtead KT21 2EQ</td>
<td>Tel: 01372 273228</td>
<td></td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Sheiling, The</td>
<td>81-83 Colman Way, Redhill RH1 2BB</td>
<td>Tel: 01737 760336</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Short Breaks Banstead</td>
<td>The Horseshoe, Banstead SM7 2BG</td>
<td>Tel: 07714 614465</td>
<td></td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>Shrewsbury House</td>
<td>Battlebridge Lane, Merstham RH1 3LH</td>
<td>Tel: 01373 215135</td>
<td></td>
<td>OP</td>
<td>LDA</td>
</tr>
<tr>
<td>Smallbrook Care Home</td>
<td>Suffolk Close, Massets Road, Horley RH6 7DU</td>
<td>Tel: 01293 772576</td>
<td>Advert page 62</td>
<td>OP</td>
<td>D</td>
</tr>
</tbody>
</table>

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

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

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

Visit our homes in Surrey anytime for advice, or go to www.barchester.com for more information.

Ashford House
Stanwell, TW19 7AZ
Tel: 01784 862 357

Epsom Beaumont
Epsom, KT17 4QB
Tel: 01372 541 401

Tandridge Heights
Oxted, RH8 0NH
Tel: 01883 868 039

Worplesdon View
Guildford, GU3 3LQ
Tel: 01483 698 757

Corrina Lodge
Camberley, GU15 3NQ
Tel: 01276 862 830

Reigate Beaumont
Reigate, RH2 9JB
Tel: 01737 742 763

Windmill Manor
Oxted, RH8 9BD
Tel: 01883 868 037

Reigate Beaumont
Oxted, RH8 9BD
Tel: 01883 868 037

Wykeham House
Horley, RH6 7DJ
Tel: 01293 831 042

Residential care • Nursing care • Dementia care • Respite breaks • En-suite bedrooms
Delicious meals • Daily activities • Landscaped gardens • Hairdressing salon • Wi-Fi
South East Surrey care homes continued

<table>
<thead>
<tr>
<th>Westhill Care Home</th>
<th>39-41 Westway, Caterham CR3 5TQ</th>
<th>Tel: 01883 341024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Westwinds – Care Home Learning Disabilities</td>
<td>48 West Street, Reigate RH2 9DB</td>
<td>Tel: 01737 246551</td>
</tr>
<tr>
<td>Whitehatch</td>
<td>Oldfield Road, Horley RH6 7EP</td>
<td>Tel: 01293 782123</td>
</tr>
<tr>
<td>Willows, The</td>
<td>High Pitfold, Hindhead GU26 6BN</td>
<td>Tel: 0800 035 3776</td>
</tr>
<tr>
<td>Willows, The (SeeAbility)</td>
<td>1 Wesley Road, Leatherhead KT22 8ET</td>
<td>Tel: 01372 383286</td>
</tr>
<tr>
<td>Wolfe House Care Home</td>
<td>Wolf’s Row, Limpsfield, Oxted RH8 0EB</td>
<td>Tel: 01883 716627</td>
</tr>
<tr>
<td>Wolverton Gardens (Active Prospects)</td>
<td>18 Wolverton Gardens, Horley RH6 7LX</td>
<td>Tel: 01293 774813</td>
</tr>
<tr>
<td>Wood Close</td>
<td>1 Wood Close, Horley RH1 5EE</td>
<td>Tel: 01293 826200</td>
</tr>
<tr>
<td>Woodcroft</td>
<td>69 Lonesome Lane, Reigate RH2 7QT</td>
<td>Tel: 01737 241821</td>
</tr>
<tr>
<td>Woodlands Residential Home (SeeAbility)</td>
<td>42 Massetts Road, Horley RH6 7DS</td>
<td>Tel: 01293 784235</td>
</tr>
<tr>
<td>Woodview (Active Prospects)</td>
<td>Coalson Road, Caterham CR3 5YA</td>
<td>Tel: 01883 331309</td>
</tr>
<tr>
<td>Wray Park Care Home</td>
<td>55 Alma Road, Reigate RH2 0DN</td>
<td>Tel: 01737 248245</td>
</tr>
</tbody>
</table>

South East Surrey care homes with nursing

<table>
<thead>
<tr>
<th>Acorn Court Care Home</th>
<th>The Kilns, Redhill RH1 2NX</th>
<th>Tel: 0208 879 6550</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alum Care Ltd</td>
<td>Kings Cross Lane, South Nutfield, Redhill RH1 5PA</td>
<td>Tel: 01737 822221</td>
</tr>
<tr>
<td>Ashmount</td>
<td>Hook Road, Epsom KT19 8QJ</td>
<td>Tel: 01372 203063</td>
</tr>
<tr>
<td>Ballater House</td>
<td>43 Hollymeak Road, Chipstead, Coulsdon CR5 3QE</td>
<td>Tel: 01372 744900</td>
</tr>
<tr>
<td>Banstead Manor Care Home</td>
<td>6-10 Brighton Road, Banstead SM7 1BS</td>
<td>Tel: 01737 351353</td>
</tr>
<tr>
<td>Belvedere House</td>
<td>Weston Acres, Woodmansterne Lane, Banstead SM3 3HB</td>
<td>Tel: 01737 360106</td>
</tr>
<tr>
<td>Birdscroft Nursing Home</td>
<td>16 Highfields, Ashtead KT21 2NL</td>
<td>Tel: 01372 744999</td>
</tr>
<tr>
<td>Bolters Corner Nursing Home</td>
<td>Bolters Lane, Banstead SM7 2AB</td>
<td>Tel: 01737 361409</td>
</tr>
<tr>
<td>Broome Park Nursing Home</td>
<td>Broome Park, Station Road, Betchworth RH3 7DF</td>
<td>Tel: 01737 843333</td>
</tr>
<tr>
<td>Broome Park Nursing Home</td>
<td>Station Road, Betchworth RH3 7DF</td>
<td>Tel: 01737 843333</td>
</tr>
<tr>
<td>Buxton Lodge Care Home</td>
<td>53 Buxton Lane, Caterham CR3 5HL</td>
<td>Tel: 01883 340788</td>
</tr>
<tr>
<td>Charters Court Nursing and Residential Home</td>
<td>Charters Towers, Felcourt Road, East Grinstead RH19 2JG</td>
<td>Tel: 01342 872200</td>
</tr>
</tbody>
</table>

Service Code:

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

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

College of St Barnabas
Blackberry Lane, Lingfield RH7 6Nj
Tel: 01342 870260  OP

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: 01737 645117 Advert pages 58 & 59  OP D

Cranmer Court
Farleigh Road, Farleigh Common, Warlingham CR6 9PE
Tel: 01883 627713 Advert pages 58 & 59  OP D

Deepdene Care Centre
Hill View, Reigate Road, Dorking RH4 1SY
Tel: 01306 732880  OP D YA

Downsvale Nursing Home
6-8 Pixham Lane, Dorking RH4 1PT
Tel: 01306 887652  OP

Eastcroft Nursing Home
7 Woodmansterne Lane, Banstead SM7 3EX
Tel: 01737 357962  OP D PD SI

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 5507 Advert pages 58 & 59  OP D

Gilead House
Quality Street, Merstham, Redhill RH1 3BB
Tel: 01737 648300  OP PD MH SI

Glebe House Care Home (Nursing)
Church Lane, Chaldon, Caterham CR3 5AL
Tel: 01883 344434  OP PD SI YA

Gracewell of Bookham
Rectory Lane, Little Bookham, Leatherhead KT23 4DY
Tel: 07884 430850  OP D PD YA

Gracewell of Bookham
Rectory Lane, Little Bookham, Leatherhead KT23 4DY
Tel: 01483 927340  OP D PD SI YA

Gracewell of Horley Park
Amherst House, 287 Court Lodge Road, Horley RH6 8RG
Tel: 01293 223600  OP D PD SI YA

Greathed Manor Nursing Home
Ford Manor Road, Dormansland, Lingfield RH7 6PA
Tel: 01342 836478  OP

Hartfield House Care Home
4 Hartfield Road, Leatherhead KT22 7GQ
Tel: 01372 234387 Advert page 96  OP D YA

Heatherley – Care Home with Nursing Physical Disabilities
Effingham Lane, Copthorne RH10 3HS
Tel: 01342 712232  OP PD YA

Holmwood Nursing Home
53 The Avenue, Tadworth KT20 5DB
Tel: 01737 217000  OP D LDA MH SI YA

Kingswood Court Care Home
Warren Lodge Drive, Kingswood KT20 6QN
Tel: 01737 830480  OP D

Larkfield
Farmfield Drive, Charlwood, Horley RH6 0BN
Tel: 01293 774906  OP PD LDA YA

Milner House
Ermyn Way, Leatherhead KT22 8TX
Tel: 01372 278922  OP D PD LDA MH YA

Outstanding care within an independent Home

Maintaining the highest professional standards within a quiet, comfortable ‘Home from Home’ environment

- 24 hour expert nursing care by qualified nurses
- Long stay or respite care for seniors
- Excellent home cooked menu
- Varied range of activities
- Comfortable and friendly atmosphere
- Personal service with family-run values

For further information call today on 01737 240563 or 242647
or visit www.wray-common.co.uk Wray Common Road I Reigate I Surrey I RH2 0ND

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

**Oakfield Nursing Home**
30 Oakfield Road, Ashtead KT21 2RD
Tel: 01372 272540

**Oakhurst Court Nursing Home**
Tilburstow Hill Road, South Godstone, Godstone RH9 8JY
Tel: 01342 893043

**Oakwood**
13 Woodview Way, Caterham CR3 5WP
Tel: 0300 555 5222

**Old Wall Cottage Care Home**
Old Reigate Road, Betchworth RH3 7DR
Tel: 01737 843029

**Parkside Nursing Home**
Park Road, Banstead SM7 3DL
Tel: 01737 361518

**Queen Elizabeth’s Foundation Brain Injury Centre**
Banstead Place, Park Road, Banstead SM7 3EE
Tel: 01737 356222

**Red House, The**
43 Skinners Lane, Ashtead KT21 2NN
Tel: 01372 274552

**Reigate Beaumont, The**
Colley Lane, Reigate RH2 9JB
Tel: 01737 742763 **Advert page 104**

**Reigate Grange**
50 - 54 West Street, Reigate RH2 9DB
Tel: 01737 887451

**Rose Hill Nursing Home**
9 Rose Hill, Dorking RH4 2EG
Tel: 01306 882622

**Rutland Home**
46 West Street, Reigate RH2 9DB
Tel: 01737 248245 **Advert page 55**

**Tadworth Grove Care Home**
The Avenue, Tadworth, Near Epsom KT20 5AT
Tel: 01737 887675 **Advert page 96**

**Tandridge Heights**
Memorial Close, off Barnetts Shaw, Oxted RH8 0NH
Tel: 01883 868039 **Advert page 104**

**Tupwood Gate**
74 Tupwood Lane, Caterham CR3 6YE
Tel: 01883 342275 **Advert below**

**Tyrwhitt House**
Oaklawn Road, Leatherhead KT22 0BX
Tel: 01372 841630

**Warrengate Nursing Home**
2 The Warren, Kingswood, Tadworth KT20 6PQ
Tel: 01737 833539

**Westcott House Nursing Home**
Guildford Road, Westcott, Dorking RH4 3QD
Tel: 01306 881421

**Windmill Manor**
2 Fairviews, Holland Road, Hurst Green, Oxted RH8 9BD
Tel: 01883 868037 **Advert page 104**

**Woodside View**
2 High View, Caterham CR3 6AY
Tel: 01737 248245 **Advert page 55**

**Wray Common Nursing Home**
Wray Common Road, Reigate RH2 0ND
Tel: 01737 240563 **Advert page 106**

**Wykeham House**
21 Russells Crescent, Horley RH6 7DJ
Tel: 01293 831042 **Advert page 104**

---

**Providing Specialist End of Life Care for your Loved One in Surrey**

- Specialist end of life care – supporting individuals and their families with compassion and sensitivity
- Accredited to platinum level with the Gold Standards Framework (GSF)
- Commitment to individualised care – not one size fits all
- Expert activity therapists
- Provide respite care

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
<table>
<thead>
<tr>
<th>Index</th>
</tr>
</thead>
</table>
| 29a Shrewsbury Road, Redhill  
(Active Prospects) | 87 |
| 33 Blanford Road  
(Active Prospects) | 99 |
| 117 Fordbridge Road | 27 |
| **A** | |
| Abbey Chase Nursing Home | 85 |
| Abbeywood | 92 |
| Abbotswood, 33  
(The Four Seasons Trust Ltd) | 92 |
| Abletrust Care | 27 |
| Absolute Care Services Ltd  
(Reigate) | 27 |
| Acacia Homecare Ltd | 27 |
| Acacia Lodge – Staines | 91 |
| Acorn Court Care Home | 105 |
| Active Prospects  
(Community Prospects) | 27 |
| Adelaide House Care Home | 91 |
| Adelphi Court | 27 |
| Advantage Nursing Agency Ltd | 27 |
| Aeolian House | 92 |
| Agincare Live-in Care  
(South East) | 27 |
| Agincare UK Surrey | 27 |
| Aims Homecare Ltd | 27 |
| Aims Homecare Ltd  
– Leatherhead | 27 |
| Albert Residential Home | 87 |
| Albury Care Homes Ltd | 92 |
| Albury Care Ltd | 27 |
| Alexander Lodge | 99 |
| Alexandra House – Oxted | 99 |
| Alfa House | 27 |
| Alina Homecare Chobham | 27 |
| Alina Homecare Guildford | 27 |
| Alina Homecare Horley | 27 |
| Alina Homecare Live In Care | 27 |
| Alina Homecare Specialist Care  
– Surrey | 27 |
| Alina Homecare Walton-on-Thames | 27 |
| All About Care | 27 |
| All Star Care | 27 |
| Almost Family Ltd | 27 |
| Alpenbest South | 27 |
| Alum Care Ltd | 105 |
| Alvington House Retirement Home | 99 |
| AM2PM Quality Care Ltd | 27 |
| Amazed Care Services | 29 |
| Amazing Angels Homecare | 29 |
| Ambleside Lodge – Redhill | 99 |
| Amily Homecare | 29 |
| Anchorstone Nursing Home | 95 |
| Angel Heart Home Care Ltd | 29 |
| Angel Touch Care Agency | 29 |
| Apex Prime Care – Hersham | 87 |
| Appleby House | 29 |
| **Arbour Care** | |
| **Arbrook House Care Home** | 91 |
| Around The Clock Care Agency | 29 |
| Arundel House | 99 |
| Ash Street, 149 (Dimensions) | 92 |
| Ashbourne Court Care Home | 92 |
| Ashcroft Care Home | 99 |
| **Ashcroft Care Services** | 29 |
| **Ashford House** | 91 |
| Ashleigh House | 99 |
| Ashley House – Guildford | 92 |
| **Ashley Park Care Home** | 95 |
| Ashlong House Domiciliary Care | 29 |
| Ashmount | 105 |
| Ashtead House | 99 |
| Ashton Lodge Nursing Home | 91 |
| **Ashton Manor Nursing Home** | 95 |
| Aspen Live In Care Services Ltd | 29 |
| Assured Care Surrey Ltd | 29 |
| **Astor Care and Nursing Agency** | 29 |
| Atkins Care Services Ltd | 29 |
| Austin Place | 29 |
| Avens Court Nursing Home | 85 |
| Avidity Care | 29 |
| **B** | |
| Bagshot Park Care Centre | 85 |
| Ballater House | 105 |
| Banstead Manor Care Home | 105 |
| Banstead Road – Care Home | 87 |
| Barnett Wood Lane – Care Home  
Learning Disabilities | 99 |
| Barnfield | 99 |
| Barossa Road, 25  
(Royal Mencap Society) | 81 |
| Beauchamp Court | 87 |
| Beaufort House | 81 |
| Beaumont Lodge Nursing Home | 85 |
| Beech Lodge – Thames Ditton | 87 |
| Beech Trees | 81 |
| Beeches, The | 99 |
| Beechwood | 92 |
| Bells Piece – Care Home  
Learning Disabilities | 92 |
| Bells Piece Supported Living Service | 29 |
| Bellsgrove Care Home | 99 |
| Belvedere House | 105 |
| Berkeley Home Health  
– Surrey & Berkshire | 29 |
| Berkeley Home Health Ltd  
– Southeast | 29 |
| Bernard Sunley Nursing and Dementia Care Home, The | 85 |
| Berryscroft Road, 29  
(Brand Homes Ltd) | 87 |
| Berryscroft Road, 55  
(Brand Homes Ltd) | 87 |
| Birchlands | 81 |
| Birdscroft Nursing Home | 105 |
| Birtley House Nursing Home | 29, 95 |
| **Bluebird Care**  
(Elmbridge & Runnymede) | 29 |
| **Bluebird Care**  
(Epsom & Kingston) | 29 |
| **Bluebird Care**  
(Reigate) | 29 |
Index continued

Bluebird Care (Guildford & Waverley) 29
Bluebird Care (Rushmoor & Surrey Heath) 29
Bolters Corner Nursing Home 105
**Bourne Wood Manor Care Home** 95
Boyce Care 31
Bracken Lodge 99
Bramley House Residential Home 99
Briar House 99
Bridge House Care Home 31, 92
Bright Care At Home 31
Brighton Road, 64 (Avenues South East) 99
Britannia Homecare Ltd 31
Broadwater Lodge 92
Brook House 85
Broome Park Nursing Home 105
**Brownscombe House Nursing and Residential Home** 95
BS24 Ltd 31
Bungalow, The 92
Burgh Heath Care Centre 87
Burgh Heath Lodge 87
Burlington, The 87
Burntwood Lodge 99
Buxton Lodge Care Home 105
Catherine House 31
Catto Homecare 31
Cavendish 99
Cavendish Domiciliary Care Agency
**Cavendish House Trust, The** 95
Cedar Court Care Home 95
Cedar Lodge 95
**Cedar Lodge Nursing Home** 85
Cedars Care Home, The 87
Cedars, The 87
Cedarwood Lodge (Active Prospects) 99
Chalkmead Resource Centre 99
Champions Place 99
Charlton Grange Care Home 91
Charters Court Nursing and Residential Home 105
Cherry Lodge Rest Home 100
Cherrydale 81
Chestnuts, The 81
Chestnut View Care Home 95
Children’s Trust, The – Tadworth 31
Chippings 100
Church Farm Bungalow 81
**Church View Care Home** 91
Claremont Court 95
Clarriots Care Surrey West 31
**Classic Home Care Services Ltd** 31
Clavadel, The 95
Clockhouse, The (RNIB) 100
Cobham Road, 60 100
College of St Barnabas 31, 106
**Collingwood Grange Care Home** 85
Combe House 81
Community Support Services (CMG) 31
Coome Dingle Nursing Home 106
Copperfield House 87
**Coppice Lea** 106
**Corryna Lodge** 85
Cossins House Care Home 87
County Care Independent Living Ltd 31
Courthill Care Home 100
Coveham 33, 87
Coxhill Manor Nursing and Residential Home 85
Cranmer Court 106
Crann Dara 92
Crann Mor Nursing Home 85
Crest Care Services Ltd 33
**Crest Lodge Care Centre Ltd** 95
**Crossroads Care Surrey** 33
Crystal Care Home Care Ltd 33

D

David Gresham House 100
Deepdene Care Centre 106
Denecroft Residential Home (Seeability) 93
**Dene Place Care Home** 95
Derby House 87
Derby Lodge (SeeAbility) 100
**District Home Care Ltd** 33
Dorandene – Care Home Learning Disabilities 100
Dorset House 33
Doves Healthcare Ltd 33
Downs Vale Nursing Home 106
Dungate Manor 100

E

East Surrey Area Reablement Service 33
**Eastbury Manor Care Home** 95
Eastcroft Nursing Home 106
Eastlake 93
Echelforde 87
EJS Quatro House 33
Elders Care Home, The 87
Elizabeth Court 100
Elmfield House 81
Elysium Care Partnerships Ltd – 187 Nursery Road 87
Elysium Care Partnerships Ltd – School House 87
Emberbrook 91
EnhanceAble Space 87
**Epsom Beaumont, The** 91
Epsom Lodge 87

Visit www.carechoices.co.uk for further assistance with your search for care
Kenilworth Care Home 101
Keswick
Kettlewell House Nursing Home 35, 85
Keyll House 101
Kind Caring at Home Ltd 37
Kings Lodge 83
Kings Lodge Care Centre 85
Kingsbury Court
Kingsclear 85
Kingscroft
Kingsleigh
Kingswood Court Care Home 106
Knowle Park Nursing Home 97
L
La Luz Residential Home 101
Lakeview Care Home 83
Langdown House 89
Langham Court 97
Lantern Care Services 37
Larchwood Close, 27 (Royal Mencap Society) 101
Larkfield
Leighton House Private Nursing Home 106
Limegrove
Linden House
Linwood
Loanedene Homecare Ltd – North Surrey 89
Loanedene Homecare Ltd – South West Surrey 93
Loanedene Homecare Ltd – Surrey Heath & Berkshire 91
Longdown Road (Care Management Group) 89
Longford 101
Longmead House 101
Loving Care Domiciliary Services Ltd 37
Loyalcare Group Services Ltd 37
Lumley Road, 16 (Royal Mencap Society) 101
Luv To Care Ltd 101
Macdonald Care Services 37
Mallow Crescent 93
Malvern House 101
Manor Crescent, 13 (New Generation Care Ltd) 89
Manor Crescent, 15 (New Generation Care Ltd) 97
Maple Cottage 37
Marie Curie Nursing and Domiciliary Care Service, South East Region 101
Marham House
Mayfair Homecare
Mayfield House Residential Home 89
Meadows
Meadows
Meadows
Meadowside
Mears Care – Surrey
Meath Epilepsy Charity, The
Meath Home Support
Melbrec
Mencap – Surrey Supported Living 85
Merlewood
Mi Care Southern Ltd 101
Middlefield Close, 1 (Dimensions) 93
Mid Surrey Area Reablement Service 99
Mill Green 101
Millview (Active Prospects) 101
Milner House 106
Mitchells Domiciliary Care Services 37
Moor House Residential Care Home 89
Moore Place 101
Moorhouse Nursing Home 97
Moorlands Nursing Home 85
Moredare Services (UK) Ltd 37
Mr & Mrs A H Akbarally 89
Mrs P M Eales T/A Just Homes – Douglas Close, 19
Mulberry Home Care Services Ltd 37
Mulberry Living Ltd 37
Murach House 89
My Home Care Agency Ltd 37
NAS Community Services (Godalming) 101
NCYPE – College Residential Services Lingfield 93
Newcross Healthcare Solutions Ltd (Woking) 37
NHES Care 39
Nightingale Holistic Services Ltd 39
Norfolk House 91
North West Surrey Area Reablement Service 39
Northpoint House 39
Novus Care Ltd 39
Nower House 101
Nutmush Cottage 101
Oak Hall Care Home 97
Oak House Care Home 89
Oakcroft House Care Home 85
Oakfield Nursing Home 107
Oakhurst Court Nursing Home 107
Oaklawn 89
Oakleigh 101
Oakley House Ltd 90
Oakwood 107
Oakwood Road, 56 (Avenues South East) 101
Old Hall, The 93
Old Rectory, The 97
Old Wall Cottage Care Home 107
Orchard Court 101
Orchard House 90
Ormesby House 101
Orpheus Centre, The 39
South East DCA 41
Spencer Way, 1a (Avenues South East) 103
Splendour Healthcare Services Ltd 41
Spring Park 103
Springfield House Nursing Home 91
Springfield Manor Nursing Home 97
Springkell House Care Home 95
Stanecroft 103
St Anthony’s Care Home 90
St Augustine’s Care Home 83
St Catherine’s Care Centre Ltd 97
St George’s Care Home 91
Staying at Home Care 41
Steady Care Services Dorset House 41
Stiperstones 83
Stonepit Close 95
Strada Care Ltd 41
Summers, The 90
Sunbury 41
Sunbury Nursing Homes 92
Sundial House 90
Sunrise of Bagshot 86
Sunrise of Banstead 103
Sunrise of Esher 90
Sunrise of Guildford 95, 97
Sunrise of Virginia Water 83
Sunrise of Weybridge 90
Supreme Care Services Ltd 41
Surrey and Hants Domiciliary Care Agency 41
Surrey Children’s Domiciliary Care Service 41
Surrey Choices Personal Assistance 41
Surrey Heath and Farnham Area Reablement Service 43
Surrey Heights 95
Surrey Helping Hands Ltd 43
**Surrey Hills** 97
Surrey Hills Home Help Services Ltd 43
Surrey Homecare Ltd 43
Surrey Quality Care Ltd 43
Surrey SCP 43
Surrey Views (SeeAbility) 103
Sutton Lodge Care Home 92
Swallowfields Care Centre 90
**T**
Tadworth Grove Care Home 107
Tall Trees 83
Tandridge Heights 107
Tanners Farm 103
Team24 Ltd 43
Team Care Support Ltd 43
Tendacare 43
Tender Hands Ltd 43
Thameside 90
Third Hand Healthcare Ltd 43
Threeways 103
Threeways Dom Care 43
Throwleigh Lodge 86
Tigh Grianan 90
Tilford Care & Nursing Home 97
Tiltwood 90
Transform Homecare East Surrey 43
Transform Homecare Mid Surrey 43
Transform Homecare North West Surrey – Domiciliary Care 43
Transform Homecare North West Surrey – Mitchison Court 43
Triple Care Healthcare Services 43
**Tupwood Gate** 107
Tuscany House (Care Management Group) 103
Two Counties Care Ltd 43
Tyrwhitt House 107
U
Upalong Residential Home 83
Upfield 103
V
Vale Road, 15a (United Response) 95
W
Walton Heath Manor 103
Warrengate Nursing Home 107
Watershed Care Services 43
**Waverley Grange Care Home** 97
Welmede Housing Association 43
West Hall 83
Westcott House Nursing Home 107
Westhall Park, 4 (Avenues South East) 103
Westhaven 103
Westhill Care Home 105
Westlands 83
Westwinds – Care Home Learning Disabilities 105
Wey Valley House 43, 95
Wey View 83
White Lodge Centre 45
Whitebourne 83
Whitegates Care Centre Ltd 92
Whitehatch 105
Whiteley Village 45, 92
Whitmore Vale House 95
Willows, The 105
Willows, The (SeeAbility) 105
Windmill Manor 107
Wingham Court Care Home 92
Woking Homes 83
Wolfe House Care Home 105
Wolverton Gardens (Active Prospects) 105
Wood Close 105
Woodcroft 105
Woodlands Residential Home (SeeAbility) 105
Woodlarks Centre, The 95
Woodleigh Healthcare Ltd (Surrey Branch) 45
Woodside View 107

Other advertisers

Abilive-in Care 20
Agincare 22, 96
Alpenbest Care 22
Alvington House 56
Anchor Care Homes 52
Arbour Care 26
Ashcroft Care Services 42
Aspen Live In Care 26
Asprey Healthcare Ltd 62
Aura Care Living 82
Avery Healthcare 56
Barchester 104
Belmont House 58 & 59
Beritaz Care 94
Bluebird Care 28
Brownscombe Lodge and Cottage Inside front cover
Bupa 96
Care 4 U Heathcare 36
Care Choices 6, 12, 16, 23, 54, 55, 61, 66, 70, 74, 82, 94, inside back cover
Care Homes of Distinction 55
Care Seekers 54

Caremark 38
Caring Homes 58, 59, 80
Carlene Home Care 98
Carlene House 98
CHD Living Inside front cover, 38
Crossroads Care 32
Cygnet Health Care 107
District Home Care 26
Eervycare 32, 38
Fircroft Services Ltd 98
Forest Care 86
Galsworthy House 58 & 59
Golden World Care Service 45
Hall Grange 88
halow Project 33
Haslemere Homecare Ltd 36
Helping Hands 22
Heritage Healthcare 19
Hill House Nursing Home Outside back cover
Horsell Lodge 80
Home Instead 34
Kingston Rehab Inside front cover
Lavender Oaks Care Home 96
MHA 88
My Family, Our Needs 12
Nightingale Holistic Services 22
Pax Hill Care Home 98
Porthaven Care Homes 96
Protection & Investment Ltd 68
Queen Elizabeth Care Centre 84
Ranger Home Care 40
Right at Home 38
Rotherbank Residential Care Home 61
Ryelands 88
Saga Healthcare 44
Sherwood House 62
Smallbrook Care Home 62
Supreme Care Services Ltd 45
Surbiton Care Home Inside front cover
Surrey Care Association 46, 47
Teamcare Support Limited 42
Third Hand Care 43
TLC Care 84
Transform Homecare 42
Trinity Homecare 24

Your Ability Surrey 45
YourLife (Virginia Water) 45

Publisher: Robert Chamberlain.
Director of Sales: David Werthmann.
Editor: Angharad Burnham.
Content Editor: Emma Cooper.
Junior Editor: Henry Thornton.
Regional Team Manager: Russell Marsh.
Sales Manager: Paul O’Callaghan.
Regional Sales Supervisor: Vanessa Ryder.
Senior Sales Executives: Claire Cornish, Mark Dalton, Mustafa Kanuni.
Online Sales Executive: Tony Boyce.
Director of Creative Operations: Lisa Werthmann.
Studio Manager: Jamie Harvey.
Assistant Studio Manager: Holly Cornell.
Creative Artworkers: Kieran Bitten, Ruth Clarry.
Distribution: Gemma Seaber-Shinn.
Search for care in your area

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

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

www.carechoices.co.uk
Brand new purpose built nursing and dementia home from an outstanding local care group

**Farnham Mill Nursing Home**

Set in beautiful landscaped gardens, specifically designed with the elderly in mind

[www.farnhammillnursinghome.co.uk](http://www.farnhammillnursinghome.co.uk)

**Hill House Nursing Home**

No agency staff, all permanently employed

Committed to outstanding care

Established 1976

Telephone: 01252 850236

[www.hillhouse-nursinghome.co.uk](http://www.hillhouse-nursinghome.co.uk)