Warwickshire
Care Services Directory 2019/20

The essential guide to choosing and paying for care and support
The Haven Nursing Home

The Haven Nursing Home is situated in a peaceful rural setting in the village of Ash Green surrounded by countryside and pleasant gardens, it offers wheelchair access to all areas of the home both inside and outside.

We are registered to take both frail elderly and elderly residents with varying degrees of dementia. The care provided within the home is person-centred highlighting the uniqueness of the individual and aiming to maintain the concepts of personhood and wellbeing.

We offer experienced registered nurses who have the necessary expertise in caring for older people, chosen for their understanding of the unique circumstances encountered in later life.

We pride ourselves in:-

- Provision of Care, Compassion and Choice
- Highly trained and dedicated staff
- Personalised care to meet your individual needs
- A comprehensive social care programme
- Good rating from CQC
- Freshly cooked nutritious and balanced meals
- Open Visiting Hours

Nursing care at its best in Ash Green, Coventry.
Call us now on 02476 368100 for more information
New Road, Ash Green, Coventry, CV7 9AS
Introduction

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

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

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

If you think you need more formal care and support, arrange an assessment with your local Adult Social Care department to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 11. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 18 for those paying for care at home and 39 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 28) or residential care. Comprehensive lists of care homes and care homes with nursing in Warwickshire start on page 49.

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

**Finding care in your area**

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 45), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk)
Contacting your local council

For ease of use, throughout this Directory, services are described as coming from 'Adult Social Care'.

**North Warwickshire Borough Council**
Tel: 01827 715341
Email: customerservices@northwarks.gov.uk
Web: www.northwarks.gov.uk

**Nuneaton and Bedworth Borough Council**
Tel: 02476 376376
Email: customer.services@nuneatonandbedworth.gov.uk
Web: www.nuneatonandbedworth.gov.uk

**Rugby Borough Council**
Tel: 01788 533533

**Stratford-on-Avon District Council**
Tel: 01789 267575
Email: info@stratford-dc.gov.uk
Web: www.stratford.gov.uk

**Warwick District Council**
Tel: 01926 450000 • Web: www.warwickdc.gov.uk

**Warwickshire County Council**
Tel: 01926 410410 (Monday to Thursday, 8.00am to 5.30pm; and Friday, 8.00am to 5.00pm)
Out-of-hours tel: 01926 886922
Web: www.warwickshire.gov.uk/supportforadults

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

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

**Day care centres**

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

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

Centres can be as important for carers as those attending as they allow for a regular break from caring. Visit [www.warwickshire.gov.uk/daycentres](http://www.warwickshire.gov.uk/daycentres) for information about opportunities in Warwickshire.
Meals on wheels

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

Councils may be able to arrange meals delivered to your door, though you would have to meet their eligibility criteria and it wouldn’t necessarily be free. National and local commercial organisations can also provide meals delivered to your door at a charge. You may find a service by word of mouth or using the internet — your local library may be able to help here, see page 67 for contact details. Alternatively, your local authority may have details on their website. Contact details begin on page 5.

Adapting your home

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

Home Improvement Agencies (HIAs)

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

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

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

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

For further information about, and contact details for, local HIAs, visit www.housingcare.org or contact your local council, details begin on page 5.

HEART Partnership

Operating across Warwickshire, the partnership offers practical advice and information about aids to help you at home, housing safety matters and benefits, grants or loans for essential building works, and more. The partnership can also deliver home improvements and adaptations to suit a diverse range of needs.

Web: www.nuneatonandbedworth.gov.uk/info/21036/heart/353/heart_helping_you_live_independently_at_home

HEART North
For residents of North Warwickshire, Nuneaton and Bedworth and Rugby Borough Councils.
Tel: 02476 376294
Email: HEARTnorth@nuneatonandbedworth.gov.uk

HEART South
For residents of Warwick and Stratford-on-Avon District Councils. • Tel: 02476 376299
Email: HEARTsouth@nuneatonandbedworth.gov.uk
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 9.

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

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

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

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

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

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

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

**Warwickshire County Council**
Tel: 01926 410410
Out-of-hours tel: 01926 886922
Web: www.warwickshire.gov.uk

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/staying-independent-at-home/](http://www.carechoices.co.uk/staying-independent-at-home/) There is also information on making larger adaptations to your home.
Specialist equipment

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

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

Visit www.asksara.org.uk to learn more about possible solutions or see pages 7 to 8. Once you have identified equipment that might help with your support needs, use the checklist on page 10 to make sure it’s right for you.

Telecare

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

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

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see page 11), your local council may be able to provide it for you. For further information, please visit your council’s website, details begin on page 5.

Local telecare providers

**Borough Care**
North Warwickshire Borough Council.
Tel: 0300 790 6884
Email: communitysupport@northwarks.gov.uk

**Independent Living Team**
Stratford-on-Avon District Council.
Tel: 01789 260848
Email: independentliving@stratford-dc.gov.uk

**Lifeline Independent Living Service**
Rugby Borough Council.
Tel: 01788 579706 • Email: home@rugby.gov.uk

**Lifeline Services**
Warwick District Council.
Tel: 01926 339577
Email: lifelineservices@warwickdc.gov.uk

**Milbrook Healthcare**
Warwickshire County Council.
Tel: 01926 321 8986
Email: warwickshirecontactus@millbrookhealthcare.co.uk

**Orbit Response**
Providing services in Nuneaton and Bedworth.
Tel: 0345 605 0551 • Email: info@orbit.org.uk
# 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](http://www.asksara.org.uk)

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

<table>
<thead>
<tr>
<th>Suitability</th>
<th></th>
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<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td>☐</td>
</tr>
<tr>
<td>Are you willing to use it?</td>
<td>☐</td>
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<tr>
<td>Will it fit into your everyday life and routine?</td>
<td>☐</td>
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<tr>
<td>Have you tried a demo of the equipment?</td>
<td>☐</td>
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<tr>
<td>Do you understand what the equipment is for?</td>
<td>☐</td>
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<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
<td>☐</td>
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<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
<td>☐</td>
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<tr>
<td>Will it work alongside any assistive technology you already have?</td>
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<tr>
<th>Reliability</th>
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<tbody>
<tr>
<td>Will it need to be installed by a professional?</td>
<td>☐</td>
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<tr>
<td>Can the retailer provide you with training in using the equipment?</td>
<td>☐</td>
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<tr>
<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
<td>☐</td>
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<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
<td>☐</td>
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<tr>
<td>Can you speak to someone who already uses it?</td>
<td>☐</td>
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<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
<td>☐</td>
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<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
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<table>
<thead>
<tr>
<th>Usability</th>
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<tbody>
<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
<td>☐</td>
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<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
<td>☐</td>
</tr>
<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
<td>☐</td>
</tr>
<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
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<tr>
<td>Is it portable?</td>
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<table>
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<tr>
<th>Cost</th>
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<tbody>
<tr>
<td>Do you know how much it costs?</td>
<td>☐</td>
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<tr>
<td>Will you need to pay a monthly charge?</td>
<td>☐</td>
</tr>
<tr>
<td>Are there alternative solutions that might be free?</td>
<td>☐</td>
</tr>
<tr>
<td>Is there a cost associated with servicing the equipment?</td>
<td>☐</td>
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</tbody>
</table>

**Notes**

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Support from the council

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

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

Your assessment

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

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

You will need to contact Adult Social Care to arrange an assessment. Contact details are on page 5.

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

Information on paying for care can be found on page 18 if you are receiving home care and page 39 if you are moving into a care home.

Personal Budgets

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

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up

Visit www.carechoices.co.uk for further assistance with your search for care
of social workers, carers’ officers, mental health workers and housing officers.

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

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

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

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

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

Intermediate care

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

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses.

This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

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

NHS Continuing Healthcare

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

People eligible for NHS Continuing Healthcare will
have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 40 for more information.

**Personal health budgets**

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

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

**Services for carers**

**Who is a carer?**

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

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

The carer may be helping with:

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

**Having a carers’ assessment**

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

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

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

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adult Social Care.

**Carers’ Personal Budgets**

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

When Adult Social Care considers a carer’s Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some...
support. The amount a carer could get depends on their needs identified by their carer’s assessment. The money is not taxed, and it will not affect any benefits.

**Respite at home**

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

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget for their own needs (see page 11) they could use that money to pay for it.

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

**Benefits**

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £66.15 per week but this may change over the lifetime of this Directory.

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

**Care Companion**

Enables carers of older people to set up an online profile to access information and support, details of local support groups and a journal function designed for carers to record their daily activities. Setting up a profile enables services to be personalised to each carer’s circumstances.

Email: carecompanion@warwick.ac.uk
Web: www.carecompanion.org.uk

**Carers Trust Heart of England**

Formed to improve the lives of family carers and the people they care for. The trust operates a number of hubs and support groups across Warwickshire to enable carers’ individual needs to be met. Use the contact details below to find support near you.

Tel: 02476 632972 (option two)
Email: qvr@carerstrusthofe.org.uk
Web: www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/hubs-support-groups

**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

For parents and carers of children with additional needs and those who support them.
Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay 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, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a bit of help.

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

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

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

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

A list of all home care agencies operating in Warwickshire starts on page 23.

Finding the right support

This Directory offers a website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function.

Whatever your care needs, this Directory and the Care Choices website service will be able to point you in the best direction, however you would like care information presented. Visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 45.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required
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.

Living with dementia at home

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

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

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers’ support groups.

Family support

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

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that
their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

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

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks.

It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact your council to see if you are eligible for support with arranging these services, see page 11 for information on assessments.

Care at home

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

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities.

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact your council or local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 66.
Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 66 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations.

The Helpline is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 37.

Paying for care in your home

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

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

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

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Care can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

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

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk
Other ways to fund your care and support

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

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

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

Further information on paying for care can be found beginning on page 39.

Visit www.carechoices.co.uk for further assistance with your search for care
Being able to live at home can be one of the most important comforts in an older person’s life, and because family and friends can’t always be there Home Instead Senior Care is here to help.

Ensures dignity. We believe in continuity of care, our clients see the same CAREGivers time and time again, allowing a relationship based on trust and companionship to develop.

Our visits are typically an hour or more providing time for our CAREGivers to deliver high quality care and truly get to know their clients.

Other care companies may say they specialise in dementia care, however we can prove it. We have developed our bespoke Alzheimer’s CARE programme, which is endorsed by City and Guilds, to train our CAREGivers in specialised communication skills to help interact and build relationships with clients living with dementia.

For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

From just an hour or two a week, to full time care, our service is available 24 hours a day, and is tailored to your personal needs.

There’s no place like it.

Registered with the Care Quality Commission

Our Services tailored to your needs:

- Personal care
- Companionship
- Specialist dementia and Alzheimer’s care
- Home from hospital care
- Light houkeeping
- Shopping
- Accompanying to appointments
- Meal preparation
- Respite support
- Convalescence support
- and much more...

My sister and I were not prepared for the emotional and physical demands that our mother’s Alzheimer’s placed on us. It was all so overwhelming. So we reached out and found someone we could trust to help us can’t be there and Mum enjoys her company. We are all very grateful!” ~ Ruth B, Client’s daughter.

I’m very pleased with Home Instead. They are really excellent with my 94 year old mother. They them.” ~ James P, Client’s son.

Call us now for a free, no obligation consultation 01905 420404

Worcester, Droitwich and surrounding areas 01684 438501

Malvern, Upton and surrounding areas 01386 300801

Evesham, Pershore and surrounding areas 01527 810855

Redditch, Bromsgrove and surrounding areas 01562 754757

Kidderminster and surrounding areas 01562 885589

Stourbridge, Hagley, Halesowen and surrounding areas 01299 821600

www.homeinstead.co.uk

National Care Provider of the Year Award

Each Home Instead Senior Care© franchise office is independently owned and operated. Copyright © Home Instead 2019.

*Smith & Henderson 2018 PEAQ survey
# Home care agency checklist

**Agency 1**  
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**Agency 2**  
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**Agency 3**  
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<table>
<thead>
<tr>
<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

---

## About the agency

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

## Staff

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

## Accommodating your needs

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

## Regulation

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

## Notes

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*See page 45.*
"All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position."

Andrew, son
Audley Care customer

EXCEPTIONAL CARE IN YOUR OWN HOME

Care tailored to you
Audley Care Binswood

From companionship and general assistance to emergency, long-term and specialist care, our highly trained, discreet and friendly staff will help you with as little or as much as you want.

Contact us to find out more
01926 941 142
info@audleycare.co.uk
www.audleycare.co.uk

Alcester Home Care is a Doctor and Nurse led care provider, operating in Warwickshire and surrounding areas.

We can assist you or your loved one to maintain your independence, autonomy and dignity in the comfort and security of your own home. From helping around the house such as ironing, shopping, engaging in the local community and transport through to coordinating and relieving the pressure of the management of personal care and social needs, we are driven to provide high quality care with our friendly and compassionate team of dedicated doctors, nurses and carers 24 hours per day.

We know prevention is better than cure, please call us.

01789 765468
www.alcesterhomecareagency.co.uk
enquiries@alcesterhomecareagency.co.uk

Home care services that work for you

- We provide Support for Children, Young People, Adults and Older People
- We provide Support for People with Learning Difficulties and Physical Disabilities
- We can provide Respite Support to Informal Carers
- We offer tailor made services to suit individual needs from a pop-in call to 24hr live-in care.

We offer great career opportunities

Caremark (Stratford-upon-Avon)
5 Clews Road, Redditch, Worcsershire B98 7ST
Tel: 01789 298 286 • Email: stratford@caremark.co.uk
Web: www.caremark.co.uk

Search for care in your area

www.carechoices.co.uk

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

CareChoices

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
Ensure Care Ltd
Leamington Spa
Tel: 01926 431925
OP D PD LDA SI YA

Essential Care Support
Bedworth
Tel: 02476 643411
OP D PD SI YA

Essential Futures Ltd
Nuneaton
Tel: 02476 395230
LDA MH YA

Everycare Rugby and Warwickshire
Rugby
Tel: 01788 815362
OP D LDA SI

Father Hudson’s Domiciliary Care Service
Coleshill
Tel: 01675 434026
PD LDA

Flexicare South Midlands
Rugby
Tel: 01788 570999
OP D PD LDA MH SI YA

Glee Care Ltd – Nuneaton
Nuneaton
Tel: 07533 119755
OP D PD LDA SI YA

GN Wellsprings Care Services Ltd
Rugby
Tel: 01788 877421
OP D PD LDA MH SI YA

Grande Care Ltd
Warwick
Tel: 07479 045769
OP D PD MH SI YA

Hartley House
Southam
Tel: 01926 810155
OP D PD LDA SI YA

Heart of England Mencap DCA Central
Stratford-upon-Avon
Tel: 01789 298709

Helping Hands Live in National
Alcester
Tel: 0808 274 2935
OP D PD MH SI YA

Helping Hands Warwickshire, Evesham & Cotswolds
Alcester
Tel: 0808 274 2935
OP D PD LDA MH SI YA

HF Trust
Warwickshire DCA
Bidford-on-Avon
Tel: 01789 490731
OP LDA YA

Highfield
Tamworth
Tel: 01827 892882
LDA YA

Home Instead Senior Care
Hinckley, Burbage and Nuneaton
Hinckley
Tel: 01455 247979
Advert page 20

Home Instead Senior Care
Redditch and Bromsgrove
Henley-in-Arden
Tel: 01564 741620
Advert page 20

ALCESTER OFFICE:
Acaster Business Centre, 4 Kinwarton Farm Road, Acaster, Works B49 6EY
01789 777519

STRAFORD OFFICE:
No. 5, 17 Greenhill Street, Stratford-upon-Avon
Warks CV37 6LF
01789 613083

We are an established compassionate care company providing care in your own home in Acaster, Stratford & surrounding areas.

We offer care services from 30 minutes to 24 hours, 7 days a week to include Specialist Dementia Care, Personal Care and Hygiene, Companionship, Assisting with Medication, Meal Planning and much, much more...

www.insafehandscare.com

Contact: 01926 350 355
info@precioussupportservices.co.uk

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

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Advert Page</th>
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<td>Younger adults</td>
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<td>People who misuse alcohol or drugs</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Home care providers continued

Rainbow Care Solutions (Warwick)
Leamington Spa
Tel: 01926 883291
Reablement Services North Team
Bedworth
Tel: 02476 754030
Reablement Services South Team
Warwick
Tel: 01926 414875
Richmond Village Coventry DCA
Bedworth
Tel: 02476 993125
Shipston Care Ltd
Shipston-on-Stour
Tel: 01608 663377
SQ Carers Ltd
Stratford-upon-Avon
Tel: 01789 292844

Stratford Bentley Care Centre
Stratford-upon-Avon
Tel: 01789 414078
SureCare Rugby & North Warwickshire
Rugby
Tel: 01788 297497
Tiddington Court Ltd
Stratford-upon-Avon
Tel: 01789 204200
Turning Point
– Clarence House
Leamington Spa
Tel: 01926 423029
Twilight Recruitment Ltd
Nuneaton
Tel: 02476 384032

Compassionate care for local people

At Shipston Care we know that all our Clients are individuals with their own specific needs and preferences. We are here to help you remain independent at home and continue to enjoy life at its fullest, without worrying about the things that are very personal to you.

You are in charge and we keep our promises.

Whether it’s companionship, cooking, laundry, personal care or medication assistance – we can meet your needs.

For more information, contact us:
01608 663377
admin@shipstoncare.co.uk • www.shipstoncare.co.uk
3/4 Granville Court, Shipston-on-Stour CV36 4PP

Do you look after someone you care about?

If so, our FREE and CONFIDENTIAL service may be able to offer you support!

Visit www.carerstrusthofe.org.uk or call 02476 632972 to find out more.

Twilight Home Care Services
Care with Passion
We are a leading provider for Health & Home Care Services, supplying Home Care staff to meet your needs.

Our services include:
One-to-One care, 24 hour a day, all year round • Private care & support, domestic and housekeeping staff • Long term home care in the comfort of your own home • Companionship/Sitting Service/ Dementia Care • Live-in Carer • Day and Night Support Cover • A range of massages and beauty treatments

Contact us today:
02476 384 032 info@twilightrecruitment.co.uk
07507 625 577 www.twilightrecruitment.co.uk
Powell House, First Floor Unit 26, Church Street, Nuneaton CV11 4DS

Search for care at www.carechoices.co.uk to find support in your area
Unique Senior Care – Briar Croft
Stratford-upon-Avon
Tel: 01789 330226
Advert outside back cover
OP D PD MH SI YA

Unique Senior Care – Coventry
Coventry
Tel: 02476 616262
Advert outside back cover
OP D PD LDA MH SI YA

Unique Senior Care – Queensway Court
Leamington Spa
Tel: 01926 839555
Advert outside back cover
OP D PD MH SI YA

Unique Senior Care – Tithe Lodge
Southam
Tel: 01926 812922
Advert outside back cover
OP D PD LDA MH SI YA

Unique Senior Care – Warwickshire
Stratford-upon-Avon
Tel: 01789 204040 / 01926 629030
Advert outside back cover
OP D PD LDA MH SI YA

Universal Care Services Coleshill
Birmingham
Tel: 01675 620000
OP D PD LDA MH SI YA

Uplifting Lives Services Ltd
Coventry
Tel: 07482 184654
PD LDA MH SIYA

Victoria DomCare
Alcester
Tel: 01789 765851
OP

Voyage (DCA) Warwickshire
Nuneaton
Tel: 02476 399170
OP PD LDA MH SI YA

Warwickshire Supported Living
Leamington Spa
Tel: 07940 575308
OP LDA YA

Webb Ellis Court
Rugby
Tel: 0370 192 4000
OP D PD MH SI AD

Welcombe Care Ltd
Stratford-upon-Avon
Tel: 07542 515806
OP D PD SI YA

Willows Supported Living Service, The
Bedworth
Tel: 02476 315795
PD LDA YA

Xperience Recruitment Ltd
Bedworth
Tel: 02476 315440
OP D PD LDA MH

Your Life (Stratford-upon-Avon)
Stratford-upon-Avon
Tel: 01202 362303
OP D PD SI

Your Quality Care Services Ltd (Lime Tree)
Rugby
Tel: 01788 816210
OP D PD MH SI YA

Your Life (Kenilworth)
Kenilworth
Tel: 01926 857258
OP D PD SI

For more information on home care, see page 15.

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

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

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

**Supported Living**

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

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 9).

**Shared Lives**

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families in the Shared Lives carer’s home. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

**Sheltered housing**

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

A scheme manager is either based at the site or visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially-adapted facilities.

**Extra care housing**

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities.

In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24-hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Care.
Specialist services

Learning disability

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

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 28.

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

You may also find the organisations listed here useful.

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

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, 8.00am to 8.00pm weekdays.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

Mental health

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

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

**Big White Wall**
A free online resource allowing people to share what’s troubling them, guided by trained professionals. Users operate anonymously to ensure safety and freedom of expression.
Web: www.bigwhitewall.com

**Improving Access to Psychological Therapies (IAPT)**
If you are registered with a GP in Coventry or Warwickshire, you can refer yourself to the IAPT service. IAPT can offer advice, information and therapy, and is provided by the NHS Partnership Trust and Coventry Warwickshire Mind.

**Mental Health Matters Helpline**
Contact 24/7 to speak to a trained and experienced support worker. Your call is free, will be taken seriously and you may be sign-posted to other local services that can help you.
Tel: 0800 616 171
Mob: 0300 330 5487
Web: www.mhm.org.uk/coventry-warwickshire-helpline

**Reading Well Books on Prescription**
This service can provide you with a wide range of self-help resources including books, e-books and CDs covering topics such as depression, anxiety, stress and dementia. All titles are recommended by health professionals.
Web: www.warwickshire.gov.uk/booksonprescription

**Warwickshire Wellbeing Hubs**
Provide low level/early intervention support services aiming to enhance the mental health and wellbeing of individuals aged 16 years and...
Physical disability

If you have a physical disability or a long-term illness, Adult Social Care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

Sensory services teams, which include rehabilitation workers and social workers, can provide information packs, advice and access to services as well as support from a network of national and local agencies.

The teams provide services to all adults and children who are:

- blind or partially sighted or have a degree of sight loss;
- deaf or hard of hearing or have a degree of hearing loss; or
- deaf, blind or have a degree of dual sensory loss.

If you care for someone with a sensory impairment, the physical disability and sensory service team can carry out an assessment of your needs as a carer to help you to continue to support them. Call 01926 410410, email pdssreferral@warwickshire.gov.uk or visit www.warwickshire.gov.uk/servicesforthedeaf

Advocacy

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

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

POhWER

Delivers information, advice, support and advocacy services throughout England.

Tel: 0300 456 2370
Email: pohwer@pohwer.net
Web: www.pohwer.net

Action on Hearing Loss

Tel: 0808 808 0123 • Textphone: 0808 808 9000
SMS: 07800 000360
Email: information@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk

BID Services

Tel: 0121 246 6100 • Minicom: 0121 246 6101
Email: info@bid.org.uk • Web: www.bid.org.uk

Royal National Institute of Blind People (RNIB)

Tel: 0303 123 9999 • Email: helpline@rnib.org.uk
Web: www.rnib.org.uk
Planning for end of life

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

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

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

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

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

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

Planning for your funeral

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

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

See page 68 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 11 for more on assessments.

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

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £165.56 per week. This figure may change over the lifetime of this Directory, check with Adult Social Care.

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

Activities in care homes

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

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated
activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.

Visit www.carechoices.co.uk for further assistance with your search for care activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

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Ensure you speak to any potential providers about the activities they provide in their care home.
The Best in Care

Three first-class care homes offering the best in residential and dementia care.

Resident well-being is our focus, and all aspects of care and lifestyle are tailored to the individual to ensure support for mind, body and soul. Competitive rates, no up-front or joining fees, rooms fully furnished and all-inclusive, no matter how much care you require.

Café • Hair Salon • Therapy room • Landscaped gardens • Private minibus for regular trips out

Birchmere House
Knowle | Solihull
West Midlands
B93 9LQ
T. 01564 732400

Birchmere Mews
Knowle | Solihull
West Midlands
B93 9LQ
T. 01564 732660

Scholars Mews
23-34 Scholars Lane
Stratford-upon-Avon
Warwickshire | CV37 6HE
T. 01789 297589

See all of our homes on Facebook or Search ‘Avery West Midlands’
### Care homes checklist

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<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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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).

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### Staff

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

### Activities

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

### Life in the home

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

### Personal preferences

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

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

<table>
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<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
<td></td>
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<tr>
<td>Are fees likely to change regularly?</td>
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<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
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<tr>
<td>Could you have a trial period?</td>
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<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
</tr>
<tr>
<td>Can you handle your own money?</td>
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*See page 45.
Looking for a care home?

At WCS Care we believe every day should be well lived.

This will mean something different to every person we care for and it’s our job to understand what this looks like for you and help you to achieve it.

Residential, dementia and respite care
Find your local care home in the directory or online

@WCS_Care
wcs-care.co.uk /wcs-care
Registered charity number 1012788

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
Care homes and dementia

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

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

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these, see pages 43 and 31 respectively.

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

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 38.

Design and technology

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

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

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask if the home has a Dementia Champion and if the home does not have a specific Dementia Lead, ask whether they have the necessary experience to support someone to live well with dementia.

Search for care in your area

www.carechoices.co.uk

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

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

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

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

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

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

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

*See page 45.
Paying for care

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

Financial assessment

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

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

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

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 40.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 40).

Running out of money

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

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 40 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are various financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 41 for more information.
Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

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

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

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so the council strongly recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 41 for suggested contacts.

Twelve-week property disregard

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

Deferred Payment Agreements

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

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

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are not allowed to make this additional payment.
Yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

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

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

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

**Seeking financial advice**

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

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

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

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

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

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

**Money Advice Service**
Tel: 0800 138 7777
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)
Caring for an elderly relative can be hard enough without legal headaches. Lodders’ Care & Capacity team can help take away the pain with expert support on care fees, powers of attorney and wills. Find out more at www.lodders.co.uk

A loss of capacity can be daunting for both the individual concerned and their wider family. From decisions on care fee funding to preparing lasting powers of attorney and support with managing finances, Lodders’ care and capacity specialists bring a valued blend of sensitivity and legal expertise to help keep your elderly relatives safe, secure and happy for as long as possible.

ARE YOU GETTING THE CARE YOU NEED?

Arranging and paying for care is more complicated than ever. Families often face these life changing decisions at a time of crisis and just don’t know where to turn for independent, up-to-date advice.

We have a dedicated team who are committed to supporting and representing those who need care and their carers to ensure they are aware of their rights and have access to services that could help.

We can help you with:
• Social Care Assessments and care fees
• Entitlement to free NHS Continuing Healthcare Funding
• Mental Capacity and Best Interests
• Court of Protection Applications
• Lasting Powers of Attorney
• Wills, Probate and Inheritance Tax Planning
• Challenging Deprivation of Liberty authorisations
• Legal Aid for community care

Debbie Anderson
Head of the Health and Community Care Team

Call us today for a free consultation.

Moore & Tibbits Solicitors

01926 354704
debbiea@moore-tibbits.co.uk
www.qualitysolicitors.com/moore-tibbits

NATIONWIDE SERVICE

Moore & Tibbits Limited is authorised and regulated by the Solicitors Regulation Authority, no. 563197.
**Important information**

**Finding care in your area**

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 45), indicating the quality of care provided.

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

**How solicitors can help**

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

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

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

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs.

It’s important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area.
Comments, compliments and complaints

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

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

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

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see page 45 for more information about the CQC). If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department. Contact details begin on page 5.

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

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
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

Tell us what you think

 Tick

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

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
Richmond Bede Village Care Home

Come and see what makes us so special

Let us welcome you to our Village Care Home. A warm, comfortable and friendly place where we support elderly residents with nursing, palliative, residential, respite and convalescent care.

We have state-of-the-art facilities, private en suite bedrooms and beautifully appointed lounges and dining rooms.

Enjoy the wider village complex with your family including:

- Hair and beauty therapy salon
- Restaurant, café and bar
- External terraces, bowling green and gardens
- Family events and activities

For more information or to arrange a tour call the Village Advisers on 02476 993125

Email: bedevillage@richmond-villages.com | richmond-villages.com/bede

Richmond Bede Village, Hospital Lane, Bedworth, Warwickshire CV12 0PB
Out-of-county care

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

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

You should seek further advice before making your decision.

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

Protecting vulnerable adults

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

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

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

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

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

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

If you think someone is being abused, call Adult Social Care. Your concerns will be taken seriously and will receive prompt attention, advice and support. Adult Social Care will also arrange for an advocate to support you if needed.

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

If you are worried about contacting the police you can contact Adult Social Care to talk things over first. Contact details begin on page 5. If immediate action is needed, dial 999.

You can also:

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

The Disclosure and Barring Service (DBS)
There is a barring system for all those intending to work, or working with children and vulnerable
adults. This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

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

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

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

This Directory is divided into geographical areas listed on this map.

Home care providers can be found on page 23.

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Warwick & Leamington Spa care homes

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Nuneaton

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North Warwickshire

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Rugby

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Stratford-upon-Avon

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Warwick & Leamington Spa

Adelaide House Residential Care Home
6 Adelaide Road, Leamington Spa CV31 3PW
Tel: 01926 420090  OP D PD YA

Albemarle Rest Home
50 Kenilworth Road, Leamington Spa CV32 6JW
Tel: 01926 425629  Advert page 48  OP D

Arden House
18-20 Clarendon Square, Leamington Spa CV32 5QT
Tel: 01926 423695  OP D PD MH SI

Beech Lodge – DEAF-inately Independent
26-28 Warwick New Road, Leamington Spa CV32 5JJ
Tel: 01926 337743  PD LDA SI

Burgess Care
Fosse Way, Leamington Spa CV31 1XH
Tel: 01926 614048  OP LDA

Castle Brook
Common Lane, Kenilworth CV8 2EQ
Tel: 01926 353160  Advert page 36  OP D PD SI

Cherry Tree Lodge
Gleave Road, Warwick CV31 2JS
Tel: 01926 425072  OP D PD SI YA

Clarendon Manor
37-41 Golf Lane, Whitnash, Leamington Spa CV31 2PZ
Tel: 01926 426758  OP D YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
JAMES HIRONS
53 Lillington Road, Leamington Spa CV32 6LD
Telephone: 01926 422425 • www.jameshirons.org.uk • Email: info@jameshirons.org.uk
Registered Charity No.: 1161904 Registered in England. Company Limited by Guarantee No.: 8966275

- High standards of care
- Dedicated, qualified staff
- Long term, respite and day care
- Individually styled single rooms
- Extensive landscaped grounds
- Daily programme of activities
- Varied healthy menus
- Visitors welcome at any reasonable time

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

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

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

At our Warwickshire homes, we offer residential, nursing and respite care, and all-round support to make things easier.

To find out more about living at a Care UK home in Warwickshire, call our friendly teams or visit our websites.

Ambleside care home
Evesham Road, Dodwell
01789 869251
careuk.com/ambleside

Kenilworth Grange
4 Spring Lane, Kenilworth
01926 671954
careuk.com/kenilworth-grange

Priors House
Old Milverton Lane, Blackdown
01926 671999
careuk.com/priors-house
Warwick & Leamington Spa care homes continued

Craighaven Care Home
4 Heath Terrace, Leamington Spa CV32 5LY
Tel: 01926 429209

Park View
Priory Road, Warwick CV34 4ND
Tel: 01926 493883

Four Ways
Mason Avenue, Lillington,
Leamington Spa CV32 7PE
Tel: 01926 421309 Advert page 36

People in Action – Milverton Terrace
4 Milverton Terrace,
Leamington Spa CV32 5BA
Tel: 01926 882831

Greenways Care Home
Marton Road, Long Itchington CV47 9PZ
Tel: 01926 633294

Sycamores
Sydenham Drive,
Leamington Spa CV31 1PB
Tel: 01926 420964 Advert page 36

Hancox Close
7-8 Hancox Close, Weston-under-Wetherley,
Leamington Spa CV33 9GD
Tel: 01926 633548

Turning Point – Milverton Terrace
4 Milverton Terrace,
Leamington Spa CV32 5BA
Tel: 01926 882831

Homewood
40 Kenilworth Road, Leamington Spa CV32 6JF
Tel: 01926 423519 Advert page 60

Turning Point – Willes Road
26 Willes Road,
Leamington Spa CV31 1BN
Tel: 01926 336437 LDA YA

Individual Care Services – 60 Ward Grove
Myton, Warwick CV34 6QL
Tel: 01926 410713 LDA

Woodside Care Village (Opening November 2019)
Maple Grove, Warwick CV34 5SS
Tel: 01926 569300 Advert page 36

James Hirons Care Home
53 Lillington Road, Leamington Spa CV32 6LD
Tel: 01926 422425 Advert page 50

OP D PD SI

Newlands
Whites Row, Kenilworth CV8 1HW
Tel: 01926 859600 Advert page 36

OP D PD SI

Warwick & Leamington Spa care homes with nursing

Ashley House
1 School Lane, Radford Semele,
Leamington Spa CV31 1TQ
Tel: 01926 313355 LDA MH YA AD

Cavendish Lodge
41 Leam Terrace,
Leamington Spa CV31 1BQ
Tel: 01926 427584

Cubbington Mill
Church Lane, Cubbington,
Leamington Spa CV32 7JT
Tel: 01926 680025 Advert page 48

Cavendish Lodge
41 Leam Terrace,
Leamington Spa CV31 1BQ
Tel: 01926 427584

Eden Place Mental Health Nursing Home
1 Vicarage Road,
Leamington Spa CV32 7RH
Tel: 01926 313227

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

Visit www.carechoices.co.uk for further assistance with your search for care
Set in a large and beautiful recently refurbished Regency building in the heart of Royal Leamington Spa, Eversleigh Nursing Home provides the very best in General and EMI nursing care, whether long or short term.

We offer experienced registered nurses who have the necessary expertise in caring for older people, chosen for their understanding of the unique circumstances encountered in later life.

We pride ourselves in:-

• Care, Compassion and Choice
• Luxurious surroundings
• Highly trained and dedicated staff team
• Personalised care to meet your individual needs
• A comprehensive social care programme
• Gold Award in Investors in People
• Gold Standard Framework Accreditation with Commend Status

Nursing care at its best in Royal Leamington Spa. Call us now on **01926 424431** for more information

2 - 4 Clarendon Place, Royal Leamington Spa CV32 5QN
### Warwick & Leamington Spa care homes with nursing (continued)

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#### Eversleigh Nursing Home
2-4 Claradon Place, Leamington Spa CV32 5QN
Tel: 01926 424431

#### Gainsborough Hall Care Home
Russell Street, Leamington Spa CV32 5QB
Tel: 01926 680810

#### Galanos House
Banbury Road, Southam CV47 2BL
Tel: 01926 812185

#### Guys Cross Nursing Home
120-122 Coventry Road, Warwick CV34 5HL
Tel: 01926 776922

#### Helen Ley House
Bericote Road, Blackdown, Leamington Spa CV32 6QP
Tel: 01926 313550

#### Kenilworth Grange Care Home
4 Spring Lane, Kenilworth CV8 2HB
Tel: 01926 674802

#### Kenilworth Manor
Thickthorn Orchards, Thickthorn Close, Kenilworth CV8 2AF
Tel: 01926 858030

#### Leycester House
Edge Hill Drive, Warwick CV34 6XQ
Tel: 01926 357210

#### Lillington House
93 Lillington Road, Leamington Spa CV32 6LL
Tel: 01926 427216

#### Newstead Lodge Nursing Home
Warwick Road, Southam CV47 0HW
Tel: 01926 813694

#### Priors House
Old Milverton Lane, Blackdown, Leamington Spa CV32 6RW
Tel: 0370 218 7417

#### Royal Leamington Spa Nursing Home
14-16 Adelaide Road, Leamington Spa CV31 3PW
Tel: 01926 426820

#### Sebright House Care Home
10-12 Leam Terrace, Leamington Spa CV31 1BB
Tel: 01926 431141

#### Thistley Lodge
40 Warwick New Road, Leamington Spa CV32 6AA
Tel: 01926 435045

#### Turning Point – Marloes Walk
14 Marloes Walk, Sydenham, Leamington Spa CV31 1PA
Tel: 01926 452805

#### Nuneaton care homes

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#### Acorn Lodge Care Home
132 Coventry Road, Nuneaton CV10 7AD
Tel: 02476 642680

#### Attleborough Grange
Attleborough Road, Nuneaton CV11 4JN
Tel: 02476 383543

#### Beaman House
66 Oaston Road, Nuneaton CV11 6JZ
Tel: 02476 742206

#### Benvarden Residential Care Homes Ltd
110 Ash Green Lane, Exhall, Coventry CV7 9AJ
Tel: 02476 368354

#### Caldwell Grange
Donnithorne Avenue, Nuneaton CV11 4QJ
Tel: 02476 383779

#### Chamberlaine Court
Chapel Street, Bedworth CV12 8PT
Tel: 02476 491621

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

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Service: Older people (65+); Physical disability; Mental health; Dementia; Sensory impairment; Learning disability, autism; Younger adults; People who misuse alcohol or drugs; OP; PD; MH; SI; LDA; AD; D; YA.
Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Warwickshire, look no further.

Acorn Lodge
132 Coventry Road
Nuneaton
Warwickshire | CV10 7AD
T. 02476 642680

Avalon Court
1 Glendale Way
Tile Hill
Coventry | CV4 9YQ
T. 02476 470246

Knowle Gate
1331 Warwick Road
Knowle | Solihull
West Midlands | B93 9LW
T. 01564 332233

See all of our homes on Facebook or Search ‘Avery Warwickshire’
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Linden Lodge Nursing Home

Linden Lodge was purpose-built in 1990 and designed specifically to meet the changing needs of our residents whilst providing the highest standard of care. Shops, visiting hairdresser, comprehensive range of social events and outings. Family & friends are always welcome.

Please contact Linda Lowrie (Registered Manager) for further information.
Email: llowrie@lindencarehomes.co.uk

Linden Lodge Residential Home

34 beds, carers for frail elderly, specialises in caring for people with dementia. New build, en-suite single rooms, visiting hairdresser, central location within community of Dordon, purpose-built, family & friends are always welcome.

Please contact Sue Willmott (Registered Manager) for further information.
Email: swillmott@lindencarehomes.co.uk

Linden Grange Residential & Dementia Care Home

Offering 35 beds in a new purpose-built building, in a central location within community of Hartshill. Designed specifically to meet the changing needs of our residents whilst providing the highest standard of care. Family & friends are always welcome.

Please contact Julie Hopkins (Registered Manager) for further information. Email: jhopkins@lindencarehomes.co.uk

Harmony House

Harmony House is well-situated in the Nuneaton community to support up to fifty-seven residents in the pursuit of an independent lifestyle assisted by professional carers.

The facility has been purpose-built for good living standards and versatile nursing, which staff look to complement with a rich programme of activities and a satisfying food menu.

The health and safety of residents is a core element of the Harmony House service, adhering to Care Quality Commission regulations and maintaining a good awareness of care sector developments.

www.harmonyhouse.co.uk

02476 320532 • www.larchwoodcare.co.uk/harmony-house/
harmonyhouse.manager@larchwoodcare.co.uk
The Bull Ring, Nuneaton, CV10 7BY

Search for care at www.carechoices.co.uk to find support in your area
### Nuneaton care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel.</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allambie Court</td>
<td>55 Hinckley Road, Nuneaton CV11 6LG</td>
<td>02476 383501</td>
<td>OP, D</td>
<td></td>
</tr>
<tr>
<td>Arbury Lodge</td>
<td>George Eliot Hospital NHS Trust, College Street, Nuneaton CV10 7DJ</td>
<td>0247 771 0150</td>
<td>OP, D, PD</td>
<td>YA</td>
</tr>
<tr>
<td>Cedar Lodge</td>
<td>Bucks Hill, Nuneaton CV10 9LE</td>
<td>02475 185777</td>
<td>MH</td>
<td>YA</td>
</tr>
<tr>
<td>Cowles Lees Care Home</td>
<td>Astley Lane, Bedworth CV12 0NF</td>
<td>02476 313794</td>
<td>OP, D, MH</td>
<td>YA</td>
</tr>
<tr>
<td>Harmony House</td>
<td>The Bull Ring, Chilvers Colton, Nuneaton CV10 7BG</td>
<td>02476 320532</td>
<td>OP, D, PD</td>
<td></td>
</tr>
</tbody>
</table>

### North Warwickshire care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Tel.</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bracebridge Court</td>
<td>Friary Road, Atherstone CV9 3AL</td>
<td>01827 712895</td>
<td>OP, D</td>
<td>SI</td>
</tr>
<tr>
<td>Butts Croft House</td>
<td>Tamworth Road, Corley, Coventry CV7 8BB</td>
<td>01676 540334</td>
<td>OP, D</td>
<td></td>
</tr>
<tr>
<td>Coleshill Road, 164</td>
<td>Atherstone CV9 2AF</td>
<td>01827 718831</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Hatfield House</td>
<td>17 New Road, Ash Green, Coventry CV7 9AS</td>
<td>02476 362326</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Highfield</td>
<td>Dunns Lane, Dordon, Tamworth B78 1RS</td>
<td>01827 892882</td>
<td>LDA, YA</td>
<td></td>
</tr>
<tr>
<td>Hollies, The</td>
<td>Church Road, Shustoke, Coleshill, Birmingham B46 2JX</td>
<td>01675 481139</td>
<td>OP, LDA</td>
<td>MH</td>
</tr>
<tr>
<td>Individual Care Services – 1 Dexter Way</td>
<td>Birchmoor, Polesworth B78 1AZ</td>
<td>01827 331713</td>
<td>LDA</td>
<td></td>
</tr>
<tr>
<td>Linden Lodge Residential Home</td>
<td>Browns Lane, Dordon, Tamworth B78 1TR</td>
<td>01827 899911</td>
<td>OP, D</td>
<td></td>
</tr>
<tr>
<td>Merevale House Residential Home</td>
<td>Old Watling Street, Atherstone CV9 2PA</td>
<td>01827 718831</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Noble Grange</td>
<td>15-17 Webb Street, Nuneaton CV10 8JQ</td>
<td>02476 350394</td>
<td>PD, LDA, MH, SI, YA</td>
<td></td>
</tr>
<tr>
<td>Orchard Blythe</td>
<td>Wingfield Road, Coleshill, Birmingham B46 3LL</td>
<td>01675 467027</td>
<td>OP, D, PD, SI</td>
<td></td>
</tr>
</tbody>
</table>

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

Polesworth Group – 32 Station Road
Polesworth, Tamworth B78 1BQ
Tel: 01827 896939

Polesworth Group – 64 Long Street
64-66 Long Street, Dordon, Tamworth B78 1SL
Tel: 01827 895073

Polesworth Group – Friary Road
8 Friary Road, Atherstone CV9 3AG
Tel: 01827 718066

Polesworth Group – Laurel End
Laurel Avenue, Polesworth, Tamworth B78 1LT
Tel: 01827 896124

Polesworth Group – Pooley Heights
Pooley Lane, Polesworth, Tamworth B78 1JA
Tel: 01827 894828

Polesworth Group – Pooley View
19 Pooley View, Polesworth, Tamworth B78 1BN
Tel: 01827 897494

St Catherine’s Bungalows
(Father Hudson’s Care)
Coventry Road, Coleshill B46 3EA
Tel: 01675 434050

St Joseph’s
Coventry Road, Coleshill B46 3EA
Tel: 01675 434500

Polesworth Group – Pooley Heights
LDA YA

Polesworth Group – Pooley View
LDA YA

St Catherine’s Bungalows
PD LDA SI

St Joseph’s
OP D

North Warwickshire care homes with nursing

Bentley House Care Centre
Twenty One Oaks, Bentley, Atherstone CV9 2HQ
Tel: 01827 711740

Linden Lodge Nursing Home
Linden Lane, Warton, Tamworth B79 0JR
Tel: 01827 899227

this is how home feels

St Joseph’s provides tailored residential care to older people in a friendly, welcoming environment.

- Person-centered care tailored to your needs
- Highly trained, caring staff
- Familiar setting, with memory lounges evoking the 1950s and ’60s
- Activities within the home and trips out
- Located in Coleshill with good accessibility to the M6 and M42
- Spiritual needs catered for by live-in chaplain

To find out more or arrange a visit, please call 01675 434500
st.josephs@fatherhudsons.org.uk | www.fatherhudsons.org.uk

Bentley House Care Centre
Twenty-One Oaks, Bentley, Atherstone, Warwickshire CV9 2HQ
Tel: 01827 711740 Fax: 01827 712901
Email: info@bentleyhousecarecentre.co.uk

Bentley House is a converted Georgian house with purpose built accommodation set in an elevated position overlooking beautiful Warwickshire countryside. Its quiet location, within its own grounds, provides excellent nursing and residential care for older people enabling them to live in a safe, secure, homely and friendly environment.

The Care Centre also provides care for older people with Dementia and prides itself on the range of social activities available to Service Users. It is located close to Atherstone and is in easy reach of North Warwickshire, Birmingham, Leicester and Coventry, is less than 10 minutes from the M42/A5.

Please call for further information or to arrange a visit.

Service User Bands

<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>
<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>
<tbody>
<tr>
<td>MH</td>
<td></td>
<td>Mental health</td>
<td></td>
<td></td>
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<tr>
<td>SI</td>
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</tr>
</tbody>
</table>
North Warwickshire care homes with nursing continued

Orton Manor Nursing Home
64-70 Birmingham Road, Water Orton, Birmingham B46 1TH
Tel: 0121 749 4209

See page 39 for more information on paying for care homes and care homes with nursing in Warwickshire.

Rugby care homes

Bilton House
5 Bawnmore Road, Bilton, Rugby CV22 7QH
Tel: 01788 813147

Binley Woods
229 Rugby Road, Binley Woods CV3 2BB
Tel: 02476 545671

Chimneys Residential Care Home, The
39 Bawnmore Road, Bilton, Rugby CV22 7QJ
Tel: 01788 521901

Daventry Road
55 Daventry Road, Dunchurch, Rugby CV22 6NS
Tel: 01788 817573

Dewar Close
5 Beech Drive, Bilton, Rugby CV22 7LT
Tel: 01788 811724 Advert page 36

Drovers House
Drover Close, Rugby CV21 3HX
Tel: 01788 573955 Advert page 36

Elmhurst Assisted Living and Care Facilities
42 Hillmorton Road, Rugby CV22 5AD
Tel: 01788 535842

Elms Residential Care Home, The
5 Main Street, Clifton-upon-Dunsmore, Rugby CV23 OBH
Tel: 01788 536701

Granville House
4 Moultrie Road, Rugby CV21 3BD
Tel: 01788 568873

Jim Gillespie House
291 Dunchurch Road, Rugby CV22 6HP
Tel: 01788 812644

Manor House
6 Bawnmore Road, Bilton, Rugby CV22 7QH
Tel: 01788 814734

Mill Green
Newbold Road, Rugby CV21 1EL
Tel: 01788 552366 Advert page 36 PD YA

Milner House
30a Vicarage Road, Rugby CV22 7AJ
Tel: 01788 573318

Poppy Place
1-3 Alfred Street, Rugby CV21 2EL
Tel: 01788 573318

Red House, The
236 Dunchurch Road, Rugby CV22 6HS
Tel: 01788 817255

Rugby Care Centre
53 Clifton Road, Rugby CV21 3QE
Tel: 01788 542353

Sedlescombe Park
241 Dunchurch Road, Rugby CV22 6HP
Tel: 01788 813066

Te Hira Care Home Ltd
23 Moultrie Road, Rugby CV21 3BD
Tel: 01788 561521

Service OR 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
Putting care at the heart of your decision

Residential, nursing and dementia care homes in Warwickshire

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, supportive and friendly environment that ensures you truly feel at home.

All our homes offer:
• Long-term care and respite breaks
• Personalised care plans, developed with residents and their family
• Home cooked meals prepared by in-house chefs
• A wide range of activities and entertainment
• Award-winning music therapy in our dementia care homes
• A dedicated Chaplain

Find out more about our care homes in your area:

**Coventry**

**Abbey Park**
Residential, dementia and nursing care
**Tel:** 02476 506045
www.mha.org.uk/abbeypark

**Allesley Hall**
Residential and nursing care
**Tel:** 02476 679977
www.mha.org.uk/allesleyhall

**Charnwood House**
Dementia care
**Tel:** 02476 601404
www.mha.org.uk/charnwoodhouse

**Leamington Spa**

**Homewood**
Residential care
**Tel:** 01926 423519
www.mha.org.uk/homewood

**Stratford-upon-Avon**

**Cedar Lawn**
Residential care
**Tel:** 01789 205882
www.mha.org.uk/cedarlawn

**Cedar Lodge**
Residential, dementia and nursing care
**Tel:** 01789 731168
www.mha.org.uk/cedarlodge

Call or visit us anytime
www.mha.org.uk
Thurlaston Meadows Care Home Ltd
Main Street, Thurlaston, Rugby CV23 9JS
Tel: 01788 522405 OP D PD SI

Vicarage Road
30 Vicarage Road, Rugby CV22 7AJ
Tel: 01788 574849 OP D PD LDA YA

Walsingham House
33 Walsingham Drive, Bermuda Park, Nuneaton CV10 7RW
Tel: 02476 742200 OP PD LDA MH SI YA

Westlands
Oliver Street, Rugby CV21 2EX
Tel: 01788 576604 Advert page 36 OP D

Wolston Grange
Coalpit Lane, Lawford Heath, Rugby CV23 9HH
Tel: 02476 542912 D

Woodville House
37 Bilton Road, Rugby CV22 7AN
Tel: 01788 879181 OP D PD SI

Rugby care homes with nursing

Anya Court
286 Dunchurch Road, Rugby CV22 6JA
Tel: 01788 811976 OP D PD SI YA

Clifton Court Nursing Home
Lilbourne Road, Clifton-upon-Dunsmore, Rugby CV23 0BB
Tel: 01788 577032 OP D

Lilbourne Court Nursing Home
Lilbourne Road, Clifton-upon-Dunsmore, Rugby CV23 0BB
Tel: 01788 577032 OP D PD MH SI YA

Moultrie Road
3 Moultrie Road, Rugby CV21 3BD
Tel: 01788 547585 MH

Overslade House
12 Overslade Lane, Rugby CV22 6DY
Tel: 01788 851330 Advert page 48 OP D YA

St Mary’s Nursing Home
Montilo Lane, Harborough Magna, Rugby CV23 0HF
Tel: 01788 832589 Advert below OP D PD MH SI

Town Thorns Care Centre
Easenhall, Rugby CV23 0JE
Tel: 01788 833311 Advert page 33 OP D PD SI YA

Willow Tree Nursing Home
12 School Street, Hillmorton, Rugby CV21 4BW
Tel: 01788 574689 D

See the checklist on page 38 for useful suggestions of questions to ask when looking at care homes with nursing in Warwickshire.

Our aim is to provide excellent standards of care within a restful and homely environment.

St Mary’s is set in a rural village location with excellent views of the surrounding countryside.

We have dedicated nursing and support staff who are able to care for people living with dementia and those who have complex medical conditions.

Other services include a visiting chiropodist, hairdresser and dentist.

MONTILO LANE • HARBOROUGH MAGNA • RUGBY • CV23 0HF

For more information call us on (01788) 832589 www.stmarysnursinghome.com

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
Salford House
RESIDENCE FOR THE RETIRED

- Privately owned Residential Home providing excellent accommodation and standards of care.
- Friendly and homely environment.
- Extended Georgian property.
- Large private gardens.
- Many rooms en-suite.
- Village location.
- Close to Stratford-Upon-Avon and the Cotswolds.
- Visiting G.P. and other community services.

For further information and to discuss your requirements, please contact: MR NICK BAILEY Care Manager
SALFORD HOUSE, STATION ROAD, SALFORD PRIORS, NR Evesham WR11 8LX
Telephone: 01789 772461 Email: salfordhouse@gmail.com www.salfordhouse.co.uk

Bancroft Gardens
WATERSIDE, STRATFORD-UPON-AVON

- Situated overlooking a beautiful park and the River Avon with the Shakespeare Theatre opposite. Our Home offers quality of life and freedom to pursue your interests in an attractive tourist location.
- En-suite rooms available.
- Respite and a local Home Care service is also available.

Finalist in National Care Home Awards 2011 - 2014
British Care Awards 2009 - 2013

For more information telephone: (01789) 269196

Search for care in your area

www.carechoices.co.uk

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

For care homes.
For Living

Your local Bupa care homes in Stratford-upon-Avon.

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 Stratford-upon-Avon 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
01789 867 168

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.
Stratford-upon-Avon care homes

Bancroft Gardens Residential Home
Waterside, Stratford-upon-Avon CV37 6BA
Tel: 01789 269196 Advert page 62 OP D PD SI

Cedar Lawn
Cedar Close, Welcombe Road,
Stratford-upon-Avon CV37 6UP
Tel: 01789 205882 Advert page 60 OP

Field View Residential Home, The
The Slough, Crabbs Cross, Redditch B97 5JT
Tel: 01527 550248 OP D PD SI YA

Four Acres
Archer Close, Studley B80 7HX
Tel: 01527 853766 OP D PD SI

Heart of England Mencap
– 184 Drayton Avenue
Stratford-upon-Avon CV37 9LD
Tel: 01789 298379 LDA

Heart of England Mencap
– 201 Drayton Avenue
Stratford-upon-Avon CV37 9LD
Tel: 01789 269300 LDA

HF Trust
– 34 Shipston Road
Stratford-upon-Avon CV37 7LP
Tel: 01789 261105 OP LDA YA

HF Trust
– Falstaff House
12 Victoria Road, Bidford-on-Avon,
Alcester B50 4AS
Tel: 01789 490526 LDA

HF Trust
– Gaston House & Dolphin House
7 Waterloo Road, Bidford-on-Avon,
Alcester B50 4JP
Tel: 01789 490664 OP LDA YA

HF Trust
– Orchard View
7 Waterloo Road, Bidford-on-Avon, Alcester B50 4JP
Tel: 01789 490731 OP LDA YA

Hylands House
Warwick Road, Stratford-upon-Avon CV37 6YW
Tel: 01789 414184 OP D PD SI YA

Laurels, The
The Green, Wilmcote,
Stratford-upon-Avon CV37 9UU
Tel: 01789 262547 LDA MH

Limes, The
Alcester Road, Stratford-upon-Avon CV37 6PH
Tel: 01789 267076 Advert page 36 OP D

Low Furlong
Darlingscote Road,
Shipston-on-Stour CV36 4DY
Tel: 01608 662005 OP D PD SI YA

Lower Meadow
Drayton Avenue, Stratford-upon-Avon CV37 9FL
Tel: 01789 268522 OP D PD SI

Lucy Glyn Residential
9 Evesham Place,
Stratford-upon-Avon CV37 6HT
Tel: 01789 297353 LDA

Meadow View
Meadow View Close, off Wharrage Road,
Alcester B49 6PR
Tel: 01789 766739 OP D

People in Action – Barnfield
Church Lane, Gaydon CV35 0EY
Tel: 01926 640521 PD LDA SI YA

People in Action – Four Gables
Ingon Lane, Snitterfield,
Stratford-upon-Avon CV37 0QE
Tel: 01789 204615 PD LDA SI YA

River Meadows
Warwick Road, Kineton CV35 0HW
Tel: 01926 640827 OP D

Salford House
Station Road, Salford Priors, Evesham WR11 8UX
Tel: 01789 772461 Advert page 62 OP D

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

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

Saffron Meadow, Stratford-Upon-Avon, Warwickshire CV37 6GD
Telephone: (01789) 414078 Fax: (01789) 414048
Email: stratfordbentley@btconnect.com

- A comfortable home located in impressive surroundings near the River Avon and Stratford old town.
- Varied social activity programme planned to suit most needs of residents wishing to participate.
- Respite, carer breaks and convalescent care can be provided for patients of all ages.
- Close care apartments are also available for leasehold purchase with 'buy back' guarantee.

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

Kineton Manor Nursing Home

Providing Care, Comfort and Companionship
Please visit us to experience what we have to offer

Rated “Outstanding” by CQC in 2016 and again in 2019, Kineton Manor is a beautiful Georgian house situated in the middle of a small Warwickshire village. It enjoys the many amenities and friendly atmosphere of village life and affords fine views across the gardens and countryside towards Edgehill. Our residents lead full lives and retain control of their own daily routine and are therefore able to enjoy privacy, dignity and individuality. The home is one of five “Teaching Care Homes” in the UK and Accredited with the Gold Standard Framework for Palliative Care.

Long Term Care ~ Respite Care ~ Day Care ~ Continuing Healthcare for NHS

Contact The Matron, Dr Paula du Rand - 01926 641739
Kineton Manor Nursing Home, Manor Lane, Kineton, Warwick CV35 0JT

Email: info@kineton-manor.co.uk Website: www.kinetonmanor.co.uk

Mockley Manor
Nursing home

- Fully Secure
- Friendly Helpful Staff
- Meet CQC Standards
- Home Cooked Meals
- Full Activity Programme
- Specialist Care

Mockley Manor Care Home in Warwickshire luxury makeover & innovative person-centred software.
Launching September 19

Mockley Manor Rated Good by the CQC 2017

01793 821200
mockley@coatewatercare.co.uk
Forde Hall Lane, Ullenhall, Warwickshire, B95 5PS
coatewatercare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
Stratford-upon-Avon care homes continued

Scholars Mews Care Home
23-34 Scholars Lane, Stratford-upon-Avon CV37 6HE
Tel: 01789 297589 Advert page 34 OP D PD MH SI YA

Waterloo House
Waterloo Road, Bidford-on-Avon, Alcester B50 4JH
Tel: 01789 773359 OP D

Turning Point – Masons Road
145–147 Masons Road, Stratford-upon-Avon CV37 9NX
Tel: 01789 414552 LDA YA

Woodlands, The
176 Alcester Road, Studley B80 7PA
Tel: 01527 852815 OP D

Stratford-upon-Avon care homes with nursing

Albany House – Stratford-upon-Avon
16-18 Albany Road, Stratford-upon-Avon CV37 6PG
Tel: 01789 261191 MH

Alveston Leys Care Home
Kissing Tree Lane, Alveston, Stratford-upon-Avon CV37 7QN
Tel: 01789 867343 Advert page 62 OP D PD YA

Ambleside
Evesham Road, Dodwell, Stratford-upon-Avon CV37 9ST
Tel: 01789 206580 Advert page 62 OP D PD SI YA

Bromson Hill Care Home
Ashorne, Warwick CV35 9AD
Tel: 01926 651166 OP PD YA

Canning Court Care Home
Canners Way, Stratford-upon-Avon CV37 0BJ
Tel: 01789 868269 Advert page 62 OP D PD YA

Cedar Lodge
Bearley Cross, Wooten Wawen, Solihull B95 6DR
Tel: 01789 731168 Advert page 60 OP D

Cherry Trees
Stratford Road, Oversley Green, Alcester B49 6LN
Tel: 01789 444956 Advert page 62 OP D PD YA

Kineton Manor Nursing Home
Manor Lane, Kineton, Warwick CV35 0JT
Tel: 01926 641739 Advert page 64 OP D PD SI

Mockley Manor Care Home
Forde Hall Lane, Ullenhall, Henley-in-Arden B95 5PS
Tel: 01793 821200 Advert page 64 OP D PD

Pitchill House Nursing Home
Pitchill, Salford Priors, Evesham WR11 8SN
Tel: 01386 870092 OP PD YA

Quinton Gardens
Quinton House, Lower Quinton, Stratford-upon-Avon CV37 8RY
Tel: 01789 720247 Advert page 70 OP D PD MH SI YA

Quinton House
Lower Quinton, Stratford-upon-Avon CV37 8RY
Tel: 01789 720247 Advert page 70 OP D

Stratford Bentley Care Centre
Stratford Bentley Nursing Home, Saffron Meadow, Stratford-upon-Avon CV37 6GD
Tel: 01789 414078 Advert page 64 OP PD YA

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

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

For your council’s contact details, see page 5.

**Age UK Coventry and Warwickshire**
Provides a wide range of services and activities for the local community and older people and their carers across the county.
8 Clemens Street, Leamington Spa CV31 2DL
Tel: 01926 458100
Email: info@ageukcovwarks.org.uk
Web: www.ageuk.org.uk/coventryandwarwickshire

**Alzheimer’s Society Warwickshire Local Office**
Offers advice and support to people with dementia and their carers in Warwickshire.
10 Wise Street, Leamington Spa CV31 3AP
Tel: 01926 888899

**Carers Trust Heart of England**
Formed to improve the lives of family carers and the people they care for in Coventry and Warwickshire.
Tel: 02476 632972
Email: qvr@carerstrusthofe.org.uk
Web: www.carerstrusthofe.org.uk

**Clinical Commissioning Groups (CCGs)**
Local CCGs have responsibility for planning and commissioning healthcare services and will work with local people and organisations, including councils and the providers of health and social care, to plan and pay for health services in the area. There are three CCGs within Warwickshire.

**NHS Coventry and Rugby CCG**
Tel: 02476 553344
Email: contactus@coventryrugbyccg.nhs.uk
Web: www.coventryrugbyccg.nhs.uk

**NHS South Warwickshire CCG**
Tel: 01926 353700
Email: contactus@southwarwickshireccg.nhs.uk
Web: www.southwarwickshireccg.nhs.uk

**NHS Warwickshire North CCG**
Tel: 02476 324399
Email: contactus@warwickshirenorthccg.nhs.uk
Web: www.warwickshirenorthccg.nhs.uk

**Dementia Action Alliance**
There are several Dementia Action Alliances (DAAs) operating across Warwickshire. DAAs are focussed on creating Dementia Friendly Communities. This involves raising awareness about dementia and involving local businesses in making their premises more accessible for people living with dementia and their carers. Use the contact details below to find out more about resources in your area.
Email: Kat.Horner@alzheimers.org.uk
Web: www.dementiaaction.org.uk/west_midlands

**Coventry and Warwickshire DAA**
Tel: 01543 255955

**Nuneaton and Bedworth DAA**
Tel: 07714 915879

**Tamworth DAA**
Tel: 01543 255955

**Healthwatch Warwickshire**
The independent consumer champion created to gather and represent the views of the Warwickshire public on health and social care issues.
4-6 Clemens Street, Leamington Spa CV31 2DL
Tel: 01926 422823
Email: info@healthwatchwarwickshire.co.uk
Web: www.healthwatchwarwickshire.co.uk

**Patient Advice and Liaison Service (PALS)**
PALS offers confidential advice, support and information on health-related matters, providing a point of contact for patients, their families and their carers.

**South Warwickshire NHS Foundation Trust**
Tel: 01926 600054
Email: pals@swft.nhs.uk
Web: www.swft.nhs.uk/your-views-matter

**Coventry and Warwickshire Partnership NHS Trust**
Tel: 0800 212 445 (freephone) or 02476 536804
Email: PALS.Complaints@covwarkpt.nhs.uk
Web: www.covwarkpt.nhs.uk/patient-advice-liaison-service-pals
Travel in Warwickshire
Contact for information on bus timetables, rail services, coach services, cycling and rail travel, flexibus services and park and ride services in Warwickshire.
Tel: 01926 412929
Email: passengertransport@warwickshire.gov.uk
Web: www.warwickshire.gov.uk/publictransport

Warwickshire Community and Voluntary Action (CAVA)
Providing local and accessible support services to volunteers, groups, organisations, enterprises and charities working to strengthen communities across Warwickshire.
Web: www.wcava.org.uk

North Warwickshire
Community House, Coleshill Road, Atherstone CV9 1BN
Tel: 01827 718080
Email: nwinfo@wcava.org.uk

Nuneaton & Bedworth
The Newtown Centre, Newtown Road CV11 4HG
Tel: 02476 385765
Email: nunbedinfo@wcava.org.uk

Rugby Borough
19 and 20 North Street, Rugby CV21 2AG
Tel: 01788 574258
Email: rugbyinfo@wcava.org.uk

Stratford-on-Avon District
Tyler House, Tyler Street CV37 6TY
Tel: 01789 333767
Email: stratfordinfo@wcava.org.uk

Warwick District
4&6 Clemens Street, Leamington Spa CV31 2DL
Tel: 01926 477512
Email: warwickinfo@wcava.org.uk

Warwickshire Directory
The county council’s online Warwickshire Directory provides information on a range of services in Warwickshire relating to adult, children and young people’s social care. It currently holds over a thousand entries about local organisations, groups and agencies that provide activities, advice, services and support for you – with more being added all the time.

The Warwickshire Directory allows you to search by location, keyword or to browse through the navigation to find what you are looking for with the ability to:

• leave feedback on providers;

• compare services; and

• create and save a short-list of services for future reference.

Web: www.warwickshire.gov.uk/directory

Warwickshire Library Service
Libraries in Warwickshire provide a wide range of books, magazines, newspapers, DVDs, videos, CDs, talking books, local studies material, maps and plays in larger libraries for all age groups.
To find your nearest library, see the contact details below.
Tel: 01926 410410
Web: www.warwickshire.gov.uk/findalibrary

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

**Action on Elder Abuse (AEA)**
Works to protect, and prevent the abuse of, vulnerable older adults. • Tel: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

**Age UK**
Tel: 0800 055 6112 • Web: www.ageuk.org.uk

**Al-Anon Family Groups**
Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am to 10.00pm)
Email: enquiries@al-anon.org.uk
Web: www.al-anonuk.org.uk

**Alzheimer’s Society**
Tel: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

**Association of Charity Officers**
A national umbrella body for benevolent charities.
Tel: 0207 255 4480 • Email: info@aco.uk.net
Web: www.aco.uk.net

**British Institute of Learning Disabilities (BILD)**
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960
Email: enquiries@bild.org.uk
Web: www.bild.org.uk

**British Red Cross**
Provides support at home, transport and mobility aids to help people when they face a crisis in their daily lives. • Tel: 0344 871 1111
Email: contactus@redcross.org.uk
Web: www.redcross.org.uk

**Care Choices**
Free, independent assistance with finding care providers. Searchable website.
Web: www.carechoices.co.uk

**Care Quality Commission**
Independent regulator of care services in England.
Tel: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

**Carers Trust**
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

**Carers UK**
The voice of carers.
Tel: 0808 808 7777 • Email: advice@carersuk.org
Web: www.carersuk.org

**Citizens Advice**
Practical, reliable, up-to-date information on a wide range of topics. • Tel: 03444 111444
Web: www.citizensadvice.org.uk

**Elderly Accommodation Counsel**
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

**Friends of the Elderly**
A charity that supports older people who have a range of practical needs.
Tel: 0207 730 8263 • Email: enquiries@fote.org.uk
Web: www.fote.org.uk

**Independent Age**
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

**My Family, Our Needs**
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk
National Activity Providers Association (NAPA)
Promotes the importance of activities for older persons. • Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
• need medical help fast, but it is not a 999 emergency;
• do not know who to call for medical help or you do not have a GP to call; or
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind. • Tel: 0207 359 8136
Email: info@relres.org • Web: www.relres.org

SANE
Saneline: for advice on mental health issues. Tel: 0300 304 7000, every day between 4.30pm and 10.30pm.
Web: www.sane.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line. Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk

Veterans’ Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more. Tel: 0808 802 1212
Web: veteransgateway.org.uk

Tell us what you think

Share your feedback
Take our five minute survey

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

Visit www.carechoices.co.uk for further assistance with your search for care
Step inside Quinton House Nursing Home and Quinton Gardens Specialist Dementia Unit and you’ll know you’ve arrived somewhere special. Over the years, we have given each resident a home from home in a loving, caring environment.

From our wonderful home in Warwickshire, we promote independence, choice, dignity and the highest standards of care.

From our unique person-centred approach and stunning surroundings to the little touches that set us apart, every aspect of Quinton House is completely focused on ensuring we provide the best quality of care for all our residents.

Discover our story for yourself by coming to see Quinton House - with a beautiful home and gardens, along with high-quality care, we’re sure you’ll feel right at home here.

“The staff are patient and show great compassion, respect and sensitivity towards the residents as individuals and work very hard to stimulate and engage them in group activities.”

“My mother was admitted to Quinton Gardens (Quinton House) Christmas Eve and has been made to feel very welcome. The care and the management have gone above and beyond their manner of care. Words cannot express my family and my gratitude to all concerned. A big thank you.”

“Mum was always cared for with respect, dignity and kindness. We, as a family, cannot praise Quinton House highly enough. We were always kept fully informed of any changes of Mum’s condition. We were always made very welcome on our numerous visits, day or night.”

“Step inside Quinton House Nursing Home and Quinton Gardens Specialist Dementia Unit and you’ll know you’ve arrived somewhere special. Over the years, we have given each resident a home from home in a loving, caring environment.”

Like our page on Facebook /quintonhousenursinghome

Quinton House Nursing Home, Main Road, Lower Quinton, Stratford-upon-Avon CV37 8RY
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Director of Creative Operations: Lisa Werthmann. Studio Manager: Jamie Harvey.

People, above all else

Unique Senior Care provides outstanding home care services to older people in their own homes, where they are most happy and comfortable.

We believe that by supporting older people to remain in their own home instead of in residential care, we can enable them to live more fulfilling lives.

Families can relax, safe in the knowledge that their loved ones are in excellent hands, being cared for by a care company that specialises in one thing: people. It doesn’t matter how simple or complex our clients’ needs are, our Caregivers ensure that each individual is cared for with respect, dignity and compassion.

From an hour a week to 24 hours a day, seven days a week, our care is highly personalised, individually tailored to meet the needs of the individual and is always in accordance with your wishes.

What makes us unique?
- Our Caregivers are carefully matched with their clients to help ensure they build meaningful relationships.
- Wherever possible we always send the same person, and we will never send a stranger.
- We don’t believe that care can be delivered in fifteen minutes or half an hour – with us it’s always a minimum of an hour.
- We pride ourselves on being punctual – we’re always there when you need us.
- We don’t wear uniforms – our Caregivers look like a family member or friend.

A unique approach to delivering care.

To speak to a team member, please visit www.uniquecare.co.uk or contact us at:
Coventry 02476 616262 | Warwick 01926 629030
Stratford-Upon-Avon 01789 204040 | Solihull 0121 667 5555

CQC Outstanding rating for our Coventry and Kenilworth office