Wiltshire
Adult Care and Support Guide 2019/20

• Staying independent • Support in your community
• Home care • Care homes
Throughout Wiltshire, Celtic Care Services will provide you with a high quality personalised care and support service to help you retain or regain your independence and enable you to stay in the comfort of your own home.

Established in 2001, Celtic Care Services is a family owned and run domiciliary care provider.

All our services are individually tailored to your preferences and are continually adapted to meet your changing needs

Domiciliary care is a real alternative to a residential or nursing home. We offer a wide range of flexible services including:

- All aspects of personal care including help getting up in the morning or accessing a bath or shower
- Social care including assisting you to go shopping or accompanying you to groups or social activities
- Complex care for people with more individual health care needs

These services are available to children, adults and the more elderly members of our community and can be long term or for short periods; to help during holidays or just to enable you to regain your independence.
Country Care Homes is a family run business with two homes in Wiltshire offering expert nursing, residential, short stay, End of Life and day care.

**Hill House care home**

Is set in the beautiful countryside of Wiltshire with fine views over the Vale of Dauntsey and offers a home from home for discerning guests who appreciate the comfort, quality and exceptional care that we offer. The home boasts fine dining, a coffee shop and a hair and beauty salon. Residents can enjoy a unique country setting with personalised care to suit each individual. Conveniently situated for Malmesbury, Chippenham, Calne and surrounding villages.

For more information or to arrange a visit telephone 01666 822363
www.hillhousecarehome.com

**Firlawn nursing home**

Set in the village of Holt near Bradford -on -Avon which benefits from beautiful National Trust gardens (The Courts), Firlawn offers expert nursing and End of Life Care in a homely comfortable setting. The home provides personalised care designed to suit each individual. Good food, beautiful gardens, caring friendly staff and a stimulating social calendar make Firlawn the perfect place to live.

For more information or to arrange a visit telephone 01225 783333
www.firlawn.co.uk

The philosophy of Country Care Homes is to offer a country house hotel experience where gardens and old style charm go hand in hand.
CARE

for a place to call home?

Helping those living with dementia and putting the needs of each individual first is a priority for Caring Homes, it is our life’s work, and our family business which we have lovingly grown for over 25 years.

Dementia doesn’t define our residents. We get to know their world and provide care that’s as individual as they are.

From their living environments to their care and from everyday activities to their food, we tailor every detail with a personal touch to help them live the life they want.

We train every member of our team so residents, families and their carers can be surrounded by personalised support with our unique ‘Living In My World’ Training. We are proud to be the only care homes in the UK whose training is accredited by City and Guilds.

Ask us about our inclusive care fee packages

Freephone

0808 223 5356

www.caringhomes.org/wiltshire
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To obtain extra copies of this Guide, free of charge, call Wiltshire Council’s Advice and Contact Team on: 0300 456 0111.

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

Alternative formats

This Guide is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.
Welcome to the 2019/20 edition of the Wiltshire Adult Care and Support Guide which contains information for adults looking for care or support within the county.

Staying as independent as possible is important to everybody. We want people in Wiltshire to be able to live safely and independently in their own homes for as long as they can and to enjoy the best possible quality of life. This Guide provides details of a range of services to enable you, and anyone you know or care for, to make the right decisions about care and support.

Whether you are paying for services yourself, or receiving support from the council, we know that making decisions about social care can be daunting. This Guide provides clear, easy to use information that you may need in order to think about your options and make the right choices for you.

In addition to the Wiltshire Adult Care and Support Guide, an information website called Your Care Your Support is available:

www.yourcareyoursupportwiltshire.org.uk/ This website contains a host of information about care and support and community organisations that support health and wellbeing.

If you need any more information, our dedicated Advice and Contact Team is here to support you, whether you are a customer, carer or someone who is looking for more information about adult care services in Wiltshire. The Advice and Contact Team can be contacted on: 0300 456 0111.

Dr Carlton Brand
Executive Director and Director of Adult Social Services
Wiltshire Council

Cllr Laura Mayes
Cabinet Member for Adult Social Care, Public Health and Public Protection

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

Community resources

Wiltshire Council is working in partnership with local people and communities to improve the health and wellbeing of everyone who lives here.

There are many different resources available across Wiltshire, ranging from day centres providing a hot meal and activities to keep fit, to local groups, such as walking groups and reading groups.

Health and wellbeing centres provide a hub where people can get information about what’s available in their community, access local groups or speak to staff about staying healthy and well. Health and wellbeing centres and community hubs can be found at: Springfield Community Campus in Corsham, Five Rivers Health and Wellbeing Centre in Salisbury, The Vale Health and Wellbeing Centre in Pewsey, The Nadder Centre in Tisbury, The Riverside Community Centre in Malmesbury and the Calne Community Hub.

Further information and details of activities in your area can be obtained from: www.yourcareyoursupportwiltshire.org.uk

Age UK provides support and advice to older people living in Wiltshire who may need help maintaining their independence. If you would like to talk to someone about what’s available in your community, please call the council’s Advice and Contact Team on: 0300 456 0111 or talk to Age UK Wiltshire by calling: 01380 727767.

Health and wellbeing

Wiltshire Healthy Lives – helping everyone to live well

By making a few small changes to the way we live, we can make big changes to our physical and mental health and wellbeing. This can also benefit the wellbeing of our family and those we care for. Remember, what’s good for your heart is good for your head.

Use the Five Ways to Wellbeing

1. **Connect** – connect with the people around you: your family, friends, colleagues and neighbours.

2. **Be active** – you don’t have to go to the gym. Take a walk, go cycling or play a game of football. Find the activity that you enjoy and make it a part of your life.

3. **Keep learning** – learning new skills can give you a sense of achievement and confidence. So why not sign up for that cooking course, start learning to play a musical instrument or figure out how to fix your bike?

4. **Give to others** – even the smallest act can count, whether it’s a smile, a thank you or a kind word. Larger acts, such as volunteering in your local community can improve your mental wellbeing and help you to build new social networks. Regularly helping others can make you feel happier.

5. **Take notice** – be more aware of the present moment, including your feelings and thoughts, your body and the world around you.

**Eat well**

- **Make it five-a-day** – aim to eat at least five portions of fruit and vegetables every day. On average, a portion is the amount of fruit or vegetables that fits into the palm of your hand.

- **Trim the fat** – choose lower or reduced fat foods, especially saturated fat. Cut fat off meat and grill or bake foods rather than frying them.

- **Pick healthy snacks** – choose fruit, carrot sticks, nuts and seeds over sugary or salty alternatives like chocolate or crisps.
• **Increase your fibre** – swap white breads, rice and pasta for wholemeal or wholegrain versions.

• **Reduce your sugar** – keep an eye out for high sugar foods (high is over 22.5g of sugar per 100g) and think of healthier sugar swaps you can make.

• **Watch your salt** – try to look for lower salt foods and don’t add extra salt to your food during cooking and at the dinner table.

• **Think about what you drink** – you should be drinking at least eight-ten cups of fluid a day, choose water, sugar-free drinks, tea, coffee or sugar-free squash.

For more tips and information on how to have a healthy life visit: [www.wiltshire.gov.uk/public-health](http://www.wiltshire.gov.uk/public-health)

**Drinking alcohol**

Alcohol affects many parts of the body and can play a role in many medical conditions. Drinking less reduces the longer-term risk of serious diseases, such as liver disease and stroke, and will improve the condition of your skin, have a positive effect on sleep and give you more energy. Drinking less alcohol also means you’ll be less likely to develop high blood pressure or put on weight.

Public health guidelines suggest that men and women do not regularly drink more than 14 units of alcohol a week; this is equivalent to six pints of 4% beer, six 175ml glasses of 13% wine or 14 25ml glasses of 40% spirits. Units should be spread across the week, rather than consumed on one day, and it is recommended that you aim to have two-three alcohol-free days each week.

For help, advice and support to reduce your alcohol intake, contact your local GP practice. Alternatively, contact the Wiltshire Substance Misuse Service which can provide information, education, advice, support and guidance about alcohol and drugs. It is free and confidential and provides support to adults seeking further information and advice, as well supporting those who need further assessment and help.

**Al-Anon Family Groups**

Worried about someone’s drinking? Help and hope for families and friends of alcoholics.

**Wiltshire Substance Misuse Service**

**– Turning Point**

Tel: 0345 603 6993

Email: IMPACTreferrals@turning-point.co.uk

Web: [www.turning-point.co.uk](http://www.turning-point.co.uk)

**Be more active**

Regular physical activity can help you achieve and maintain a healthy weight and help prevent a range of health conditions, including colon and breast cancers, dementia, depression, anxiety, falls, osteoarthritis, hip fractures, coronary heart disease, stroke and type 2 diabetes.

Simple ways to get more physically active include:

• **Aim to be active every day and make it enjoyable** – it isn’t just about being healthy; it is about having fun, too. Pick activities that you enjoy, and you’ll be more likely to keep doing them.

• **Up on your feet** – aim to reduce the time you spend sitting or not moving. Try walking around when you talk on the phone.

• **Walk off calories and weight** – aim for 10,000 steps a day. Pedometers are cheap and easy to get so you can count your steps and keep track.

• **Take the stairs** – climbing stairs can burn more calories than jogging.

• **Go for 150** – in an average week, adults are recommended to do a total of 150 minutes of moderate activity over at least five days. Aim to get your heart beating faster for at least ten minutes at a time and build up to 30 minutes a day, five days a week.

For more information about opportunities to be active visit:

**Active Wiltshire**

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

**Get Wiltshire Walking**

Web: [www.wiltshire.gov.uk/getwiltshirewalking](http://www.wiltshire.gov.uk/getwiltshirewalking)

**Wiltshire Council**

Web: [www.wiltshire.gov.uk/leisure](http://www.wiltshire.gov.uk/leisure)
Health improvement services

There are health improvement services available locally to support you in achieving your lifestyle goals. These services include:

**Wiltshire health trainers**
Health trainers provide one-to-one support to help adults lead healthier, more active lives by taking more responsibility for their own physical and mental wellbeing. They support adults to improve general wellbeing, build self-confidence and motivation, be more active, eat healthier food and maintain a healthy weight, reduce or stop smoking and drink less alcohol. Health trainers will also signpost to local services and activities. Visit: [www.wiltshire.gov.uk/healthtrainers](http://www.wiltshire.gov.uk/healthtrainers) or call: 0300 003 4566.

**Mental health and wellbeing**
If you need to talk to someone about something that is troubling you, or are worried about your mental health, contact the Samaritans at any time on: **116 123** or speak to your doctor. Visit: [www.samaritans.org](http://www.samaritans.org) or: [www.wiltshire.gov.uk/mentalhealthwellbeing](http://www.wiltshire.gov.uk/mentalhealthwellbeing).

**Stop smoking**
Quitting smoking is one of the best things you can do to improve your health. If you want to stop smoking, help is available from local stop smoking services. For free help, advice and support to give up smoking, contact your local health trainer or speak to your local GP practice or community pharmacy.

Dementia aware

In recognition of the importance of raising awareness about dementia and its impact on those living with it, Wiltshire Council worked in partnership with Alzheimer’s Society and Alzheimer’s Support on a two-year project (from 2015 – 2017) with the aim of making Wiltshire a dementia friendly county.

The project was hugely successful, resulting in a significant increase in people who had attended a Dementia Friends session and the establishment of Dementia Action Alliances in most community areas. These Alliances continue their work to promote dementia awareness and ensure that our communities are dementia friendly.

A dementia friendly community is a city, town or village where people with dementia are understood, respected and supported.

For more information about Dementia Friends and dementia friendly communities, visit: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

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**Search for care in your area**

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

Equipment for independent living

If you are struggling to manage everyday tasks such as bathing, climbing the stairs or getting up from your chair, an item of equipment could make the task easier.

The Independent Living Centre in Semington provides impartial advice, assessment and demonstration of equipment by appointment. More details can be found on: www.ilc.org.uk or by calling: 01380 871007.

If you would like an assessment from the council, contact the Advice and Contact Team on: 0300 456 0111. An information officer or occupational therapist will discuss your needs on the phone or by visiting you and will assess how best to resolve your difficulties. Any equipment provided by the council is on a loan basis at no cost to you.

For further information, visit: www.yourcareyoursupportwiltshire.org.uk or call the Advice and Contact Team on: 0300 456 0111.

Wiltshire Bobby Van Trust

A free service for over 60s and 18+ with a registered disability living in Wiltshire and Swindon. The scheme aims to improve home security, prevent house crime and teach online safety.

The Home Security Team will carry out a full assessment of your home before fitting any security items, such as locks, spy holes, door chains, and provide advice to leave you feeling safe. Security Operators are members of Police staff.

The Stay Safe Online Team can provide bespoke support to help you stay safe online. They are all police vetted volunteers who carry formal identification. Both teams are also available to provide talks to community groups.

Home Security Team
Tel: 01380 861155
Email: bobbyvan@wiltshire.police.uk

Stay Safe Online Team
Tel: 01380 861191
Email: bv.onlinesafety@wiltshire.police.uk
Web: www.wiltshirebobbyvan.org.uk

Home Care Specialists
We are a family run company offering quality home care services across the South for over 15 years. We value our client's independence, and our specialised team of carers are always on hand to help. Call us for a free quote today.

01747 250013 www.apexprimecare.org

We're recruiting! Competitive pay, free training and more...
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-handed 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 17.

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

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

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

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

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

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

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

Wiltshire Council
Tel: 0300 456 0111
Web: www.yourcareyoursupportwiltshire.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).

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

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

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

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

**Notes**

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

Occupational therapists enable people to continue to do everyday activities that they want or need to do. They may suggest techniques or loan equipment and adaptations to support you to be independent. They will discuss your needs with you and explain what help is available. An assessment and any advice or information they give you will be free.

Occupational therapists work in health and social care teams. You will usually be supported by an occupational therapist through the NHS if you need short-term support, for example following an operation or a fall.

If you have a long-term condition, such as a permanent physical disability, occupational therapy is usually accessed through your local council. You can contact the council to arrange an assessment with an occupational therapist, or you can be referred for an assessment by:

- your doctor or consultant;
- a nurse;
- another healthcare professional; or
- a social care professional.

If you do not want to access occupational therapy through the NHS or Wiltshire Council, you could contact a private occupational therapist. Only healthcare professionals who are registered with the Health and Care Professions Council (HCPC) can use the title of occupational therapist. You can check an occupational therapist is registered by looking on the HCPC online register at: www.hcpc-uk.org

Wiltshire Council Reablement Service

The Wiltshire Council Reablement Service started in May 2018. It is an innovative, therapy-led service that works with customers in their own homes to improve their confidence, skills and ability to continue living as independently as possible.

The staff supporting you will have completed the Care Certificate and Wiltshire Councils comprehensive induction to reablement. Staff training needs are constantly monitored to ensure they have the correct skills and knowledge to provide you with quality support.

You will be assessed by an occupational therapist, and or senior reablement worker who will discuss what you would like to achieve and what is important to you. You will also be asked about your health and wellbeing, lifestyle and abilities.

The Reablement Service provides short-term, intensive support which may include:

- working with you to design a reablement programme to help you gain or re-gain skills and confidence at home;
- supporting you to access and re-establish links with your community;
- supporting you with advice on new methods and techniques on how to do everyday tasks;
- identifying equipment or adaptations that may help you to carry out daily activities such as getting in and out of bed or having a bath;
- working with you to find assistive technology that may help you to keep safe at home, such as emergency alarms; and
- if it is appropriate and with your agreement, referring you to other relevant services or agencies.

During reablement, the team will work with you to see if there are any changes that need to be made.

If you need continued support following reablement, the reablement team will help you to identify how this can best be arranged and ensure the appropriate team works with you.

If you require support following reablement a ‘needs assessment’ can be undertaken to identify whether you are eligible for care and support from Wiltshire Council. This includes a financial assessment to find out if you must pay anything towards the cost of your ongoing support needs.
Telecare and response service – keeping you safe

Technology Enabled Care and Support, sometimes called ‘telecare’, aims to promote your independence, improve your safety at home and in the community and provide reassurance for you and your carers. It usually consists of a base unit linked to a monitoring centre via your telephone line, and a personal pendant which is worn around the neck, on the wrist or attached to a belt.

Technology Enabled Care and Support can also include sensors that automatically monitor the home environment. These are linked to the base unit without the need for wiring and can detect potential dangers such as gas, smoke or overflowing water. When the alarm is activated, trained staff at a monitoring centre will contact your friends and family, or arrange for someone to visit you at any time of the day or night. Staff may also contact the emergency services if necessary. The call centre monitoring and response service is provided through Medvivo.

If you are interested in telecare, the council’s Adult Care Teams can discuss the options with you so that you can decide which sensors will best suit you.

If you want more information, you can call the Advice and Contact Team on: 0300 456 0111. Medvivo, which provides this service under contract to the council, can be contacted directly on: 01305 755800 or email: careline.admin@medvivo.com

Handyperson service

As finding someone to do small jobs can be difficult, Wiltshire Council provides a handyperson service. The service can help with jobs such as replacing a tap washer, tacking down loose carpeting to prevent trips or installing a grab rail to assist you up a step. You can access this service whether you live in your own home or in rented accommodation.

There is a charge for this service, but if you receive low income benefits you may be entitled to the labour costs free of charge up to a certain amount. However, there is always a charge for materials.

For more information, or to request the service, contact Wiltshire Council Customer Services on: 0300 456 0100

Adapting your home

If you have mobility problems, you might benefit from minor adaptations to your home, such as handrails or ramps. Some housing associations will provide minor adaptations for their tenants. If you require assistance with arranging minor adaptations in your home, you can call the Advice and Contact Team on: 0300 456 0111.

If you need major adaptations, such as a stair-lift or level access shower, an occupational therapist employed by Wiltshire Council will assess your needs and may refer you for a means-tested Disabled Facilities Grant (DFG) to help with some or all of the adaptation’s cost. If you are on a low income, you may qualify for a full grant.

You may choose to arrange any major adaptations yourself. You are advised to seek support from a home improvement agency who can assist you to draw plans and source builders. It is important to note that you cannot apply for a Disabled Facilities Grant retrospectively.

For more information, or to request the service, contact Wiltshire Council Customer Services on: 0300 456 0100, email: housingrenewal@wiltshire.gov.uk or visit: www.wiltshire.gov.uk/housing-home-adaptations-repair-grants-loans

Visit www.carechoices.co.uk for further assistance with your search for care
Care visits at home
*We care passionately*

For many people the questions about care don’t arise until suddenly, there is a need.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live-in care, supporting you to remain as independent as possible, living the lifestyle you choose.

Call and talk to one of our friendly professionals today:

Bluebird Care Swindon  
01793 239499  
swindon@bluebirdcare.co.uk

Bluebird Care Wiltshire South  
01722 568930  
wiltshiresouth@bluebirdcare.co.uk

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Do you need a helping hand?

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

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

Looking for care?  
0808 274 2935

For more information  
www.helpinghands.co.uk

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Search for care in your area

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

www.carechoices.co.uk

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

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

If you are finding it difficult to manage everyday tasks, you could consider using the services of a home care or domiciliary care provider. These companies employ staff who can help you live as independently as possible by helping you with bathing, washing and dressing as well as practical support with shopping, laundry and cooking meals.

Staff will be trained in personal care and safety procedures, moving and handling, hygiene, infection control and first aid. If you need nursing care at home, many of these care providers employ registered nurses or these services may be provided by community or district nurses.

Home care agencies can also help with shopping, cleaning and preparing your house for you after a stay in hospital.

Agencies providing care at home are monitored by the Care Quality Commission (CQC) which regularly inspects agencies and produces reports on its findings. It also awards providers quality ratings. Reports and ratings can be found on the CQC website: www.cqc.org.uk/ See page 43 for more information on the CQC.

Supporting you to live independently in your own home underpins the council’s Help to Live at Home (HTLAH) programme. Wiltshire Council is working with providers across the county to build an Alliance to deliver services which have been developed by local people, care providers and front-line staff.

HTLAH services will help you to maintain your independence by supporting you to achieve your goals and objectives.

You will find contact details for the providers that the council has commissioned in the domiciliary care providers listings in this Guide, see page 21.

Domiciliary care agencies – some things to consider:

- What experience does the agency have with your need/s? Can they supply references for you to check?
- What charges does the agency make? What is included in that price?
- Home care agencies providing personal care must be registered and inspected by the CQC. Ask to see a copy of their registration certificate.
- How long has the agency been operating?
- How many care workers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your care worker goes on holiday or is sick? Will you be notified in advance that a different care worker will be attending?
- How can you contact the agency in an emergency or outside office hours?
- If you’re not happy, how easy is it to make a complaint?
- If this is a private contract, ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. Citizens Advice or Age UK could help with this. Contact details can be found on pages 57 and 59 respectively.

Further information is available on: www.yourcareyoursupportwiltshire.org.uk or by calling the Advice and Contact Team on: 0300 456 0111.

A countywide list of home care providers starts on page 21.

Visit www.carechoices.co.uk for further assistance with your search for care
“I am full of admiration and gratitude for Rosemary. I am sure that Ralph wouldn’t be here if it were not for the Abilive-in team”

Care tailored to you
Audley Care Inglewood

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
01488 209 104
info@audleycare.co.uk
www.audleycare.co.uk

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

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

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

Achieving better independence...
In the comfort of your own home

Contact us today to discuss your requirements for Live-in care
www.abilivein.co.uk 01722 441357 help@abilivein.co.uk
### Home care agency checklist

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

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

### About the agency

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

### Staff

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

### Accommodating your needs

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

### Regulation

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

### Notes

*See page 43.*

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

Care... when you want it, where you want it.

The Perfect Fit
Our forward-thinking Care Match options are designed for your future, so no matter how your care needs might change, you can simply switch to the most appropriate service for care that fits around you.

The Perfect Balance
Altogether Care is a family business established for 30 years and brings family values to life. Creating the ideal environment and support for individuals we deliver just the right balance between independent living and professional care.

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Live-in Care

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

Wiltshire Care at Home offices in:
Salisbury
Trowbridge

Offices also in:
Poole
Southampton
Weymouth/
Dorchester
Swanage
Yeovil/
Sherborne
Wareham
West Moors

contact@altogethercare.co.uk
www.altogethercare.co.uk

Carewatch has supported people living independently in the comfort of their own home for over 16 years.

Our services start from 30 minutes to 24 hour care.

Do you need help?
We can assist you with:
• Personal care • Wellbeing visits • Domestic duties
• Helping with getting up and getting ready for bed
• Companionship • Shopping • Cooking • Bathing
• Outings • Sitting service • Escorted trips

Care Matters is a small private care agency providing home support services to people who wish to remain independently in their own homes.

Areas covered are Mere, Warminster, Westbury and all surrounding villages.

www.carematters-wilts.co.uk
carematters@btconnect.com

Call or email our friendly team on:
01225 719 333
enquiries@carewatch-wiltshire.co.uk

www.carewatch-wiltshire.co.uk
### Local authority contracted home care provider listings

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
<th>User Bands</th>
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<tr>
<td>A &amp; T (Salisbury) Ltd</td>
<td>Salisbury</td>
<td>Tel: 07721 460075</td>
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<td>Abicare Services Ltd</td>
<td>Bradford-on-Avon</td>
<td>Tel: 01722 441357</td>
<td>Advert page 18</td>
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<td>Agincare UK</td>
<td>Chippenham</td>
<td>Tel: 0800 0121 247</td>
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<tr>
<td>Alabare Christian Care Centres</td>
<td>Salisbury</td>
<td>Tel: 01722 322882</td>
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<td>All Care (GB) Ltd – Southampton Branch</td>
<td>Southampton</td>
<td>Tel: 01489 795355</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Altogether Care LLP</td>
<td>Trowbridge</td>
<td>Tel: 01225 536015</td>
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<tr>
<td>Apex Prime Care – Gillingham</td>
<td>Gillingham</td>
<td>Tel: 01747 250013</td>
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<tr>
<td>Arrow Care Services Ltd – Office 3</td>
<td>Melksham</td>
<td>Tel: 01225 920280</td>
<td>OP D PD LDA MH YA</td>
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<td>Ash Care Services Salisbury Ltd</td>
<td>Salisbury</td>
<td>Tel: 01722 346494</td>
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<tr>
<td>Audley Care – Inglewood</td>
<td>Hungerford</td>
<td>Tel: 01488 209104</td>
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<td>Autonomy Care Ltd WDCPA WCP</td>
<td>Melksham</td>
<td>Tel: 01225 613010</td>
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<td>Malmesbury</td>
<td>Tel: 01666 825496</td>
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<td>Beryl Care Ltd</td>
<td>Andover</td>
<td>Tel: 01264 394616</td>
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<tr>
<td>BGS Healthcare Ltd</td>
<td>Chippenham</td>
<td>Tel: 01249 821701</td>
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<tr>
<td>Bluebird Care (Wiltshire South)</td>
<td>Salisbury</td>
<td>Tel: 01722 568930</td>
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<tr>
<td>Butterfly Home Help (Bath and Wiltshire)</td>
<td>Westbury</td>
<td>Tel: 01373 825951</td>
<td>OP D PD MH SI YA</td>
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<tr>
<td>Care Matters (Wiltshire) Ltd</td>
<td>Warminster</td>
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<tr>
<td>Carewatch (Swindon)</td>
<td>Swindon</td>
<td>Tel: 01793 432666</td>
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<tr>
<td>Carewatch North West Wiltshire WDCPA WCP</td>
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<td>Carons Care Line</td>
<td>Warminster</td>
<td>Tel: 01985 850124</td>
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<tr>
<td>Cathedral Gate Domiciliary Care Services Ltd</td>
<td>Salisbury</td>
<td>Tel: 01722 340644</td>
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<td>Celtic Care Services Ltd</td>
<td>Chippenham</td>
<td>Tel: 01249 651908</td>
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<td>Connect and Care</td>
<td>Chatham</td>
<td>Tel: 07800 649740</td>
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<tr>
<td>Cura Homecare</td>
<td>Chippenham</td>
<td>Tel: 01249 463880</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Saxon Care is an Award Winning home care agency providing good quality care in the comfort of your own home. We enable you to retain your independence and offer a real alternative to a residential or nursing home. Whether you require a short visit, or every hour of every day, our local team of dedicated and experienced support workers are on hand to ensure you receive the very best levels of care.

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Web: www.saxoncare.com

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- Meal Preparation & Assistance with Medication
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8am - 5pm
Out Of Office Hours
On-Call System

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or visit our website: www.elite-care.co.uk

Unit 2 | Deans Farm | Stratford Sub Castle | Salisbury | SP1 3YP
## Local authority contracted home care provider listings

### Advert page 22

- **Dolphin Healthcare Services**
  - Birmingham
  - Tel: 0121 243 3384
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults
  - People who misuse alcohol or drugs

- **Elite Care – Unit 2 Deans Farm**
  - Salisbury
  - Tel: 01722 323223
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults
  - People who misuse alcohol or drugs

- **Enviva Care Ltd**
  - Alton
  - Tel: 0300 303 3219
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **First City Nursing Services Ltd**
  - Chippenham
  - Tel: 01249 444900
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Forget Me Not Care Ltd**
  - Westbury
  - Tel: 01373 858333
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Four Hills Care Ltd**
  - Westbury
  - Tel: 01373 825630
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Homecare 365 Ltd**
  - Swindon
  - Tel: 01793 602502
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Innovations Wiltshire Ltd – Pelham Court**
  - Marlborough
  - Tel: 01672 514339
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Kings Hill**
  - West Malling
  - Tel: 0333 939 9976
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Louisa Homecare Ltd**
  - Trowbridge
  - Tel: 01225 800875
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Magnaset Ltd T/A Care Choice**
  - Trowbridge
  - Tel: 01225 767571
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism
  - Sensory impairment
  - Younger adults

- **Mayfair Homecare – Basingstoke**
  - Basingstoke
  - Tel: 01256 474020
  - Old people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Mears Help to Live at Home Wiltshire**
  - Devizes
  - Tel: 07921 429662
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **My Little Angels Care Company Ltd**
  - Trowbridge
  - Tel: 01225 767806
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Network Healthcare Professionals Ltd**
  - Bristol
  - Tel: 0117 301 5040
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Nimble Care**
  - Chippenham
  - Tel: 01249 591048
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Nurseplus UK**
  - Salisbury
  - Tel: 01722 331139
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Penpmonds Homecare Ltd**
  - Swindon
  - Tel: 01793 337061
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Personal Assistant Care Agency Ltd**
  - Melksham
  - Tel: 01225 701827
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Prestige Nursing Ltd T/A Prestige Nursing + Care**
  - Bath
  - Tel: 01225 330966
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Prime Care Associates**
  - Salisbury
  - Tel: 01980 652526
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Raeburn Healthcare Swindon**
  - Swindon
  - Tel: 0330 058 0301
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Saxon Care Solutions Ltd**
  - Chippenham
  - Tel: 01249 705050
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

- **Somerset Care Community Services (Wiltshire)**
  - Melksham
  - Tel: 01225 702141
  - Older people (65+)
  - Dementia
  - Physical disability
  - Learning disability, autism

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**Service User Bands**

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

**WCP** Wiltshire Care Partnership member – page 55  •  **WDCPA** Wiltshire Domiciliary Care Providers Association member – page 56  •  **Adverturers are highlighted**

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

PERSONAL HOME CARE AND SUPPORT

Peace of mind for the whole family with our flexible personal care and support at home.

We support clients across Bath & North East Somerset and West Wiltshire.

CALL US NOW! 01225 536 400 or visit www.abneyandbaker.com

247 Home Care Ltd

Big enough to support, Small enough to care

Our local team of friendly, reliable and caring carers specialise in assisting people who may need a helping hand with their day to day tasks to continue living in their homes safely. We do not provide care in fifteen minute slots, with us it’s a minimum of half an hour.

Our services include:-

- Dressing and personal care
- Companionship
- Meal preparation
- Shopping and errands
- Domiciliary care support
- Escort to appointments
- Post operative support
- Light house keeping
- Live-In Care
- Safety visits
- Sitting Service
- End of life support
- Holiday and respite cover
- Dementia care
- Alzheimers support
- Mental health and learning disability support
- Supported living support

To find out how we can help care for you or your family please contact our team in Swindon

01793 441808 • www.247homecare.org • enquiries@247homecare.org • info@247homecare.org

247 Home Care Ltd, Regus House, Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire SN5 6QR
### Home care provider listings

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<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Advert Page</th>
<th>Contact Details</th>
<th>User Bands</th>
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<td>Advert 24</td>
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<td><strong>Abbayfield Malmesbury Care at Home</strong></td>
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<td><strong>Abney &amp; Baker (Bath) Ltd</strong></td>
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<td>Advert 24</td>
<td>Tel: 01225 536400</td>
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<td><strong>Alina Homecare Devizes</strong></td>
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<td><strong>Alzheimer’s Support WCP</strong></td>
<td>Trowbridge</td>
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<td><strong>Ambito Community Services Salisbury</strong></td>
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<td><strong>Atwell Care</strong></td>
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<td><strong>Beckford Lodge</strong></td>
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<td><strong>Blue Sky Enabling</strong></td>
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<tr>
<td><strong>Cloud Homecare Ltd</strong></td>
<td>Warminster</td>
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<td>Tel: 01373 832597</td>
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<td><strong>Dimensions South West Counties Domiciliary Care Office</strong></td>
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<td><strong>Fairfield Farm College</strong></td>
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<td>Tel: 01373 823028</td>
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<td><strong>Fairways Retirement Village, The</strong></td>
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### Service User Bands

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

**WCP** Wiltshire Care Partnership member – page 55 • **WDCPA** Wiltshire Domiciliary Care Providers Association member – page 56

For further assistance with your search for care, visit [www.carechoices.co.uk](http://www.carechoices.co.uk)
SAFE CARE
Providing care in the comfort of your own home

WE CAN ASSIST WITH:
- Personal Care
- Lunches
- Shopping
- Laundry
- Domestic duties
- Medication prompting
- Safety visits / sitting service
- Escort to appointments

We operate 7 days a week, 365 days a year and we are registered with the CQC. The areas we cover are Bradford on Avon, Melksham, Trowbridge, surrounding villages.

If you would like anymore information please don’t hesitate to contact us on any of the below contact details.

Phone Number: 01225 350612
E-mail: safe-care@blueyonder.co.uk
Website: www.safecare-wiltshire.co.uk

Penponds Homecare

Penponds Homecare will always put our Service Users First. We will enable our Service Users to live and remain in the comforts of their own homes safely with support, to maintain their personal independence in a dignified way to preserve their quality of life.

T: 01793 337061
E: enquiries@penpondshomecare.com
www.penpondshomecare.com

We are a family run domiciliary care agency that provide person centred care for our clients in their own home. All of our staff live locally, are DBS checked and are trained to very high standards. We pride ourselves in the services we provide, which include:

- Meal preparation
- Medication assistance
- Personal care
- Domestic support
- End of life care
and much more...

For more information please contact Sally or Kaidey on 01672 514339 or visit innovationswiltshireldt.co.uk

Dementia Friends

With our absolute focus on quality of service, why are we different?
• We turn up at the agreed time ... every time
• We send the same person so you always know who will call
• We do not provide ‘care’ in fifteen minute slots; with us it’s minimum of an hour
• Our staff do not wear uniforms, so it looks like family or friends are visiting

Services Include:
- Companionship - Light Housekeeping
- Local trips and errands - Meal preparation
- Respite support - Convalescence support
- Personal care
- Specialist dementia and Alzheimer’s care
and much more...

Home. There’s no place like it.

With our absolute focus on quality of service, why are we different?
• We turn up at the agreed time ... every time
• We send the same person so you always know who will call
• We do not provide ‘care’ in fifteen minute slots; with us it’s minimum of an hour
• Our staff do not wear uniforms, so it looks like family or friends are visiting

Services Include:
- Companionship - Light Housekeeping
- Local trips and errands - Meal preparation
- Respite support - Convalescence support
- Personal care
- Specialist dementia and Alzheimer’s care
and much more...

North West Wiltshire
01249 713777
www.homeinstead.co.uk/bathwestwiltshire
6 Pickwick Park, Park Lane,
Corsham, SN13 0HN

East Wiltshire
01672 556300
www.homeinstead.co.uk/andovereastwiltshire
S6 House, Fordbrook Business Centre,
Pewsey, SN9 5NU

South Wiltshire
01722 443559
www.homeinstead.co.uk/salisbury-romsey
Office 101, The Hall, 4 New Street,
Salisbury, SP1 2PH

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

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<td><strong>HF Trust – Wiltshire DCA</strong></td>
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<td><strong>Home Instead Senior Care Bath and West Wilts</strong></td>
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<td><strong>Home Instead Senior Care Warminster and Gillingham</strong></td>
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<tr>
<td><strong>Housing &amp; Care 21 – Dairy View</strong></td>
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<td><strong>I-Care</strong></td>
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<tr>
<td><strong>Live in Care</strong></td>
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<tr>
<td><strong>Love 2 Care Homecare Services Ltd</strong></td>
<td>Swindon</td>
<td>Tel: 01793 619152</td>
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<tr>
<td><strong>Mencap – Trowbridge</strong></td>
<td>Trowbridge</td>
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<tr>
<td><strong>Old Rectory, The</strong></td>
<td>Trowbridge</td>
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<td><strong>OSJCT Florence Court</strong></td>
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<td><strong>Oxleycare Ltd</strong></td>
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<td><strong>Right at Home</strong></td>
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<td><strong>Shaftesbury Court (Manor Close)</strong></td>
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<td>OP</td>
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<td>D</td>
<td>Dementia</td>
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<td>PD</td>
<td>Physical disability</td>
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<td>LDA</td>
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<td>SI</td>
<td>Sensory impairment</td>
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<td>YA</td>
<td>Younger adults</td>
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<td>AD</td>
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WCP Wiltshire Care Partnership member – page 55 • WDCPA Wiltshire Domiciliary Care Providers Association member – page 56

Visit www.carechoices.co.uk for further assistance with your search for care
Home care provider listings continued

There4U (Salisbury) Ltd – Cross Keys House
Salisbury
Tel: 01722 774444 Advert below right OP D PD SI YA

Tydemans Homecare WDCPA
Wootton Bassett
Tel: 01793 851015

United Response – Wiltshire DCA
Chippenham
Tel: 01249 765504

Voyage (DCA) Wiltshire
Trowbridge
Tel: 01225 618032

Wiltshire Council Reablement Service
(Chippenham Hub)
Chippenham
Tel: 0300 456 0111

Wiltshire Council Reablement Service
(Salisbury Hub)
Salisbury
Tel: 0300 456 0100

Wiltshire Council Reablement Service
(Trowbridge Hub)
Trowbridge
Tel: 0300 456 0111

Yourlife (Chippenham)
Chippenham
Tel: 01823 448150

Yourlife (Devizes)
Devizes
Tel: 01380 729020

Yourlife (Chippenham)
Chippenham
Tel: 01823 448150

Yourlife (Devizes)
Devizes
Tel: 01380 729020

Realise, transforming care for people with learning disabilities

Our Realise service supports people in Wiltshire with learning disabilities and complex needs to be more independent.

01823 447 136
realiseenquiries@somersetcare.co.uk
www.realise.org.uk

Stay healthy and happy at home

Our home care services help people to stay living in their own homes, whilst being supported to remain independent.

0800 8174 990
care.enquiries@somersetcare.co.uk
www.somersetcare.co.uk
Quality care and companionship in the comfort of your own home

Right at Home is one of the UK’s most trusted care companies. Our local team of friendly, reliable carers specialise in assisting people who may need a helping hand with day-to-day tasks in their own home.

To find out how we can help care for you or your family, contact our friendly local team in Swindon.

01793 602502
www.rightathomeuk.com/swindon
Email: swindon@rightathomeuk.com

Our services include:
• Companionship
• Transportation and errands
• Meal preparation
• Light housekeeping
• Help with washing, dressing and personal care
• Medication reminders
• Post-operative support
• Holiday and respite cover
• Specialist dementia care
• Live-In Care

I need support at home

We have been providing care in West Wiltshire for over 15 years.

From a short weekly visit to enhanced daily care, you can be sure of our full attention to your specific needs.

We pride ourselves on excellent communication skills and friendly service.

“I am on my own with no close relations and really appreciate the excellent care from everyone at Surecare” Mr S

You’re in good hands, talk to us:
t: 01225 760 100
w: surecarewessex.co.uk
Love 2 Care are fast becoming a “go to” care company within the domiciliary care sector. With the visions and passion for supporting vulnerable adults at home, Love 2 Care will always go above and beyond to ensure customers’ wishes are met and that all has been done to fulfil the wishes in supporting clients in their own homes.

Love 2 Care was founded in October 2017 by Steve Webb and Scarlett Webb, both from Swindon. These two work as a great team in that they both exceed experience in their own professions:

- **Steve Webb** (Company Director) has a track record of building successful businesses, he has experience in many different sectors and has proven to be a successful businessman.

  “Business is business but what sets Love 2 Care apart is the passion, drive and enthusiasm from all the staff. It is an extremely rewarding job in that you know you and your team are supporting clients to the best of their ability and ALWAYS with a smile.”

- **Scarlett Webb** (Registered Manager) has a wealth of Industry knowledge. Scarlett was a carer herself for many, many years and it is this that has been the footings to ensure that Love 2 Care offer a service that is paramount in the quality of care as it’s main vision. Scarlett has worked in many different sectors/roles within the healthcare division so has gained a lot of her knowledge along the journey. Scarlett’s biggest passion is to offer tailored care packages to each individual’s needs.

  “My main focus is to uphold individuals’ dignity and to treat all of our clients with the utmost respect.”

“It has been a bit of a juggling act trying to facilitate clients’ wishes as well as business expansion, but I feel that we have now achieved the fine balance sought after by other care agencies. We put the clients’ wishes and needs above all other aspects, if this means we slow business growth so be it, the clients, family and our staff are all happy” said Steve Webb.

What distinguishes Love 2 Care from other companies? "Our number one, above all else, is the respect and dignity towards our clients. Scarlett will always ensure that the care and wellbeing offered to each individual is person centred, this is crucial and is apparent in the difference of offering a “care” package or an “outstanding service”, it is the latter that we will always strive to achieve.”

Love 2 Care has recently set up a Wishing Tree in its offices based in Swindon. Carers are invited to write clients’ wishes and put these on the tree. These are wishes that are not out of reach and something that can be achieved with a little financial support and the assistance of our carers. Thus far we are looking at granting wishes for days out such as Chelsea Flower Show, one lady wanted a perm so we have made her wish come true by sending out a mobile hairdresser, another client likes making paper airplanes so we purchased some books and a carer sat with him making paper airplanes.

Most husband and wife business ventures struggle to get off the ground. What makes Love 2 Care so different? “The thing to remember here is that I do not have any care experience other than my personal experience outside of a working environment. In essence, I am learning on the job. Yes I am not a carer or come from a care background like Scarlett but I still have a heart and a passion to ensure that people have the right to remain at home with the best level of care.”

“The biggest asset to Love 2 Care is Scarlett’s passion. Scarlett has a massive heart when it comes to supporting the elderly and will do everything within her powers to ensure clients are happy and well cared for.”

“In a nutshell, Scarlett doesn’t know how to run a business but is absolutely fantastic in the level of care and services being offered. I on the other hand do not have a wealth of knowledge about the care side of things but can point the business in the right direction. This is what works so great and has found a nice even balance.”

What is in store for the future of Love 2 Care? “Love 2 Care are not looking for rapid expansion. Our main focus is being able to offer consistency, reliability and above all else a care package that will keep the clients and their families extremely happy in all that we offer and carry out. We are looking to expand organically and at a steady pace to ensure we do not lose our vision of upholding an outstanding service of care.”

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Care matters. . . and so do you!

Love 2 Care
Homecare Services Ltd
3 Pine Court
Kembrey Park
Swindon
Wiltshire SN2 8AD

01793 619152  info@welove2care.co.uk  www.welove2care.co.uk
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If you, a family member or friend would like to discover more on what Love 2 Care can offer please do not hesitate to get in touch via the following:

**Tel:** 01793 619152  
**Email:** info@welove2care.co.uk

In person / via post: 3 Pine Court, Kembrey Park, Swindon, Wilts, SN2 8AD
Support for carers

Carer definitions

**Carer** – Someone (aged 18 or over) who helps another person in their day to day life, usually a relative or friend, who could not always manage without that support. This is not the same as someone who provides care professionally or through a voluntary organisation.

**Parent carer** – A parent, or other adult with parental responsibility, who cares for a child or young person who requires more care and support than other children or young people of the same age.

**Young carer** – A child or young person (aged under 18) who cares for another person. This may be someone in their family who needs looking after because they have a disability or an illness. It could be a brother, sister, parent or grandparent. A young carer should not have to do so much caring that it makes them upset, unwell or miss school.

**Young adult carer** – Once a young carer reaches 18, they become a young adult carer and can receive support tailored to them and their age group. Carer Support Wiltshire has developed an online resource centre and community for young adult carers aged 18 - 25. Visit: [www.YACbook.co.uk](http://www.YACbook.co.uk)

Carer Support Wiltshire

Do you look after, or help to look after, someone who could not always manage without your help? Carer Support Wiltshire is a local charity which can help carers access all the information and support they might need. It offers carers’ assessments to identify carers’ need for support and can put them in touch with the information they need, be that on benefits, debt and money management or support with carer direct payments. It also offers one-to-one and group support, carer cafés, social outings, complementary therapies and breaks for carers of all ages.

Carer Support Wiltshire will work with the carer, health and social care providers and colleagues in other charities to look at how it can help carers access additional support. Community Connectors can also work alongside the carer to help improve their wellbeing and build a positive future for them and the person they care for.

Tel: **0800 181 4118** or **01380 871690**
Email: [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)
Web: [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)

Young carers

Wiltshire Council Families and Children’s Service carries out assessments of young people who care for someone else. An assessment is when an adult from the council gets to know the young person and the things they are dealing with to see if they need some help.

The first part of the assessment process is for a health, social care or education professional who is working with the family to complete a Digital Assessment and Referral Tool (DART) for the young person, or a Single Assessment Referral Form (SARF) if they do not have access to DART. Staff in the Families and Children’s Service will then arrange to come and see the young person for an assessment of their needs if that is felt to be the right thing for them. The assessment will show what type of support is needed. Children and young people who are eligible for an assessment from Wiltshire Council will:

- spend a large amount of time outside of school caring for a relative;
- live in Wiltshire; and
- be under 18 years old.

Email: [youngcarersteam@wiltshire.gov.uk](mailto:youngcarersteam@wiltshire.gov.uk)
Useful information can also be found at the On Your Mind website which helps young people look after their own emotional wellbeing, visit: www.onyourmind.org.uk/portfolio-items/caring
It is important to let people at school know about the caring that a young person does so that the school can understand and help.

Once a young carer’s assessment has been completed, they may be referred to Carer Support Wiltshire and their partner Youth Action Wiltshire to take part in activities that will give them a break from their caring role. Staff who have carried out the assessment will talk to the young carer about these activities. Activities are designed to give young carers a chance to:
• have a break;
• have fun and meet other young carers; and
• learn new skills.

Wiltshire Parent Carer Council (WPCC)
The Wiltshire Parent Carer Council (WPCC) is an independent organisation which is managed and run by parent carers for parent carers and was founded in 2008.

WPCC’s membership is predominantly made up of parents and carers who live in Wiltshire and whose children (aged 0-25 years) have a disability or special educational need (SEND). This could include learning or physical disabilities, mental health needs, sensory or communication impairment, complex health needs, epilepsy, emotional and behavioural difficulties and/or autism (this is not an exhaustive list).

The WPCC offers a specialist consultation and participation service which enables parent carers to have a ‘voice’ in the services and support their children and families receive. Parent carers have often, through raising their own families, gained first-hand experience of using services. The information WPCC gathers is fed directly to the local authority by its representatives who meet on a regular basis with officers from Wiltshire Council, NHS and other agencies.

The WPCC also provides their Special Educational Needs and Disabilities Information Service (SENDIS) which offers signposting to specialist services and information about agencies and services for parents and carers of children and young people with SEND.

To find out more, call the WPCC on: 01225 764647, 10.00am to 5.00pm Monday to Friday, or visit: www.wiltshireparentcarercouncil.co.uk

Resource for parents of disabled children
My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs.

As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit: www.myfamilyourneeds.co.uk

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

Mail hello@myfamilyourneeds.co.uk Twitter @WeAreMFON
First steps

Wiltshire Council’s aim is to support people to live independently for as long as possible. The council works with customers, carers and care providers to make this happen.

The council will always support people to access the information, advice and community resources that will prevent them developing eligible needs. However, if you appear to have care and support needs, the council may offer you an assessment to identify your goals and talk about what options are available to you.

For information on care or support options, visit: www.yourcareyoursupportwiltshire.org.uk or contact the Advice and Contact Team on: 0300 456 0111. You can also complete a self-referral online.

Assessment

If you feel you have a need for care and support, you can ask the council for an assessment of your care and support needs. Everyone who appears to need care is entitled to receive an assessment regardless of their financial situation.

You can refer yourself for an assessment or be referred by:

- a relative, friend or neighbour (with your permission);
- a social worker or health professional, such as a doctor or health visitor; or
- any health or social care agency.

You can have a carer, friend, relative or advocate with you during the assessment to help put your views and wishes forward if you’d like. Your doctor, district nurse or other health professional who knows you well may also be contacted if you wish. If you do not speak English, or if you use British Sign Language, the council can arrange for an interpreter to be present.

The assessment focuses on what you want to achieve, and you will be encouraged and assisted to contribute as much as possible. This means that the council will talk with you about how best to meet your needs and choices. Everyone who receives an assessment will be given information and advice about their needs and goals. Ultimately, the assessment will determine whether you have eligible needs, as measured against national eligibility criteria (see below).

If you have eligible needs, the council can support you to find services to meet those needs. If any of your needs are not eligible, the council will give you information and advice about how you might reduce the impact of those needs through accessing community and prevention services. For information on when the council might contribute towards the cost of your services, see page 47.

Further information is available on: www.yourcareyoursupportwiltshire.org.uk
Local agencies for care and support are listed beginning on page 21.

National eligibility criteria

There is a minimum threshold for eligible care and support needs that has been set by central government to ensure that all local authorities meet the same minimum level of needs. The aim is to make sure all decisions on who receives help with care and support are made fairly, openly and consistently.

You may be eligible for support from the council if:

- your needs arise from, or are related to, a physical or mental impairment or illness;
- as a result of those needs you are unable to achieve two or more of the specified
outcomes (examples of these are: managing and maintaining nutrition; maintaining personal hygiene; and managing toilet needs);

and

• as a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on your wellbeing.

For your needs to be considered eligible for support, you must meet all three criteria. In other words, if you are unable to achieve two or more of the above outcomes, but this doesn’t have a significant impact on your wellbeing, then you are not eligible for support.

Carers’ eligibility works in a similar way to this. Eligibility is based on the impact of caring on the carer’s wellbeing.

Following a decision on your eligibility, you will be assessed to see whether you need to make a financial contribution to any services provided by the council, see page 47. There are many council services which are not means-tested, including bus passes and blue badges for disabled people and carer support.

For more information, call the Advice and Contact Team on: 0300 456 0111 or visit: www.yourcareyoursupportwiltshire.org.uk

Specialist care

The council and Wiltshire Clinical Commissioning Group (WCCG) are establishing a Good Lives Alliance that will cover all disability services purchased. Providers will need to become part of the Alliance if they wish to receive priority offers to provide services. The aim of the procurement exercise is to encourage as many providers as possible operating in Wiltshire to participate. This will enable the Alliance to work with providers to:

• create a stable and sustainable adult health and social care market;

• implement a stable and fair pricing structure;

• maintain good quality services and develop and share best practice amongst members of the Alliance;

• utilise performance and quality data to support and develop a proactive approach to ensure services meet future demand and needs; and

• ensure all care service experiences are positive and provide continuity of service for individuals in their journey through health and social care.

The council and WCCG will work with Alliance members to develop the care market, direct resources at innovative projects that increase market capacity and share resources to develop and maintain a resilient and stable workforce.

The beliefs that underpin these aims and influence the Alliance’s approach are:

• Co-production – providers should actively demonstrate how services can develop with the input from individuals and their families/carers who use them.

• Challenge – providers should challenge their own expectations of users, partner providers and the community.

• Competence – providers should seek to improve the competence of all those they interact with to further the achievement of individual outcomes.

The Alliance will encompass support services for adults of working age who may present mental health needs, learning disability (with or without dementia), autistic spectrum condition, physical or sensory needs. This may cover young adults (16-25). Providers may be commissioned to provide services that support individuals in a family environment. This is especially important for avoiding the ‘transitions cliff edge’ (18-25 years) for those transferring from children’s services to adult services.

The Alliance is viewed as a platform to drive innovation and creativity in the form of new services and development opportunities. For example, the Alliance may commission independent services for people over 16 years.
The Alliance providers will deliver social care outcomes as set out in an individual’s support plan. It is important to emphasise that this is not prescriptive and should not prevent imaginative and alternative solutions which may better suit an individual, or an outcome being delivered. Examples of this could include; working towards attending an event, revisiting a hobby or activity or simply improving an individual’s quality of life. These solutions will not be costed as part of an individual’s support plan, but they are important, and all parties should focus on delivering ‘wellbeing’ at all times.

Where appropriate, services may be commissioned on a time-limited basis on the understanding that individuals are proactively supported to achieve outcomes.

The following core principles will apply:

- a commitment to citizenship through inclusion in an ordinary life and achieving quality outcomes that matter to individuals;
- empowering participation as local citizens;
- a focus on prevention, family support and the value of carers;
- a commitment to co-production, an ethos of consulting and listening to people and families and access to independent advocacy;
- information is available in an appropriate, accessible format;
- supporting flexible, innovative and individualised solutions;
- avoiding approaches that increase and promote dependency;
- the importance of positive behaviour support as a framework for all;
- good physical and mental health, health promotion, preventing ill-health and fully understanding the health needs of individuals;
- accessible and inclusive access to all, including those presenting the greatest degree of challenge;
- reflecting the needs of those with protected characteristics as defined in the Equality Act and seldom heard groups;
- ensuring that person-centred approaches are embedded in delivery;
- recruitment and development of a skilled and trained workforce; and
- good quality services offering choice, control, flexibility and best value.

The service types the Alliance are looking to commission include but are not limited to:

- Supported living.
- Supported housing with accommodation.
- Short breaks.
- Residential and nursing care.
- Extra care.
- Parent enabling service.

Hearing and Vision Team

This specialist countywide team are based in Devizes and provide a range of services for people who are blind, have limited or impaired sight, are D/deaf or have an acquired hearing loss or are deafblind, this is sometimes known as dual sensory impairment – which is when a person has a significant combination of hearing and sight loss.

Deaf blindness is a direct impairment that is more than ‘just’ the loss of your vision and hearing. It is a unique impairment and is recognised in the Care Act as needing a specialist assessment of needs.

The Hearing and Vision Team consists of the following:

- Social workers with D/deaf people.
- ROVIs (Rehabilitation Officers with People who are Visually Impaired).
- ROHIs (Rehabilitation Officers with People who are Hearing Impaired).
- Dual Sensory Specialists.
- Communicator Guides for people with a dual sensory impairment.
- Information and Contact Officers.
The team answer public enquiries face-to-face through a number of ‘front doors’ in the community, primarily for British Sign Language (BSL) users. Access to the service is also available via email, SMS, Skype, ooVoo, Facetime, fax, minicom, letters or telephone. This is achieved via information and contact officers who take referrals or signpost to relevant services as part of their role.

The team also have a resource centre in Devizes where members of the public and professionals can access specialists to gain further information, advice and support and look at equipment that may support individuals with maintaining independence. The centre offers a drop-in service from 10.00am to 4.00pm on Tuesdays for enquiries relating to hearing, and from 10.00am to 4.00pm on Fridays for enquiries linked to vision.

**Hearing and Vision Resource Centre**
Southbroom Road, Devizes SN10 5AB

The team offers support with day-to-day living such as using a telephone, preparing meals or getting out in the community. The team also signposts to other services, information and advice, including equipment providers to help customers maintain their independence at home.

The team can provide assessments that include the everyday needs of adults, both in relation to sensory difficulties and to the ability to live safely and independently. This is achieved by providing a range of specialist services, for which eligibility is assessed. These services include, amongst others:

- training in independent living skills, such as cooking and getting around, both in and out of your home through indoor and outdoor mobility training;
- counselling and therapeutic work;
- advocacy;
- training in communication skills, such as the use of textphones and reading Braille;
- advice on communications services, such as sign language interpreters;
- sensory awareness training, for the public and other professionals;
- providing access to a wide range of equipment such as talking books, large print labels and markers, visual, audible and tactile alarms;
- support for carers;
- registration as blind, partially sighted, dual sensory, D/deaf or hearing impaired;
- liaising with and supporting voluntary agencies, including those engaged in service user consultation; and
- accessing information, communication and mobility.

For referrals to the service, the individual needs to have a diagnosed hearing loss and/or a diagnosed visual impairment (Macular Degeneration for example). This is to check that the individual has already had specialist input from a medical professional to ensure that the support the service offers complements that of a social care perspective.

The team takes referrals from several different sources; the individual themselves, a carer, neighbour or professionals working with that person.

**The Hearing and Vision Team**
Tel: 01380 725201 (voice/text)
SMS (text): 07899 067466
Email: hearingandvisionteam@wiltshire.gov.uk

**Wiltshire Sight**
Providing information and advice across the county for those living with or newly diagnosed with sight loss. Wiltshire Sight has a resource centre enabling technology demonstrations for daily living and mobility aids, provides social opportunities to help connect people living with sight loss and a diverse range of family activities. St. Lucy’s Sight Centre, Browfort, Bath Road, Devizes SN10 2AT
Tel: 01380 739113 (call this number to talk to a Community Sight Loss Adviser).
Mental health

The initial point of contact if you are experiencing mental health difficulties is usually your doctor. They can initiate and maintain your treatment, and/or signpost you to other groups and organisations which can help you, including primary care psychology, otherwise known as Improving Access to Psychological Therapies (IAPT). IAPT offers various services for people who are experiencing anxiety, depression or are looking to improve their wellbeing. Psychological care interventions include psycho-educational courses, self-help materials, online computer packages and individual sessions.

Your doctor may want to seek more specialist input and refer you to Avon and Wiltshire Mental Health Partnership NHS Trust (AWP). AWP can provide advice to your doctor or refer you to specialist mental health services which can help you to recover and stay well, based on your individual need.

Working alongside AWP, there are three specialist mental health social work teams in the council’s Adult Care Teams which provide support for adults with severe and enduring mental health conditions. The teams are based in the North (Monkton Park, Chippenham), West (County Hall, Trowbridge) and South (Fountain Way Hospital, Salisbury) of the county. The teams are responsible for completing assessments when packages of support, supported living or care home placements are required. They work very closely with housing providers, other local organisations and voluntary sector groups who can assist with employment and vocational activity.

The Mental Health Social Work Team is also responsible for co-ordinating assessments under the Mental Health Act 1983 (amended 2007).

For information on care or support options, contact the Advice and Contact Team on: 0300 456 0111.

AWP offers a Patient Advice and Liaison Service (PALS) which is a free, confidential and impartial service available to everyone who uses AWP services, their families, carers or anyone who needs advice, information, support or guidance with a particular issue.

PALS can help if you:
• are worried and not sure what to do or where to go;
• need clarity about a situation;
• want someone to listen to your experience of services; or
• need information and help.

Tel: 01225 362900
Freephone: 0800 073 1778
Email: awp.pals@nhs.net
Web: www.awp.nhs.uk/advice-support/pals

Dementia care

If you are worried that you or someone you know may have dementia, it is important that you talk to your doctor as soon as possible. It may be that your symptoms are caused by something else.

Your GP will be able to rule out any illnesses or conditions that may have similar symptoms to dementia, including depression and infections.

It’s natural for people’s memories to get a little worse as the body ages, however, if your memory issues are causing difficulties in your day-to-day life, you should speak to your doctor about it.

The doctor will want to know about your day-to-day life and how you are coping. They will run some physical tests, including blood tests and a short memory test. They may refer you to a memory clinic if they suspect your symptoms are due to a less common type of dementia.

Whether you are seeing your GP or have been referred to the Memory Service it is advised that you take someone, such as a family member, with you so that everyone can be involved where appropriate. The implications of a diagnosis will be discussed, with information and advice being
given, and there will be the opportunity to discuss any possible medication and support that may be available to help you to manage the situation.

If you do get a diagnosis of dementia, you will have lots of questions. There is a team of Dementia Advisors across Wiltshire and there will be a named advisor in your area, which your GP practice can give you contact details for. Dementia Advisors can answer questions, help work out any benefits you are eligible for and tell you what services are available in your area.

Sometimes getting a diagnosis can take time, but this should not put you off. If you do not feel confident talking to your doctor, there are local charities you can talk to. Alzheimer’s Support runs the Dementia Advisor Service and Community Services for people living with dementia across Wiltshire and can offer personalised information and signposting for people with dementia and their carers. Alzheimer’s Society also has a presence in Wiltshire, see page 57 for contact details. It runs the National Dementia Helpline, which can be accessed by calling: 0300 222 1122.

For information about dementia care services, such as care and support in your home or care home, contact Wiltshire Council on: 0300 456 0111 or Alzheimer’s Support on: 01225 776481 or 01380 739055.

Listings of home care providers start on page 21; those offering dementia care services are marked with D.

Accommodation

Wiltshire Council’s Shared Lives Scheme

This service provides long-term accommodation, short-term breaks, respite, home from hospital stays and sometimes day activities, for:

- people with a learning disability;
- people on the autistic spectrum;
- people with a mental health need;
- older people; and
- people with physical disabilities, a head injury or sensory impairments.

The service is provided in the homes of approved Shared Lives carers, alongside their family. Shared Lives carers offer full board access to all communal areas of their home, use of utilities, provision of laundry, furniture and furnishings. They provide support and care as required, as well as promoting independence, health, wellbeing and social inclusion.

Once an individual has been referred to the service, usually by their Care Management Team, Shared Lives match them with a Shared Lives carer who has a vacancy. Introductions are arranged to help them get to know each other before deciding whether to set up a Shared Lives arrangement. The Shared Lives team monitors each arrangement to promote an enjoyable and fulfilling experience for all concerned, where the individual placed is supported to live their life in a safe and homely environment.

The individual placed will generally be required to contribute to the fees for the placement and have a financial assessment from the council to determine a contribution to their care.

Quote from a Shared Lives carer: ‘We’re not staff, we don’t clock off after eight hours, there’s no handover at 10.00pm, no rigid routines, we make sure people have an ordinary day, week, month and year.’

This service is registered with the Care Quality Commission.

Wiltshire Shared Lives
Tel: 01380 826451 or 01722 438196
Email: sharedlives@wiltshire.gov.uk
Sheltered housing

Sheltered housing is accommodation specifically designed for older people (or younger disabled people) to allow you to live independently. There are several reasons why you may want to consider sheltered housing:

- It might be that your current property is simply too big for you, or you are having trouble keeping up with maintenance and repairs. Sheltered housing can offer a smaller and easier-to-manage alternative.
- Sheltered housing properties are built with older or disabled people in mind and are usually compact and easy to get around. Most have been built (or adapted) to suit people with reduced mobility or disabilities and include features such as hand rails in the bathroom, wider corridors and lifts.
- Sheltered housing offers opportunities to socialise with other people of a similar age, this can be a great way to meet with like-minded people and help tackle loneliness.
- Sheltered housing can feel more secure than living alone. It can be reassuring to know that other people are around. Many sheltered housing schemes have a community feel, with shared spaces.
- Most properties offer an alarm system so that you can call for help in an emergency. Calls go through to a call centre who are responsible for contacting whoever you have identified as the responder, or the emergency services, in such circumstances.

Sheltered accommodation can be bought or rented, either by individuals or couples. There is a diverse range of sheltered and retirement housing schemes in Wiltshire, including bungalows and flats offering communal facilities. They are managed by different registered providers (landlords) who are responsible for the upkeep and maintenance of the building, grounds and housing services, such as communal lighting and heating.

You will pay service charges to the landlord, and rent if applicable, for your home, utilities and maintenance of the scheme in which you live.

To apply for sheltered housing, download the application form from the Homes 4 Wiltshire website and return it to the Homes 4 Wiltshire team. Visit: www.homes4wiltshire.co.uk

Extra care housing

Extra care housing is for people who want to live independently but who may be finding it difficult to manage in their current home.

Extra care was developed in Wiltshire so that people could have more choice about where they receive their care. It means that people who need extra support have an alternative to residential care. This can be especially important to couples who want to be able to stay together even if their care needs increase.

There are several types of extra care housing schemes. Properties can be rented or bought and, if the property is rented, the rent is usually covered by housing benefit.

People living in extra care have access to support 24 hours a day. Sometimes this is provided by staff on site, at other schemes this is through an emergency call system.

Extra care housing may also have a café or meal provision available. This may be alongside other facilities, such as a hairdresser and social activities taking place on site regularly.

Applications are usually considered from people who are aged 55 or over, have a need for care and have a local connection to Wiltshire.

For further information, please contact the Advice and Contact Team on: 0300 456 0111.

Extra care schemes in Wiltshire

Bell Orchard
Field Close, Westbury BA13 3AR
Care homes

Care homes offer accommodation and personal care for people who may not be able to live independently in their own homes. There are two main types of care home:

**Care home offering personal care only**
A care home provides support for people who are unable to live independently in their own homes but who do not need nursing care. The home provides help with personal care, such as washing and dressing, provides meals and laundry services and arranges activities for residents. Some homes also specialise in caring for people who are living with dementia or other long-term conditions.

**Care home with nursing**
A care home with nursing (or ‘nursing home’) provides all the care that is available in a care home but also has a registered nurse on duty 24 hours a day.

**Choosing a home**
If you are unsure which type of home would be suitable for you, you can ask for a care needs assessment.

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**Florence Court**
Rutland Crescent, Trowbridge BA14 0FH
The Orders of St John Care Trust
Tel: 01225 764400
Email: enquiries@osjct.co.uk

**Meadow Court**
Aston Close, Pewsey SN9 5AH
Aster Communities
Tel: 0333 400 8222
Email: newhousingteam@wiltshire.gov.uk

**Needham House**
Victoria Road, Devizes SN10 1FA
Wiltshire Council
Tel: 01380 724194
Email: homes4wiltshire@wiltshire.gov.uk

For more information on extra care housing in Wiltshire, please call: 01380 724194 or email: ExtraCareHousing@wiltshire.gov.uk
If you have savings or capital of less than £23,250 you may be entitled to a contribution from the council to help you pay for your care. For more information about paying for care see page 47.

If you live in a care home with nursing, the NHS will pay part of the care home fees direct to the home, provided you meet the relevant criteria. This is called Funded Nursing Care (FNC). The current amount that the NHS pays for FNC is £165.56 per week.

**Before you move to a care home**

If you are thinking of moving into a care home, it is a good idea to get an assessment before you make the decision. This will help you choose the right type of care and find out whether you are entitled to a contribution towards your fees from the council and/or the NHS.

When looking for a care home:

- check that it is registered with the Care Quality Commission;
- remember, the care must suit your needs;
- a careful and honest assessment by the care provider should establish whether the home matches your needs, but bear in mind that your requirements may change;
- consider whether the home is sufficiently safe/secure;
- ask what activities and facilities are offered; and
- ask if the home normally does business with the council at the council’s fee levels and, if not, find out whether you would have to move or find someone else (known as a third party) to help pay your care home fees should you seek financial support from the council in the future.

See page 47 for more information about paying for care.

**Out of county care**

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

If you choose to move to a new local authority area and, before you move, you are eligible for support from Wiltshire Council to pay for your care, Wiltshire Council may contribute to the costs of your care home placement in the other area.

The council will usually only pay care home fees that are the same as the fees that the local authority where you are moving to would pay. If the care home that you would like to move to is more expensive than this, the council might offer you an alternative at a fee that it would agree to pay, or you may wish to pay a ‘top-up’ to cover the difference.

For more information about paying for care, see page 47.

If you are paying for your own care, you should contact the local authority in the area that you are moving to, so that they can support you with advice and information. It is important to find out about the support that your new local authority could give you if you need help to pay the care home fees in the future.

If you pay for your own care when you move, any help that you may later need to pay for care would need to come from the local authority in the area you move to.

For help finding care across England, visit: [www.carechoices.co.uk](http://www.carechoices.co.uk) with details of your requirements.

**My Home Life**

My Home Life is a UK-wide initiative, sponsored by Age UK, City University and Dementia UK, aimed at promoting quality of life for those who are living in, visiting or working in care homes for older people. Its focus is: ‘what makes life good in care homes now, what could make them better and
Wiltshire Council, as part of its commitment to working with care homes to improve quality of life, has invested in this programme and has supported more than 30 care home managers to participate in the Leadership Support Programme. This gives the skills to integrate the best-practice themes detailed below into the day-to-day culture of their homes.

My Home Life identifies eight key themes that focus on what best practice in care homes for older people looks like in the 21st century, which could be useful to keep in mind during conversations with care homes:

1. Maintaining identity – learning more about residents’ lives to enable a person-centred approach and to tailor care and support to individual needs.

2. Sharing decision-making – valuing everyone’s contribution to help the home function as a community.

3. Creating community – through the relationship between residents, their family, friends, staff and the wider community.

4. Managing transitions – moving to a care home is a major transition which may involve considerable losses, but, with appropriate planning and support, can bring improved quality of life for people and their families.

5. Improving health and healthcare – recognition that health is fundamental to quality of life.

6. Supporting good end of life – an emphasis on personal need and dignity through which the resident, their relatives, friends and staff are supported.

7. Keeping workforce ‘fit for purpose’ – using research and sharing good practice to identify and meet the education and training needs of the workforce.

8. Promoting a positive culture – promoting a positive perception of life in care homes for all those involved and highlighting good practice.

For more information and examples of good practice, visit: [www.myhomelife.org.uk](http://www.myhomelife.org.uk)

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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](http://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](http://www.cqc.org.uk/share)

Tel: [03000 616161](tel:03000616161)
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
Web: [www.cqc.org.uk](http://www.cqc.org.uk)
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Merlin Court Care Home
A Real Home From Home.

A care home of unrivalled comfort and quality, Merlin Court is located next to The Common in this historic Wiltshire market town. Having recently undergone an extensive refurbishment this quality care home delivers the highest possible standards in senior living, from leading national provider, Avery Healthcare.

Our approach is to nurture an atmosphere of care and community, all delivered in a luxury lifestyle. Your well-being is our primary concern, and we will ensure that you have the highest quality of support for your mind, body and soul, all tailored to your individual needs.

Call 01672 512454 or Search ‘Merlin Court Care’ online or on

See page 47 for more information on paying for care homes in Wiltshire.

For information on different types of care homes, see page 41.

Edgehill Care Home
Buttermere, Swindon, Wiltshire, SN3 6LF
Tel: 01793 641189
E: edgehillmgr@agincare.com

Lansdowne Care Home
Wroughton, Wiltshire, SN4 9LF
Tel: 01793 812661
E: lansdownemgr@agincare.com

www.agincare-homes.com

High quality, affordable care
Comfortable modern spacious rooms

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

**Staff**

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

**Activities**

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

**Life in the home**

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

**Personal preferences**

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

**Catering**

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

**Fees**

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

*See page 43.
We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 45. You can download and print this checklist at www.carechoices.co.uk/checklists

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

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

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

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

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

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

*See page 43.*
Paying for care

The information here has been developed by a group of public organisations and charities to help people make better and more informed decisions about paying for care, and to encourage people to obtain information and advice about the use of their money in this regard.

Before you think about the likely costs of any care and support, it is important that you get information and advice about the options open to you regarding the type of service that might suit you. The council can help you identify services and resources in your community that will help you live at home. It will also conduct a financial assessment based on your income, capital and savings to see whether you are eligible for any financial support from the council.

Financial assessments

Social care is a chargeable service. If you need care and support, contact the council for an assessment of your needs. This will determine your care and support needs and whether any of those needs are eligible. See page 34 for more information on assessments. You may be able to regain your independence with equipment or adaptations to your home or through programmes of rehabilitation. For more information on remaining independent, see page 10 or call the Advice and Contact Team on: 0300 456 0111.

If you do have eligible care needs, the council will assess your income, savings and capital in accordance with national guidance and its Charging for Care policy. This will determine who is responsible for meeting the cost of your care and how much you might need to contribute. As part of the financial assessment, a welfare benefit check will be completed to ensure that you are in receipt of all applicable benefits.

The value of your main home is only included in your financial assessment if you are moving into permanent residential care.

If you have income, capital or savings of more than £23,250, you will have to pay for any care services you require, but you are entitled to discuss your needs with someone at Wiltshire Council who is trained to advise you. For further information about your options, visit: www.yourcareyoursupportwiltshire.org.uk or see ‘Support for people who are funding their own care’ on page 48.

If you have income, capital and savings of less than £23,250, you may be entitled to funding support from the council. The council will advise you on this in more detail.

The amount you may have to contribute to your care and support will be based on your individual circumstances and your financial assessment carried out by Wiltshire Council. As part of this assessment, the council will check that you are receiving all relevant benefits you are entitled to.

For further information, contact the Advice and Contact Team on: 0300 456 0111 or visit the ‘paying for care’ section at: www.yourcareyoursupportwiltshire.org.uk

Personal budgets

A personal budget is the amount of money it costs to pay for the care and support you require to meet your eligible needs. Everyone who is eligible for a council contribution towards the cost of their social care will be offered a personal budget once their needs have been agreed. The value of your personal budget will be based on your eligible needs and your support plan.

You will usually have to pay a contribution towards your personal budget. If your personal budget is to meet your needs for support as a carer, then you
will not be required to pay a contribution towards your carer support. Contributions will be based on a means-tested financial and benefits assessment, which will identify how much you will need to contribute towards care services.

Most services are means-tested, and you will likely need to fund all of your care if you have savings, capital and income above the maximum threshold set by government (currently £23,250).

If the council is contributing towards your personal budget, you can choose to have it managed by the council, or you can choose to manage it yourself through a direct payment or it can be managed by an authorised person. You can also decide to have some support managed by the council and some by yourself.

### Direct payments

If you choose to take at least some of your personal budget as a direct payment, either with or without assistance, you will receive a payment to organise and buy services yourself. If you are not able to manage the direct payment, then an authorised person may be able to manage it on your behalf.

An authorised person is someone who agrees to manage a direct payment for a person who lacks capacity according to the Mental Capacity Act 2005. An authorised person must have the capacity to manage the direct payment and be deemed appropriate by the local authority.

Direct payments can be used to arrange support designed to meet your needs in a way that makes sense to you. The council will agree the support with you and write it into your support plan.

You can choose to use your direct payment to buy care from an agency or employ your own personal assistant.

A carer may be able to get a direct payment to pay for support or services which will help them to carry on caring, although they cannot use the payment to support the person they care for.

Direct payments cannot be used for:
- health services;
- permanent care in a care home or care home with nursing;
- anything illegal; or
- services which are managed by the council, e.g. its in-house day care service.

To learn more about having a direct payment, or for support with an existing direct payment, contact the Wiltshire Centre for Independent Living which is commissioned by the council. Call: 0300 123 3442. You can also contact the council’s Advice and Contact Team on: 0300 456 0111.

### Support for people who are funding their own care

If you have eligible needs, and have capital, income and savings below £23,250 and a property that would normally be taken into account in your financial assessment (see page 47), you may be entitled to some of the following assistance with funding your care:

#### The twelve-week property disregard

If you are moving into a residential or nursing setting on a permanent basis and your home is to be included in your financial assessment, the council may be able to assist you with the cost of your care during the first 12 weeks of your stay. This is known as the twelve-week property disregard, as the value of your property is disregarded from the financial assessment for up to 12 weeks. You may be entitled to this disregard if your other capital (excluding your property) totals less than the current threshold of £23,250. You will still be required to make a contribution to your care, this will be based on your remaining capital and income.

#### Deferred payment agreements

After the twelve-week property disregard period (if applicable), you may be eligible for a deferred payment, whereby the council contributes towards
your care fees and the money is considered as a loan against the value of your home. The loan is then recovered once your house has been sold or from your estate. However, the council may limit how much it will pay, and it may affect your entitlement to pension credit or income support if your property is not seen to be on the market, as it will be treated as capital by the Department for Work and Pensions (DWP).

**NHS funding**

**Funded nursing care**

If you need nursing care in a care home with nursing, you may be entitled to funding from the NHS towards the nursing care part of your fees. You should ask your local council, the local clinical commissioning group, your hospital or doctor whether you might be entitled to this.

**NHS Continuing Healthcare**

NHS Continuing Healthcare is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital, who have primary ongoing and severe healthcare needs. You can receive NHS Continuing Healthcare in any setting, including your own home or a care home. NHS Continuing Healthcare is free, unlike support provided by local authorities for which a financial charge may be made.

If you are found to be eligible for NHS Continuing healthcare in your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and associated social care needs (e.g. personal care and domestic tasks, help with bathing, dressing, food preparation and shopping). In a care home, the NHS also pays for your care home fees, including board and accommodation.

For further information, contact the **Continuing Healthcare Team** at Wiltshire Clinical Commissioning Group on: **01380 733865**.

**Running out of money**

If you are fully funding your own care and your capital, savings and income begin to fall to £23,250, you should let the council know well in advance. It may conduct assessments of your needs and finances to see if it can help you with your care costs. If you do become eligible for support from the council, but the care that you are already receiving costs more than the council is able to pay, you may want to fund the difference by using a third party. This is known as a third party top-up payment, see page 50 for more information.

Contact **Wiltshire Council** to find out more: **0300 456 0111** or see page 50 for information on getting financial advice.
Top-ups

If you are eligible for the council’s support with your care home fees, you will be offered a choice of at least one home that meets 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 difference between the council’s rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are unable to make this additional payment yourself except if you are entitled to the twelve-week property disregard. During the twelve-week property disregard you can pay the top-up from your own savings or income.

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, 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 when 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, the council should not charge a top-up.

Seeking financial advice

Some advisors specialise in the financial needs of people who may need care and support now or in the future. Those advisors who have taken steps to become independently accredited can offer added reassurance that they offer the practical help and guidance needed to make the right decisions at the right time.

You can access both general information about paying for care and information about accredited financial advisors in your area through the Society of Later Life Advisers (SOLLA); visit: www.societyoflaterlifeadvisers.co.uk or call: 0333 202 0454.

The Money Advice Service also gives information about finding independent financial advisors.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

Citizens Advice Provides quality, free, independent, confidential and impartial advice for everyone.
Tel: 03444 111444
Web: www.citizensadvice.org.uk

Age UK Provides independent information and advice on finding and paying for care.

Tel: 01380 727767 or 0800 055 6112
Web: www.ageuk.org.uk

Tel: 0333 202 0454.
Keeping people safe

Wiltshire Council and its partner agencies expect health and social care services to respect people's dignity, independence, choice and safety and to have zero tolerance towards abuse. The council and its partner agencies recognise that people can be the victim of the following forms of abuse:

- **Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint or inappropriate sanctions.
- **Sexual abuse**, including rape and sexual assault, contact or non-contact sexual acts to which the adult at risk has not consented, or could not consent or was pressurised into consenting.
- **Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact or communication, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse**, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect or acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating, failure to report abuse or risk of abuse.
- **Discriminatory abuse**, including that based on a person’s ethnic origin, religion, language, age, sexuality, gender, disability, and other forms of harassment, slurs or similar treatment.
- **Organisational abuse**, including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Domestic abuse**, including any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16* or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, psychological, physical, sexual, financial and emotional abuse.
  *Although this definition refers to those over 16, in the context of this policy, safeguarding adults refers to victims of domestic abuse who are 18 years or over.*
- **Modern slavery**, including slavery, human trafficking, forced labour and domestic servitude.
- **Self-neglect**, including neglecting to care for one’s personal hygiene, health or surroundings and behaviour such as hoarding.

**Where might abuse occur?**
Abuse can take place in any situation:

- where the person lives, either alone or with someone else;
- in supported/sheltered accommodation;
- within nursing, residential or day care settings;
- in hospital;
- in custodial situations;
- where support services are being provided; and
- in public places.

**Who might be the abuser?**
Those who carry out abuse or neglect are not confined to any section of society, and may hold a position of trust, power or authority in relation to an adult in need of care and support (from here on referred to as ‘adult’ in this section). A person who causes harm may be:

- a member of staff, proprietor or service manager;
• a member of a recognised professional group;
• a volunteer or member of a community group such as a place of worship or social club;
• a service user or adult at risk;
• a spouse, relative or member of the adult's social network;
• a carer, i.e. someone who has the right to an assessment and may be eligible for services to meet their caring role independently of an adult at risk;
• a neighbour, member of the public or stranger;
• a person who deliberately targets adults at risk; or
• in the case of self-neglect, the adult themselves.

All organisations providing health, housing and social care services in Wiltshire should follow the Policy and Procedures for Safeguarding Adults Wiltshire (2017) and report any allegations or suspicions that a vulnerable adult is being abused. Members of the public should also report abuse to the council if they suspect or know about it.

Your concern will always be taken seriously. For more information about abuse, and to read the Policy and Procedures for Safeguarding Adults Wiltshire, visit the Wiltshire Safeguarding Adults Board website: www.wiltshiresab.org.uk

Alternatively, contact the Advice and Contact Team and ask for more information. There is also information about forms of abuse on Wiltshire Council's website: www.wiltshire.gov.uk

If you have any concerns about a vulnerable person being harmed or neglected, you should contact the Advice and Contact Team:
Tel: 0300 456 0111
Textphone: 01225 712501
Email: adviceandcontact@wiltshire.gov.uk
Web: www.yourcareyoursupportwiltshire.org.uk/care-and-support/steps-to-care-and-support/online-referral

Out of hours: 0845 607 0888

If you think someone is in immediate danger call the emergency services straight away on: 999.

Disclosure and Barring Service (DBS)
The Disclosure and Barring Service (DBS) helps employers to make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Anyone employing a Personal Assistant is advised to carry out a DBS check. You can be supported to do this by the direct payment support organisation, see page 48 for more information.

For more information, visit: www.gov.uk and search ‘DBS’.

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 Guide, 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 43), indicating the quality of care provided.

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

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

Lasting Powers of Attorney (LPAs)

This can be set up when you are able to make informed decisions for yourself, it allows 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 authorises the person you have chosen to make decisions on your behalf at a time when you may be unable.

The Court of Protection (Deputyship)

The Court of Protection can issue orders directing the management of a person’s property and financial affairs/health and welfare if they have been medically assessed as lacking capacity and have not arranged an LPA. The Court will appoint a Deputy who will then be authorised to administer your affairs whether finance and Property or Health and Welfare. The Office of the Public Guardian monitors the work undertaken by the Deputy and an annual report is submitted to ensure that the Deputy has undertaken this administration appropriately and made decisions in the best interest of the incapacitated person.

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. Citizen’s Advice offers an advice service and will be able to recommend solicitors in your area. See page 57 for contact details.

Complaints, compliments and feedback

If you receive care at home or in a care home, you should feel able to complain about any aspect of your life there which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of food served.

You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided and compliment staff when things go well.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive. Care homes are required under government regulations 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 in a care home, it makes sense to speak to the manager 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 owner of the home. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact the Care Quality Commission:
Tel: 03000 616161 • Web: www.cqc.org.uk

If the council has arranged and funded a place for you in a care home, you can complain to your
Complaints about care that you pay for yourself
You can ask the Local Government & Social Care Ombudsman to take up your case if you are not happy about how a care home or service dealt with your complaint about care that you pay for yourself.
Tel: 0300 061 0614
Web: www.lgo.org.uk

Healthwatch Wiltshire – local health and social care shaped by you
Healthwatch Wiltshire is the county’s independent health and social care champion. It exists to ensure that people are at the heart of care. A team of dedicated staff and volunteers listen to what people like about services, and what could be improved and then share these views with people who can make change happen. Healthwatch Wiltshire also helps people find the information they need about services in their area.

Healthwatch Wiltshire will:
• listen to what people think of services;
• feedback those views to the decision-making bodies;
• shape local health and social care to reflect the needs of its community; and
• help people find out about local care.

Your ideas and experiences help to make the health and social care system in Wiltshire the best it can be. Get in touch and help shape your local health and social care:

Healthwatch Wiltshire
Tel: 01225 434218
Email: info@healthwatchwiltshire.co.uk
Web: www.healthwatchwiltshire.co.uk
Twitter: @HWWilts
Facebook: @HealthwatchWiltshire
Instagram: @healthwatchwiltshire

Care associations in Wiltshire

The Registered Nursing Home Association

The Registered Nursing Home Association (RNHA), established in 1968, is the authoritative voice of nursing homes throughout the United Kingdom.

The fundamental aims of care homes that belong to the Wiltshire branch of the Association are:
• to ensure that the client comes first in the provision of high-quality nursing care designed to meet individual needs;
• to ensure that the client is always treated in a dignified manner which respects the individual’s right to make decisions regarding their care;
• by constant endeavour, to review and improve professional standards in order to provide a high quality of life for vulnerable people;
• to ensure that the professional status of care homes is further developed; and
• to develop a forum that encourages the exchange of expertise and practical experience in order to secure high professional standards.

Care homes are subject to statutory inspection by the Care Quality Commission. All members must,
in addition to this, fulfil the stringent criteria of the Registered Nursing Home Association (RNHA).

By fulfilling the exacting standards of the Care Quality Commission and the RNHA, the public can be assured that members achieve the highest quality of care.

Members are denoted by RNHA.

For further information or advice, please contact:

Matthew Airey
Managing Director
Wessex Care Ltd
Tel: 01722 336933
Email: matthew@wessexcare.com
Wiltshire Regional Chair and National Director
Registered Nursing Home Association

Wiltshire Care Partnership

Wiltshire Care Partnership (WCP) is a member-led organisation. Our role is to represent and support independent providers of residential, nursing and domiciliary care for older people and adults with disabilities in Wiltshire, working alongside commissioners to achieve the provision of high quality, safe services.

WCP provides a valuable channel of communication, facilitating the exchange of information and ideas and the sharing of best practice amongst our members. WCP act as a voice for care providers and make sure that their skills and expertise are used effectively to achieve the best outcomes. WCP also work hard to make sure issues affecting our members are addressed by commissioning partner organisations with a high success rate.

Membership of WCP is open to all independent sector providers of residential, nursing and domiciliary care for older people and adults with disabilities. Our members currently provide more than 65% of all older people’s residential and nursing care in the county, and WCP have also been joined by a significant number of Wiltshire’s domiciliary care providers.

Key benefits of membership include:

• exclusive access to our CQC Inspection Toolkit available in the Members Area of our website;
• monthly e-bulletins with key local, national and members’ news, information and links to events, training and publications;
• forum meetings held three times per year exclusively for members, focused on issues of importance to providers and workshops delivered in conjunction with our sponsors;
• invitations to WCP events and conferences free or at discount to members, including heavily subsidised training and development events;
• free or discounted training sessions on topics of interest, such as the Mental Capacity Act and Dementia;
• members’ briefings summarising the key points of any important new policies;
• regular email updates and e-surveys to identify members’ needs and issues;
• free listing of your service on our online Care Provider Directory;
• voting power to elect the WCP Board and influence the annual work programme;
• the opportunity to engage with and influence the agenda of commissioners, NHS providers and new local developments;
• access to a joint working programme with commissioners focused on shared priorities;
• free and discounted services provided by our sponsors RedLink Alliance, Royds Withy King Solicitors, Nourish; and
• input to the joint work programme between WCP and Wiltshire and Swindon Care Skills Partnership, to identify and respond to the specific training and development needs of local care home providers, registered managers and staff.

Visit www.carechoices.co.uk for further assistance with your search for care
WCP’s board is made up of provider representatives, who have full voting rights, and who include members of the Wiltshire RNHA, WCA, Wiltshire Domiciliary Care Providers Association (WDCPA) and Learning Disabilities Provider Forum. Wiltshire Council and Wiltshire Clinical Commissioning Group are represented on the board, but do not have voting rights. This ensures high-level discussion of key issues, giving WCP members a voice at a senior level in both commissioning organisations.

If you are a provider of residential, nursing or domiciliary care in Wiltshire, or you are providing services to people with learning disabilities, please do consider joining Wiltshire Care Partnership. The stronger the membership, the better WCP can develop effective peer support, grow a collective voice and influence and work together with commissioners to achieve the provision of high quality, safe services now and in the future.

To find out more about WCP and how to contact us, please visit our website at:
www.wiltshirecarepartnership.org.uk

The Wiltshire Domiciliary Care Providers Association

The Wiltshire Domiciliary Care Providers Association (WDCPA) was formed in 2004 to bring together the registered domiciliary care providers in Wiltshire. The WDCPA has recently started working more closely with the Wiltshire Care Partnership (WCP) who are now the main member-led organisation representing residential, nursing, learning disability and domiciliary care providers in Wiltshire. The WDCPA is represented as a full voting member on the WCP Board.

All our member organisations, who between them cover the whole of Wiltshire, account for thousands of hours of care each week. Our members all provide high-quality care and support to individuals in their own homes.

With the option of taking a direct payment instead of direct-funded care, individuals have a choice in who provides their care and support. All our organisations can assist you in putting a care plan together to make best use of funds available. Our members can provide care from a single visit per week to 24-hour live-in care.

Many of our member organisations are now part of the Wiltshire Council Help to Live at Home Alliance, working closely with the local authority to provide high-quality care at home to their customers.

All our members are registered with the Care Quality Commission (CQC) and many are members of the United Kingdom Home Care Association, a national member-led organisation of domiciliary care providers. All member organisations in this Guide are denoted by WDCPA next to their listings.

If you require any information about care in your home, please contact any one of our members, who will be more than happy to discuss your requirements. If you need to contact the WDCPA directly, please either email: info@wdcpa.co.uk or telephone: 01225 719333.
Web: www.wdcpa.co.uk

Search for care in your area

www.carechoices.co.uk

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

Advocacy

**Rethink**
Independent Advocacy and Independent Mental Capacity Advocacy and Care Act Advocacy.
Tel: 0300 500 0927 • Web: www.rethink.org

**SEAP – NHS Complaints Advocacy Service**
Independent advocacy to support people to make a complaint about services provided by the NHS.
PO Box 375, Hastings TN34 9HU
Tel: 0330 440 9000 • Email: info@seap.org.uk
Web: www.seap.org.uk

**Wiltshire & Swindon Users’ Network**
Independent Living Centre, St George’s Road, Semington BA14 6JQ

**Wiltshire Independent Advocacy at Rethink**
Unit 2 The Halve, Trowbridge BA14 8SA
Tel: 07484 001862 or 01225 774279
Email: wiltsadvocacy@rethink.org

**Wiltshire People First**
Independent Living Centre, St George’s Road, Semington BA14 6JQ
Tel: 01380 871900
Email: enquiries@wiltshirepeople1st.org.uk
Web: www.wiltshirepeoplefirst.org

Support for people with dementia and their carers

**Alzheimer’s Society (Wiltshire)**

**North Wiltshire**
15 Forest Gate, Pewsham, Chippenham SN15 3RS
Tel: 01249 443469
Email: n wilt$s@alzheimers.org.uk

**Swindon and District**
Sanford House, Sanford Street, Swindon SN1 1HE
Tel: 01793 485404
Email: swindon@alzheimers.org.uk

**Alzheimer’s Support Wiltshire**
Tel: 01225 776481

Email: office@alzheimerswiltshire.org.uk
Web: www.alzheimerswiltshire.org.uk

**Wiltshire Citizens Advice**
Tel: 0344 411 1444
Web: www.cabwiltshire.org.uk

**Carers’ support**

**Carer Support Wiltshire**
Freephone: 0800 181 4118 • Tel: 01380 871690
Email: admin@carersupportwiltshire.co.uk
Web: www.carersinwiltshire.co.uk

**Semington**
Independent Living Centre,
St George’s Road BA14 6JQ

**Salisbury**
15 New Street SP1 2PH

Email: office@alzheimerswiltshire.org.uk
Web: www.alzheimerswiltshire.org.uk

**Wiltshire People First**
Independent Living Centre, St George’s Road, Semington BA14 6JQ
Tel: 01380 871900
Email: enquiries@wiltshirepeople1st.org.uk
Web: www.wiltshirepeoplefirst.org

Visit www.carechoices.co.uk for further assistance with your search for care.
Open Monday, Tuesday, Wednesday and Friday from 10.00am to 3.00pm, closed on bank holidays.

**Devizes**
New Park Street SN10 1DY
Open Monday, Wednesday and Thursday from 10.00am to 3.00pm, closed on bank holidays.

**Melksham**
Town Hall, Market Place SN12 6ES
Open Fridays from 10.00am to 3.00pm.

**Royal Wootton Bassett**
The Library, Borough Fields SN4 7AX
Open Wednesdays from 10.00am to 3.00pm.

**Salisbury**
Five Rivers Health and Wellbeing Centre,
Hulse Road, Salisbury SP1 3NR
Open Monday, Tuesday, Thursday and Friday from 10.00am to 3.00pm, closed on bank holidays.

**Tidworth**
The Community Centre, Wyley Road SP9 7QQ
Open Wednesdays from 10.00am to 3.00pm.

**Trowbridge**
1 Mill Street BA14 8BE
Open Mondays to Thursdays from 10.00am to 3.00pm, closed on bank holidays.

**Warminster**
The Library, Three Horseshoes Walk BA12 9BT
Open Tuesdays from 10.00am to 3.00pm.

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**Equality and inclusion**

**Wiltshire Racial Equality Council**
TC Sports Building, St Georges Works, Silver Street, Trowbridge BA14 8AA
Tel: 01225 766439
Email: wiltsrec@gmail.com
Web: www.wiltsrec.wordpress.com

**Patient Advice and Liaison Service (PALS)**

**Great Western Hospitals NHS Foundation Trust**
Great Western Hospital, Marlborough Road, Swindon SN3 6BB
Tel: 01793 604031 • Email: gwh.pals@nhs.net
Web: www.gwh.nhs.uk

**RUH Bath NHS Trust**
PALs Office, Combe Park, Bath BA1 3NG
Tel: 01225 428331

**Salisbury NHS Foundation Trust**
Salisbury District Hospital, Oldstock Road, Salisbury SP2 8BJ
Tel: 01722 429044
Email: sft.pals@nhs.net
Web: www.salisbury.nhs.uk

**Support for people with impairment or disabilities**

**Wiltshire & Swindon Users’ Network**
Independent Living Centre, St George’s Road, Semington BA14 6JQ
Tel: 01380 871800
Email: info.wsun@btconnect.com
Web: www.wsun.co.uk

**Wiltshire People First**
Independent Living Centre, St George’s Road, Semington BA14 6JQ
Tel: 01380 871900
Email: enquiries@wiltshirepeople1st.org.uk
Web: www.wiltshirepeoplefirst.org

**Wiltshire Centre for Independent Living**
11 Couch Lane, Devizes SN10 1EB
Tel: 0300 123 3442
Email: info@wiltshirecil.org.uk
Web: www.wiltshirecil.org.uk
Wiltshire Sight
St. Lucy’s Sight Centre, Browfort, Bath Road, Devizes SN10 2AT
Tel: 01380 739113 (call this number to speak to a Community Sight Loss Adviser).

Support for older and vulnerable people

Age UK (Wiltshire)
Web: www.ageuk.org.uk/wiltshire

Devizes
The Wool Shed, New Park Street SN10 1DY
Tel: 01380 727767

Salisbury
New Street Chambers, 15 New Street SP1 2PH
Tel: 01722 335425

Wiltshire Bobby Van Trust
An independent charity working closely with Wiltshire Police to provide home security services for people aged over 60 and adults with disabilities.

You can refer yourself for a home security visit or an agency can make the referral for you.
Tel: 01380 861155
Email: bobbyvan@wiltshire.police.uk

The team can also support eligible people with staying safe online. This service is for existing customers.
Tel: 01380 861191
Email: BV.onlinesafety@wiltshire.police.uk

Support for people with mental health conditions

Alabaré
Riverside House, 2 Watt Road, Churchfields, Salisbury SP2 7UD
Tel: 01722 322882
Email: enquiries@alabare.co.uk
Web: www.alabare.co.uk

Avon and Wiltshire Mental Health Partnership
PALS
PALS Office, Avon and Wiltshire Mental Health Partnership NHS Trust, Bath NHS House, Newbridge Hill, Bath BA1 3QE
Tel: 01225 362900
Freephone: 0800 073 1778

Email: awp.pals@nhs.net
Web: www.awp.nhs.uk

Richmond Fellowship
Southern regional office
Office 11A, The Shaftesbury Centre, Percy Street, Swindon SN2 2AZ
Tel: 01793 433648
Web: www.richmondfellowship.org.uk

Time to Change
15-19 Broadway, London E15 4BQ
Tel: 0208 215 2356
Email: info@time-to-change.org.uk
Web: www.time-to-change.org.uk

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

www.myfamilyourneeds.co.uk

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• Ask the experts
• Monthly columnist

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Search for care in your area

www.carechoices.co.uk

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

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

Search for care at www.carechoices.co.uk to find support in your area
As a leading ‘not-for-profit’ provider of care for older people, The Orders of St John Care Trust help families make the right choice for individualised residential, dementia or nursing care.

- Personal care at its heart
- A home with compassion, warmth and understanding
- Working closely with Dementia UK
- A professional, friendly, caring ethos

... and a warm welcome to you and your family.

We have 18 homes across Wiltshire. To find out more or to arrange an appointment, get in touch.

Call 0800 988 8133
visit osjct.co.uk
email enquiries@osjct.co.uk
or visit our facebook pages
Caring Hands (Wiltshire)

Do you, a friend or a family member need Caring Hands?

Caring hands (Wiltshire) is located in the beautiful Wiltshire countryside on a small family run working farm. We provide a on-site sitting service which can be for a few hours or all day, the choice is yours. We also provide residential and respite care for elderly clients.

Respite clients are accommodated in their own respite room with en-suite facilities. This is a pre bookable personalised service with the ability to accommodate various needs and is wheelchair accessible.

We believe small is more personalised and more like home. Vicki welcomes you all.

All services are CQC Registered. CQC Rating = GOOD

Caring Hands Wiltshire

Battle Lake Farm, Braydon, Swindon, Wiltshire SN5 0AA

T: 01793 772777 / 07743 796766
E: vfcaringhands@live.co.uk

www.caringhandswiltshire.co.uk

Cheriton Care Home

Specialising in Nursing Care

At Cheriton Care Home our mission is to provide person centred care by putting the individual at the heart of our service.

Our ethos is to support residents to remain in control of their own lives or to be supported in a way they would like to be as well as promoting independence and choices.

We aim for a culture of inclusion and ensure that an individual’s equality and human rights are respected at all times.

Cheriton Care Home

41-51 Westlecot Road | Swindon | Wiltshire | SN1 4EZ

cheritoncarehome.uk
North and East Wiltshire care homes

**Ashgables House**
Oak Lodge Close, Chippenham SN15 1NG
Tel: 01249 658498  
[OP PD LDA MH YA]  

**Ballards Ash**
Brinkworth Road, Royal Wootton Bassett SN4 8DS
Tel: 01793 840807  
[LDA]  

**Broadfields, 50**
Pewsey SN9 5DU
Tel: 01672 563429  
[Advert page 26 OP LDA MH YA]  

**Callisto WCP**
35a Wilcot Road, Pewsey SN9 5EJ
Tel: 01672 563429  
[Advert page 26 LDA MH]  

**Caring Hands (Wiltshire)**
Battle Lake Farm, Braydon, Swindon SN5 0AA
Tel: 01793 772777  
[Advert page 62 OP PD SI]  

**Cepen Lodge**
West Cepen Way, Chippenham SN14 6UZ
Tel: 01249 481729  
[OP D PD]  

**Cheriton Care Home**
41-51 Westlecot Road, Swindon SN1 4EZ
Tel: 01793 522149  
[Advert page 62 OP D]  

**Claremont Residential Home WCP**
The Linleys, Gastard Road, Corsham SN13 9PD
Tel: 01249 713084  
[OP]  

**Cocklebury Farmhouse**
Cocklebury Lane, off Darcy Close, Chippenham SN15 3QW
Tel: 01249 658670  
[LDA YA]  

**Dramsdon**
Rivar Road, Shalbourne, Marlborough SN8 3QE
Tel: 01672 870565  
[LDA YA]  

**Fairways, The**
Malmesbury Road, Chippenham SN15 5LJ
Tel: 01249 461239  
[OP D PD MH SI]  

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
<th>YA Younger adults</th>
<th>AD People who misuse alcohol or drugs</th>
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<tbody>
<tr>
<td>RNHA Registered Nursing Home Association – page 54</td>
<td>WCP Wiltshire Care Partnership – page 55</td>
<td>Advertisers are highlighted</td>
<td></td>
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</tr>
</tbody>
</table>
At MHA, we have over 75 years’ experience providing outstanding care and supporting families, so we know what’s important for our residents. As a charity, we’re always reinvesting in our homes to enable people to live later life well.

All our homes offer:

• Compassionate, highly-trained staff who care for everyone as an individual
• A community spirit, supporting independence and fostering friendship
• Music therapy in all our dementia care homes
• Home cooked meals prepared by in-house chefs

Find out more about our care homes in your area

Residential, dementia and nursing care homes

Fitzwarren House
Nursing and dementia care home
Swindon
Tel: 01793 836920
www.mha.org.uk/fitzwarrenhouse

Hartcliffe
Nursing Home
Bristol
Tel: 01179 641000
www.mha.org.uk/hartcliffe

Horfield Lodge
Residential, nursing and dementia care home
Bristol
Tel: 0117 916 6630
www.mha.org.uk/horfieldlodge

Call or visit us online to arrange a visit.
www.mha.org.uk
## North and East Wiltshire care homes

### Ferfoot Care Home **WCP**
Old and New House, The Folly, Old Hardenhuish Lane, Chippenham SN14 6HH
Tel: 0808 223 5356  
**Advert page 4**

### Firs Care Home, The
2 Lickhill Road, Calne SN11 9DD
Tel: 01249 812440

### Forestview
60 Cherry Orchard, Marlborough SN8 4AS
Tel: 01672 512464

### Glanmor
Bath Road, Chippenham SN15 2AD
Tel: 01249 651336

### Greenway Park, 13
Chippenham SN15 1QG
Tel: 01249 443965

### Highfield Residential Home
The Common, Marlborough SN8 1DL
Tel: 01672 512671

### Hunters Moon
Grittleton Road, Yatton Keynall, Chippenham SN14 7BH
Tel: 01249 783111

### Innovations Wiltshire Ltd – 10 The Crescent **WCP**
Pewsey SN9 5DP
Tel: 01672 562266  
**Advert page 26**

### Innovations Wiltshire Ltd – 20 Stratton Road **WCP**
Pewsey SN9 5DY
Tel: 01672 564957  
**Advert page 26**

### Innovations Wiltshire Ltd – 27 Stratton Road **WCP**
Pewsey SN9 5DY
Tel: 01672 562691  
**Advert page 26**

### Keepence Homes
19 Wilcot Road, Pewsey SN9 5EH
Tel: 01672 562746

### Kingsley Road
29-33 Kingsley Road, Chippenham SN14 0BF
Tel: 01249 445763

### Kingston House **WCP**
Lansdowne Crescent East, Derry Hill, Calne SN11 9NT
Tel: 01249 815555

### Laurieston House
78 Bristol Road, Chippenham SN15 1NS
Tel: 01249 444722

### Leonora Home
Wood Lane, Chippenham SN15 3DY
Tel: 0300 303 1445  
**Advert page 66**

### Lilacs, The
2a Lickhill Road, Calne SN11 9DD
Tel: 01249 821422

### Malmesbury Road, 79
Chippenham SN15 1PX
Tel: 01249 651992

### Maltings, The
Brewers Lane, Shelbourne Road, Calne SN11 8EZ
Tel: 01249 815377

### Marlborough Lodge
83-84 London Road, Marlborough SN8 2AN
Tel: 01672 512288

### Meadow Lodge
Sadlers Mead, Monkton Park, Chippenham SN15 3PE
Tel: 01249 656136

### Merlin Court Care Home
The Common, Marlborough SN8 1JR
Tel: 01672 512454  
**Advert page 44**

### Merlin’s Barrow **WCP**
10 George Lane, Marlborough SN8 4BT
Tel: 01672 515747  
**Advert page 26**

### Old Vicarage, The **WCP**
54 St Mary Street, Chippenham SN15 3JW
Tel: 01249 653838  
**Advert page 66**

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<table>
<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
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RNHA Registered Nursing Home Association – page 54  
WCP Wiltshire Care Partnership – page 55  
Advertisers are highlighted

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Leonora Home
Fulfilled Living for Older People

In a quiet residential district of Chippenham, Leonora Home offers a real haven for older people in a loving Christian environment. At Leonora we believe older people are precious to God and worthy of respect – our staff go the extra mile to ensure our residents are treated as ‘family’ and receive the best care and support to live fruitful and fulfilled lives, whatever their circumstances.

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For more information and/or to arrange a visit,
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Visit: www.pilgrimsfriend.org.uk
Registered Charity number: 1045920

The Old Vicarage
CARE HOME

54 St Mary Street, Chippenham,
Wiltshire, SN15 3JW
01249 653383
oldvicwilliams@hotmail.com

“To be a home, large enough to make friends”

Goatacre Manor Care Centre

Welcome to Goatacre Manor Care Centre, a medium sized, family owned, nursing and residential care home, set in the North Wiltshire countryside. Goatacre Manor Care Centre has been in the O’Dea family for 30 years and continues to provide person-centred care to all our residents and their families.

We offer an holistic approach to caring for our residents, we also actively encourage involvement and participation from family members and friends. Our facilities and rooms cater for single occupancy as well as offering a suite and companion rooms for couples.

The beautiful grounds with picturesque views of the local Wiltshire downlands are lovingly maintained by our nursing team. Residents are welcome to continue with their gardening interests or simply relax in the grounds.

Goatacre Manor Care Centre - Goatacre Lane, Calne, Wiltshire SN11 9HY
Tel: 01249 760464 • Email: operationsdirector@goatacre.com

Offering a friendly, relaxed, homely atmosphere.
• Full 24-hour care
• Established June 1968 with experienced resident proprietors
• Large en-suite rooms
• Lifts to all floors
• Varied interesting menus
• Activities arranged
• Fully trained staff

A HOME FROM HOME
"WE GO ABOVE AND BEYOND, BECAUSE IT MATTERS"
### Ordinary Life Project Association
- **Location**: 15 Mossmead, Chippenham SN14 0TN
- **Contact**: Tel: 01249 461587

### Ordinary Life Project Association
- **Location**: 18 Boundary Road, Chippenham SN15 3NN
- **Contact**: Tel: 01249 656255

### OSJCT Cedars, The
- **Location**: High Street, Purton SN5 4AF
- **Contact**: Tel: 01793 772036

### OSJCT Coombe End Court
- **Location**: London Road, Marlborough SN8 2AP
- **Contact**: Tel: 01672 512075

### OSJCT Hungerford House
- **Location**: Beechfield Road, Corsham SN13 9DR
- **Contact**: Tel: 01249 712107

### OSJCT Marden Court
- **Location**: Quar Park, Calne SN11 0EE
- **Contact**: Tel: 01249 813494

### OSJCT Ridgeway House
- **Location**: The Lawns, Wootton Bassett SN4 7AN
- **Contact**: Tel: 01793 852521

### OSJCT Seymour House
- **Location**: Monkton Park, Chippenham SN15 3PE
- **Contact**: Tel: 01249 653564

### Priory Care Home, The
- **Location**: Greenway Lane, Chippenham SN15 1AA
- **Contact**: Tel: 01249 652153

### Quarrydene
- **Location**: Pavenhill, Purton SN5 4DA
- **Contact**: Tel: 01793 772736

### Sarsen House
- **Location**: West Overton, Marlborough SN8 4ER
- **Contact**: Tel: 01672 861139

### Shalom
- **Location**: 1 Pen Close, Manor Lane, Baydon, Marlborough SN8 2JD
- **Contact**: Tel: 01672 541351

### Stratton Road, 1
- **Location**: Wiltshire Care Partnership – page 61

### Studley Bethesda Home
- **Location**: Church Road, Derry Hill, Calne SN11 9NN
- **Contact**: Tel: 01249 816666

### Tullyboy
- **Location**: 2 Inlands Close, Pewsey SN9 5HD
- **Contact**: Tel: 01672 562124

### United Response
- **Location**: 2 William Street
  - **Contact**: Calne SN11 9BD
  - **Contact**: Tel: 01249 817215

### United Response
- **Location**: 74 Oaklands
  - **Contact**: Chippenham SN15 1RQ
  - **Contact**: Tel: 01249 654293

### Warrington Lodge
- **Location**: Collingbourne Ducis, Sunton Collingbourne, Marlborough SN8 3DZ
- **Contact**: Tel: 01264 850224

### West Farm House
- **Location**: The Linleys, Gastard Road, Corsham SN13 9PD
- **Contact**: Tel: 01249 820050

### White Horse Care Trust
- **Location**: 5 Elcot Close
  - **Contact**: Marlborough SN8 2BB
  - **Contact**: Tel: 01672 516320

### White Horse Care Trust – 89 Pavenhill
- **Location**: Purton SN5 4DA
- **Contact**: Tel: 01793 771373

### Wilcot Road, 37
- **Location**: Pewsey SN9 5EJ
- **Contact**: Tel: 01672 563429

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

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- **RNHA** Registered Nursing Home Association – page 54
- **WCP** Wiltshire Care Partnership – page 55
- **Advert page 26** Advertisers are highlighted
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Harrier Grange is a private care home offering our residents affordable care within luxury surroundings.

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Tel 01672 555287

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Bradford on Avon, Wiltshire BA15 1FD
Tel 01225 435588

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NURSING • RESIDENTIAL • DEMENTIA • RESPITE

North and East Wiltshire care homes with nursing
See page 67 for the Service User Bands key

Aldbourne Nursing Home
South Street, Aldbourne, Marlborough SN8 2DW
Tel: 01672 540919

Ashgrove House Nursing Home RNHA WCP
63 Station Road, Purton, Swindon SN5 4AJ
Tel: 01793 771449

Avon Court Care Home WCP
St Francis Avenue, Chippenham SN15 2SE
Tel: 01249 848894

Bassett House WCP Advert inside back cover
Cloatley Crescent, off Station Road,
Royal Wootton Bassett SN4 7FJ
Tel: 01793 855415

Brendoncare Froxfield
Littlecote Road, Froxfield, Marlborough SN8 3JY
Tel: 01488 684916

Brunel House
The Wharf, Box, Corsham SN13 8EP
Tel: 01225 560100

Bybrook House Nursing Home
Middle Hill, Box, Corsham SN13 8QP
Tel: 01225 743672 Advert page 80

Cote House
24 Rowden Hill, Chippenham SN15 2AG
Tel: 01249 653760

Goatacre Manor Care Centre RNHA WCP
Goatacre Lane, Goatacre, Calne SN11 9HY
Tel: 01249 760464 Advert page 66

Hill House Care Home
Little Somerford, Chippenham SN15 5BH
Tel: 01666 822363 Advert page 3

Holly Lodge
Old Hospital Road, Pewsey SN9 5HY
Tel: 01672 569950

Miranda House
High Street, Royal Wootton Bassett,
Swindon SN4 7AH
Tel: 0808 223 5356 Advert page 4

OSJCT Athelstan House WCP
Priory Way, Burton Hill, Malmesbury SN16 0FB
Tel: 01666 848000 Advert page 61

Savernake View Care Home
Priory Court, Salisbury Road,
Marlborough SN8 4FE
Tel: 01672 555287 Advert below

White Lodge, The
Braydon, Swindon SN5 0AD
Tel: 01666 718761 Advert page 72

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Your life, your way, with a little help

Wadswick Green is a beautiful contemporary retirement village with spacious luxury homes built especially for you on the outskirts of Corsham.

This vibrant over 60s community is made up of people who want to enjoy life to the full.

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Rangeford Villages domiciliary care is available 24/7 as well as Assisted Living Plans that can include:

- Daily lunch in The Greenhouse Coffee Shop and Restaurant
- Companionship in your home, to a social activity or an appointment
- Housekeeping and laundry services

Call us on 01225 584 500 or email sales@wadswickgreen.co.uk
Wadswick Green, Corsham, Wiltshire SN13 9RD
www.wadswickgreen.co.uk
South Wiltshire care homes

**Albany House – Tisbury**
The Square, Tisbury, Salisbury SP3 6JP  
Tel: 01747 870313

**Avonbourne Care Centre**
1 Mitre Way, Old Sarum, Salisbury SP4 6NZ  
Tel: 01722 429400

**Bradbury House**
The Portway, Salisbury SP4 6BT  
Tel: 01722 438100

**Clarendon House**
3 Christie Miller Road, Salisbury SP2 7EN  
Tel: 0203 195 3558

**Dalwood Farmhouse**
Hindon Road, Dinton, Salisbury SP3 5EY  
Tel: 01722 717922

**Dunraven House and Lodge**
12 Bourne Avenue, Salisbury SP1 1LP  
Tel: 01722 321055

**Fairfax House**
85 Castle Road, Salisbury SP1 3RW  
Tel: 01722 332846

**Herbert House**
39 Christie Miller Road, Salisbury SP2 7EN  
Tel: 01722 324432

**Holmhurst**
Downton Road, Salisbury SP2 8AR  
Tel: 01722 340689

**Holmwood Care Home WCP**
30 Fowlers Road, Salisbury SP1 2QU  
Tel: 01722 331130  Advert page 41

**Horizon Close**
Warminster Road, South Newton, Salisbury SP2 0QD  
Tel: 01722 742066

**Hulse Road**
15 Hulse Road, Salisbury SP1 3LU  
Tel: 01722 326490

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

**RNHA** Registered Nursing Home Association – page 54  
**WCP** Wiltshire Care Partnership – page 55

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

Inwood House
10 Bellamy Lane, Salisbury SP1 2SP
Tel: 01722 331980
OP D PD MH SI

Mead, The
7-8 The Mead, Portway Lane, Warminster BA12 8RB
Tel: 01985 215800
MH

Milford Manor Care Home WCP
Milford Manor Gardens, Salisbury SP1 2RN
Tel: 01722 338652 Advert page 41 OP D PD MH SI

Newlands
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 742066 OP D SI YA

OSJCT Bartlett House WCP
Old Common Way, Ludgershall, Andover SP11 9SA
Tel: 01264 790766 Advert page 61 OP D LDA

OSJCT Bemerton Lodge WCP
Christie Miller Road, Salisbury SP2 7EN
Tel: 01722 324085 Advert page 61 OP D

OSJCT Buckland Court WCP
South Mill Road, Amesbury, Salisbury SP4 7HR
Tel: 01980 623506 Advert page 61 OP D

OSJCT Fives Court WCP
Angel Lane, Mere, Warminster BA12 6DH
Tel: 01747 860707 Advert page 61 OP D

OSJCT Willowcroft WCP
Odstock Road, Salisbury SP2 8BG
Tel: 01722 323477 Advert page 61 OP D LDA MH

Pennings View
Porton Road, Amesbury, Salisbury SP4 7LL
Tel: 01980 624370 LDA

Sharon and Glen Arnott
– 32 Beamont Way
Amesbury, Salisbury SP4 7UA
Tel: 01980 676788 LDA YA

St Patrick’s House
1a Porton Road, Amesbury, Salisbury SP4 7LL
Tel: 01980 626434 LDA

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Visit our homes anytime for advice, or go to www.barchester.com for more information.

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Warminster, BA12 9PB
Tel: 01985 881 730

White Lodge
Swindon, SN5 0AD
Tel: 01767 718 761

Milford House
Salisbury, SP1 1NJ
Tel: 01722 622 082

The Wingfield
Trowbridge, BA14 9EN
Tel: 01225 560 035

Service
OP Older people (65+)
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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

RNHA Registered Nursing Home Association – page 54
WCP Wiltshire Care Partnership – page 55
Advert page 61

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

72
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CARE HOMES ARE HIGHLY EXPENSIVE! AND YET,

Great care, in a small and down to earth independent home, can be both more personal and cost effective.

With just 16 resident bedrooms, we can be more peaceful, attentive and homely than the expensive, chain home companies.

Talk to us about how we do it. We could very well be the most suitable choice.

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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
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- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

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RNHA Registered Nursing Home Association – page 54
WCP Wiltshire Care Partnership – page 55

Visit www.carechoices.co.uk for further assistance with your search for care
Equality Care is a well-established, family run organisation whose directors are actively involved in running the homes. We know that quality of care and value for money are what clients are looking for, and we believe that we have the ability to help the people we support to enjoy meaningful lives on a day-to-day basis.

We have an excellent reputation that comes from attracting and retaining the best staff and providing levels of training and staffing that go way above the norm.

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Tel: 01985 211511

A purpose-built luxury care home with Nursing and specialist secure Dementia unit supporting adults over 55. The home has stunning views, a terrace restaurant and a hairdressing salon. All rooms are large with en suite shower rooms.

*Local GP – “It is without a doubt, the best nursing home I have ever been involved with”.*

STAVERTON HOUSE
51a Staverton, Trowbridge BA14 6NX
Tel: 01225 782019 (option 2)

Specialist secure Dementia care home supporting adults over 55. The garden is accessible at all times; great activities programme, hair salon, weekly massage and other therapies.

“I like being here. There’s always something to do.”

LONGBRIDGE DEVERILL HOUSE
Church Street, Longbridge Deverill, Warminster BA12 7DJ
Tel: 01985 214040

Residential care home for frail elderly and early dementia. Lovely gardens and rooms with character. Pets welcome.

“I was flabbergasted by the kindness of the staff when I arrived.”

THE OLD VICARAGE
51 Staverton, Trowbridge BA14 6NX
Tel: 01225 782019 (option 1)

Residential care home for frail elderly and early dementia. Secluded garden and mostly ground floor rooms. Pets welcome.

“It’s all very agreeable here. I can make my own choices.”

Please visit our website, give us a ring or visit one of our homes for more information.

[www.equality-care.co.uk](http://www.equality-care.co.uk)

info@equality-care.co.uk
South Wiltshire care homes with nursing

Amesbury Abbey Care Home
Church Street, Amesbury SP4 7EX
Tel: 01980 622957

Ashley Grange Nursing Home
Lode Hill, Downton, Salisbury SP5 3PP
Tel: 01725 512811

Braemar Lodge
18-20 Stratford Road, Salisbury SP1 3JH
Tel: 01722 439700

Camelot Care Homes Ltd
1 Countess Road, Amesbury, Salisbury SP4 7DW
Tel: 01980 625498

Castle View Nursing Home
8 Old Castle Road, Salisbury SP1 3SF
Tel: 01722 328315

Cedars Nursing Home, The
Northlands, Landford, Salisbury SP5 2EJ
Tel: 01794 399040

Gracewell of Salisbury
Wilton Road, Salisbury SP2 7EJ
Tel: 01722 447100

Harnham Croft Care Home
76 Harnham Road, Salisbury SP2 8JN
Tel: 01722 327623

Hays House Nursing Home
Sedgehill, Shaftesbury SP7 9JR
Tel: 01747 830282

Kimberley West and East Care Centres
27 Tollgate Road, Salisbury SP1 2JA
Tel: 01722 336933

Langford/Kennet
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 741800

Laverstock Care Centre
London Road, Salisbury SP1 3HP
Tel: 0808 223 5356

Limetree
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 742066

Little Manor Nursing Home
Manor Farm Road, Salisbury SP1 2RS
Tel: 01722 333114

Maristow Nursing Home
16 Bourne Avenue, Salisbury SP1 1LT
Tel: 01722 322970

Milford House
Milford Mill Road, Milford, Salisbury SP1 1NJ
Tel: 01722 622082

Newton House
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 742066

Old Vicarage
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 742066

Pembroke Lodge
Warminster Road, South Newton, Salisbury SP2 0QD
Tel: 01722 742066

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West Wiltshire care homes

Ability Associates Ltd – 77 The Street
Kilmington, Warminster BA12 6RW
Tel: 01985 844800

ABLE (Action for a Better Life) – 57 King Street
Melksham SN12 6HE
Tel: 01225 707669

Alexander Heights Care Home
Avonpark, Winsley Hill, Limpley Stoke, Bath BA2 7FF
Tel: 01225 722888

Alpine Villa Care Home
70 Lowbourne, Melksham SN12 7ED
Tel: 01225 706073

Bows
324 Frome Road, Trowbridge BA14 0EB
Tel: 01225 774444

Bradbury Manor
Nursteed Road, Devizes SN10 3AF
Tel: 01380 732620

Chantry Gardens
69 Chantry Gardens, Southwick,
Trowbridge BA14 9QT
Tel: 01225 766381

Cornerstones (UK) Ltd
– 9 Roseland Avenue
Devizes SN10 3AR
Tel: 01380 728507

Dauntsey House
9 Church Street, West Lavington SN10 4LB
Tel: 01380 812340

Durlston House
115b Hilperton Road, Trowbridge BA14 7JJ
Tel: 01934 429448

Durlston Lodge
115c Hilperton Road,
Trowbridge BA14 7JJ
Tel: 01225 719263

Service
User Bands
OP Older people (65+)
MH Mental health
D Dementia
SI Sensory impairment
PD Physical disability
LDA Learning disability, autism
YA Younger adults
AD People who misuse alcohol or drugs
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<td>07714 244273</td>
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Service User Bands: **OP** Older people (65+), **D** Dementia, **PD** Physical disability, **LDA** Learning disability, autism, **SI** Sensory impairment, **YA** Younger adults, **AD** People who misuse alcohol or drugs

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by Majesticare

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West Wiltshire care homes continued

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82 Park Street, Trowbridge BA14 0AT
Tel: 01225 77728

**Peel House**
398 The Spa, Melksham SN12 6QL
Tel: 01225 702037

**Phoenix House**
318 Station Road, Trowbridge BA14 6RD
Tel: 01225 783127

**Romney House**
11 Westwood Road, Trowbridge BA14 9BR
Tel: 01225 753952 Advert page 80

**Rowde**
Furlong Close, Rowde,
Devizes SN10 2TQ
Tel: 01380 725455

**Sandmar** WCP
18 Wingfield Road, Trowbridge BA14 9EB
Tel: 01225 775060

**Sense – 6 Lilac Grove**
Trowbridge BA14 0HB
Tel: 01225 766200

**Shaftesbury Court (Manor Close)**
Manor Close, Trowbridge BA14 9HN
Tel: 01225 760228

**Starbrook**
35a Dursley Road, Heywood BA13 4LG
Tel: 01934 429448

**Staverton House** WCP
51a Staverton, Trowbridge BA14 6NX
Tel: 01225 782019 Advert page 74 D MH

**Sursum Ltd Bramley House**
Bramley House, Castle Street,
Mere BA12 6JN
Tel: 01747 860192

**Wellhead Lane**
16 Wellhead Lane, Westbury BA13 3PW
Tel: 01373 303248

**Westbury Lodge**
130 Station Road, Westbury BA13 4HT
Tel: 01373 859999

**Whistley Dene**
Whistley Road, Potterne,
Devizes SN10 5TD
Tel: 01380 721913

**Willow View**
63b Boreham Road, Warminster BA12 9JX
Tel: 01985 219377

**Willows, The** WCP
72 Boreham Road, Warminster BA12 9JN
Tel: 01985 215757

**Wingfield Road**
22 Wingfield Road, Trowbridge BA14 9ED
Tel: 01225 762043

**Wren House Residence for the Retired and Elderly – Warminster**
32 Vicarage Street, Warminster BA12 8JF
Tel: 01985 212578 Advert page 80

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**Blenheim House Specialist Care Centre**
27 Shurnhold, Bath Road, Melksham SN12 8DD
Tel: 01225 896200 Advert page 78

**Briggs Lodge Residential and Nursing Home**
London Road, Devizes SN10 2DY
Tel: 01380 711622

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

RNHA Registered Nursing Home Association – page 54 WCP Wiltshire Care Partnership – page 55

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wrenretirementliving.co.uk

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For more information please contact Christian Moore on 01985 840224
suttonvenymanager@avoncarehomes.co.uk | www.suttonvenyhouse.com
Sutton Veny, Warminster, Wiltshire, BA12 7BJ

Bybrook House
For more information please contact Ratna Gurung on 01225 743672
bybrookmanager@avoncarehomes.co.uk | www.bybrookhouse.co.uk
Bybrook House, Box, Wiltshire, SN13 8QP

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◆ Home cooking
◆ Regular visits by Chiropodist, Optician & Vicar
◆ Weekly visits by Hairdresser & Physiotherapist
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Email: info@romney-house.co.uk
Web: www.romney-house.co.uk

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Trowbridge Oaks, your local Bupa care home.
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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.

Look in the listings for Trowbridge Oaks

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Firlawn Nursing Home RNHA
The Street, Holt, Trowbridge BA14 6QH
Tel: 01225 783333 Advert page 3 OP D PD YA

Fountain Place Nursing Home
Avonpark, Winsley Hill, Limpley Stoke, Bath BA2 7FF
Tel: 01225 722888 OP D

Henford House
Lower Marsh Road, Warminster BA12 9PB
Tel: 01985 881730 Advert page 72 OP PD YA

Longbridge Deverill House and Nursing Home WCP
Church Street, Longbridge Deverill, Warminster BA12 7DJ Advert page 74 OP D PD LDA YA

Market Lavington Care Home
39 High Street, Market Lavington, Devizes SN10 4AG
Tel: 01380 812282 OP D PD YA

Mavern House Nursing Home RNHA WCP
Corsham Road, Shaw, Melksham SN12 8EH Tel: 01225 708168 OP

Old Parsonage, The
The Street, Broughton Gifford, Melksham SN12 8PR
Tel: 01225 782167 OP D MH

Sutton Veny House
Sutton Veny, Warminster BA12 7BJ
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Trowbridge Oaks Care Home WCP
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Westbury Care Home, The WCP
Warminster Road, Westbury BA13 3PR
Tel: 01373 825868 OP PD

Westbury Court
Station Road, Westbury BA13 3JQ
Tel: 01373 825002 OP D YA

Wiltshire Heights Care Home
Cottle Avenue, off Berryfield Road, Bradford-on-Avon BA15 1FD
Tel: 01225 435588 Advert page 69 OP D YA

Wingfield, The
70a Wingfield Road, Trowbridge BA14 9EN
Tel: 01225 560035 Advert page 72 OP D

See the checklist on page 45 for questions to ask when looking at care homes.

Search for care in your area

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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

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• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests

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We are committed to achieving the highest standards of care for your loved ones, as we understand their needs for choice, dignity, independence and quality of life.

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Email: info@coatewatercare.co.uk
Visit: www.coatewatercare.co.uk

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Swindon SN3 1NW
Tel: 01793 496827

Church View
Rainer Close, Stratton
St Margaret SN3 4YA
Tel: 01793 820761

Downs View
Badbury,
Swindon SN4 0EU
Tel: 01793 740240