East Sussex and Brighton & Hove
Care and Support Services Directory 2018/19

The essential guide to choosing and paying for care and support
Autumn Lodge specialises in providing dementia care on a long term, respite or day care basis in a luxury, secure, boutique hotel environment. We are a vibrant family-run home with over 30 years’ experience in providing a high standard of friendly individual care.

We pride ourselves on finding the best professional local entertainers of the widest variety, who come in every afternoon, 7 days a week, whether it be a singer, violinist, cellist, arts & crafts teacher or a travelling theatre group.

We love throwing parties for the residents and their relatives. Our Christmas Residents’ Party is a thing of legend with live music and an amazing spread of culinary delights. We should also mention our Summer Western Themed Barbecue Party and our 1950s Vintage Garden Tea Parties.

We regularly organise walks down to the beach for an ice cream, strolls to the pub on the corner for a pint or an amble up the road to pick up the daily newspaper.

Our chefs provide a high standard of traditional home-cooked menus using local, quality, fresh produce, served in a choice of dining rooms, with full room service available if required.

For Brochures & Availability

Autumn-Lodge.co.uk - Tel: 01273 271786
35-39 Rutland Gardens, Hove, East Sussex BN3 5PD

“We believe every day should be fun and engaging and that’s why entertainment and activities are the heart and soul of our home”
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Visit www.carechoices.co.uk for further assistance with your search for care
Getting Help in East Sussex
online at www.eastsussex1space.co.uk

From personal care to getting odd jobs done, from advice to coping with ill health, East Sussex 1Space will help you find solutions around the county to help you live independently, safely and in good health.

East Sussex 1Space:

- A single location for care, support and wellbeing services
- A growing directory of services, organisations and groups
- Up-to-date information
- Helping you to stay independent

My Life
Brighton & Hove

My Life is an easy-to-use, online directory listing local Brighton & Hove and national organisations and services to support everyday living

www.mylifebh.org.uk

Your first point of contact for finding the help and support you need to live well
Introduction


There are many care and support services available in East Sussex and Brighton & Hove, and there is plenty of help to find out what is the most appropriate for you. If you are finding it hard to live independently, you and your family need to know where you can go for help and advice about what is available locally. This Directory is an important source of that information.

Our thanks go to Care Choices who produced this Directory at no cost to East Sussex County Council or Brighton & Hove City Council. The two Adult Social Care departments have helped to produce some of the information in this Directory.

Finding help and support in your area

Finding care near you

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

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

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

The website includes detailed information for each
care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 56), indicating the quality of care provided.

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

**East Sussex 1Space**
East Sussex 1Space is an online directory of care, support and wellbeing services and groups available in the county offering solutions from personal care, day activities and getting odd jobs done, to local support groups and information and advice.

East Sussex 1Space helps you, your family, friends or someone you care for to find what you need to help you stay healthy, safe and connected to your community. Visit www.eastsussex1space.co.uk

**East Sussex Adult Social Care**
East Sussex Adult Social Care produces a range of leaflets and factsheets. You can find them all on the website www.eastsussex.gov.uk or ask Health and Social Care Connect for copies.

Leaflets:
IL01 A guide to Adult Social Care
IL02 Paying towards the cost of your care and support: How we work out what you have to pay
IL03 Your feedback is important to us
IL04 Do you look after someone?
IL05 Getting Support from Adult Social Care

Factsheets:
Factsheets are shorter than information leaflets and deal with specific topics relating to social care. Areas that factsheets cover include:
- Financial assessments
- Direct payments
- Housing support

All information leaflets and factsheets are available in translation or an alternative format (audio, Braille, etc.) upon request.

Health and Social Care Connect is open 8.00am to 8.00pm, seven days a week including bank holidays. Tel: **0345 60 80 191** (calls are charged at your phone company’s local rate)
Minicom via Type Talk: **18001 0345 60**
Email: HSCC@eastsussex.gov.uk
Text: **07797 878111**
Write to: Health and Social Care Connect, St Mary’s House, 52 St Leonards Road, Eastbourne BN21 3UU

You can also begin an assessment of your care and support needs online at www.adultsocialcare.eastsussex.gov.uk

**My Life Brighton & Hove**
The My Life website is an easy to use, online directory listing local Brighton & Hove and national organisations and services to support everyday living. Visit www.mylifebh.org.uk

If you’re looking for information and advice to support you to live well, contact your local Adult Social Care department.

**Brighton & Hove**
You can look on the website www.mylifebh.org.uk if you’re unable find the information you need, contact the Adult Social Care Access Point, see below.

**Brighton & Hove Adult Social Care Access Point**
If you live in Brighton & Hove, you can find information about local health and social care
By making a few small changes to the way you live, you can make big changes to your health and wellbeing. This can have a beneficial impact on the wellbeing of your family members and those you care for.

There’s lots of advice, information and help available across the county to help you stay healthy and well.

One You – East Sussex

Our lifestyles can be less healthy than we think. Whether it’s eating the wrong foods, drinking more alcohol than we should, smoking or just not being active enough, these things can add up to an unhealthy you. One You is a website providing information and guidance to help adults across the country live a healthier life.

Making better choices can have a huge influence on your health and could prevent diseases, such as type 2 diabetes, cancer and heart disease, and reduce your risk of stroke, dementia, disability and frailty in later life.

The free online health quiz, ‘How Are You’, can help you identify where changes can be made. It provides personalised recommendations, tools and encouragement to help improve your health right away.

For more information, and to take the ‘How Are You’ online quiz, visit www.nhs.uk/oneyou

East Sussex residents can also access all the support they need to change their lifestyle behaviours through One You East Sussex. People signing up to the service receive a personalised health plan and support in all areas of their lifestyle, including losing weight, improving diet, increasing physical activity, reducing alcohol intake and stopping smoking.

One You East Sussex is open to everyone in East Sussex aged 16 and over (12 and over for stop smoking support) who needs help to make a lifestyle change.

For more information and to get started, visit www.oneyoueastsussex.org.uk or call 01323 404600.

Healthy Lifestyles Team – Brighton & Hove

Making small changes now can improve your health right away and increase your chances of staying healthy as you get older. It’s never too late to start. Brighton & Hove City Council’s Healthy Lifestyles Team provides a ‘one stop shop’ for people in Brighton & Hove who want to take steps to improve their health and wellbeing by:

- stopping smoking;
- moving more and increasing physical activity;
- losing weight;
- eating well; and
- drinking less alcohol.

Talk to one of the trained advisers about the changes you would like to make, and you will be supported to access the help that’s right for you, provided by the team or other services available in the city.
Get your free health MOT

You may be eligible for a free NHS Health Check that could help you live a longer and healthier life.

The NHS Health Check assesses the risks of heart disease, stroke, diabetes and kidney disease. Everyone between the ages of 40 and 74 who has not already been diagnosed with one of these conditions, will be invited (once every five years) to have a check and will be given support and advice to help them reduce or manage any identified risk to their health.

Your local GP practice may be able to offer you an NHS Health Check. Speak to your GP to find out more. If your GP surgery does not offer NHS Health Checks, contact ‘One You East Sussex’ in East Sussex or the Healthy Lifestyles team in Brighton & Hove. See page 7 for contact details.

Improve your wellbeing

Wellbeing is characterised by feelings of happiness, contentment, enjoyment, curiosity and engagement. Having a sense of control, purpose in life and belonging and having positive relationships with others are also important parts of wellbeing.

The ‘Five Ways to Wellbeing’ are actions you can take in your everyday life that have been shown to promote personal wellbeing:

1. Connect
With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

2. Be active
Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

3. Take notice
Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

4. Keep learning
Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Learning new things will make you more confident as well as being fun.

5. Give
Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Top tips for staying healthy and well

Eating well
To ensure you’re eating well:

- aim to have at least five portions of fruit and vegetables every day;

‘The service helped me to find my own individual way to make the changes I wanted. I would recommend it to anyone wanting to improve their health.’ – Healthy Lifestyles Team Brighton & Hove service user.
• switch to lower-sugar cereals or those with no added sugar and avoid sugar-sweetened beverages;
• choose wholegrain varieties of pasta, rice and bread and eat potatoes with their skins on when you can. They contain more fibre, and can help you feel full for longer;
• eat a variety of protein sources, like beans, pulses, fish, eggs and meat, and aim to eat at least two portions of fish a week, including at least one portion of oily fish;
• eat less salt – no more than 6g a day for adults;
• drink at least six to eight glasses of non-alcoholic fluids a day;
• reduce your saturated fat and sugar intake; and
• don’t skip breakfast.

Staying active
Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of ‘feel good’ hormones and reduce stress.

Adults should aim to do at least 150 minutes of moderate physical activity every week, you can build this up over the week in short 10-minute bursts of activity. It is also important to incorporate strength exercises on two days of the week. If you are at risk of falls, you may want to consider doing exercises to help balance and co-ordination twice a week.

You could:
• take regular walks as part of your daily routine;
• use the stairs rather than taking the lift;
• get off the bus one stop before your destination;
• join a dance group or a jogging/walking/games club; or
• do gardening, such as digging or shovelling.

There are lots of opportunities to take part in local physical activity opportunities through local leisure centres or community-delivered programmes such as Active Hastings, Active Rother or East Sussex Health Walks, for example. In Brighton and Hove, programmes include Shape for Life, Active Forever and Brighton and Hove Healthwalks.

East Sussex
For more information about local physical activity opportunities in East Sussex, visit www.oneyoueast sussex.org.uk or call 01323 404600.

Brighton & Hove
Email healthylifestyles@brighton-hove.gov.uk or call 01273 294589 for more information about physical activity opportunities in Brighton & Hove.

Stop smoking
For free help, advice and support to give up smoking, contact your local Stop Smoking Service or speak to your GP. You can also contact the smokefree national helpline on 0300 123 1044, or go to the NHS Smokefree website www.nhs.uk/smokefree/
East Sussex residents can call 01323 404600 or visit www.oneyoueast sussex.org.uk

Alcohol and drugs
Drinking less alcohol reduces the longer term risk of serious diseases, such as liver disease and stroke, and could improve the condition of your skin, give you more energy and have a positive effect on sleep. Drinking less also means you’ll be less likely to develop high blood pressure and put on weight.

For help, advice and support to reduce your alcohol intake, contact your GP. Alternatively, visit www.thinkdrinkdrugs.co.uk or contact:

East Sussex
STAR – East Sussex Drug and Alcohol Recovery Service
Offers drug and alcohol treatment and recovery support to individuals and those affected by someone else’s substance misuse and mental health issues across East Sussex. All services are free. • Tel: 0300 30 38 160

Brighton & Hove
Pavilions Drug and Alcohol Service
Offers support to anyone concerned about their drug or alcohol use, or for the families & carers supporting those struggling with substance misuse. Tel: 01273 731900 or 0800 014 9819
Email: info@pavilions.org.uk
Web: www.pavilions.org.uk
Keep warm and well
Being cold at home isn’t just uncomfortable; it can be very bad for your health. The East Sussex Winter/Warm Home Check Service is free and available all year round for:
• older people;
• families with children;
• people with disabilities; and
• people with an ongoing health condition who are on a low income.

The check includes an assessment of your home to identify how to keep warm, small works such as improving insulation or repairing boilers, emergency temporary heating and advice on getting help to pay for heating.

For more information in East Sussex, go to www.warmeastsussex.org.uk For more information in Brighton & Hove, go to www.brighton-hove.gov.uk/keep-warm

Reading Well Books on Prescription
This is a national scheme, working with health professionals and carers to produce booklists of tried and trusted titles to support people living with mild to moderate mental health conditions or dementia. Booklists are available from libraries and the recommended titles can be borrowed free of charge. Visit www.reading-well.org.uk/books for a list of recommended titles.

Libraries in East Sussex and Brighton & Hove stock the recommended titles in many formats, including large print, audio and e-books. In East Sussex, further details can be found at www.eastsussex.gov.uk/libraries/books-films-music/self-help-books-adults

In Brighton & Hove, the titles are available for library members to download from www.brighton-hove.gov.uk/libraries

Helping you stay independent

Local services
Adult Social Care can offer some support to enable you to stay as independent as possible in your own home. This could be through information and advice, daily living equipment or small adaptations to your home.

Some services provided may be free of charge, while other types of support may require a financial assessment to see whether you are able to pay an assessed contribution, see page 50. This contribution could be any amount up to the full cost of the service and will be payable from the start of the support being provided.

There are different ways of getting support to remain independent, and the following are just some examples. If you have a personal budget (see page 51) you should use it in a way that’s right for you.

Making the best of your networks
Adult Social Care will work with you to identify your support networks – friends, relatives, neighbours or the wider community – to explore all options to meet your care and support needs. You may also be able to get support from local voluntary and community organisations, for example, having someone come in to check you’re OK and have a chat, practical support with odd jobs around the house and garden, or more regular support such as shopping or bringing round a hot meal. Good Neighbour Schemes, which offer this type of support, are currently developing across the county.

East Sussex
You can find out if there is a Good Neighbour Scheme in your local area by looking at East Sussex 1Space, visit www.eastsussex1space.co.uk

Brighton & Hove
Visit www.mylifebh.org.uk which is an easy to use online directory listing many local and national organisations and services, including good neighbour and befriending schemes in your area.
Day opportunities
A range of day activities are available for adults with care and support needs. They provide opportunities to socialise with others, take part in activities and do volunteer work. Where needed, they can also offer a break for carers.

Activities may be building-based or community-based and may be provided by Adult Social Care or voluntary, community and independent sector organisations.

There are also opportunities for older adults to meet with friends and peers and take part in activities that encourage a healthier and more independent lifestyle.

Working age adults will have opportunities to socialise, develop skills, and will be offered care that is appropriate to their needs.

For people with mental health conditions, there are opportunities designed to link with the individual’s local area as well as safe and supportive ‘drop-in centres’. The mental health provision has a common goal: to support people according to their personal choices and levels of needs into social, cultural, spiritual, health, educational, voluntary and employment opportunities. It is about enabling the development (or re-establishment) of valuable social networks and coping strategies to enable people to recover, maintain their mental health, and live their life as independently as possible.

East Sussex
There is information and support available to help people identify these community based services at www.eastsussex1space.co.uk/ Alternatively, go to www.eastsussex.gov.uk and search for ‘Mental Health Directory of Community Support’. You can also call Health and Social Care Connect on 0345 60 80 191.

Brighton & Hove
To find low-cost or free community based activities in Brighton & Hove, visit www.mylifebh.org.uk

Supported employment
In addition to these day opportunities, you could get support to find a job from the following services.

East Sussex
ChoicES is East Sussex County Council’s supported employment service for adults with a learning disability. There are several projects delivered by the voluntary sector to support employment. Tel: 01273 336655

Brighton & Hove
The Supported Employment Team provides help for people with a disability or long-term health condition to find work and stay in work. Tel: 01273 295961 Email: SET@brighton-hove.gov.uk Web: www.brighton-hove.gov.uk/supportedemployment

Falls Prevention
If you have concerns about falling, or have fallen recently, you should talk to your GP. They will be able to provide you with information and advice and might refer you on to local services which can help to reduce your falls risk.

East Sussex
The Joint Community Rehabilitation Service can offer free assessments and support to reduce the risk of falling if you meet certain criteria. You can be referred to the service by any healthcare professional, including your GP, social worker or district nurse.

Brighton & Hove
There is a wide range of physical activity practitioners and groups that can help with balance and strength. Examples include: Zumba, health walks, Pilates, yoga and chair-based exercise. To find out more, look at the ‘activity finder’ on www.brighton-hove.gov.uk/sportsdevelopment

Age UK Brighton & Hove – Crisis Level 2: Empowering and Enabling Provides falls prevention advice and reablement. Web: www.ageuk.org.uk/brightonandhove/ourservices/crisis-2

Osteoporosis and Falls Prevention Service
For adults living locally who are at risk of falls. If you wish to discuss whether a referral is appropriate, please contact the service. Tel: 01273 265574
Standing Tall Community Class
People that have not fallen but may benefit from attending a balance class can be referred directly to this service. • Tel: 07856 407541

Equipping and adaptations

Adult Social Care will work with you to help you stay independent. As part of this, it may consider whether there is any daily living equipment that might help you, or adaptations that could be made to your home.

If you live in East Sussex, you may also like to find out if there is an occupational therapy clinic near you. The clinics will enable you to speak to a member of the occupational therapy service, who in turn will help you to identify equipment and small adaptations that could help. They may also be able to provide this equipment in some circumstances. The clinics can also support you to access a carers assessment. Please contact Health and Social Care Connect to find out more.

Adapting your home

If you, or someone living in your property, have a disability, you may benefit from an adaptation to your home, such as a stairlift or level access shower. If you are eligible, you may be able to receive a disabled facilities grant (DFG) to help with the cost of the adaptation. A DFG is a means-tested grant administered by local councils according to need. You can apply whether you are the owner of the property or a tenant. However, you may have to pay a contribution towards the cost. Adult Social Care will advise you, see contact details below. You could contact your local Age UK, listed on page 64. For information about equipment for carers, see page 43.

For more information about the DFG and how to apply visit: [www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants)

**East Sussex Health and Social Care Connect**
Tel: 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Web: [www.adultsocialcare.eastsussex.gov.uk](http://www.adultsocialcare.eastsussex.gov.uk)

**Brighton & Hove Access Point**
Tel: 01273 295555
Email: AccessPoint@brighton-hove.gov.uk
Web: [www.brighton-hove.gov.uk/adaptations](http://www.brighton-hove.gov.uk/adaptations)

If you need major adaptations to your home, an occupational therapist will arrange a home visit to assess what adaptations are needed and to discuss the options for meeting your needs with you.

All applications for grant assistance are dealt with by the Housing Adaptations Service. The Council has to be satisfied that the proposed adaptations are all necessary and appropriate, reasonable and practicable and must be satisfied about the overall feasibility of the work if it is to give a DFG.
Making life easier at home

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

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

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

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

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

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

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

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

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

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

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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 19.

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.

**East Sussex** • Tel: 0345 60 80 191  
Web: [www.eastsussex1space.co.uk](http://www.eastsussex1space.co.uk) or [www.eastsussex.gov.uk/socialcare/getting-help-from-us/contact-adult-social-care](http://www.eastsussex.gov.uk/socialcare/getting-help-from-us/contact-adult-social-care)

**Brighton & Hove** • Tel: 01273 295555  
Email: AccessPoint@brighton-hove.gov.uk  
Web: [www.safeandwell/brighton-hove](http://www.safeandwell/brighton-hove) or [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

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

Telecare is the name given to technology which can help you to live safely and independently and remain at home for longer. The system uses a pendant, alarm button or cord which you can activate to speak to someone when you need help. When you need to you can use your Telecare device and the system will connect you to a 24-hour monitoring centre.

An officer at the monitoring centre will then assess your situation and arrange the help you need. They might contact a carer, family member or your GP, or an ambulance in an emergency situation. Alternatively, the alerts can be directed to your carer, a family member, friend or neighbour (instead of the monitoring centre) if they have agreed to receive the alerts.

A range of additional sensors may also be available to help manage risks in your home. Environmental sensors can detect problems such as smoke, carbon monoxide or gas leaks, flooding, dangerous temperatures, and when you might have had a fall. These sensors will automatically make an alarm call when they detect an issue.

Telecare can increase your confidence and security, knowing that you have a support system in place day and night. Telecare equipment can also support carers in their caring role and can help improve carers’ wellbeing and reduce anxiety, giving them peace of mind and a break from their caring role. The equipment is simple to use and is tailored to meet your circumstances. To find out more about the range of Telecare equipment and services available, or to arrange a home assessment, contact your local provider.

East Sussex

Welbeing

Previously known as Wealden and Eastbourne Lifeline, Welbeing provides Telecare across East Sussex. You can contact them directly at www.welbeing.org.uk or by calling 01323 644422. Alternatively, Telecare may be provided as part of your support package if you are assessed by Adult Social Care and have eligible needs. You can contact Health and Social Care Connect on 0345 60 80 191 if you would like a social care assessment.

Brighton & Hove

CareLink Plus

Tel: 0300 123 3301 • Text: 07908 823134
Email: Carelinkplus@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/carelinkplus

There are also a number of independent providers who offer Telecare which you can buy yourself. Providers of Telecare services can be found by using the Telecare Services Association, visit www.tsa-voice.org.uk

Some providers are specific to East Sussex and Brighton & Hove, others are national organisations who also operate in this area.

Reablement

Reablement means helping you get back daily living skills you may have lost because of illness or disability. For example, if you’ve just come out of hospital, you might need some short-term support to help you become independent again. Or perhaps having some short-term support at home will prevent you having to go into hospital in the first place. Not everyone is eligible for reablement, but if your assessment indicates that reablement could benefit you, Adult Social Care will put you in touch with the most appropriate type of support.

Reablement and rehabilitation services may last for up to six weeks, depending on your local authority and the extent of your needs, and are free for the duration of the service. If it looks like you need ongoing care, an assessment will be offered, where options can be discussed and agreed with you. You are likely to need to pay for any ongoing services. The amount you pay for any ongoing
Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey
care will depend on your needs and your financial circumstances. Adult Social Care will carry out an assessment of your needs and finances, see pages 50 and 52 for more information.

**East Sussex**

The Joint Community Rehabilitation Service (JCR) can offer reablement and rehabilitation support if you meet certain criteria. Referrals are made via your health professional or Health and Social Care Connect, which can be contacted by telephone on **0345 60 80 191**.

**Brighton & Hove**

There are two residential care homes and a nursing home specialising in rehabilitation, and it can also be provided in your own home. Nurses, physiotherapists and occupational therapists will work with you to help you become medically fitter and regain physical mobility and strength. To arrange an assessment to see if you’re eligible for this service, contact Access Point on **AccessPoint@brighton-hove.gov.uk** or **01273 295555**.

---

**Other kinds of support to help you remain independent**

**Support with Confidence**

**East Sussex**

Support with Confidence is an Adult Social Care accreditation scheme run in partnership with Trading Standards. It can help you find a wide range of care and support services that you can trust, from people and organisations that have been checked and approved in terms of quality, safety and staff training.

In East Sussex, accredited members of the scheme include:

- personal assistants;
- registered home care providers;
- independent financial advisers;
- legal advice services;
- day services;
- cleaning services;
- meal preparation services;
- suppliers of home adaptations and equipment;
- handyperson, home maintenance and gardening services;
- pet services;
- therapeutic support;
- community services; and
- transport providers.

As well as checking on quality standards, the application process includes appropriate background checks, taking up references, attending an interview and training, and making sure the provider is complying with the law. If approved, their details will appear in the Support with Confidence directory.

To find a service, visit **www.eastsussex.gov.uk/supportwithconfidence** or phone the Support With Confidence team on **01323 463440**.

**Brighton & Hove**

Brighton & Hove Council can help you to find
CARE & SUPPORT IN YOUR HOME

When you or a family member needs some extra support at home, it's important to find the right carers or nurses to match your needs. Ring us for a confidential chat.

From full nursing/medical care or intimate support like washing and bedtime, to domestic home help and companionship services, we provide a personal, local service tailored for you.

Tel: **01273 224200** (Brighton & Hove)
Tel: **01903 258258** (Worthing)
Email: homecare@hanovercare.co.uk

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 East Sussex 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?**
**01323 306 119**

For more information
www.helpinghands.co.uk
a personal assistant through the Support with Confidence register of approved personal assistants.

A personal assistant who has completed Support with Confidence training will have undergone various checks and will have completed the necessary courses required to receive the accreditation. These include:

- enhanced Disclosure and Barring Service check;
- Trading Standards checks;
- two reference checks;
- ‘Being a Great Personal Assistant’, a course delivered by Halifax Homecare; and
- training modules that all care workers undertake before they start working, delivered by Halifax Care.

For a list of individual personal assistants, rates of hourly pay and availability, visit www.brighton-hove.gov.uk/supportwithconfidence

For more information, contact the Support with Confidence team:
Tel: 01273 292494
Email: supportwithconfidence@brighton-hove.gov.uk

Support in your own home
You may be finding it difficult to manage at home and feel you need more long-term support. You might want help with personal care, such as washing and dressing, or with practical tasks, such as shopping, cooking, laundry and cleaning.

To help to support you, you could employ a personal assistant (PA), or, alternatively, you could use an independent organisation, all of which should be registered and checked by the Care Quality Commission (see page 56).

East Sussex
East Sussex County Council works with home care providers (companies they use are regularly reviewed and supported to meet the Council’s criteria for quality of service). These can be found on East Sussex 1Space at www.eastsussex1space.co.uk/ Adult Social Care also has a factsheet on ‘Financial assessments for care and support other than in a care home’ which may be useful.

Brighton & Hove
If you would like information on the home care agencies who provide support on behalf of the Council contact the Adult Social Care Access Point on AccessPoint@brighton-hove.gov.uk or 01273 295555.

Listings of all registered home care providers in East Sussex and Brighton & Hove start on page 23.

Housing-Related Support
Adult Social Care works with district and borough councils, health services and the probation service. Housing-Related Support (previously known as The Supporting People Programme) helps people move from homelessness and rough sleeping to independent living by providing supported accommodation and help to develop the skills needed to manage a tenancy.

Services are provided to people over 16 who are homeless or at risk of homelessness and those who have mental health needs. Services can be accessed by referrals from a range of support agencies such as St Mungo’s Street Outreach Service, Housing Options at Brighton & Hove City Council and Sussex Partnership Trust.

East Sussex
For more information contact:
East Sussex Health and Social Care Connect
Tel: 0345 60 80 191
Email: HSCC@eastsussex.gov.uk
Web: www.adultsocialcare.eastsussex.gov.uk

Brighton & Hove
Get more information:
Tel: 01273 295555
Email: AccessPoint@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/social-care
Delivering quality care in Eastbourne and surrounding areas

Supporting you or your loved ones to live well at home

Our services include:
- Companionship
- Meal Preparation
- Washing and Dressing
- Personal Care
- Medication Support
- Dementia Care
- End-of-Life Care
- Live-in Care
- Hospital to home
  And much more...

CONTACT US TODAY FOR MORE INFORMATION

01323 414 658
eastbourne@rightathomeuk.com
www.rightathomeuk.com/eastbourne
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

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long has the agency been operating?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long are staff allocated per visit?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have experience with your specific needs?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you likely to be visited by different staff each day?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you meet your care worker(s) before they start?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have both male and female staff?</td>
<td></td>
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</tbody>
</table>

### Accommodating your needs

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have a training scheme in place?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Are all staff trained to a certain level?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are staff able to help with administering medication if required?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Regulation

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will your support plan be reviewed at regular intervals?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you see the agency’s contract terms?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you lodge a complaint easily?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are complaints dealt with quickly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes

*See page 56.
ABOUT US
Here at Coastal Home Care, we understand the difficulties of coming to terms with the sometimes harsh fact that you may need to think about having some Quality Care at Home. Supporting people to live within the comfort of their own homes whilst receiving Quality Care at Home is something that Coastal Home Care is all too familiar with. We are a family owned and run business, operating throughout East and West Sussex for over 20 years.

We operate from 7am until 11pm, 7 days a week. Overnight support also available on request.

Coastal Homecare offer a range of home care services to meet everyone’s individual needs;

PERSONAL CARE
- Assisting you to get up out of bed in the mornings
- Washing and Dressing
- Assisting with toileting
- Making your bed
- Preparing and serving your meals
- Assisting you back into bed in the evening
- Assisting you with medication

HOME CARE
- Doing your laundry
- Ironing
- Hoovering around your home
- Dusting and polishing
- Watering your plants
- Taking out your rubbish
- Changing a light bulb

SOCIAL CARE
- Taking you to doctors’ appointments and staying with you if needed
- Taking you to hospital appointments
- Shopping trips
- Trips out to the seaside for a stroll
- Trips to the cinema
- Visiting a friend
- Going to Church or to Bingo
# Home care providers

## Brighton & Hove registered home care providers

<table>
<thead>
<tr>
<th>Service/User Bands</th>
<th>Provider Name</th>
<th>Address</th>
<th>Tel:</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Age UK Brighton &amp; Hove</td>
<td>Brighton</td>
<td>01273 720603</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA AD</td>
<td>Agincare UK Brighton</td>
<td>Brighton</td>
<td>01273 327565</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA AD</td>
<td>Alina Homecare</td>
<td>Brighton</td>
<td>01273 390748</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA AD</td>
<td>Allied Healthcare Brighton &amp; Hove</td>
<td>Hove</td>
<td>01273 770202</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA</td>
<td>Alpha May Domiciliary Care</td>
<td>Brighton</td>
<td>01273 044016</td>
</tr>
<tr>
<td>OP PD LDA SI</td>
<td>Ambito Community Services Brighton</td>
<td>Brighton</td>
<td>01273 695675</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA</td>
<td>Apex Prime Care – Brighton</td>
<td>Brighton</td>
<td>01273 600494</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA</td>
<td>Autism Sussex Domiciliary Care, Brighton and Hove</td>
<td>Brighton</td>
<td>01273 798856</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA</td>
<td>Barnardo’s Brighton &amp; Hove Link Plus Home Support Service</td>
<td>Brighton</td>
<td>01273 295179</td>
</tr>
<tr>
<td>PD LDA SI</td>
<td>Better Healthcare Services (Brighton)</td>
<td>Brighton</td>
<td>01273 203999</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA AD</td>
<td>Bluebird Care</td>
<td>Hove</td>
<td>01273 208192</td>
</tr>
<tr>
<td>OP D PD MH SI YA AD</td>
<td>Brighton and Hove Home Care (Brighton &amp; Hove City Council)</td>
<td>Brighton</td>
<td>01273 295950</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA</td>
<td>Brunswick Healthcare</td>
<td>Hove</td>
<td>01273 728888</td>
</tr>
<tr>
<td>OP D PD MH SI YA AD</td>
<td>Care Outlook</td>
<td>(Brighton and Hove)</td>
<td>01273 413511</td>
</tr>
<tr>
<td>OP PD</td>
<td>Care4You Homecare Services Ltd</td>
<td>Brighton</td>
<td>07957 793039</td>
</tr>
<tr>
<td>Advert page 26 OP D PD LDA MH SI YA AD</td>
<td>Caremark (Areli Care Ltd)</td>
<td>Hove</td>
<td>01273 019185</td>
</tr>
<tr>
<td>Advert page 18 OP D PD LDA MH SI YA AD</td>
<td>Carewatch (Brighton)</td>
<td>Hove</td>
<td>01273 207111</td>
</tr>
<tr>
<td>OP D PD LDA MH SI YA AD</td>
<td>Certain Care Ltd</td>
<td>Hove</td>
<td>01273 276537</td>
</tr>
<tr>
<td>OP D PD SI YA</td>
<td>Cheriton Homecare Ltd</td>
<td>Brighton</td>
<td>01273 273277</td>
</tr>
<tr>
<td>Advert page 22 OP D PD MH SI YA</td>
<td>Coastal Homecare (Hove) Ltd</td>
<td>Hove</td>
<td>01273 410471</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Providing quality home care in and around Brighton & Hove

We provide personal care services, either day or night, so that you or your family member can continue to enjoy independence at home. We also provide respite for family carers.

Contact us now to find out more.

Tel: 01273 829943
Web: www.martletscare.co.uk
Email: enquiries@martletscare.co.uk

Caring for the finer details as well as the essentials

All our profits go to the Martlets Hospice

Regulated by Care Quality Commission
Continuing Independence Service
Hove
Tel: 01273 296755  
OP D PD LDA MH SI YA

Dyke Road Community Support Services
Hove
Tel: 01372 364000  
OP D PD LDA YA

East Sussex, Brighton & Hove
Crossroads Care
Brighton
Tel: 01273 234021  
D PD LDA MH SI

Embark Head Office
Hove
Tel: 0843 289 3378  
PD LDA SI

Frances Taylor Foundation
Homecare Services
Brighton
Tel: 01273 414161  
LDA

Grace Eyre Choices Sussex
Hove
Tel: 01273 201904  
OP D PD LDA MH SI YA AD

Hallifax Care Ltd
Brighton
Tel: 01273 542200  
OP D PD LDA MH SI YA

Hanover Care Ltd
Hove
Tel: 01273 224200  
OP D PD LDA MH SI YA AD

Home Instead Senior Care
– Brighton, Hove and Shoreham
Brighton
Tel: 01273 284090  
OP D PD MH SI YA

Ideal Complex Care Ltd
Brighton
Tel: 01273 500774  
OP D PD LDA SI

Interserve Healthcare – South Coast
Brighton
Tel: 01273 220660  
OP D PD LDA MH SI YA AD

Live-In Comfort
Hove
Tel: 01273 380039  
OP D PD LDA SI

Martlets Care, The Point
Hove
Tel: 01273 829943  
OP D PD SI YA

Mears Care
Brighton and Hove
Brighton
Tel: 07944 064637  
OP D PD SI YA

Mencap
– West Sussex Domiciliary Care
Brighton
Tel: 01273 234759  
LDA YA

MiHomecare
– Woodingdean
Brighton
Tel: 01273 309393  
OP D PD LDA MH SI YA

Patching Lodge
Extra Care Scheme
Brighton
Tel: 01273 672388  
OP D PD LDA MH SI

Pegail Ltd
Brighton
Tel: 01268 931060  
OP D PD LDA MH SI YA

Phoenix Bespoke Support
Brighton
Tel: 01273 413672  
D PD LDA MH YA

Private Care Company, The
Hove
Tel: 01273 774951  
OP D LDA YA

Rock Street, 19a
Brighton
Tel: 01273 628701  
OP D PD LDA MH SI YA AD

Seagulls Home Care Ltd
Brighton
Tel: 01273 390308  
OP D PD LDA MH SI YA

---

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

Visit www.carechoices.co.uk for further assistance with your search for care
Live-in Care
from £695 per week

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Agincare
Caring in Your Community

08000 121 247 | www.liveincare.info

Home Care Specialists
Apex Prime Care is a family run company offering quality home care services across the South. We value our client’s independence, and our specialised team of carers are always on hand to help.

Trust us to be there when you can’t

0845 603 4743 apexprimecare.org

APC Care Ltd
Personal, professional care and support in your own home

✓ Support with all aspects of personal care
✓ Support with daily routine; domestic support, help with pets or running errands
✓ General companionship
✓ Full-time care; overnight support or a live-in personal assistant
✓ Respite care

t: 01323 849019
e: info@apc-wealden.co.uk
w: www.apc-wealden.co.uk

Tell us what you think
Complete our short questionnaire

www.carechoices.co.uk/reader-survey

CareChoices
<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Spinc</th>
<th>Sussex Empowered Living Ltd</th>
<th>Sussex Care Services</th>
<th>Vida Brighton</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP  Older people (65+)</td>
<td>Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH  Mental health</td>
<td>OP  Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>SI  Sensory impairment</td>
<td>OP  Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>YA  Younger adults</td>
<td>OP  Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>AD  People who misuse alcohol or drugs</td>
<td>OP  Older people (65+)</td>
<td>Dementia</td>
<td>Physical disability</td>
<td>Learning disability, autism</td>
</tr>
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</table>

### East Sussex registered home care providers

<table>
<thead>
<tr>
<th>A Plus Care Ltd</th>
<th>Adelphi Homecare</th>
<th>Affinity Trust – Domiciliary Care Agency – East Sussex</th>
<th>Age UK East Sussex</th>
<th>Agincare UK Eastbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bexhill-on-Sea</td>
<td>Bexhill-on-Sea</td>
<td>St Leonards-on-Sea</td>
<td>Lewes</td>
<td>Eastbourne</td>
</tr>
<tr>
<td>Tel: 01424 850205</td>
<td>Tel: 01424 863304</td>
<td>Tel: 01424 853390</td>
<td>Tel: 01273 476704</td>
<td>Tel: 01323 638042</td>
</tr>
<tr>
<td><strong>OP  D PD SI YA</strong></td>
<td><strong>OP  D PD LDA MH SI YA</strong></td>
<td><strong>PD LDA SI</strong></td>
<td><strong>OP</strong></td>
<td><strong>OP  D PD LDA MH SI YA AD</strong></td>
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<table>
<thead>
<tr>
<th>Ajincare UK Eastbourne</th>
<th>Alandra Care Ltd</th>
<th>APC Care Ltd</th>
<th>Apex Prime Care – Hastings</th>
<th>Apex Prime Care – Newhaven</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastbourne</td>
<td>Uckfield</td>
<td>Hailsham</td>
<td>St Leonards-on-Sea</td>
<td>Newhaven</td>
</tr>
<tr>
<td>Tel: 01323 638042</td>
<td>Tel: 01825 767857</td>
<td>Tel: 01323 849019</td>
<td>Tel: 01424 535001</td>
<td>Tel: 01323 407050</td>
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<td><strong>OP  D PD LDA MH YA</strong></td>
<td><strong>OP  D D YA</strong></td>
<td><strong>OP  D PD MH SI YA</strong></td>
<td><strong>OP  D PD MH SI YA</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Apex Prime Care – Hastings</th>
<th>AQS Homecare Sussex</th>
<th>ASLS (Avens Ltd)</th>
<th>Autism Sussex Domiciliary Care, East Sussex</th>
<th>Avenida Lodge</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Leonards-on-Sea</td>
<td>Eastbourne</td>
<td>Crowborough</td>
<td>St Leonards-on-Sea</td>
<td>Eastbourne</td>
</tr>
<tr>
<td>Tel: 01424 535001</td>
<td>Tel: 01323 727027</td>
<td>Tel: 01892 669520</td>
<td>Tel: 01424 712712</td>
<td>Tel: 01323 749970</td>
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<tr>
<td><strong>OP  D PD MH SI YA</strong></td>
<td><strong>OP  D PD LDA MH SI YA AD</strong></td>
<td><strong>OP PD LDA YA</strong></td>
<td><strong>OP  D PD LDA MH SI YA</strong></td>
<td><strong>LDA</strong></td>
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<table>
<thead>
<tr>
<th>Bluebird Care (Eastbourne and Wealden)</th>
<th>Bluebird Care (Lewes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastbourne</td>
<td>Newhaven</td>
</tr>
<tr>
<td>Tel: 01323 727903</td>
<td>Tel: 01273 022055</td>
</tr>
<tr>
<td><strong>OP  D D SI YA</strong></td>
<td><strong>OP  D PD SI YA</strong></td>
</tr>
</tbody>
</table>

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bluebirdcare.co.uk/eastbourne-wealden
bluebirdcare.co.uk/lewes-brighton
East Sussex registered home care providers continued

Bluebird Care (Rother & Hastings)
Rye
Tel: 01797 225797

Brain Injury Services Ltd
Battle
Tel: 01424 777928

Candlelight Homecare Service Ltd
(Uckfield)
Tel: 01825 765008

Care at Home Services (South East) Ltd
Bexhill-on-Sea
Tel: 01424 848088

Care Remedies Ltd
Eastbourne
Tel: 01323 301152

Care To You Healthcare Ltd
Bexhill-on-Sea
Tel: 01424 810253

Care Your Way Ltd
(Bexhill-on-Sea)
Bexhill-on-Sea
Tel: 01424 218100

Caremark (Rother)
Bexhill-on-Sea
Tel: 01424 819000

CarePlus 24
Eastbourne
Tel: 01323 500204

Carewatch
(Bentley Grange)
Hailsham
Tel: 0303 123 1108

Caring 4 All
Hailsham
Tel: 01323 440667

Carrieanne Care Ltd – Creative Media Centre
Hastings
Tel: 01424 205432

Chailey Heritage Pathways
Lewes
Tel: 01825 724444

Coast Home Care
Bexhill-on-Sea
Tel: 01424 213433

Country Carers Ltd
Rye
Tel: 01797 223329

County Medicare
Heathfield
Tel: 01435 866044

Destiny Care Support
Battle
Tel: 01424 830754

Diamond Care
Polegate
Tel: 01323 489100

Diversity Care Solutions Ltd
Battle
Tel: 01424 774086

Downlands Court
Peacehaven
Tel: 01273 063779

East Sussex Dom Care Agency
St Leonards-on-Sea
Tel: 01424 858156

East Sussex Helping Hands
Eastbourne
Tel: 01323 730020

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www.homeinstead.co.uk/brighton
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Bexhill and Hastings
01424 401402
www.homeinstead.co.uk/bexhill
Charter House, 43 St Leonard’s Road, Bexhill on Sea, TN40 1JA

Eastbourne and Hailsham
01323 819191
www.homeinstead.co.uk/eastbourne
Unit E, Dittons Business Park, Dittons Road, Polegate, Eastbourne, BN26 6HY

Lewes District and Uckfield
01273 437040
01825 605030
www.homeinstead.co.uk/lewesdistrict&uckfield

The Cloisters, Broyle Place Farm, Laughton Road, Ringmer, East Sussex BN8 5SD

*Smith & Henderson 2016 PEAQ survey
**Using CQC data, correct at time of publication

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East Sussex registered home care providers continued

**Eastbourne Community Support Service**
Eastbourne
Tel: 01323 747130  OP PD LDA SI YA

**Eniola Care Ltd**
Newhaven
Tel: 01273 616451  Advert page 32

**Everycare**
Eastbourne
Tel: 01323 430762  OP D PD SI YA

**Everycare Hastings**
St Leonards-on-Sea
Tel: 01424 868443  OP D LDA YA

**Fitzroy Supported Living – Uckfield**
Uckfield
Tel: 01825 762510  PD LDA SI

**Golden Homecare Services**
Hailsham
Tel: 01323 842487  OP D PD LDA MH SI YA AD

**Hailsham House**
Hailsham
Tel: 01323 442050  OP D PD MH SI YA

**Hastings Community Support Service**
Bexhill-on-Sea
Tel: 01424 724970  OP LDA YA

**Headway East Sussex Ltd**
Newick
Tel: 01825 724323  PD SI

**Helping Hands Eastbourne**
Eastbourne
Tel: 01323 306119  Advert page 18

**Holy Cross Care Home**
Heathfield
Tel: 01435 863764  OP YA

**Home Instead Senior Care – Bexhill and Hastings**
Bexhill-on-Sea
Tel: 01424 401402  Advert page 30

**Home Instead Senior Care – Eastbourne and Hailsham**
Polegate
Tel: 01323 819191  D PD LDA MH SI YA AD

**Home Instead Senior Care – Lewes District and Uckfield**
Lewes
Tel: 01273 437040  OP D PD LDA MH SI

**Home Instead Senior Care – Mid Sussex**
Crowborough
Tel: 01892 576300  OP D YA

**Homelife Care Ltd Crowborough**
Crowborough
Tel: 01892 662444  OP D PD MH SI YA

**Hurstwood Court DCA**
Uckfield
Tel: 01825 731700  OP D PD YA

**Independent Living Pathways**
St Leonards-on-Sea
Tel: 0800 043 0460  PD LDA MH YA

**Joint Community Rehabilitation Service**
Bexhill-on-Sea
Tel: 01424 726750  OP D PD MH SI YA

**Kare Plus Eastbourne**
Eastbourne
Tel: 01323 819439  OP D PD LDA MH SI YA AD

**Kestrel Homecare Ltd**
Burwash Weald
Tel: 01435 882936  OP

**Home Instead Senior Care – Lewes**
Lewes
Tel: 01273 336600  OP D PD MH SI YA AD

**Home Instead Senior Care – Mid Sussex**
Crowborough
Tel: 01892 576300  OP D YA

**Homelife Care Ltd Crowborough**
Crowborough
Tel: 01892 662444  OP D PD MH SI YA

**In法人 Living Pathways**
St Leonards-on-Sea
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**Kare Plus Eastbourne**
Eastbourne
Tel: 01323 819439  OP D PD LDA MH SI YA AD

**Kestrel Homecare Ltd**
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East Sussex - West Sussex - London

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For more information please contact our branch on 01424 559 202 hastings.rother@radfieldhomecare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
### East Sussex registered home care providers

#### 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

#### Advertisers are highlighted

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<th>Service Provider</th>
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<td>Uckfield 01825 701003</td>
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<td>Burgess Hill 01444 259719</td>
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<td>Sun Rose Care Ltd</td>
<td>Lewes 01273 474121</td>
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East Sussex registered home care providers continued

Sunshine Coast Support Ltd
Eastbourne
Tel: 01323 733122
OP D LDA YA

Trinity
Newhaven
Tel: 07438 550262
OP D PD LDA SI YA

Unity Care Solutions
Eastbourne
Tel: 0845 034 6410
OP D PD LDA SI YA

Vine House Care Ltd
St Leonards-on-Sea
Tel: 01424 834154
OP D PD SI YA

Wealden Community Care Ltd
Heathfield
Tel: 01435 812003
OP D LDA YA

Wealden Community Support Service
Hailsham
Tel: 01273 336580
OP LDA YA

Whitebriars Care Home
Bexhill-on-Sea
Tel: 01424 215335
OP D

William and Patrica Venton Centre
Eastbourne
Tel: 01323 406555
OP D MH YA

Your Quality Care Services Limited (Burgess Hill)
Burgess Hill
Tel: 07810 214769
OP D PD LDA MH SI YA

YourLife (Seaford)
Seaford
Tel: 01323 873253
OP D PD SI

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

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

Anyone with a sensory impairment can feel disconnected from the world, isolated and struggle with daily tasks, communication, or getting out and about. This can lead to a loss of independence which can then affect people’s confidence, especially as the senses decrease.

Levels of sensory impairment vary from person to person. Identifying individual needs is crucial in ensuring that these very specific impairments are recognised and people are supported appropriately.

If you have sight or hearing difficulties, or are deafblind, your local authority may be able to recommend and provide equipment or other support to help you to continue to manage in your home and the community. If you are not eligible for equipment, Adult Social Care can give you advice on where to buy it yourself.

An assessment might be carried out by a specially trained worker. The assessment can identify a wide range of needs and advise as to what services are available.

Adult Social Care can advise you on registering as deaf, hard of hearing, blind or partially-sighted. You do not have to register, however doing so may mean you are eligible for certain benefits or concessions. They can also put you in touch with local partner organisations. These offer a range of services for people with sight or hearing problems, including employment support, advocacy and social support.

For more information, contact:

**East Sussex**
Tel: 0345 60 80 191
Minicom via Type Talk: 18001 0345 60
Email: HSCC@eastsussex.gov.uk
Text: 07797 878111
Write to: St Mary’s House, 52 St Leonards Road, Eastbourne BN21 3UU

**Brighton & Hove**
Tel: 01273 295555
Out-of-hours: 01273 295555
Minicom: 01273 296205
Email: accesspoint@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/helpandsupport
Write to: Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square, Brighton BN1 1JP

**East Sussex Association for Blind & Partially Sighted People** (also supports Brighton & Hove residents)
Prospects House, 7-9 George Street, Hailsham, East Sussex BN27 1AD
Tel: 01323 832252
Email: info@eastsussexblind.org.uk
Web: www.eastsussexblind.org

**Sussex Deaf Association**
Offers community support for deaf or deaf/blind people.
Tel: 01273 671899
Text: 07958 655117
Email: info@sussexdeaf.com
Web: www.sussexdeaf.co.uk

**East Sussex Association for Blind & Partially Sighted People** (ESAB Viable social group – Brighton & Hove only)
Tel: 01273 730906
Email: esabviable@gmail.com
Web: www.esab-viable.org.uk
Physical disability

If you have a physical disability, the support you need should be tailored to your specific needs. It can be provided by the independent and not-for-profit sectors as well as by Adult Social Care.

Help at home with personal care is available during the day and night, seven days a week. There are also private agencies offering help at home with personal care and housework. Other support may include short-term reablement services, equipment, adaptations, advice about accessing supported housing, or information about day opportunities.

Listings of home care agencies start on page 23.

Learning disability

Adults with learning disabilities are supported to live in the community wherever possible to maximise their independence. The range of community-based services available includes support in various types of accommodation, support with finding employment, day activities, advocacy (see page 59), and support for carers, including short breaks.

The Health and Adult Social Care Community Learning Disability Teams in East Sussex, and the Community Learning Disability Team in Brighton & Hove are made up of social workers and specialist healthcare workers.

These include: nurses, physiotherapists, occupational therapists, speech and language therapists, psychiatrists and psychologists. These teams can work with you and your family to assess your needs and plan your support.

Mental health

If you are concerned about your own, or someone else’s, mental health, you should contact your GP. They have experience and knowledge about how to treat mental health conditions and can help you find out what treatment, local support or therapy is suitable. This might be in primary care, or they might refer you to a specialist mental health team. If you don’t have a GP there are two walk-in health centres in East Sussex and one in Brighton.

Eastbourne Station Health Centre
Walk-in medical centre, open seven days a week from 8.00am to 8.00pm. Offers a walk-in service for non-registered patients.
Terminus Road, Eastbourne BN21 3QJ
Tel: 01323 726650

Hastings Medical Practice and Walk-in Centre
Open every day of the year from 8.00am to 8.00pm.
Station Plaza Health Centre, Station Approach, Hastings TN34 1BA
Tel: 01424 884410

Brighton Station Health Centre
The GP practice and walk-in centre is open between 8.00am and 8.00pm, seven days a week, including bank holidays.
84–87 Queens Road, Brighton BN1 3XE
Tel: 0333 321 0946

There is also a wide range of services available in the community. These are designed to support people.
towards improved mental health and enable people to connect (or reconnect) with their social and community networks.

These services are free, and available to anyone who needs support regarding their mental health. This doesn’t require a referral, just call a service to discuss your needs, or drop in at a wellbeing centre.

Health in Mind is a free NHS service for adults aged over 18 who live in East Sussex and are experiencing emotional or psychological difficulties such as stress, anxiety or depression. People can self-refer without visiting a GP first by going to www.healthinmind.org.uk

**East Sussex**

You can access the directory of these services for East Sussex by visiting www.eastsussex.gov.uk and searching ‘mental health directory’.

- **Sussex Recovery College**
  - Sussex Recovery College offers educational courses about mental health and recovery to increase knowledge and skills and promote self-management. Courses are developed and delivered by people with personal and professional experience.
  - Tel: 01273 749500
  - Email: recoverycollege@southdownhousing.org
  - Web: www.sussexrecoverycollege.org.uk

- **Brighton and Hove Wellbeing Service**
  - This service provides different types of talking therapies for people who are experiencing mild to moderate depression, general anxiety, panic attacks, social anxiety, traumatic memories and obsessive compulsive disorder. The support includes workshops and courses as well as guided online therapy.
  - You can self-refer via the website or call to request a copy of the self-referral form.
  - Tel: 0300 002 0060
  - Email: bics.brighton-and-hove-wellbeing@nhs.net
  - Web: www.brightonandhovewellbeing.org/adults

**Specialist mental health support**

Some people require further support with their mental health and, in some cases, their needs are best met in specialist supported accommodation or residential care.

East Sussex has established a Tiered Framework of accommodation support designed to develop and establish skills so that people can live as independently as possible. Contact the Council for an assessment of your needs and to find out what support might be available.

**Supporting someone with a mental health condition**

**East Sussex**

- **Improving Carers’ Experience Project (ICE Pro)**
  - This service specialises in information for carers of people with mental health conditions. It offers training for staff and volunteers, as well as free training courses for carers themselves. It also helps carers to be involved in training, and in planning and providing services.
  - Tel: 01273 617100
  - Web: www.iceproject.co.uk
  - Alan Stenning: Tel: 07435 786182
  - Email: alan.icepro@btconnect.com
  - Jane Lawrence: Tel: 07483 133543
  - Email: jane.icepro@btconnect.com

**Brighton & Hove**

- **Changes Ahead**
  - This is an action and support group for carers of people with mental health conditions, offering individual and group support, practical advice and social events.
  - Tel: 07935 302838
  - Email: changesaheadoakleaf@gmail.com
  - Web: www.mindcharity.co.uk/the-mind-directory/changes-ahead

To find out more about mental health care in East Sussex, contact Health and Social Care Connect (0345 60 80 191) or, in Brighton & Hove, Access Point on 01273 295555.
Dementia care

Dementia is the name for a group of diseases that affect the way the brain normally works. Alzheimer’s disease is the most common form of dementia. Dementia can slowly lead to memory loss, confusion, and changes in people’s personality and behaviour.

If you have concerns about dementia, the first point of contact is your GP. As well as discussing your concerns, your GP will be able to carry out a series of tests and consider referring you to memory assessment services where you may receive a diagnosis. The Memory Assessment service can also offer advice and refer you to trained dementia advisers for people with dementia and their carers.

Alzheimer’s Society, Active Dementia Support and the Dementia Support Service provide support and information for people with dementia and their carers.

Alzheimer’s Society National Dementia Helpline
Tel: 0300 222 1122

Support in the community

People with dementia may prefer to keep living in their own homes for as long as possible, and it is usually helpful to avoid a change from familiar surroundings. There are various community care services to help people live in their own homes. Alzheimer’s Society, Health and Adult Social Care can all help you get access to services in your area.

---

Edendale Lodge

Edendale Lodge was acquired by Belmont Healthcare in 2018. Edendale Lodge provides a home to elderly members of the community who are no longer able to live independently or require some companionship.

As specialists within Dementia our team of professionals are highly experienced in providing dementia care and 24 hour support to those suffering the effects of Alzheimer’s, Parkinson’s, confusion and other similar conditions. We pride ourselves on providing a warm and loving home for our residents, and an environment which is stimulating yet peaceful and dignified.

Edendale Lodge is a registered member of the Care Quality Commission (CQC), the principal regulatory body for the care industry. We welcome male and female residents aged 55 years and over and place no restrictions on religious practices or pets. We provide long term care and short term respite care to residents originating from the local area and those from London, Kent (Tunbridge Wells), and all other regions of the UK who are prepared to live with us in East Sussex. Prior to new residents joining us we carry out a full assessment of their needs, preferences, medical condition and personality.

www.belmonthealthcare.co.uk
Tel: 01797 366 810
Email: admin@belmonthealthcare.co.uk

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Services can include:

- personalised care, which you choose;
- help from a dementia adviser before or after diagnosis;
- home care (see page 13);
- community meals services;
- befriending services;
- ‘Shared Lives’ day care and respite (care within a family setting);
- sitting services and breaks for carers;
- advice on assistive technology, equipment and adaptations;
- social activities;
- day care centres; and
- respite care (short-stay residential care).

You can find out what’s available in your area from Adult Social Care. Even if you do not qualify for financial help from Adult Social Care, it will still carry out an assessment of your individual needs and tell you about registered providers who can give you the services you need.

You can find guidance and advice on dementia at www.nhs.uk/Conditions/dementia and www.brighton-hove.gov.uk/dementia-help/ You can also contact Alzheimer’s Society for information and advice, contact details are on page 64.

**Accommodation options for people with dementia**

If the time comes when remaining at home is no longer possible, you may need to consider the benefits of Extra Care housing or residential care. You can ask about this as part of your needs assessment.

Questions to ask of any home registered to care for people with dementia can be found in the residential dementia care checklist on page 40.

Deciding between homes can be difficult but the quality and quantity of staff training is especially important. The turnover of staff is also important, as people with dementia benefit from continuity of relationships.

The National Dementia Strategy expects Adult Social Care departments to ensure all staff in social care and health services have training in dementia care. In East Sussex, this is being achieved by online training and training sessions run by East Sussex County Council. The training is open to the independent and voluntary sector as well as to staff in Adult Social Care.

The use of medication to treat dementia can be a difficult choice but, at certain stages of the condition, prescribed and regularly-reviewed drugs may be helpful. It's important that any care given should meet that person's needs. They should feel wanted, rested and safe, and able to join in the activities they enjoy. Most people can live well with dementia – Adult Social Care and the NHS aim to help them do so.

Contact East Sussex Health and Social Care Connect (0345 60 80 191) or the Brighton & Hove Adult Social Care Access Point (01273 295555) for information about services for people with dementia.
### Residential dementia care checklist

<table>
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<th>Home 1</th>
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<th>Quality rating*</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 49. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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?

#### 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?

#### 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?

#### 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 56.
End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

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

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

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

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

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

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

East Sussex County Council
Web: www.eastsussex.gov.uk/socialcare/healthadvice/endoflife

Macmillan – At the end of life
Helping you find practical and emotional support at the end of life and through bereavement.
Web: www.macmillan.org.uk/information-and-support/coping/at-the-end-of-life

Marie Curie Cancer Care
Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.
Web: www.mariecurie.org.uk

NHS choices – End of life care
A guide for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan in advance for their end of life care.
Web: www.nhs.uk/planners/end-of-life-care/Pages/End-of-life-care.aspx

WidowNet
Established in 1995, the first online information and self-help resource for, and by, widows and widowers.
Web: www.widownet.org

Compassionate Communities
Compassionate Communities aims to help people develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathic ear.
Web: www.compassionatecommunities.org.uk
Services for carers

A carer looks after, helps or supports someone who wouldn’t be able to manage everyday life without their help. The carer doesn’t have to be living with the person, and the help they give doesn’t have to be physical. They may be caring for a partner, relative, friend or neighbour. It may be someone who:

• is an older person;
• is living with dementia;
• has a physical or learning disability;
• has a mental health condition;
• has sight, hearing or communication difficulties;
• has a long-term health condition; or
• is affected by alcohol or drug misuse.

The carer may be helping them with:

• personal care, such as washing and dressing;
• going to the toilet or dealing with incontinence;
• eating or feeding, and taking medicines;
• getting about at home or into the local community or to health appointments;
• practical help at home;
• emotional support or communication needs; or
• care at the end of their life.

Having a carer’s assessment

If a person provides, or plans to provide unpaid support to someone who could not manage without their help, the law says that they, as a carer, have a right to have their own needs assessed. A carers’ assessment is a way of identifying a person’s needs as a carer and making sure they get the support that they’re eligible for. Carers are entitled to an assessment even if the person they care for has refused support services or an assessment of their own needs.

A carer’s assessment is an essential first step in helping carers to understand their situation. It looks at how caring responsibilities affect their life, including their health and wellbeing, and the different types of support that could be available.

The carer’s assessment allows Adult Social Care to find out about the carer’s needs, gives the carer an opportunity to say what they think are the needs of the person they care for, and helps identify things that could help them in their caring role. Adult Social Care will use the eligibility criteria set by Government to work out if the carer qualifies for support. If the carer has eligible support needs, Adult Social Care will discuss with them how best to meet those needs. For example, it might be possible for the carer to have a break from their caring responsibilities, or just help to give them some free time during the day.

East Sussex Health and Social Care Connect
If you want to ask about an assessment, contact Health and Social Care Connect on 0345 60 80 191. You can also complete a carers’ assessment online at www.adultsocialcare.eastsussex.gov.uk

Brighton & Hove Carers Hub
Tel: 01273 977000
Email: info@carershub.co.uk
Web: www.carershub.co.uk

Breaks from caring

If a carer needs regular breaks from their caring responsibilities, and the person they look after can’t be left alone, respite care or support could be provided. This could be:

• support in the home of the person being cared for;
• support in a care home or care home with nursing; or
• through activities in the community.
Respite care is considered a service for the person being cared for. They might need to have a financial assessment to work out how much they need to pay towards it, or, if the person being cared for already has a personal budget for their own needs (see page 51), they could use that money to pay for respite care. If the person being cared for pays for their own care and support, help is still available to organise respite care.

For more information about arranging respite care or support, contact Adult Social Care.

### Equipment for carers

There is a wide range of equipment that can make it safer and easier for a carer to provide care and support for a person with a disability. Adult Social Care can give carers advice on what equipment is available, and in many cases will be able to loan out the required specialist equipment. You may choose to attend an occupational therapy clinic, see page 12 for more details.

### Respite for healthcare appointments and training

It can be easy for carers to forget about their own health. For example, carers may not be able to leave the person they care for on their own while they go to their GP, the dentist or a hospital appointment.

The respite for healthcare appointments service in East Sussex and Brighton & Hove is free. Adult Social Care will cover the cost of replacement care for the person who requires support, so there is no extra cost to the carer or the person they care for.

Carers can also use this service to make time for learning new skills to help in their caring role, such as first aid or dealing with stress.

If home care or respite at home is regularly arranged by Adult Social Care, the same provider can be contacted directly to arrange for a care worker while the carer is out, or to accompany the carer and the person they care for to the appointment.

If this service is required, the provider should be contacted in good time to allow them to arrange the replacement care. They will also need to be told as soon as possible if the appointment is changed or cancelled.

If you are a carer and look after a person who does not receive home care or home-based respite arranged by Adult Social Care, you may still be able to get support to go to healthcare appointments or training. In East Sussex, contact Care for the Carers to find out more. In Brighton & Hove, contact Carers Hub to find out more.

**East Sussex**
Tel: 01323 738390
Email: info@cftc.org.uk

**Brighton & Hove**
Tel: 01273 977000
Email: info@carershub.co.uk
Web: www.carershub.co.uk

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### Carers in East Sussex

**Carers’ card**

The East Sussex Carers Card enables carers to set up an emergency plan under the Carers Respite Emergency Support Scheme (CRESS). The plan includes contact details for up to three people who could provide short-term support in an emergency.

Carers can carry the East Sussex Carers Card with them so that, in an emergency, someone can call the number on the card. When this happens, the local authority will contact the people named in the emergency plan. If none of the contacts are available, Adult Social Care will arrange alternative support to take over the carer’s caring responsibilities while they are unable to fulfil them, or at least until an alternative contact is available.
The East Sussex Carers Card also offers carers savings and discounts at a variety of retail and leisure venues in East Sussex.

A directory listing all the offers is available at www.cftc.org.uk/ If you would like more information, or to apply for a Carers Card, contact Care for the Carers.

**Care for the Carers**  
The independent Carers Centre for East Sussex supporting unpaid carers of all ages. It offers a range of services including:

- information, advice, emotional and practical support;
- help to access other services, including free counselling;
- opportunities to meet other carers and build support networks; and
- training to support carers in their caring role.

Tel: **01323 738390**  
Email: **info@cftc.org.uk**  
Web: **www.cftc.org.uk**

**Young Carers**  
East Sussex Young Carers (ESYC) supports the most vulnerable Young Carers aged 5 to 18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol misuse.

Tel: **0300 777 2011**  
Email: **info@eastsussexyoungcarers.org.uk**  
Web: **www.eastsussexyoungcarers.org.uk**  
Twitter: **@ESussexYCarers**

More help and information can be found at www.carersuk.org/help-and-advice

The East Sussex Adult Social Care leaflet ‘Do you look after someone?’ has more information and support available for carers in East Sussex.

Carers who choose not to have an assessment can still access any of the organisations listed in the leaflet.

**Amaze Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS)**

Amaze SENDIASS is for parents and young people living or going to school in East Sussex who are affected by SEND. It can offer advice on anything to do with SEND, including education, health and social care. Visit www.amazebrighton.org.uk

**Carers’ support services in Brighton & Hove**

There is a range of services available to support people living in, or looking after, someone who lives in Brighton & Hove, such as:

- a Carers’ Card to access discounts on local health and wellbeing activities;
- an Emergency Back-Up Scheme so that you have a plan in place to support the person you care for in the event that you are unable to look after them;
- online tools that may make caring easier, available through the Council’s partnership with Carers UK;
- information, advice and support and opportunities to meet other carers through Brighton & Hove Carers Hub; and
- support for young carers and their families.

For more information contact the Carers Hub.

Tel: **01273 977000** • Email: **info@carershub.co.uk**  
Web: **www.carershub.co.uk**

**Resource for those supporting disabled children**

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

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

Sheltered housing

Sheltered housing (sometimes called ‘retirement housing’) is a practical step if you would like more support, security and companionship but don’t need to move into a care home. It may be provided by a council, housing association or private provider.

Some sheltered housing is rented while some you can buy (under a leasehold arrangement) and some is available on a shared ownership basis.

In a sheltered housing scheme, you live independently in a flat or bungalow built especially for older people. There is usually a range of facilities that residents can enjoy, such as guest rooms, communal lounges, laundries and gardens. Some schemes have special facilities such as computer suites and special storage for mobility scooters. Most also have a community alarm system linked to a control centre so that help can be called for in an emergency.

Some schemes have a manager or warden to provide housing support, advice and links to other community services. The scheme manager may also provide a daily call service to those who need it.

Sheltered housing differs to residential care, as you have your own home and tenancy or lease. However, if you live in sheltered housing you can still qualify for home care services described on page 17. Adult Social Care might make an assessment of your needs for these services.

More information about sheltered housing and other housing options for older people can be obtained from the Elderly Accommodation Counsel.
Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

East Sussex
For more information about this type of housing in East Sussex, contact your local District or Borough Council. See www.eastsussex.gov.uk/yourcouncil/about/districtandborough/default.aspx for contact details.

Brighton & Hove
Brighton & Hove City Council has a number of sheltered schemes in the city. For more information contact the Homemove team.
Tel: 01273 294400
Email: homemove@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/homemove

Extra Care housing

Extra Care housing provides self-contained accommodation for all adults with additional support needs. It helps to maintain independence and is an alternative to moving into a care home. The schemes have trained care staff on site or on call 24/7 to provide any extra care and support that may be needed, while residents still have the comfort, security and privacy of their own front door.

Some schemes may also include a restaurant, shop or hairdresser, social clubs or other facilities which can be used by both residents and other people in the community. Most Extra Care accommodation is rented but there are a number of other options, including shared ownership and leasehold sale.

Ask your social worker or care manager for details of schemes in your local area or visit www.housingcare.org/assisted-living-extra-care-housing/area-2-brighton-hove.aspx

Who is eligible for Extra Care housing?
If you live locally you can apply, regardless of whether you own your home or are a council or housing association tenant. Adult Social Care will need to do an assessment to work out whether Extra Care housing will be right for you and whether it will meet your needs.
Shared Lives Scheme

Shared Lives is a type of accommodation-based support that enables people to live life to the full in their communities.

Adults who need support or care are matched with a compatible Shared Lives provider who agrees to share their home and their family (or community) life with them. Support can include long-term or short-term accommodation and respite. Shared Lives can also be used to provide daytime support.

In East Sussex, Shared Lives providers offer support to a variety of people in a wide range of different situations. Individuals supported in Shared Lives arrangements may have learning or physical disabilities, mental health issues, or may be elderly or frail. Shared Lives can also support people through transition from children's to adult services and people who may have misused substances or are ex-offenders.

People who have been assessed as having eligible care and support needs can be referred to the Shared Lives Scheme.

Supported Accommodation

Supported Accommodation aims to enable adults to live more independently in the community. In East Sussex, the Supported Accommodation Team (SAT) supports providers who have houses, flats, or self-contained bedsits to provide accommodation and assists tenants referred by Adult Social Care services.

Approved providers can support clients in the following types of accommodation:

- An independent flat or self-contained bedsit: the client has their own tenancy and the provider or support staff visit regularly to provide support.
- A shared house: the client has a tenancy or license agreement in their own room with their own key, and shares the communal areas with other clients.
- The provider’s own home: clients have the privacy of their own room with the choice of sharing mealtimes and communal facilities with other people in the house.

East Sussex

If you live, or want to live, in East Sussex and are interested in being considered for a Shared Lives arrangement or Supported Accommodation, contact Health and Social Care Connect on 0345 60 80 191.

Brighton & Hove

If you are looking for a Shared Lives scheme or Supported Accommodation in Brighton and Hove, contact Access Point on 01273 295555 or at AccessPoint@brighton-hove.gov.uk. You can also visit www.brighton-hove.gov.uk/content/social-care/support-live-home/supported-living

Both of the above services are also interested to hear from any potential providers of either scheme who have the skills, commitment and accommodation in East Sussex to support adults to live more independently in the community. Contact Dan Boyle (Supported Accommodation) or Lynda Cannings (Shared Lives) on 01323 747415 for more information.

Brighton & Hove Shared Lives

If you are interested in becoming a Shared Lives carer in Brighton & Hove, contact the Shared Lives Team.

Tel: 01273 295550
Email: info.sharedlives@brighton-hove.gov.uk
Web: www.brighton-hove.gov.uk/sharedlives

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

Steps to consider

When looking at your care options you should contact Adult Social Care for an assessment of your needs (see page 50). This is important regardless of who is paying for the support. If you will be paying for your care yourself, Adult Social Care will still give you advice and information. An assessment will help to determine your exact needs and will be necessary if you need to ask the Council for financial assistance later on. See page 52 for more on financial assessments. You may also benefit from asking a relative or a friend to help with making a decision.

If you are considering a move into a care home:

• take your own checklist before visiting possible care homes. See this Directory’s care homes checklist on page 49. Ensure that your visit is not rushed and take time to talk to the residents;
• look into what State Benefits you can claim, even if you have savings;
• seek advice from your solicitor before making any final decisions (see page 62);
• speak to an independent financial adviser about your situation and the costs of care (see page 56);
• find out about the costs of each type of care. Request brochures from possible care providers, with terms and conditions; and
• ensure that you fully understand the rights and responsibilities of any formal contract with a care provider. East Sussex Adult Social Care produces a leaflet ‘What you need to pay towards the cost of your care and support’ which may help. Brighton & Hove Adult Social Care has information about paying for care at www.brighton-hove.gov.uk/paying-for-care

Arrange to visit the homes that you are most interested in. It is an important decision to make and you must be sure you are making the right choice, so don’t be afraid to ask questions. It’s a good idea to take a friend or relative with you.

For information about organisations who can help with finding a care home, see page 63.

Care homes and care homes with nursing

Care homes
These homes offer personal care, which includes assistance with bathing, eating, dressing and help with getting around, but not nursing care.

Care homes with nursing
Care homes with nursing offer the same personal care as care homes but with nursing staff on duty 24-hours a day. If you need a home with nursing care, you will be assessed by a nurse, who will determine the level of nursing care that the NHS will pay for and this will be paid directly to the home. It is important that this assessment is carried out before you go into a care home with nursing. Contact East Sussex Health and Social Care Connect or the Brighton & Hove Adult Social Care Access Point for more advice.

Visit www.carechoices.co.uk for further assistance with your search for care
Out of area care homes

If your care home place is being funded by your local authority, you can still choose a care home in a different county. The home you choose must be suitable for your assessed needs and meet the terms and conditions set by the authority.

Your local authority will tell you how much it may pay to meet your needs in a care home or care home with nursing. If you choose a home that is more expensive than this, you will need to discuss with your care manager how the difference in cost can be met. This usually means a ‘third party payment’ (sometimes called a ‘top up’) which would have to be made by, for example, a member of your family, or a charity.

For more information on third party payments, in and out of area, see page 55.

If you are paying the full cost of care yourself and expect to continue doing so, then of course the choice is yours, but your Adult Social Care department can still help you with advice and information.

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Your care, your home, your choice.

Looking for exceptional care that’s as individual as you are, transparent pricing and over 24 years’ of experience to give you peace of mind now and in the future?

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

Freephone

0808 223 5356

www.caringhomes.org/east-sussex

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East Sussex

Residential | Nursing | Dementia | Short Stay | Permanent Care
Care homes checklist

Home 1

Home 2

Home 3

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?

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?

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

Anyone can ask Adult Social Care to look at their care and support needs. If it appears you need care and support a needs assessment will be undertaken with you. Priority must be given to people with the greatest need for support, so the support you are eligible for will depend on your level of need. If you are not eligible for support from Adult Social Care, you will be given information and advice and told where you may be able to get the help you need.

You may want to ask for support from Adult Social Care if you:

- think you need support to live independently in your own home;
- are a carer, looking after someone else in their own home (see page 42);
- have sight, hearing or communication difficulties;
- have concerns about your own, or someone else’s, mental health;
- have a learning disability (sometimes called a learning difficulty);
- have a physical disability or find it difficult to get around; or
- are affected by drug or alcohol misuse.

You can contact Adult Social Care yourself, or a relative, friend, social worker, doctor or other health professional can make contact on your behalf, with your agreement. If you have an assessment this will be about you, and Adult Social Care will make sure that you are involved.

If you are a carer and would like an assessment, see page 42.

**Brighton & Hove**

If you think you have any care and support needs, or you are a carer for someone who does, you can request an assessment online at [www.brighton-hove.gov.uk/helpandsupport](http://www.brighton-hove.gov.uk/helpandsupport) or contact Access Point at AccessPoint@brighton-hove.gov.uk or on 01273 295555.

If at any point you have concerns about your own or another person’s safety, please contact Adult Social Care on the numbers above. They will be able to give you advice and information about what to do. See page 60 for more information on safeguarding.

**What happens in an assessment?**

If you need an assessment of your needs this may take place face-to-face or over the phone. Adult Social Care will talk with you, your carer if you have one, and anyone else involved in supporting you, about what needs you have that could be met through care and support. The assessment will be used to identify:

- your care and support needs and how they impact on your wellbeing – for instance, if you need help with getting dressed or support to get to work;
- the outcomes that matter to you – for example, whether you are lonely and feel isolated;
- your other circumstances – for example, whether you live alone or whether someone supports you; and
- how urgent it is that you get some support.

You can have a family member, carer or friend to help you put forward your views and wishes, or you could use an advocacy service. Call Health and Social Care Connect on 0345 60 80 191 or the Brighton & Hove Adult Social Care Access Point on 01273 295555 for more information about advocacy, or see page 59.

The assessment can also involve your GP, district nurse or other health professional if you wish. Adult
Social Care will arrange for an interpreter if you do not speak English or if you use sign language.

After the assessment, Adult Social Care uses eligibility criteria set by the Government to work out whether you qualify for support. If the assessment shows you have eligible care and support needs which significantly impact on your wellbeing, you will be offered support in finding ways to meet these needs.

East Sussex Adult Social Care produces a factsheet ‘Who qualifies for our support?’, which explains more about the national eligibility criteria for carers and adults with care and support needs. You can find this at [www.adultsocialcare.eastsussex.gov.uk](http://www.adultsocialcare.eastsussex.gov.uk) or by contacting Health and Social Care Connect.

Brighton & Hove City Council has produced a leaflet called ‘Are you entitled to Adult Social Care Services?’ You can find this leaflet by visiting [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

**Having your say in your support**

If, following an assessment of your needs and finances, you qualify for support and financial help from Adult Social Care, you should have as much choice and control as possible over your support, within the limitations of the current financial climate. For example, you should have a say in what type of support you get, and who provides it.

Adult Social Care will discuss with you:

- the type of support you need and when you need it;
- your own preferences;
- any particular needs you have, such as cultural or religious needs;
- how your support could be provided; and
- when your needs will be reviewed.

For information on paying for care and financial assessments see page 52.

**Personal budgets**

Adult Social Care can provide you with a personal budget, which is the amount of money it would cost to pay for support that meets your assessed eligible needs. The amount of your personal budget is determined by your care and support needs, as identified by your needs assessment.

Depending on your financial circumstances, it is likely you will have to contribute at least part of the cost of your support. However, you should have a financial assessment to see whether the Council will contribute to the costs, see page 52 for more information.

You can choose how much control you want over your personal budget. If you are eligible, you can manage your budget and plan and organise your support yourself using a Direct Payment, where any Council contribution is paid directly to you. Alternatively, you can ask Adult Social Care, or another person or organisation, to manage your budget and buy support for you.

This money must be spent on something that meets your agreed care and support needs in a cost effective way. You cannot use a personal budget to pay for permanent residential care.

**East Sussex**

East Sussex Adult Social Care publishes a leaflet called ‘Getting support from Adult Social Care’, and a factsheet on ‘Direct Payments’ which provide more information. These are available from Health and Social Care Connect.

East Sussex County Council has a contract with two organisations, PeoplePlus and Vibrance, to provide support to people using Direct Payments. For further information, contact East Sussex County Council’s Health and Social Care Connect on 0345 60 80 191 or one of the following:

**PeoplePlus**

Charter House, Courtlands Road, Eastbourne, East Sussex BN22 8TR
Tel: 01323 414674
Email: ilseastsussex@peopleplus.co.uk
Web: [www.peopleplus.co.uk](http://www.peopleplus.co.uk)
**Employing a personal assistant**

Increasingly, people are choosing to employ their own care workers – personal assistants (PAs) – to give them the support they need. This can give you the most choice, control, and flexibility, about the support you get, who provides it and when.

If you qualify for financial support from Adult Social Care, and you receive a Direct Payment (see page 51), you could use it to employ a PA. PAs offer support with various everyday activities such as shopping, leisure activities, washing and personal care. They will fit around your needs and your schedule and can support you when it suits you.

Employing staff might sound difficult, but there is plenty of help available. In East Sussex, PeoplePlus or Vibrance (see page 51) can help you with everything from finding the right person, to understanding your responsibilities as an employer. PeoplePlus also does this in Brighton & Hove.

This support to be a good employer is free. PeoplePlus, Vibrance and some other companies offer a payroll service for calculating your PA’s wages, or they can simply manage your Direct Payment on your behalf and do all the paperwork for you. There is a charge for this kind of service which you would pay from your Direct Payment.

If you are paying for your own support, you can, of course, still employ a PA and get help to do that. The Support with Confidence schemes (see page 17) can help you find people you can trust, whatever kind of support you need, to help you live independently. You can also look online for a PA, for example on East Sussex’s online directory, East Sussex 1Space at www.eastsussex1space.co.uk/ For Brighton & Hove, visit www.brighton-hove.gov.uk/personal-assistant

There are lots of PAs registered and looking for work on PeoplePlus and Vibrance’s notice board. You can use this to recruit a PA yourself, or, if you would like support with this, PeoplePlus or Vibrance’s Direct Payments Support Service advisers can help.

If you have any questions about the PA Noticeboard, contact PeoplePlus or Vibrance, see page 51 and above.

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**Paying for care**

If your capital and savings amount to more than £23,250, you will have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the Council.

If you do not have over £23,250, it is likely you will be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances. An assessment of your finances will need to be completed to determine what this contribution would be. This is known as a financial assessment.

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**Financial assessment**

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

If you have capital and savings of less than £14,250, you will still be asked to contribute towards your care from your income and the local authority may meet any shortfall.

If you have capital and savings between £14,250 and £23,250, you will contribute £1 per week for each £250 you have in capital and savings above £14,250. This is known as ‘tariff income’ and will be charged in addition to your assessed contribution from your income. These figures may change during the lifetime of this Directory.

If you are eligible for support from the Council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the Council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s usual fee rates, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top up’ (explained further on page 55).

Understanding your rights before moving into residential care is essential. There are various financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 56 for more information.

### Self-funding your care in a care home

Paying for care can be an expensive and long-term commitment. The Council strongly recommends that you seek specialist information and advice before entering into any arrangements.

It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 56 for suggested contacts.

**Twelve-week property disregard**

If your main or only home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the Council may share the cost of the first twelve weeks of permanent care, provided it agrees that this type of care is needed. Please note that if you have already been resident in a care home for twelve weeks (perhaps funded by yourself or by the NHS) then the twelve-week property disregard period will have already expired.

**Deferred Payment Agreements**

During the twelve-week property disregard period, you will be informed of options for paying for care moving forward; this includes the local authority’s Deferred Payment Agreement. If you are eligible, this may allow you to delay selling your former home during your lifetime. Any fees paid by the Council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there are fees to join the scheme which cover the Council’s legal and administrative costs and other costs to meet during the lifetime of the loan.

The Council may limit the amount of the loan, depending on the equity in your property. You will also need to have a financial assessment to determine what level of contribution you can make towards the loan from your income and capital assets to offset the level of debt accruing.

### Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you should let the Council know well in advance. It must undertake an assessment of your needs and finances to determine whether it may make a contribution towards your care costs and the date from which is might provide assistance.

If you become eligible for the Council's support with funding your care, and the home you are...
What are Powers of Attorney?

Lasting Powers of Attorney (LPA) allow you to make arrangements to ensure that if an accident or illness were to affect your mental capacity to act or make decisions for yourself, your personal and financial affairs will be looked after by person(s) that you choose, known as attorney(s).

Your attorney(s) must always act in your best interests and follow a strict code of conduct.

There are two types of Lasting Powers of Attorney:

1. LPA for Health & Welfare
2. LPA for Property and Financial Affairs

You do not need to have both types of LPA. If you do choose to put both in place you can name different Attorneys for each form.

If you become unable to manage your own decisions without an LPA in place, even your close family do not have an automatic authority to act on your behalf and they will have to make an application to the Court of Protection. The person(s) named as deputy are chosen by the Court and not by you so it could be someone you would not ordinarily choose to make such decisions.

Deputy applications are generally more complex, more time consuming and definitely more expensive than putting in place a valid lasting power of attorney.

Expert legal advice for elderly and vulnerable clients

We offer advice on Wills, Powers of Attorney, Court of Protection issues, tax planning, property matters, care home fees and anything else that might concern you and your family.

Our lawyers are very experienced in dealing with elderly and vulnerable clients they will take the time to really understand your situation. We know that leaving the house can sometimes be difficult so we are always prepared to make home visits by arrangement.

Our team has been accredited by The Law Society’s Wills and Inheritance Quality Scheme (WIQS) which sets high client service standards to ensure transparency in process, costs and communications.

We also have solicitors who are members of the Society of Trust and Estate Practitioners (STEP) and Solicitors for the Elderly (SFE) so you can be assured that the advice you receive from us is the best advice available.

“friendly, with a reassuring air of professionalism and confidence”
Chambers and Partners
living in charges more than the Council’s fee levels, and you wish to stay in this home, you may need to find someone to help pay the difference. This is known as a ‘top up’ or ‘third party payment’, see below for more information. If funds for a top up are not available, you may need to find accommodation which can meet your needs at the local authority fee level.

State benefits

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

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

You may be entitled to other means-tested benefits such as Employment Support Allowance or Universal Credit (if you are under pension age) and Pension Credit (if you are over pension age).

NHS Nursing Care Contribution

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

Third party payments

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

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

Before anyone begins to pay your top up, the Council will need to undertake an assessment of the person’s finances and provide proof of ability to pay the ongoing costs to ensure the arrangement is sustainable. The person making the contribution will also need to sign a contract with the Council to confirm that they are able to make, and continue to make, the payments. If a person is unwilling to undertake this assessment it is not possible to enter into private arrangements with care homes for such top ups.

If the additional payments stop being paid for any reason, or if no one is available to make the payments, then you should seek help and advice from your Council. You may have to move to a less expensive home within the local authority’s funding levels.

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

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

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of ongoing care that is arranged and funded by the NHS. To be eligible, you must have been assessed as having a ‘primary health need’. Your needs are likely to have arisen as a result of disability, accident or illness, and be complex, unpredictable or intense.

NHS Continuing Healthcare can be delivered in any setting. You may be referred by your GP, community nurse or Adult Social Care worker.

Seeking financial advice

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

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

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at www.societyoflaterlifeadvisers.co.uk or you can call 0333 202 0454 or email admin@societyoflaterlifeadvisers.co.uk

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

Age UK
Tel: 0800 055 6112
Web: www.ageuk.org.uk/moneymatters

Citizens Advice
Web: www.citizensadvice.org.uk

Money Advice Service
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

Essential information

Inspecting and regulating care services

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

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.
After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?

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

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

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

Comments, compliments or complaints about your care or support service

You should feel able to comment on, compliment or complain about any aspect of your care or support service that affects your happiness, comfort or wellbeing. This applies whether you are in residential care or receiving support in your own home. Your concerns might be about anything, from the way you are treated by the staff to the quality of the food you are served. In residential care, you should feel able to make comments and suggestions about possible improvements to your surroundings and the services provided.

It should not be difficult for you to make a comment or complaint, and you should feel that any concerns are being taken seriously. Under national essential standards of quality and safety, all care services must have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, or a friend or relative, are getting from a service, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. If someone else is raising a complaint on your behalf, they should ensure that they have your written permission first.

If you feel that your concerns are not being taken seriously and nothing is being done to change things, you should contact the registered owners of the service. The law says that the registered owners must respond to any complaints made. If the registered owner is not the service manager, the service manager will give you the address to contact the owner.

If you’re not satisfied with the response you receive, and you pay for the care without assistance from the local authority, you can make a complaint to the Local Government & Social Care Ombudsman (LGO).

Local Government & Social Care Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Text: 07624 811595 (just text ‘call back’ to this number and an LGO adviser will call you)
Web: www.lgo.org.uk

If you receive financial support from your local authority and you’re unhappy with the providers response, you can ask your local Adult Social Care complaints team for help or to make a complaint on your behalf.

If you think the service is not meeting national standards or Care Quality Commission (CQC) regulations, you can contact the CQC, see above.
Complaints, comments or compliments about Adult Social Care

Adult Social Care is always pleased to hear what you have to say about the services it provides or helps pay for. Please don’t be afraid to raise your concerns, as the Council’s feedback teams can try to put things right for you as soon as possible. They can also learn from your comments and complaints, which can only help to improve services.

Adult Social Care also wants to hear your compliments when things go well, or if you have any comments or ideas for how things could be done better.

**East Sussex**
If you want to make a comment, complaint or compliment about Adult Social Care services, the leaflet ‘Your feedback is important to us’ explains the process.

You can get it at [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk) from Health and Social Care Connect, or from the complaints and feedback team directly.

Tel: **01273 481242**  
Email: [asccommentscomplaints@eastsussex.gov.uk](mailto:asccommentscomplaints@eastsussex.gov.uk)

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**Brighton & Hove**
If you wish to make a comment, compliment or complaint, please visit [www.brighton-hove.gov.uk/customerfeedback](http://www.brighton-hove.gov.uk/customerfeedback) and fill out the online form or you can contact the Customer Feedback team.

Tel: **01273 291229**  
Email: [customerfeedback@brighton-hove.gov.uk](mailto:customerfeedback@brighton-hove.gov.uk)  
Web: [www.brighton-hove.gov.uk/customerfeedback](http://www.brighton-hove.gov.uk/customerfeedback)

Write to: Customer Feedback team,  
Brighton & Hove City Council,  
Hove Town Hall,  
Norton Road,  
Hove BN3 3BQ

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**Healthwatch**

Healthwatch East Sussex and Healthwatch Brighton & Hove are the consumer organisations for health and social care in the county. They aim to provide information, refer people to relevant services, help people make informed choices, and gather the views and experiences of patients and social care users.

**Brighton & Hove**
Community Base,  
113 Queens Road,  
Brighton BN1 3XG  
Office Tel: **01273 234041**  
Information Line: **01273 234040**  
Office email: [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)  
Helpline email: [info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk)  
Web: [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

**East Sussex**
Freepost RTTT-BYBC-KCEY, Healthwatch East Sussex, Greencoat House, Eastbourne BN21 3UT  
Tel: **0333 101 4007**  
Email: [enquires@healthwatcheastsussex.co.uk](mailto:enquires@healthwatcheastsussex.co.uk)  
Web: [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)
Advocacy

When important decisions are being made about your life, like decisions about care, support or housing, you must be able to express your own wishes and feelings.

Under the Care Act, if you have substantial difficulty with communicating and do not have an appropriate family member or friend to put your views across, Adult Social Care must arrange an advocate for you when you contact the department for help with care and support.

An advocate will help you say what you want, secure your rights, represent your interests and help you to take more control of your own life.

You may find an advocate helpful if you are:

- in a situation where you feel vulnerable, discriminated against, or at risk of abuse (financial, emotional, physical, sexual, psychological, or institutional);
- finding it difficult to put your views across or don’t feel you are being listened to;
- feeling that you do not have support from someone who has your best interests at heart;
- facing a major life change that could mean that you will need to access support services;
- eligible for care or support services from Adult Social Care;
- struggling with an issue and feel that you would benefit from some support; or
- involved in a safeguarding enquiry or planning meeting.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

East Sussex produces a factsheet called ‘Independent advocacy – Someone to speak up for you’. You can get it from Health and Social Care Connect or download it from www.eastsussex.gov.uk

Support is also provided for people with mental health conditions.

Independent Mental Capacity Advocate (IMCA)

If you are over the age of 16, lack mental capacity and do not have an appropriate family member or friend to represent your views, you are legally entitled to an IMCA (if decisions are being made about serious medical treatment or a change of accommodation).

In some cases, if you are in a vulnerable position, you can have an advocate even if you have family or friends who are able to help you.

Advocates are also there to protect your human rights if you have been admitted to hospital, or live in residential care, lack mental capacity and it appears you are being deprived of your liberty for your own safety. This is called Deprivation of Liberty Safeguards (DoLS), see page 61.

Independent Mental Health Advocate (IMHA)

The Independent Mental Health Advocate service is for people who have been sectioned under the Mental Health Act. You have a legal right to receive information and support if you are:

- currently detained under certain sections of the Mental Health Act;
- subject to Guardianship or a Community Treatment Order; or
- considering certain treatments which have been suggested to you.

Advocates can be:

- volunteer or paid advocates; or
- people with specialist knowledge, like doctors, lawyers or solicitors.

East Sussex

East Sussex County Council has a contract with POhWER to provide independent and confidential advocacy services.

You can talk to POhWER advocates in the strictest confidence either by asking your care manager or ward staff for a referral or by contacting them direct:
Safeguarding adults

If you are concerned that you or someone you know may be being abused, neglected or exploited, you should raise your concerns. It is important that everyone knows what to look for, and who they can go to for advice and support. Changes in someone’s physical or emotional state, or injuries that cannot be explained, may be a sign of abuse.

The Sussex Safeguarding Adults Boards has arrangements in place to prevent and protect people who may be at risk of, or are experiencing, abuse or neglect. This is set out in the ‘Sussex Safeguarding Adults Policy and Procedures’ at sussexsafeguardingadults.procedures.org.uk

An adult may be at risk of abuse or neglect if they have needs for care and support because of their age, physical or learning disability, mental health needs, or other illness and are, or may be, unable to protect themselves against harm or exploitation because of their care and support needs.

Other adults who may be at risk of abuse or neglect include people who are:

- unpaid carers;
- homeless;
- experiencing domestic violence;
- addicted to drugs or alcohol;
- badly treated and forced to work for little or no pay; or
- forced to marry.

The abuse may be an isolated incident or happen repeatedly over time. Harm or abuse could be deliberate but could also be the result of poor care. A person may be neglected, persuaded to agree
to something against their will or taken advantage of because they do not fully understand the consequences of their choices or actions.

If you think this applies to you, or that another adult is at risk of, or is being abused or neglected, please contact your local Adult Social Care department for advice and support.

Please contact the police if a crime is has been committed.

The Safeguarding Adults Board (SAB) in East Sussex and Brighton & Hove has a leaflet called ‘What to do if you or someone you know may be being neglected or abused’, which is available from Health and Social Care Connect, the Adult Social Care Access Point or via [www.eastsussex.gov.uk](http://www.eastsussex.gov.uk).

In Brighton & Hove, suspected abuse can be reported directly by filling in a safeguarding concern form at [www.brighton-hove.gov.uk/reportadultabuse](http://www.brighton-hove.gov.uk/reportadultabuse) or by emailing accesspoint@brighton-hove.gov.uk.

By law, care homes and agencies supplying care workers must carry out rigorous checks on anyone they intend to employ. Care providers and suppliers of care workers must also contact the Disclosure and Barring Service (DBS) if, in their view, any person they employ is guilty of misconduct that has harmed, or put at risk of harm, an ‘adult at risk’.

For more information, advice, or to report a safeguarding concern, contact:

**East Sussex**
Health and Social Care Connect
Open 8.00am to 8.00pm, seven days a week, including bank holidays.
Tel: [0345 60 80 191](tel:03456080191)
Fax: [01323 466567](tel:01323466567)
Text: [07797 878111](tel:07797878111)
Minicom: [01323 466630](tel:01323466630)
Email: HSCC@eastsussex.gov.uk
Web: [www.eastsussex.gov.uk/socialcare](http://www.eastsussex.gov.uk/socialcare)

**Brighton & Hove**
Adult Social Care Access Point
Tel: [01273 295555](tel:01273295555)
Minicom: [01273 296205](tel:01273296205)
Email: accesspoint@brighton-hove.gov.uk
Web: [www.brighton-hove.gov.uk/social-care](http://www.brighton-hove.gov.uk/social-care)

If you suspect a crime has been committed, contact Sussex Police on **101**. In an emergency you should call **999** for immediate help.

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**The Mental Capacity Act**

The Mental Capacity Act 2005 is the legislation applied to people over the age of 16 to empower and protect those who may not be able to make some decisions for themselves. All adults have the right to make their own decisions about their own lives, including decisions about their care and support. Wherever possible people should be helped and supported to make their own decisions.

Many decisions are covered by the Act from simple things like what to eat, to more complicated decisions like where to live and medical treatment.

**Deprivation of Liberty Safeguards**

This legislation aims to protect the rights of vulnerable people who may lack the mental capacity to make decisions for themselves about their care and accommodation needs. Deprivation of Liberty Safeguards refers to the rights that individuals have to be protected from harm. At the same time, it...
How solicitors can help

A solicitor can offer impartial advice about making a will, making gifts, estate planning and powers of attorney. A specialist solicitor can offer further advice, including guidance on immediate and long-term care, ensuring (if applicable) that the NHS has made the correct contribution to your fees, and support on some of the more complex issues you may face later on, some of which are noted below.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, as well as your property and financial affairs.

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

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

Ask family and friends for their recommendations if you don’t have your own solicitor. It is important to gather as much advice as possible, so contact several firms, explain your situation and get an estimate of the fees and an idea of the timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet whatever needs you may have. It is important to find a solicitor who specialises in this area of law.

Solicitors for the Elderly is an independent national organisation of lawyers, who provide specialist legal advice for older and vulnerable people, their families and carers. They can help you find the right person to advise you free of charge, but solicitors will then make a charge for their services.

Solicitors for the Elderly
Tel: 0844 567 6173
Email: admin@sfe.legal
Web: www.solicitorsfortheelderly.com

Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey
Choosing a care provider for yourself or a loved one is not easy. This Association exists to ensure that members’ services offer the highest possible standard of care and facilities.

Members are committed to complying with the Association’s ‘Code of Conduct’, thereby providing the best quality of care for residents, and are only admitted to membership if they comply with national standards and our Residents’ Charter. Members must provide privacy, dignity and independence, good healthy food and warmth in comfortable surroundings. Care must be provided by trained and competent staff and residents treated in a caring and comfortable manner, ideally in a home from home.

Members must have a clear complaints procedure, which residents may use if necessary. It must indicate the name and telephone number of the Care Quality Commission and contact address for local social services.

Care services vary in many aspects and it’s important that each individual chooses the right provider to suit their needs. The Association is happy to advise those looking for a care and runs an online directory, and is always willing to help potential residents and to explain all aspects of care and available facilities etc. We believe that it’s best to arrange a trial period for those seeking permanent accommodation.

By working with several national bodies and attending meetings with inspection bodies and local social care departments, the Association helps to keep members up to date with best practice and latest news from the sector. Advice is also available about training courses and access to training support grants. Members can also receive advice in resolving any disputes with local authorities.

For further information, advice and help please contact one of the following:

**Brighton, Hove and District**
Mr Graham Dean
66 Wilbury Road, Hove BN3 3PA
Tel: 01273 475599

**Hastings, St Leonards, Bexhill and District**
David Callaghan
Egerton House, 3 Egerton Road,
Bexhill TN39 3HH
Tel: 01424 819280

**Eastbourne and Wealden**
Jenny Essaadi
Rivendale Lodge,
14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575

### Useful contacts

#### About Me, your care, your way
Offers services to people with sensory needs, providing community support/domiciliary care/communicator guides for non-medical appointments for people who live in the community.
Tel: 01733 213490
Email: info@aboutme.org.uk
Web: www.aboutme.org.uk

#### Action on Hearing Loss
Offers community support services to people who are deaf or hard of hearing.
Information line: 0808 808 0123
Textphone: 0808 808 9000
SMS: 07800 000360
Email: informationline@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk
Age UK Brighton & Hove
Services include advocacy, foot care, information and advice, day trips in the minibus, activities on-site, counselling, computer drop-in courses, reablement, home help and short-term crisis care. It is also the central point for the Dementia Action Alliance.
Tel: 01273 720603
Email: info@ageuk-bh.org.uk
Web: www.ageuk-bh.org.uk

Age UK East Sussex
Services include information and advice, day centres and activities, support when leaving hospital and foot care services.
Web: www.ageuk.org.uk/eastsussex

Lewes office
General enquiries: 01273 476704
Info and advice: 01424 426162

Hastings office
All enquiries: 01424 426162

Age UK national advice line:
Tel: 0800 678 1174
Web: www.ageuk.org.uk

Age Concern Eastbourne
Services include information and advice, befriending, a day club and support when leaving hospital for older people in Eastbourne and surrounding areas.
Tel: 01323 638474
Email: info@ageconcerneastbourne.co.uk
Web: www.ageconcerneastbourne.org.uk

Alzheimer’s Society
Provides support for carers of people with dementia. The Carer Information and Support Programme (CrISP) offers information and advice, including support in finding ways to cope.
Web: www.alzheimers.org.uk

East Sussex
Tel: 01424 773687
Email: east.sussex@alzheimers.org.uk

Brighton & Hove
Tel: 01273 726266
Email: brighton-hove@alzheimers.org.uk

Association of Carers, The
An independent local charity and a member of Carers UK. The Association of Carers offers free, volunteer-led services to carers living in Hastings and Rother:

Respite and befriending
A carefully selected volunteer can visit for three hours a week to keep the person you look after company while you go out and have a break. This service does not provide personal care.

Computer help at home
A volunteer comes to your home to help you learn how to use your computer in ways that will help you as a carer, such as keeping in touch with friends and family, or shopping or banking online.

Talk and support
A specially trained volunteer regularly calls you for around 30 minutes to give you someone to talk to and offer basic counselling support.
Tel: 01424 722309
Email: info@associationofcarers.org.uk
Web: www.associationofcarers.org.uk
Facebook: www.facebook.com/AssociationofCarers

Aspens
Provides a range of support and services for people on the autistic spectrum. Its website offers information, practical advice and information on other services. It runs family support groups in Hastings twice a month.
Tel: 01892 822168
Email: familysupport@aspens.org.uk and enquiries@aspens.org.uk
Web: www.autismsussex.org.uk

British Red Cross
The British Red Cross Carers Respite Scheme provides short-term practical and emotional support to carers, in their own home, to allow them to have a short break from caring.
Tel: 0800 028 0831
Email: enquirieskentandsussex@redcross.org.uk
Web: www.redcross.org.uk
Care for the Carers
Care for the Carers is the independent carers’ centre for East Sussex. It offers a range of services for carers of all ages including information, advice, emotional and practical support and help to access other services.
Tel: 01323 738390
Email: info@cftc.org.uk
Web: www.cftc.org.uk

Carers Centre
Carers Centre offers different kinds of services working with and supporting young and adult carers in the city.
Tel: 01273 746222
Email: info@thecarerscentre.org
Web: www.thecarerscentre.org

Digital Brighton and Hove
A signposting website supporting people to find places with free internet access, computer courses and sessions to get help with digital skills.
Web: www.digitalbrightonandhove.org.uk

East Sussex Hearing Resource Centre
Offers services to improve the quality of life for people who are deaf, deafened, deafblind and hard of hearing and living in East Sussex.
Tel: 01323 722505
Email: mail@eshrc.org.uk
Web: www.eshrc.org.uk

East Sussex 1Space
Online directory of care and support services developed by East Sussex County Council.
Web: www.eastsussex1space.co.uk

East Sussex Association of Blind and Partially Sighted People, The
Offers independent living skills and support groups to people who are blind/deaf/partially sighted.
Tel: 01323 832252
Email: info@eastsussexblind.org
Web: www.eastsussexblind.org

East Sussex Community Information Service
A website of local and community information, developed and managed by East Sussex County Council.
Web: www.escis.org.uk

East Sussex Young Carers (ESYC)
Supports young carers aged 5-18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol issues.
Tel: 0300 777 2011
Email: info@eastsusseyoungcarers.org.uk
Web: www.eastsusseyoungcarers.org.uk
Twitter: @ESussexYCarers

Headway Hurstwood Park
A registered charity which supports anyone affected by a brain injury, including the relatives and carers of those who have suffered a brain injury. It provides a range of free services to support carers, including:
- telephone support and advice;
- information and leaflets including a quarterly newsletter;
- monthly evening support groups in Eastbourne and Brighton;
- a counselling service available at Newick, Eastbourne and Brighton; and
- Family Information Days to enable carers to gain an understanding of brain injuries and learn strategies to help them in their role as carers.

In Newick, it also offers daily respite and activities for people with brain injuries. This service is available from 10.00am to 3.30pm and there is a charge.
Tel: 01825 724323 (ask for the Community Support Manager)
Email: info@headwayeastsussex.co.uk
Web: www.headwayeastsussex.org.uk

Improving Carers’ Experience Project (ICE Pro) – East Sussex
Specialises in information for carers of people with mental health conditions, including training for staff and volunteers, and free training courses for carers themselves.
Tel: 07483 133543
Email: alan.icepro@btconnect.com or jane.icepro@btconnect.com
Web: www.iceproject.co.uk

Library services – East Sussex
If you are caring for someone who can’t be left
alone, East Sussex Library and Information Services can help you use library services. Contact the service to find out more about the help available such as the Home Library Service or reminiscence boxes.
Tel: 0345 608 0196
Web: www.eastsussex.gov.uk/libraries

**Library services – Brighton & Hove**
If you are caring for someone and are unable to get out, Brighton & Hove libraries offer a Home Delivery Service. Books in standard print, large print or audio books can be delivered to your home.
Tel: 01273 294599 (leave a message with your contact details)
Email: Libraries@brighton-hove.gov.uk

Ask a Librarian is a national scheme, utilised by both Brighton & Hove and East Sussex libraries, where you can find the answer to a query by chatting online with a librarian. • Web: www.bookmarkyourlibrary.org.uk/ask-a-question

**Motor Neurone Disease Association**
Offers support if you are caring for someone with motor neurone disease.
Tel: 01604 250505
MND Connect helpline: 0808 802 6262
Email: mndconnect@mndassociation.org
Web: www.mndassociation.org

**My Life Brighton and Hove**
An easy to use, online directory listing local Brighton & Hove and national organisations and services to support everyday living.
Web: www.mylifebh.org.uk

**RNIB**
Provides practical and emotional advice and support across England to people who are blind or partially sighted and their friends and family.
Helpline: 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

**Support With Confidence**
Helps to find a wide range of care and support services from people and organisations that have been approved in terms of quality, safety and staff training.

**East Sussex**
Tel: 01323 463440
Web: www.eastsussex.gov.uk/supportwithconfidence

**Brighton & Hove**
Tel: 01273 292494
Web: www.brighton-hove.gov.uk/supportwithconfidence

**Sussex Deaf Association**
Offers community support for deaf or deaf/blind people.
Tel: 01273 671899
Text: 07958 655117
Email: info@sussexdeaf.com
Web: www.sussexdeaf.co.uk

**Terrence Higgins Trust**
Offers support if you are living with HIV, know someone who is, or think you might have put yourself at risk of getting HIV.
Tel: 01273 764200
Email: info@tht.org.uk
Web: www.tht.org.uk
National helplines

Carers Direct Helpline
If you are a carer, the helpline advisers can give you information to help make decisions about your personal support needs and the needs of the person you’re looking after. Lines are open from 9.00am to 8.00pm Monday to Friday, and 11.00am to 4.00pm at weekends. The helpline is closed on bank holidays.
Tel: 0300 123 1053

Carers UK
A charity providing information, advice and support for carers. The adviceline is open Monday to Friday, 10.00am to 4.00pm.
Adviceline: 0808 808 7777
Email: info@carersuk.org
Web: www.carersuk.org

Carers Trust
A charity for carers offering practical help, information and advice.
Tel: 0844 800 4361
Email: info@carers.org
Web: www.carers.org

FirstStop Advice
Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.
Firststop Advice Service: 0800 377 7070
Email: info@firststopcareadvice.org
Web: www.firststopcareadvice.org.uk

Independent Age
A national information and advice service for older people, their families and carers, particularly around social care.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

My Care My Home
Offers a comprehensive range of services including assessment and advice on how to meet your care and support needs, and signposting to financial or legal advice.
Tel: 0800 731 8470
Web: www.mycaremyhome.co.uk

NHS Choices
Offers an online directory of CQC regulated care services information in addition to lots of information on health and wellbeing.
Web: www.nhs.uk

NHS 111
111 is the NHS non-emergency number. It’s fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will assess your symptoms and immediately direct you to the best medical care for you.
Tel: 111
Web: www.nhs.uk/111

The Silver Line
The Silver Line is a free confidential helpline for older people, open 24-hours a day, every day of the year.

Launched by Dame Esther Rantzen, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Specially trained helpline staff:
- link callers to local groups and services;
- offer regular befriending calls; and
- protect and support those who are suffering abuse and neglect.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk
## Care home listings

### Brighton & Hove care homes

**Acorn House – Acorn Watford Ltd**  
198 Ditchling Road,  
Brighton BN1 6JE  
Tel: 01273 271237

**Acorn Hove**  
Loxwood House, 17 Old Shoreham Road,  
Hove BN3 6NR  
Tel: 01273 503586

**Arlington House**  
10 Tennis Road, Hove BN3 4LR  
Tel: 01273 413222

**Arundel Park Lodge**  
22-24 Arundel Drive East, Saltdean,  
Brighton BN2 8SL  
Tel: 01273 303449

**Aspen House Care Home**  
17 Wilbury Avenue, Hove BN3 6HS  
Tel: 01273 772255

**Autumn Lodge – Hove**  
35-39 Rutland Gardens, Hove BN3 5PD  
Tel: 01273 271786 Advert inside front cover

**Borradaile House**  
13 Walpole Road,  
Brighton BN2 0AF  
Tel: 01273 244000

**Bramble Cottage Retirement Home**  
18 Carden Avenue, Patcham, Brighton BN1 8NA  
Tel: 01273 565821 Advert below

**Brighton & Hove Bethesda Home**  
5 Hove Park Gardens, Old Shoreham Road,  
Hove BN3 6HN  
Tel: 01273 735735

**Carlton House**  
44 St Aubyns, Hove BN3 2TE  
Tel: 01273 738512

**Charles Lodge**  
75 New Church Road, Hove BN3 4BB  
Tel: 01273 777797

**Charlesworth Rest Home**  
37 Beaconsfield Villas, Brighton BN1 6HB  
Tel: 01273 565561

**Churchley Rest Home Ltd, The**  
91 New Church Road, Hove BN3 4BB  
Tel: 01273 725185

**Cloverdale House**  
19 Vallance Gardens, Hove BN3 2DB  
Tel: 01273 733757

**Conifer Lodge**  
95-99 Pembroke Crescent, Hove BN3 5DE  
Tel: 01273 701888

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**Bramble Cottage Residential Care Home** - ‘We Care’

Bramble Cottage is a family-owned, elegantly appointed home offering relaxed retirement living whilst consistently providing the highest standards of individually tailored 24-hour care, support & customer service.

- Unrivalled Reputation in the Local Community  
- Traditionally Furnished Large Rooms & Suites all with Full Bathroom  
- Dedicated & Compassionate Staff  
- Long & Short Stay  
- Extensive Landscaped Gardens & Terraces  
- Freshly-prepared, Nutritious Menu by In-House Chefs

**18 Carden Avenue, Patcham, Brighton, East Sussex BN1 8NA**  
**01273 565821**  
**www.bramblecottagebrighton.com**

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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

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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
### Brighton & Hove care homes continued

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crescent House</td>
<td>108 The Drive, Hove BN3 6GP</td>
<td>01273 732291</td>
</tr>
<tr>
<td>Davigdor Lodge Rest Home</td>
<td>56-58 Tisbury Road, Hove BN3 3BB</td>
<td>01273 726868</td>
</tr>
<tr>
<td>Droveway, The, 3 (Care Management Group)</td>
<td>Hove BN3 6LF</td>
<td>01273 563935</td>
</tr>
<tr>
<td>Droveway, The, 3a (Care Management Group)</td>
<td>Hove BN3 6LF</td>
<td>01273 541229</td>
</tr>
<tr>
<td>Dyke Road, 287 (Care Management Group)</td>
<td>Hove BN3 6PD</td>
<td>01273 566804</td>
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<tr>
<td>Dyke Road, 290 (Care Management Group)</td>
<td>Hove BN1 5BA</td>
<td>01273 552069</td>
</tr>
<tr>
<td>Fairdene Lodge</td>
<td>14-16 Walsingham Road, Hove BN3 4FF</td>
<td>01273 735221</td>
</tr>
<tr>
<td>Gate Cottage Rest Home</td>
<td>Bazehill Road, Rottingdean, Brighton BN2 7DB</td>
<td>01273 301890</td>
</tr>
<tr>
<td>Goldstone Crescent, 100 (Care Management Group)</td>
<td>Hove BN3 6BE</td>
<td>01273 553718</td>
</tr>
<tr>
<td>Grange Rest Home Ltd, The</td>
<td>11 Sackville Gardens, Hove BN3 4GJ</td>
<td>01273 298746</td>
</tr>
<tr>
<td>Grosvenor Lodge</td>
<td>40 Old Shoreham Road, Hove BN3 6GA</td>
<td>01273 739739</td>
</tr>
<tr>
<td>Highviews, The</td>
<td>47 Saltdean Drive, Saltdean, Brighton BN2 8SD</td>
<td>01273 390610</td>
</tr>
<tr>
<td>Hyman Fine House</td>
<td>20 Burlington Street, Brighton BN2 1AU</td>
<td>01273 688226</td>
</tr>
<tr>
<td>Lady Anne Treves Memorial Home</td>
<td>35-36 Egremont Place, Brighton BN2 0GB</td>
<td>0300 303 1440</td>
</tr>
<tr>
<td>Lansdowne Road</td>
<td>Marina, 3d Lansdowne Road, Hove BN3 1DN</td>
<td>01273 731380</td>
</tr>
<tr>
<td>Lavender House</td>
<td>17 Walsingham Road, Hove BN3 4FE</td>
<td>01273 729851</td>
</tr>
<tr>
<td>Lustrells Vale</td>
<td>52 Lustrells Vale, Saltdean, Brighton BN2 8FE</td>
<td>07768 514531</td>
</tr>
<tr>
<td>Lustrells, The</td>
<td>27 Lustrells Crescent, Saltdean, Brighton BN2 8AR</td>
<td>01273 309872</td>
</tr>
<tr>
<td>Lyndhurst Road, 4-10 (Z &amp; M Care Ltd)</td>
<td>Hove BN3 6FA</td>
<td>01273 323814</td>
</tr>
<tr>
<td>Lyndhurst Road, 12 (Z &amp; M Care Ltd)</td>
<td>Hove BN3 6FA</td>
<td>01273 323814</td>
</tr>
<tr>
<td>Marine View Rest Home</td>
<td>279 Kingsway, Hove BN3 4LJ</td>
<td>01273 417696</td>
</tr>
</tbody>
</table>

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

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

Mill Lane, 52
(Southdown Housing Association)
Portslade BN41 2DE
Tel: 01273 439156

Oakleigh Lodge Residential Home
36 New Church Road, Hove BN3 4FJ
Tel: 01273 205199 Advert below

Oasis House
19 Arundel Drive West, Saltdean,
Brighton BN2 8SJ
Tel: 01273 279683

Outlook House
74 Redhill Drive, Brighton BN1 5FL
Tel: 01273 555252

Parkview Care Home
70 Old Shoreham Road,
Hove BN3 6HJ
Tel: 01273 720120

Pembroke House Rest Home
91 Pembroke Crescent,
Hove BN3 5DE
Tel: 01273 726490

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Tell us what you think
What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey

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

Search for care at www.carechoices.co.uk to find support in your area
Pembroke Lodge Rest Home
8-10 Aymer Road, Hove BN3 4GA
Tel: 01273 777286

Pier View House
St Johns School and College,
17 Walpole Road, Brighton BN2 0AF
Tel: 01273 244000

Place Farm House
Ladies Mile Road, Brighton BN1 8QE
Tel: 01273 563902

Portland Road
9 Portland Road, Hove BN3 5DR
Tel: 01273 822103

Preston Drove
88 Preston Drove, Brighton BN1 6LB
Tel: 01273 244000

Preston Road
111 Preston Road, Brighton BN1 6AF
Tel: 01273 244000

Priory Rookery Hove
22-24 Sackville Gardens, Hove BN3 4GH
Tel: 01273 202520

Rachel Mazzier House
25 Chatsworth Road, Brighton BN1 5DB
Tel: 01273 564021

RNIB Wavertree House
Somerhill Road, Hove BN3 1RN
Tel: 01273 773851

RNID Action on Hearing Loss
13 Wilbury Gardens
13 Wilbury Gardens, Hove BN3 6HQ
Tel: 01273 205044

Rutland Gardens, 53
(Care Management Group)
Hove BN3 5PD
Tel: 01273 328707

Sackville Gardens
57 Sackville Gardens, Hove BN3 4Gj
Tel: 01273 748031

Shore House
80-81 Marine Parade, Brighton BN2 1Aj
Tel: 01273 929393

St Christopher’s Residential Home
47-49 Rutland Gardens, Hove BN3 5PD
Tel: 01273 327210

St Mary’s House
38-39 Preston Park Avenue, Brighton BN1 6HG
Tel: 01273 556035

Swanborough House
Swanborough Drive, Whitehawk, Brighton BN2 5PH
Tel: 01273 696391

Vallance Gardens, 4
(Care Management Group)
Hove BN3 2DD
Tel: 01273 749626

Vallance Residential Care Home
7-9 Vallance Road, Hove BN3 2DA
Tel: 01273 326053

Walsingham Road, 72-74
(Care Management Group)
Hove BN3 4FF
Tel: 01273 888077

Westwood Care Home
9 Knoyle Road, Brighton BN1 6RB
Tel: 01273 553077

Whitehouse, The
1 Chichester Drive West, Saltdean, Brighton BN2 8SH
Tel: 01273 302465

Wilbury
66 Wilbury Road, Hove BN3 3PA
Tel: 01273 326170 Advert page 70

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

We are a group of five small to medium care homes; small enough to retain a friendly and family feel. We mostly cater for elderly residents with nursing needs in Adelaide Nursing Home, Downlands Nursing Home, Seaway Nursing Home and Glottenham Manor. However, Bannow Retirement Home does not provide nursing care, but focuses on elderly residents with dementia.

Our homes are privately owned and are situated in residential areas close to local shops. They offer a warm friendly atmosphere with high standards of care.

Each home has its own dedicated manager with the support of an area manager overseeing the group. The managers work closely with one another offering support and sharing expertise. The manager within each home is supported with a dedicated team of nurses, health care assistant and ancillary staff. Together they provide a professional and compassionate service, which is individually tailored for residents with health care needs in a friendly and welcoming environment.

We are more than just a group of care homes, we strive to make it our clients’ home, a place where they can retain independence and personal freedom and live their lives with enjoyment and fulfilment.

Our aim is to provide all the necessary care and attention for those who wish to spend their stay in a secure and caring atmosphere. We aim to treat all our clients as we would wish to be treated ourselves and believe that, while poor health might mean they can no longer live alone it should not mean any loss of privacy, dignity or respect. Privacy and dignity are paramount to ensure individuals can lead their own life as per their choice.

The owners and management have many years’ experience providing expert care to older and vulnerable people in a homely, family atmosphere. Everything is geared towards ensuring that our care homes’ residents are happy and our overall aim is to provide dedicated, personal care, tailored to individual needs.

We provide full support to relatives including the opportunity to visit at any time.

We’re proud of the care we offer

Please visit our website for more information: www.brighthelmcare.com
<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Brighton &amp; Hove care homes with nursing</th>
</tr>
</thead>
</table>
| OP Older people (65+) | **Adelaide Nursing Home, The**  
203-205 New Church Road,  
Hove BN3 4ED  
Tel: 01273 410530 **Advert page 72** | OP D | 
| MH Mental health | **Arundel Park Lodge**  
22-24 Arundel Drive East, Saltdean,  
Brighton BN2 8SL  
Tel: 01273 303449 | D | 
| SI Sensory impairment | **Asher Nursing Home**  
33 Wilbury Gardens, Hove BN3 6HQ  
Tel: 01273 823310 | MH YA | 
| YA Younger adults | **Barford Court**  
157 Kingsway, Hove BN3 4GR  
Tel: 01273 777736 | D PD | 
| LDA Learning disability, autism | **Birch Grove Nursing Home**  
1-3 Stanford Avenue,  
Brighton BN1 6AD  
Tel: 01273 566111 | D PD MH YA | 
| MH Mental health | **Blind Veterans UK**  
Ian Fraser House, Greenways, Ovingdean,  
Brighton BN2 7BS  
Tel: 01273 307811 | PD SI | 
| SI Sensory impairment | **Bon Accord**  
79-81 Church Road, Hove BN3 4BB  
Tel: 01273 721120 | D MH YA | 
| YA Younger adults | **Dean Wood Care Home**  
Warren Road, Brighton BN2 6DX  
Tel: 01273 256954 **Advert page 82** | D | 
| D Dementia | **Downlands**  
96 The Drive, Hove BN3 6GP  
Tel: 01273 723937 **Advert page 72** | D | 
| PD Physical disability | **Glentworth House**  
40-42 Pembroke Avenue, Hove BN3 5DB  
Tel: 01273 720044 | D | 
| YA Younger adults | **Hazelgrove Nursing Home**  
Heath Hill Avenue, Brighton BN2 4FH  
Tel: 01273 886788 | D YA | 
| SI Sensory impairment | **Hyman Fine House**  
20 Burlington Street,  
Brighton BN2 1AU  
Tel: 01273 688226 | OP D | 
| LDA Learning disability, autism | **Lindridge**  
Laburnum Avenue, Hove BN3 7JW  
Tel: 01273 746611 | OP D PD LDA MH SI YA | 
| SI Sensory impairment | **Maycroft Manor**  
2-8 Carden Avenue, Brighton BN1 8NA  
Tel: 01273 799622 | OP D PD SI YA | 
| MH Mental health | **Middleton Grove Nursing Home**  
11 Portland Road, Hove BN3 5DR  
Tel: 01273 325705 | OP D PD | 
| SI Sensory impairment | **Oaklands**  
39 Dyke Road Avenue, Hove BN3 6QA  
Tel: 01273 330806 **Advert page 74** | OP D PD SI | 
| PD Physical disability | **Partridge House Nursing and Residential Care Home**  
Leybourne Road, off Heath Hill Avenue,  
Brighton BN2 4LS  
Tel: 01273 674499 | D | 
| SI Sensory impairment | **Patcham Nursing Home**  
Eastwick Barn, Eastwick Close,  
Brighton BN1 8SF  
Tel: 01273 501358 | PD | 
| OA Older adults | **Pines Nursing Home, The**  
Purdey Hill, Hove BN3 1PA  
Tel: 01273 820275 **Advert page 74** | OP D | 
| PD Physical disability | **Regent House Nursing Home**  
107-109 The Drive, Hove BN3 6GE  
Tel: 01273 220888 | D | 
| SI Sensory impairment | **Rottingdean Nursing and Care Home**  
30-32 Newlands Road, Rottingdean, Brighton BN2 7GD  
Tel: 01273 308073 | D | 

Visit www.carechoices.co.uk for further assistance with your search for care
Oaklands Nursing Home is a delightful Tudor style nursing home, in the pretty and attractive city of Hove. At Oaklands, we aim to provide the very best facilities and care for all our residents.

- Comfortable lounges overlooking landscaped garden.
- Varied and stimulating programme of activities.
- All bedrooms are ensuite, bright and spacious.
- Dedicated and caring staff 24 hours a day.
- Homemade freshly cooked meals.
- Long term and respite care.

The Pines Nursing Home, Hove
01273 330 806
manager@oaklandscare.com
www.oaklandsare.com

Oaklands Nursing Home
39 Dyke Road Avenue
Hove BN3 6QA

Search for care at www.carechoices.co.uk to find support in your area
### Lewes and Seaford care homes

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

**Seaway Nursing Home**  
33 Vallance Gardens, Hove BN3 2DB  
Tel: 01273 730024  
*Advert page 72*  
OP PD

**Sycamore Court**  
Fitzherbert Drive, Bear Road, Brighton BN2 4DU  
Tel: 01273 697331  
*Advert outside back cover*  
OP D

**Victoria Chartwell**  
81 Dyke Road Avenue, Hove BN3 6DA  
Tel: 0330 019 0379  
*Advert outside back cover*  
OP

**Victoria Chatsworth**  
63 Dyke Road Avenue, Hove BN3 6DA  
Tel: 0330 019 0379  
*Advert outside back cover*  
OP

**Victoria Highgrove**  
59 Dyke Road Avenue, Hove BN3 6QD  
Tel: 0330 019 0379  
*Advert outside back cover*  
OP

**If you are considering a care home or care home with nursing, see the checklist on page 49 for useful questions to ask.**

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**Lewes and Seaford care homes**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
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<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
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</tbody>
</table>

**Applewood Residential Home (Seeability)**  
37 Headland Avenue, Seaford BN25 4PZ  
Tel: 01323 873270  
LDA MH SI YA

**Ashring House**  
Lewes Road, Rigmer, Lewes BN8 5ES  
Tel: 01273 814400  
PD LDA

**Avis Road, 50a**  
(Southdown Housing Association)  
Newhaven BN9 0PN  
Tel: 01273 612171  
LDA

**Barclay House Residential Home (Seeability)**  
St Peter’s Road, Seaford BN25 2HS  
Tel: 01323 873421  
PD LDA MH SI YA

**Beachlands Residential Care Home**  
Marine Parade, Seaford BN25 2PY  
Tel: 01323 891004  
Advert page 74  
OP

**Bevern View**  
The Willows, Barcombe, Lewes BN8 5FJ  
Tel: 01273 400752  
PD LDA SI YA

**Blatchington Court**  
13 St Peters Road, Seaford BN25 2HS  
Tel: 01323 896939  
OP D

**Burdyke Lodge**  
Southdown Road, Seaford BN25 4JS  
Tel: 01323 490880  
OP

**Bybuckle Court**  
Marine Parade, Seaford BN25 2PZ  
Tel: 01323 898094  
OP

**Claremont House**  
40-42 Claremont Road, Seaford BN25 2BD  
Tel: 01323 893591  
OP

**Clifden House Dementia Care Centre**  
80-88 Claremont Road, Seaford BN25 2QD  
Tel: 01323 896460  
OP D

**Cliff Court Care Home**  
70 The Promenade, Peacehaven BN10 8ND  
Tel: 01273 583764  
OP D

**Cornfield House**  
3 Cornfield Road, Seaford BN25 1SW  
Tel: 01323 892973  
Advert page 74  
OP D LDA MH YA AD

**Crockstead Farm House**  
Eastbourne Road, Halland, Lewes BN8 6PT  
Tel: 01825 840784  
Advert page 74  
OP LDA YA

**East Dean Grange Care Home**  
Lower Street, East Dean BN20 0DE  
Tel: 01323 888514  
Advert page 82  
OP

**Fairlight Manor**  
48 Fairlight Avenue, Telscombe Cliffs, Peacehaven BN10 7BS  
Tel: 01273 582786  
D

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

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75
Abundant Grace
A luxury Nursing Home with EMI care. Located in Seaford, East Sussex

A beautiful residence that has been designed to accommodate older people over 65 with nursing or dementia in style and extreme comfort.

Abundant Grace has a great reputation for providing the highest standards of care in the most desirable personal and communal environments, a real home from home.

The home offers a variety of stimulating activities that are always tailored to meet the residents interests and enjoyment; the activities and welfare team are at the heart of the home.

If you are looking for nursing care either long term or for short respite stay then you should consider Abundant Grace in your shortlist.

Contact Abundant Grace on 01323 875 500 or by email abundantgrace@scnh.co.uk or visit the website to see more www.scnh.co.uk

Blatchington Manor, situated in Firle Road, Seaford, East Sussex has been subject to complete refurbishment and is currently accepting new admissions.

The 43 bedded, purpose-built residential home has been sympathetically designed to offer the highest quality, dedicated and specialised care, devoted to residents who are living with memory loss, including Alzheimer’s or other forms of dementia.

Every feature and element of its stunning design has been considered to offer a relaxing, secure and comfortable environment. Experienced and sensitively deployed care staff will ensure that residents can continue to enjoy life as fully as possible. At South Coast Nursing Homes, we recognise that every person is unique. Working together with families, it is our aim to design a package of care that is specifically designed to consider how we can enable our residents to feel nurtured, content and able to enjoy every aspect of life in their new home.

Communal areas are designed to encourage social interaction alongside calming retreats where residents can enjoy smaller groups of friends or indeed private time with family. An extensive range of activities will provide cognitive stimulation, promote a sense of belonging and connection with others and improve resident well-being.

Bedrooms are exquisitely furnished and include a two way intercom facility, 32” LED screen television with Sky viewing available, underfloor heating and climate control, Wi-Fi, a private telephone and a telephone number.

Gardens and grounds at Blatchington Manor have been expertly created to provide a safe and stimulating environment. Our secure summerhouse can be reached via a covered walkway which residents can enjoy all year round, enabling them to safely enjoy a sense of freedom and benefit from invigorating fresh air, just as and when they please.

Please contact Kate Colville on 01323 875300 or by email on k.colville@scnh.co.uk
Please do visit our website; www.scnh.co.uk

Part of the South Coast Nursing Home Family
We recognise every person is unique
## Lewes and Seaford care homes continued

### Futures
Haywards Heath Road, North Chailey, Lewes BN8 4EF
Tel: 01825 724444

### Grosvenor Road, 3a (Southdown Housing Association)
Seaford BN25 2BL
Tel: 01323 890435

### Hillsersdon Court
18 College Road, Seaford BN25 1JD
Tel: 01323 897006

### Holm Lodge
Lewes Road, Ringmer, Lewes BN8 5ES
Tel: 01273 813393

### Lime Tree House Residential Home
Lewes Road, Ringmer, Lewes BN8 5ES
Tel: 01273 813755

### Maldon House
26 Belgrave Road, Seaford BN25 2EG
Tel: 01323 491102

### Maples, The
27 South Coast Road, Peacehaven BN10 8SZ
Tel: 01273 582070

### Narconon United Kingdom
Grange Court, Maynards Green, Heathfield TN21 0DJ
Tel: 01435 512460

### Nightingales Residential Care Home
38 Western Road, Newick, Lewes BN8 4LF
Tel: 01825 721120

### North Corner
Residential Care Home
1 Prince Edwards Road, Lewes BN7 1BJ
Tel: 01273 474642

### Nova House
Belgrave Road, Seaford BN25 2EG
Tel: 01323 896629

### Roclyns Rest Home
344 South Coast Road, Telscombe Cliffs, Peacehaven BN10 7EW
Tel: 01273 583923

### Seaford Head Retirement Home
107 Steyne Road, Seaford BN25 1AS
Tel: 01323 490851

### Seagulls, The
6 Crowborough Road, Saltdean, Brighton BN2 8EA
Tel: 01273 390610

### Southdown Road, 28 (Southdown Housing Association)
Seaford BN25 4PG
Tel: 01323 897877

### Webb House
Claremont Road, Newhaven BN9 ONQ
Tel: 01273 514007

### Wynford House
112 Firle Road, Seaford BN25 2JA
Tel: 01323 899663

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### Lewes and Seaford care homes with nursing

<table>
<thead>
<tr>
<th>Abundant Grace Nursing Home</th>
<th>Barons Down Nursing Home</th>
<th>Blatchington Manor</th>
<th>Bramber Nursing Home Ltd</th>
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<tbody>
<tr>
<td>Firle Road, Seaford BN25 2JE</td>
<td>Brighton Road, Lewes BNT 1ED</td>
<td>Firle Road, Seaford BN25 2HH</td>
<td>1 Bramber Avenue, Peacehaven BN10 8LR</td>
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<tr>
<td>Tel: 01323 875500</td>
<td>Tel: 01273 472357</td>
<td>Tel: 01323 875300</td>
<td>Tel: 01273 584594</td>
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<tr>
<td>Advert page 76</td>
<td>OP PD</td>
<td>Advert page 76</td>
<td>OP D</td>
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<tr>
<td>OP D YA</td>
<td>OP PD</td>
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<th>User Bands</th>
<th>Older people (65+)</th>
<th>Dementia</th>
<th>Physical disability</th>
<th>Learning disability, autism</th>
<th>Mental health</th>
<th>Sensory impairment</th>
<th>Younger adults</th>
<th>People who misuse alcohol or drugs</th>
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<tr>
<td>OP</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
## Lewes and Seaford care homes with nursing continued

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claydon House</td>
<td>8 Wallands Crescent, Lewes BN7 2QT</td>
<td>0808 223 5356</td>
<td>OP, D</td>
</tr>
<tr>
<td>Danemere</td>
<td>Dane Road, Seaford BN25 1DU</td>
<td>01323 890696</td>
<td>LDA</td>
</tr>
<tr>
<td>Freshford Cottage Nursing Home</td>
<td>Dane Road, Seaford BN25 1DU</td>
<td>01323 897845</td>
<td>OP</td>
</tr>
<tr>
<td>Haven Care Home</td>
<td>29 Telscombe Cliffs Way, Peacehaven BN10 7DX</td>
<td>01273 587183</td>
<td>OP</td>
</tr>
<tr>
<td>Parris Lawn</td>
<td>39 Harvard Road, Ringmer, Lewes BN8 5HH</td>
<td>01273 813218</td>
<td>OP, D, PD, SI, YA</td>
</tr>
<tr>
<td>St Clare's Care Home</td>
<td>St George's Park, Ditchling Road, Burgess Hill RH15 0GU</td>
<td>01444 873730</td>
<td>OP, D, PD, MH, SI</td>
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<tr>
<td>St Mary’s Care Home</td>
<td>St George’s Park, Ditchling Common, Burgess Hill RH15 0SF</td>
<td>01444 873710</td>
<td>OP, D, PD, MH, SI</td>
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<tr>
<td>St Rita’s Care Home</td>
<td>St George’s Park, Ditchling Road, Burgess Hill RH15 0GT</td>
<td>01444 873740</td>
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<tr>
<td>Threeways Nursing Home</td>
<td>Beacon Road, Seaford BN25 2LT</td>
<td>01323 893112</td>
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<tr>
<td>Westerleigh Nursing Home</td>
<td>18 Corsica Road, Seaford BN25 1BD</td>
<td>01323 892335</td>
<td>OP, PD</td>
</tr>
</tbody>
</table>

### Providers, missing out on online referrals?

With over **1,000,000** page views annually, [www.carechoices.co.uk](http://www.carechoices.co.uk) can help you reach local care seekers.

**Call us on** 01223 207770
## Wealden care homes

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Tel</th>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>Abbey Lodge</td>
<td>Hastings Road, Telham, Battle TN33 0SH</td>
<td>01474 772771</td>
<td>OP D</td>
<td>MH YA</td>
</tr>
<tr>
<td>Baronsmede</td>
<td>Queens Road, Crowborough TN6 1EJ</td>
<td>01892 654057</td>
<td>D</td>
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</tr>
<tr>
<td>Beacon Gate</td>
<td>Beacon Road, Crowborough TN6 1AZ</td>
<td>01892 669579</td>
<td>PD LDA</td>
<td>YA</td>
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<tr>
<td>Bernhard Baron Cottage Homes</td>
<td>Lewes Road, Polegate BN26 5HB</td>
<td>01323 483613</td>
<td>OP</td>
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</tr>
<tr>
<td>Caroline House</td>
<td>7-9 Ersham Road, Hailsham BN27 3LG</td>
<td>01323 841073</td>
<td>D</td>
<td></td>
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<tr>
<td>Chardwood Rest Home</td>
<td>127 Eastbourne Road, Pevensey Bay, Pevensey BN24 6BN</td>
<td>01323 766058</td>
<td>OP</td>
<td></td>
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<tr>
<td>Crowborough Lodge</td>
<td>2 Crowborough Road, Saltdean, Brighton BN2 8EA</td>
<td>01273 302614</td>
<td>OP YA</td>
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<tr>
<td>Dalling House</td>
<td>Croft Road, Crowborough TN6 1HA</td>
<td>01892 662917</td>
<td>OP</td>
<td></td>
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<tr>
<td>Dunsfold Ltd</td>
<td>West End, Herstmonceux, Hailsham BN27 4NX</td>
<td>01323 832021</td>
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<tr>
<td>Gables, The</td>
<td>22 Beacon Close, Crowborough TN6 1DX</td>
<td>01892 655260</td>
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<tr>
<td>Grangemead</td>
<td>1 Hawthylands Road, Hailsham BN27 1EU</td>
<td>01323 464600</td>
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<tr>
<td>Hailsham House</td>
<td>New Road, Hellingly, Hailsham BN27 4EW</td>
<td>01323 442050</td>
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<tr>
<td>Halland House</td>
<td>Eastbourne Road, Halland, Lewes BN8 6PS</td>
<td>01825 840268</td>
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<td>Hankham Lodge Residential Care Home</td>
<td>Hankham Hall Road, Westham, Pevensey BN24 5AG</td>
<td>01323 766555</td>
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<tr>
<td>High Broom Care Home</td>
<td>High Broom Road, Crowborough TN6 3SL</td>
<td>01892 654027</td>
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<tr>
<td>Hill View</td>
<td>213 Eastbourne Road, Polegate BN26 5DU</td>
<td>01323 488616</td>
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<tr>
<td>Jemini Place</td>
<td>Jemini Place, Ersham Road, Hailsham BN27 3PN</td>
<td>01323 847835</td>
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<tr>
<td>Linden Cottage</td>
<td>Linden Chase, Uckfield TN22 1EE</td>
<td>01825 768395</td>
<td>PD LDA SI</td>
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<tr>
<td>Lydfords Care Home</td>
<td>23 High Street, East Hoathly, Lewes BN8 6DR</td>
<td>01825 840259</td>
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<tr>
<td>Lynfords</td>
<td>3a Nursery Close, Hailsham BN27 2PX</td>
<td>01323 440843</td>
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<tr>
<td>Marshes, The</td>
<td>3b Nursery Close, Hailsham BN27 2PX</td>
<td>01323 440843</td>
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<tr>
<td>Marshview</td>
<td>77 Marshfoot Lane, Hailsham BN27 2RB</td>
<td>01323 849207</td>
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</tr>
</tbody>
</table>

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

Victoria House Care Home
71-73 Victoria Road, Polegate BN26 6BX
Tel: 01323 487178

Vines, The
Innhams Wood, Crowborough TN6 1TE
Tel: 01892 610414

Warren Drive
Fielden Road, Crowborough TN6 1TP
Tel: 01892 654586

Weald Hall Residential Home
Mayfield Lane, Wadhurst TN5 6HX
Tel: 01892 782011

Windlesham Manor
Hurtis Hill, Crowborough TN6 3AA
Tel: 01892 611000

Woodcote
Heathfield Road, Five Ashes, Mayfield TN20 6JJ
Tel: 01825 830130

Woodlands
Beacon Road, Crowborough TN6 1UD
Tel: 01892 653178

York Lodge
3 Myrtle Road, Crowborough TN6 1EY
Tel: 01892 661457

Wealden care homes with nursing

Alfriston Court Care Home
Sloe Lane, Alfriston BN26 5UR
Tel: 01323 874140

Bowes House
25 Battle Road, Hailsham BN27 1DU
Tel: 0333 321 0925

Brooklands Nursing Home
Wych Cross, Forest Row RH18 5JN
Tel: 01825 712005

Copper Beech Care Home
Eastbourne Road, Ridgewood, Uckfield TN22 5ST
Tel: 01825 818437

Ersham House Nursing Home
Ersham Road, Hailsham BN27 3PN
Tel: 01323 442727

Filsham Lodge
137-141 South Road, Hailsham BN27 3NN
Tel: 01323 844008

Forest Lodge
Horney Common, Nutley, Uckfield TN22 4EA
Tel: 01825 712514

Hailsham House
New Road, Hellingly, Hailsham BN27 4EW
Tel: 01323 442050

Havelock House Nursing Home
57-59 Victoria Road, Polegate BN26 6BY
Tel: 01323 482291

Heather View
Beacon Road, Crowborough TN6 1AS
Tel: 01892 653634

Heffle Court
Station Road, Heathfield TN21 8DR
Tel: 0808 223 5356

Holy Cross Care Home
Lewes Road, Cross-in-Hand, Heathfield TN21 0DZ
Tel: 01435 863764

Hurstwood View
Linum Lane, Five Ash Down, Uckfield TN22 3FH
Tel: 01825 573728

Lydfords Care Home
23 High Street, East Hoathly, Lewes BN8 6DR
Tel: 01825 840259

Visit www.carechoices.co.uk for further assistance with your search for care
Making our home, your home

Woodside Hall is an independent nursing home and the only home owned and managed by our company. This allows us to focus and give our full commitment to the wellbeing of the residents. At Woodside Hall, the friendly atmosphere ensures that everyone continues their daily life with personal privacy and dignity.

You are invited to an Afternoon Tea Party (featuring Jazz music, raffle, tombola, barbecue, cake stall) at Woodside Hall Nursing Home, Polegate Road, Hailsham, East Sussex BN27 3PQ on Saturday 12th September 2015 from 2pm until 4pm.

• Respite, convalescence and day care
• Long term nursing care
• Continuing health care
• Residential care
• Catering for special dietary requirements
• Visiting hairdresser, chiropodist, optician and other health care specialists
• Organised activities and outings
• Extensive gardens and seating areas
• Residents’ mobile shop

Bupa care homes

For a choice of elderly care options in East Sussex

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of care homes in East Sussex could be something for you to think about. And, you don’t need to be a Bupa customer to stay with us.

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☎️ 0808 252 5993

We may record or monitor our calls.

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Our homes offer a range of care services whilst supporting independence and maintaining individual interests. With varied activities programmes and freshly prepared home-cooked meals, we pride ourselves on making everyone feel at home.

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Dudwell St Mary
Burwash, TN19 7BE
Call: 01435 667 721

Hurstwood View
Uckfield, TN22 3FH
Call: 01825 573 728

Wadhurst Manor
Wadhurst, TN5 6RY
Call: 01892 628 193

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

Oaklands Court Nursing Home
Vines Cross Road, Horam TN21 0HD
Tel: 01435 813030

Pinewood Manor
Old Lane, St Johns, Crowborough TN6 1RX
Tel: 01892 653005

Polegate Care Home, The
Black Path, Polegate BN26 5AP
Tel: 01323 485888

Quin nell House
77 Quin nell Drive, Hailsham BN27 1QN
Tel: 01323 849913

St Raphael’s Care Home
Church Lane, Danehill, Haywards Heath RH17 7EZ
Tel: 01825 790485

Temple Grove Care Home
Heron Ghyll, Uckfield TN22 4BY
Tel: 01825 714400

Wadhurst Manor
Station Road, Wadhust TN5 6RY
Tel: 01892 628193

Wisteria Lodge
Horney Common, Nutley, Uckfield TN22 3EA
Tel: 01825 713082

Woodside Hall Nursing Home
Polegate Road, Hailsham BN27 3PQ
Tel: 01323 841670

If you are considering a care home with nursing, see the checklist on page 49.

Eastbourne care homes

Alma Lodge Care Home
Staveley Road, Eastbourne BN20 7LH
Tel: 01323 734208

Ashdale House
14 Silverdale Road, Eastbourne BN20 7AU
Tel: 01323 728000

Ashgrange House
9 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 734489

Ashley Gardens
Willoughby Crescent, Eastbourne BN22 8RA
Tel: 01323 411466

Aston House
14 Lewes Road, Eastbourne BN21 2BT
Tel: 01323 638855

Autism and Aspergers Care Services Ltd
53 Percival Road, Eastbourne BN22 9JN
Tel: 01424 777833

Autism and Aspergers Support Ltd
3 Hampden Terrace, Latimer Road, Eastbourne BN22 7BL
Tel: 01323 720871

Beeches Retirement Hotel
4 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 731307

Berry Pomeroy
26-28 Compton Street, Eastbourne BN21 4EN
Tel: 01323 720721

Camelot Residential Care Home
7 Darley Road, Eastbourne BN20 7PB
Tel: 01323 735996

Chase Rest Home, The
5-6 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 722855

Visit www.carechoices.co.uk for further assistance with your search for care
SHC provides quality nursing and residential support for people with:

- Physical and/or learning disabilities
- Neurological conditions
- Acquired brain injury (ABI)
- Autism
- Dementia
- Nursing and/or residential needs

Our homes based mainly in Sussex provide a safe, comfortable, homely environment and offer the people we support somewhere that they can make their home, as well as respite and short stays.

The people supported are encouraged to maximise their physical, intellectual, emotional and social capacity, be better connected to their communities and to take part in as many everyday activities as they can, ensuring that they continue their lifestyle with personal privacy and dignity.

Across our services we can offer:

- SKILLED NURSING CARE 24 HOURS A DAY
- RESPITE AND SHORT BREAKS
- PALLIATIVE CARE
- LOCAL GP INPUT
- FULL PROGRAMME OF ACTIVITIES
- SUPPORT TO ACCESS A RANGE OF THERAPIES TO SUIT INDIVIDUAL NEED
- SPECIALIST GYMNASIUM
- IT/GAMES ROOM
- MULTI-SENSORY ROOMS
- INTERACTIVE TECHNOLOGY SYSTEMS
- HYDROTHERAPY POOLS
- SALT CAVE
- SWIMMING POOL

To find out more about our homes and the services we can offer, please contact:
referrals@sussexhealthcare.co.uk

01403 217338
www.sussexhealthcare.co.uk
Dorley House Residential Care Home
19-20 Bedfordwell Road,
Eastbourne BN21 2BG
Tel: 01323 729545

Eastbourne and District Mencap – Arundel Road
27 Arundel Road, Eastbourne BN21 2EG
Tel: 01323 431367

Eastbourne Grange
2 Grange Gardens, Blackwater Road,
Eastbourne BN20 7DE
Tel: 01323 733466

Elm Lodge
107-109 Enys Road, Eastbourne BN21 2ED
Tel: 01323 419257

Emille Galloway Rest Home
Tweed, 8-10 Silverdale Road,
Eastbourne BN20 7AL
Tel: 01323 732223

Ennis House
59-65 Enys Road, Eastbourne BN21 2DN
Tel: 01323 720719

Felix Holme RCH
15 Arundel Road, Eastbourne BN21 2EL
Tel: 01323 641848

Grange House
21 Grange Road, Eastbourne BN21 4HE
Tel: 01323 430770

Greensleeves
11 Friday Street, Eastbourne BN23 8AP
Tel: 01323 461560

Hardwick House Retirement Home
6 Hardwick Road, Eastbourne BN21 4NY
Tel: 01323 721230

Hartfield House Rest Home
5 Hartfield Road, Eastbourne BN21 2AP
Tel: 01323 731322

Heatherdene
13-14 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 731646

Homelea Residential Care Home
15-17 Lewes Road, Eastbourne BN21 2BY
Tel: 01323 722046

Ingham House
10-12 Carlisle Road, Eastbourne BN20 7EJ
Tel: 01323 734009

Jerome Close, 17
(Jemini Response Ltd)
Eastbourne BN23 7QY
Tel: 01323 765030

Jerome Close, 41
(Jemini Response Ltd)
Eastbourne BN23 7QY
Tel: 01323 767399

Keller House Residential Care Home
52 Carew Road, Eastbourne BN21 2JN
Tel: 01323 722052

Lebrun House
9 Prideaux Road, Eastbourne BN21 2NW
Tel: 01323 734447

Little Acorns
43 Silverdale Road, Eastbourne BN20 7AT
Tel: 01323 720520

Meads House Residential Care Home
26 Denton Road, Eastbourne BN20 7ST
Tel: 01323 732632

Moorings, The
Rattle Road, Westham, Pevensey BN24 5DS
Tel: 01323 741671

Mount Lodge
5 Upper Avenue, Eastbourne BN21 3UY
Tel: 01323 411312

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

Orchardown Rest Home
4-6 Old Orchard Road,
Eastbourne BN21 1DB
Tel: 01323 726829

Prideaux House
21 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 726443

Ranworth House
1 Prideaux Road,
Eastbourne BN21 2NW
Tel: 01323 644860

Regard Partnership Ltd, The – Eastbourne Road
111 Eastbourne Road, Lower Willingdon,
Eastbourne BN20 9NE
Tel: 01323 482174

Rivendale Lodge EMI Care Home
14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575

Rosebery House
2 Rosebery Avenue, Hampden Park,
Eastbourne BN22 9QA
Tel: 01323 501026

Chaseley Trust
An Edwardian detached home in Eastbourne, set in beautiful surroundings. Our team of friendly welcoming well trained staff support individuals living with varying stages of dementia and Alzheimer’s.

- We accommodate both long and short stay
- We offer Day Care services for both long or short days with personal care for those who require support with keeping their loved ones at home for as long as possible.
- Our Chef provides a variety of freshly cooked nutritious meals catering for special diets where required.
- Our home is friendly and inviting, a real home from home. Visits welcome anytime.

Chaseley cares for adults over the age of 18 with a range of physical disabilities, including spinal injury, acquired brain injury, stroke and loss of limbs. We also care for those with progressive conditions, such as Multiple Sclerosis, Motor Neurone Disease and Parkinson Disease.

Whether you have long term, short term or daycare requirements, we promote a person-centred approach and encourage everyone to take an active part in fulfilling an enhanced quality of life. Many of our rooms have sea views and some can accommodate two persons.

Our therapy team provides specialist rehabilitation programmes, physiotherapy and occupational therapy for people with high level and complex neurological disabilities. Whether you are a permanent or short term resident, here for a respite period, or come to Chaseley as an outpatient, we provide you with a flexible and tailored programme to suit your individual needs.

Call us on 01323 744200 to ask any questions or arrange a tour of our facilities.

The Chaseley Trust, South Cliff, Eastbourne, BN20 7JH
Tel: 01323 744200 Email: info@chaseleytrust.org www.chaseley.org.uk

---

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

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

Search for care at www.carechoices.co.uk to find support in your area.
Saffrons Care Home
20 Saffrons Road, Eastbourne BN21 1DU
Tel: 01323 720430

Sedgemoor & Framley
2-4 Mill Road, Eastbourne BN21 2LY
Tel: 01323 725825

Shalom
8 Carew Road, Eastbourne BN21 2BE
Tel: 01323 410926

Shandon House
3 Mill Road, Eastbourne BN21 2LY
Tel: 01323 723333

Shinewater Court
Milfoil Drive, Eastbourne BN23 8ED
Tel: 01323 769196

Shires, The
Gorringe Road, Eastbourne BN22 8XL
Tel: 01323 721032

Southfields House Residential Care Home
Southfields Road, Eastbourne BN21 1BZ
Tel: 01323 732077

St Anne’s Residential Care Home
4 St Anne’s Road, Eastbourne BN21 2DJ
Tel: 01323 728349

St Annes Road, 27a
27a St Annes Road, Eastbourne BN21 2DJ
Tel: 07875 222988

St Margarets Care Home
99 Carlisle Road, Meads, Eastbourne BN20 7TD
Tel: 01323 639211

St Marguerite
10 Ashburnham Road, Eastbourne BN21 2HU
Tel: 01323 729634

Summerheath Road, 52 (Jemini Response Ltd)
Hailsham BN27 3DR
Tel: 01323 847835

Sunnyhill Residential Care Home
14 Selwyn Road, Eastbourne BN21 2LJ
Tel: 01323 430386

Three Gables Residential Care Home
2 Brand Road, Eastbourne BN22 9PX
Tel: 01323 501883

Upperton Gardens
44 Upperton Gardens, Eastbourne BN21 2AQ
Tel: 01323 439001

See the checklist on page 49 for useful suggestions of questions to ask when looking at care homes.
Eastbourne care homes with nursing continued

Devonshire Nursing Home, The
95 Carlisle Road, Eastbourne BN20 7TB
Tel: 01323 731279

Elstree Court Care Home
64 Meads Road, Eastbourne BN20 7QJ
Tel: 01323 732691

Firwood House
Brassey Avenue, Hampden Park BN22 9QJ
Tel: 01323 503758

Inglewood Nursing Home
7-9 Nevill Avenue, Hampden Park, Eastbourne BN22 9PR
Tel: 01323 501086

Manor Hall Nursing Home
Borough Lane, Eastbourne BN20 8BB
Tel: 01323 722665

Milton Grange
Milton Road, Eastbourne BN21 1SL
Tel: 01323 466466

Palm Court Nursing Home
17 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 721911

Pentlow Nursing Home
59-63 Summerdown Road, Eastbourne BN20 8DQ
Tel: 01323 722245

Queen Alexandra Cottage Homes
Care Wing, 557 Seaside, Eastbourne BN23 6NE
Tel: 01323 739689

Sovereign Lodge Care Centre
2 Carew Road, Eastbourne BN21 2DW
Tel: 01323 412285

Sunrise of Eastbourne Ltd
Sunrise of Eastbourne, 6 Upper Kings Drive, Eastbourne BN20 9AN
Tel: 01323 525000

Bexhill and Rother care homes

Aaron Manor
26-28 Penland Road, Bexhill-on-Sea TN40 2JG
Tel: 01424 223839

Abbey House Residential Care Home
20-22 Albert Road, Bexhill-on-Sea TN40 1DG
Tel: 01424 222534

Ambleside Residential Care Home
122 De La Warr Road, Bexhill-on-Sea TN40 2JL
Tel: 01424 219821

Amherst Court
39 Amherst Road, Bexhill-on-Sea TN40 1QN
Tel: 01424 217622

Ardath
27 Hastings Road, Bexhill-on-Sea TN40 2HJ
Tel: 01424 210538

Arden House Residential Care Home
4-6 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 211189

Ash Grove Care Home
8-10 Woodville Road, Bexhill-on-Sea TN39 3EU
Tel: 01424 730497

Ashcroft House – Bexhill-on-Sea
11 Elmstead Road, Bexhill-on-Sea TN40 2HP
Tel: 01707 601800

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

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

Search for care at www.carechoices.co.uk to find support in your area
Bexhill and Rother care homes continued

Ashlee Lodge
5 Jameson Road, Bexhill-on-Sea TN40 1EG
Tel: 01424 220771  LDA YA

Ashlodge
83-85 Cantelupe Road, Bexhill-on-Sea TN40 1PP
Tel: 01424 217070  OP D

Bishops Croft
Bishops Lane, Robertsbridge TN32 5BA
Tel: 01580 880556  LDA YA

Burton Cottages
Bishops Lane, Robertsbridge TN32 5BA
Tel: 01580 881715  OP D PD LDA MH SI YA

Camber Lodge
93 Lydd Road, Camber TN31 7RS
Tel: 0208 668 6469  OP D PD LDA MH SI YA

Care Management Group – Trafalgar House
9 Sutherland Avenue, Bexhill-on-Sea TN39 3LT
Tel: 01424 222911  LDA

Carricks Brook
Carricks Hill, Dallington TN21 9JL
Tel: 01435 831633  LDA

Cedarwood House
Hastings Road, Battle TN33 0TG
Tel: 01424 772428  OP D

Cregg Na Ba
Chain Lane, Battle TN33 0HG
Tel: 01424 777280  OP LDA YA

Cross Lane House
Cross Lane, Ticehurst, Wadhurst TN5 7HQ
Tel: 01580 200747  Advert page 90  OP

Crowhurst Care Home
Old Forewood Lane, Crowhurst, Battle TN33 9AE
Tel: 01424 830754  LDA YA

Edendale Lodge
Station Road, Crowhurst, Battle TN33 9DB
Tel: 01797 366810  Advert page 38  OP D

Elizabeth Court Rest Home
4 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 219105  OP

Eridge House Rest Home
12 Richmond Road, Bexhill-on-Sea TN39 3DN
Tel: 01424 214500  OP

Frinton House
22 Buckhurst Road, Bexhill-on-Sea TN40 1QE
Tel: 01424 214430  LDA YA

Green Bank
11 Hastings Road, Bexhill-on-Sea TN40 2HJ
Tel: 01424 211704  OP D

Greenwood
16 Dalmeny Road, Bexhill-on-Sea TN39 4HP
Tel: 01424 723020  OP PD LDA SI

Highbeech Care Home
124 Dorset Road, Bexhill-on-Sea TN40 2HT
Tel: 01424 221034  OP D

Holmesdale House
3 Holmesdale Road, Bexhill-on-Sea TN39 3QE
Tel: 01424 217953  OP

Jasmine Lodge
Station Road, Northiam, Rye TN31 6QL
Tel: 01797 252614  OP LDA YA

Jubilee Court
1-5 Eversley Road, Bexhill-on-Sea TN40 1EU
Tel: 01424 211983  OP D MH YA

Jubilee Court
1-5 Eversley Road, Bexhill-on-Sea TN40 1EU
Tel: 01424 211982  OP D YA

Langley House
47 Collington Avenue, Bexhill-on-Sea TN39 3NB
Tel: 01424 272579  OP MH YA

Lawn Court
6-8 Albert Road, Bexhill-on-Sea TN40 1DG
Tel: 01424 211476  OP MH YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
A specialist Dementia and EMI Care Home and community for the elderly in Bexhill

Find peace of mind knowing that your loved one is receiving the best possible dementia care in a loving and understanding place.

St. John's Road, Near Bexhill Hospital, Bexhill-on-Sea TN40 2EE  T: 01424 400055  E: enquiries@orchardhousebexhill.com  www.orchardhousebexhill.com

SEARCH FOR CARE IN YOUR AREA
www.carechoices.co.uk
• Find care providers quickly and easily
• Search by location and care need
• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests

Cross Lane House
Your caring home from home

Cross Lane House is a beautiful old country mansion, standing in two acres of mature landscaped gardens set in the heart of Rural Sussex.

We provide quality care for older people with a focus on promoting independence in a caring environment. The provision of professional standards of healthcare, hygiene, nutrition and safety are the philosophies of the owners, the management and our carers alike.

Activities and a pleasant social atmosphere give residents a sense of community and the chance to make new friends within the home.

T: 01580 200 747  E: admin@crosslanecare.co.uk  www.crosslanecare.co.uk  Cross Lane, Ticehurst, East Sussex TN5 7HQ

Caring for the elderly since 1968

Three separate individual registered care homes on one two-acre site

Offering three levels of care RESIDENTIAL, NURSING AND EMI.

• All homes have qualified staff in attendance 24 hours a day
• A full time activities organiser employed.
• Each home has a lift, separate lounges and dining rooms.
• Most rooms are en-suite, many with sea views, all have a telephone and TV.
• Traditional home cooked food including full English breakfast and special diets are catered for.
• Right on the seafront, level walks to shops and all amenities. Short stays welcome.

Freephone 0800 174 963 for full brochure
Website www.normanhurst.com

De La Warr Parade, Bexhill-on-Sea, East Sussex TN40 1LB

Prideaux Lodge is a large, detached Edwardian house situated in Little Common, within close proximity to the town centre and seafront. We specialise in elderly care and people living with Dementia.

• Newly renovated en-suite rooms plus suites.
• Homemade freshly cooked meals.
• Dedicated and caring staff 24 hours a day.
• In house activities provided daily, plus entertainers and trips out.
• Long term and respite care.
• Day care facilities available 7 days a week.

148 Barnhorn Road, Little Common, Bexhill-on-Sea TN39 4QL  T: 01424 844989  W: www.prideauxlodge.co.uk  E: prideauxlodge@hotmail.com
Bexhill and Rother care homes continued

Lennox Lodge
37 The Highlands, Lennox Lodge, Bexhill-on-Sea TN39 5HL
Tel: 01424 215408

Lucerne House
12 Mitten Road, Bexhill-on-Sea TN40 1QL
Tel: 01424 224181

Mariners, The
15 High Street, Rye TN31 7JF
Tel: 01797 223503

Millcroft
Vines Cross Road, Horam TN21 0HF
Tel: 01435 812170

Mountain Ash
Fairlight Gardens, Fairlight TN35 4AY
Tel: 01424 812190

Normanhurst
De La Warr Parade, Bexhill-on-Sea TN40 1LB
Tel: 01424 217577 Advert page 90

Oakdown House
Ticehurst Road, Burwash Common TN19 7JR
Tel: 01435 883492

Oakside
Main Street, Northiam, Near Rye TN31 6NB
Tel: 01797 252165

Old Rectory, The
Stubb Lane, Brede, Rye TN31 6EH
Tel: 01424 882600

Orchard House Residential Care Home
St Johns Road, Bexhill-on-Sea TN40 2EE
Tel: 01424 400055 Advert page 90

Parkgate Manor
Main Road, Catsfield, Battle TN33 9DT
Tel: 01424 773251

Peasmarsh Place
Church Lane, Peasmarsh, Rye TN31 6XE
Tel: 01797 230555

Prideaux Lodge
148 Barnhorn Road, Little Common, Bexhill-on-Sea TN39 4QL
Tel: 01424 844989 Advert page 90

Priory Egerton Road
18 Egerton Road, Bexhill-on-Sea TN39 3HH
Tel: 01424 223757

Richmond
Collington Lane East, Bexhill-on-Sea TN39 3RJ
Tel: 01424 217688

Rookhurst Lodge
17 Rookhurst Road, Bexhill-on-Sea TN40 2NZ
Tel: 01424 225919

Roselands Residential Home
Cackle Street, Brede, Rye TN31 6EB
Tel: 01424 882338

Sandhurst Rest Home
142 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 844405

Saxonwood
Saxonwood Road, Battle TN33 0EY
Tel: 01424 774336

St Michael's Rest Home
107 Cooden Drive, Bexhill-on-Sea TN39 3AN
Tel: 01424 210210

St Nectans Residential Care Home
3-9 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 220030

St Vincent’s Care Ltd
Down Road, Bexhill-on-Sea TN39 4HD
Tel: 01424 211244

Summer Wood
Residential Care Home
18 Magdalen Road, Bexhill-on-Sea TN40 1SB
Tel: 01424 221641

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
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<td>Sensory impairment</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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

**Alexandra Road, 19**  
(East View Housing Management Ltd)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 446914

**Alexandra Road, 25**  
(East View Housing Management Ltd)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 720749

**Alexandra Road, 27**  
(East View Housing Management Ltd)  
St Leonards-on-Sea TN37 6LD  
Tel: 01424 714014

**Amber House**  
5 Dane Road,  
St Leonards-on-Sea TN38 0QU  
Tel: 01424 252637

**Bannow Retirement Home**  
Quarry Hill, St Leonards-on-Sea TN38 0HG  
Tel: 01424 433021 **Advert page 72**

**Barchester Tower**  
31 De Cham Road,  
St Leonards-on-Sea TN37 6JA  
Tel: 01424 435398

**Barrington House**  
Rye Road, Hastings TN35 5DG  
Tel: 01424 422228

**Bekley Close**  
14 Bekley Close,  
St Leonards-on-Sea TN38 9TA  
Tel: 01424 854104

**Bethune Court**  
30 Boscobel Road,  
St Leonards-on-Sea TN38 0LX  
Tel: 0800 085 4234

**Bishops Corner**  
23 Boscobel Road,  
St Leonards-on-Sea TN38 0LX  
Tel: 01424 201643

**Bishops Gate**  
58 Springfield Road,  
St Leonards-on-Sea TN38 0TZ  
Tel: 01424 721021

**Bishops Way**  
36 St Peters Road, St Leonards-on-Sea TN37 6JQ  
Tel: 01424 720320

**Blair House**  
24 Pevensey Road, St Leonards-on-Sea TN38 0LF  
Tel: 01424 437608

**Bridgewater House**  
21 Old Roar Road, St Leonards-on-Sea TN37 7HA  
Tel: 01424 756803
BRYHER COURT NURSING HOME

- Quality Nursing and Dementia Care in a kind, friendly and homely atmosphere.
- Residents enjoy our large lounge and conservatory overlooking the garden.
- Large, bright en-suite rooms – some with balconies.
- A varied choice of good, tasty, home cooked food with special diets catered for.

Tel: 01424 444400 | Web: www.bryhercourt.co.uk
85 Filsham Road, St Leonards-on-Sea, East Sussex TN38 0PE

Tusker House

57 Pine Avenue, Hastings, East Sussex TN34 3PP • Telephone 01424 421573

This family run care home offers a warm, friendly and relaxed atmosphere with a high degree of personal comfort for residents living with Dementia and Alzheimers.

Spacious accommodation with attractive landscaped gardens.
Rooms on ground and first floor.
Visiting Chiropodist, Optician and Hairdresser.

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

• Long term, Respite, and Day Care
• Beautiful large gardens
• Our own hairdressing salon
• Visiting shop
• Visiting manicurist
• Large comfortable lounges
• Family atmosphere
• Full time activities co-ordinator, who arranges craft groups, entertainment and trips out
• Wifi to most areas
• Menu to suit personal needs
• Care without compromise

Mindful of your needs.

Tell us what you think

Complete our short questionnaire
www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area
Canute Road, 76
Hastings TN35 5HT
Tel: 01424 457761

Care Management Group
– 361 The Ridge
Hastings TN34 2RD
Tel: 01424 755803

Castlemaine Care Home
4 Avondale Road,
St Leonards-on-Sea TN38 0SA
Tel: 01424 422226

Chapel Park Road, 51
(East View Housing Management Ltd)
St Leonards-on-Sea TN37 6jB
Tel: 01424 201340

Chapel Park Road, 51a
(East View Housing Management Ltd)
St Leonards-on-Sea TN37 6jB
Tel: 01424 425846

Clifton Court
8-10 Clifton Road,
Hastings TN35 5AJ
Tel: 01424 428708

Collier Road, 63
Hastings TN34 3JS
Tel: 01424 777422

Crest House Care Home
6-8 St Matthews Road,
St Leonards-on-Sea TN38 0TN
Tel: 01424 436229

Cumberland Court
6 Cumberland Gardens,
St Leonards-on-Sea TN38 0QL
Tel: 01424 432949

Cumberland House
21 Laton Road, Hastings TN34 2ES
Tel: 01424 422458

Derwent Residential Care Home
38 Sedlescombe Road South,
St Leonards-on-Sea, Hastings TN38 0TB
Tel: 01424 436044

Edendale Care Home
5-6 The Green, St Leonards-on-Sea TN38 0SY
Tel: 01424 429908

Fabee Nursing Home
35 Fearon Road, Hastings TN34 2DL
Tel: 01424 436485

Fairmount
41 Lower Waites Lane, Fairlight,
Hastings TN35 4DB
Tel: 01424 814551

Gensing Rest Home
76-78 London Road, St Leonards-on-Sea,
Hastings TN37 6AS
Tel: 01424 712982

Glenmuir House Residential Care Home
4 Branscombe Road,
St Leonards-on-Sea TN38 0UA
Tel: 01424 430203

Grosvenor House
11-14 Grosvenor Gardens,
St Leonards-on-Sea TN38 0AE
Tel: 01424 423831

Hazelwood
9 Church Road, St Leonards-on-Sea TN37 6EF
Tel: 01424 423755

Healey House
3 Upper Maze Hill,
St Leonards-on-Sea TN38 0LQ
Tel: 01424 436359

High Beech Close, 5
(East View Housing Management Ltd)
St Leonards-on-Sea TN37 7TT
Tel: 01424 850785

Visit www.carechoices.co.uk for further assistance with your search for care
The Laurels Nursing Home is a delightfully situated 50-bed care home just off Old London Road, a short distance from the unique fishing heritage and wide pebble beaches of the picturesque Hastings Old Town and seafront.

- Premier and deluxe accommodation
- Private patios
- Beautiful landscaped gardens
- Luxury Double Suite
- Daily entertainment and activities
- Excellent cuisine prepared in house
- Homely and friendly atmosphere
- Individual 24 hour nursing care from qualified staff
- Investors in People Gold Standard Award
- CQC rating Good
- Working towards Gold Standard Framework

71 Old London Road, Hastings, East Sussex TN35 5NB
Telephone: 01424 714258 Fax: 01424 434413

www.thelaurelsnursinghome.com
www.facebook.com/laurelsnursinghome
Hastings care homes continued

High Beech Close, 6
(East View Housing Management Ltd)
St Leonards-on-Sea TN37 7TT
Tel: 01424 852464

Hurst Residential Home, The
124 Hoadswood Road, Hastings TN34 2BA
Tel: 01424 425693

Johnson Close, 1
(East View Housing Management Ltd)
St Leonards-on-Sea TN37 7BG
Tel: 01424 853339

Marlborough Lodge
253 Wishing Tree, St Leonards-on-Sea TN38 9LA
Tel: 01424 854103

Mountside Residential Care Home
9-11 Laton Road, Hastings TN34 2ET
Tel: 01424 424144 Advert page 94

New Directions (Hastings) Ltd –
Bishops Lodge
19 Fearon Road, Hastings TN34 2DL
Tel: 01424 719011

Newlands Close, 20
(East View Housing Management Ltd)
Hastings TN34 2QW
Tel: 01424 755717

Oak View
Bridgewater House, 21 Old Roar Road,
St Leonards-on-Sea TN37 7HA
Tel: 01424 753257

Old Hastings House
132 High Street, Hastings TN34 3ET
Tel: 01424 452640

Park Beck, The
21 Upper Maze Hill, St Leonards-on-Sea TN38 0LG
Tel: 01424 445855

Ridge, The, 368
(East View Housing Management Ltd)
Hastings TN34 2RD
Tel: 01424 754703

Ridge, The, 370
(East View Housing Management Ltd)
370 The Ridge, Hastings TN34 2RD
Tel: 01424 850033

Sanctuary, The (Turning Point)
36 Ashburnham Road, Hastings TN35 5JL
Tel: 01424 200353

Sedlescombe Road South, 43
43 Sedlescombe Road South,
St Leonards-on-Sea TN38 0TB
Tel: 01424 777422

St Helens Down
46 St Helens Down, Hastings TN34 2BQ
Tel: 01424 432958

St Marks
23 Collier Road, Hastings TN34 3JR
Tel: 01424 200854

St Matthew Road
3-5 St Matthews Road, St Leonards-on-Sea TN38 0TN
Tel: 01424 445924

St Peter’s Road, 22
St Leonards-on-Sea TN37 6JG
Tel: 01424 777422

St Saviours Road
56 St Saviours Road, St Leonards-on-Sea TN38 0AR
Tel: 01424 443657

Streatfeild House
Cornfield Terrace, St Leonards-on-Sea TN37 6JD
Tel: 01424 439103

Tower Road West, 24
(East View Housing Management Ltd)
St Leonards-on-Sea TN38 0RG
Tel: 01424 427607

Tusker House
57 Pine Avenue, Hastings TN34 3PP
Tel: 01424 421573 Advert page 94

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

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

Westwood
55 St Helens Park Road, Hastings TN34 2JJ
Tel: 01424 428805  OP PD LDA MH YA

Whitebeach, The
24 Upper Maze Hill, St Leonards-on-Sea TN38 0LA
Tel: 01424 215335  OP D

Wheelhouse, The
15 Old Roar Road, St Leonards-on-Sea TN37 7HA
Tel: 01424 752061  LDA YA

Whitecliff Care Home
Charles Road, St Leonards-on-Sea TN38 0JU
Tel: 01424 421081

Hastings care homes with nursing

Bryher Court Nursing Home
85 Filsham Road, St Leonards-on-Sea TN38 0PE
Tel: 01424 444400  Advert page 94  OP PD

Lauriston
40 The Green, St Leonards-on-Sea TN38 0SY
Tel: 01424 447544  OP

Evergreen
15 Collier Road, Hastings TN34 3JR
Tel: 01424 427404  OP

Mary House
490 The Ridge, Hastings TN34 2RY
Tel: 01424 757960  PD LDA

Fabee Nursing Home
35 Fearon Road, Hastings TN34 2DL
Tel: 01424 436485  OP

Moreton Centre, The
Boscobel Road, St Leonards-on-Sea TN38 0LX
Tel: 01424 420431  OP D MH YA

Hastings Court
314 The Ridge, Hastings TN34 2RA
Tel: 01424 755151  OP D PD SI

Queen Mary’s and Mulberry House Nursing Home
7 Hollington Park Road, St Leonards-on-Sea TN38 0SE
Tel: 01424 728800  OP PD YA

Kingswood House Nursing Home
21-23 Chapel Park Road, St Leonards-on-Sea TN37 6HR
Tel: 01424 716303  MH YA

Southdowns Nursing Home
1 Hollington Park Road, The Green, St Leonards-on-Sea TN38 0SY
Tel: 01424 439439  OP D MH

Laurels Nursing Home, The
71 Old London Road, Hastings TN35 5NB
Tel: 01424 714258  Advert page 96  OP

St Dominic’s Nursing Home
71 Filsham Road, St Leonards-on-Sea TN38 0PG
Tel: 01424 436140  OP D PD

Service
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Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
User Bands
Adverters in bold

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