



# Gloucestershire

## Care and Support Guide 2023

The essential guide to staying independent,  
choosing and paying for care and support

Help to be healthy, active and independent | Help when you need it | Where to start if you need care and support | Useful contacts | Choosing care and support

In association with



**Crossroads Care**  
Gloucestershire

Delivering Quality  
Care and Support  
to People across  
Gloucestershire

Inspected and rated

Outstanding ☆



Care Quality  
Commission

We are proud to be rated **OUTSTANDING**  
by The Care Quality Commission (CQC)

We offer a high quality range of  
services including the following:

- Azalea Day Clubs
- Specialist Dementia Care
- Personal Care and Support
- Respite Breaks for Carers
- Assistance with Medication
- Learning Disability Support
- Palliative Care
- Out & About – activities and outings
- Shopping
- Meal Preparation
- Support to access appointments
- Overnight Care
- Laundry and household duties
- Pension/benefit collection
- Holiday cover

**Call us now on 01452 302542**



“Crossroads Care  
is a saviour to me,  
I can leave the  
house knowing  
my husband is  
in safe hands”



Email: [info@crossroadscareglos.org.uk](mailto:info@crossroadscareglos.org.uk)  
[www.crossroadscareglos.org.uk](http://www.crossroadscareglos.org.uk)







## Welcome from Gloucestershire County Council 4

## Introduction from the Gloucestershire Care Providers Association 5

## Regions covered in this guide 6

## How to use this guide 6

## How to get online in Gloucestershire 7

## Part one: Help to be healthy, active and independent 8

Including information on local groups and activities, maintaining a healthy lifestyle and getting out and about.

## Part two: Help when you need it: where to start if you need care and support 31

Including information on living independently at home for as long as possible, caring for others, housing options and paying for care.

## Part three: Choosing care and support 65

Including useful checklists and listings of home care agencies, care homes and care homes with nursing in the county.

## Index 111



Gloucestershire County Council and Gloucestershire Care Providers Association's distribution of this publication does not constitute their support or recommendation of any of the products or services advertised or listed within. All the listings in this publication are supplied by the Care Quality Commission (CQC). Gloucestershire County Council, Gloucestershire Care Providers Association and Care Choices cannot be held responsible for any errors or omissions.



Gloucestershire County Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information, visit [www.gloucestershire.gov.uk/fairprocessing](http://www.gloucestershire.gov.uk/fairprocessing)

This Gloucestershire Care and Support Guide is available to download and view online at [www.carechoices.co.uk/publication/gloucestershire](http://www.carechoices.co.uk/publication/gloucestershire)

To obtain extra copies of this guide, free of charge, email the **Adult Social Care Helpdesk, Gloucestershire County Council** at [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk) or call **01452 426868**.

### Alternative formats

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



# Welcome from Gloucestershire County Council

COVID-19 resulted in the postponement of many groups, services and activities. Others changed how they operate or had to stop completely. This guide reflects 'business as usual' and it is recommended that you check with the activity, group or service to determine availability and get the most up-to-date information.

From October 2025, the Government intends to introduce a new £86,000 cap on the amount anyone in England will need to spend on their personal care over their lifetime.

The upper capital limit, the threshold above which people become 'self-funders' and will pay for their care in full, will rise to £100,000 from the current £23,250. This means that more people will be protected from paying the full cost of their care from their assets.

The lower capital limit, the threshold below which people will not have to pay for their care from their assets and only what they can afford from their income, will increase to £20,000 from £14,250. This means that more people will be protected from paying towards their care from their assets.

As per the current system, people whose assets fall between the capital limits will pay what they can afford towards the cost of their care from their income plus a means-tested 'tariff' contribution from their assets.

For more information, visit  
<https://engage.dhsc.gov.uk/social-care-reform>

I'm delighted to welcome you to the 2023 edition of the Gloucestershire Care and Support Guide, which offers solutions to help keep you, or the person you care for, happy, healthy and safe.

Many people still believe that care means either a care home or a paid care worker who comes to you, but there are many different ways of finding help and helping yourself to live well for longer, independently and in your own home. That's why this guide is focused on highlighting all of the care choices available to you in Gloucestershire.

We want to introduce you to the wide range of options available, before you make any decisions about care services and how to pay for them.

If you do decide that a care home is the best option, this guide can help with that too. It provides lots of useful information, from the right questions to ask when you visit a care home, through to getting independent financial advice about paying for care.

We know that it's difficult when we start to worry that we aren't coping. It's equally difficult when we start to worry about a loved one. Gloucestershire County Council is committed to helping you worry less and live more, and this guide is an important resource to help you do just that.



**Councillor Kathy Williams**  
Lead cabinet member for  
adult social care





# Introduction from the Gloucestershire Care Providers Association



The Gloucestershire Care Providers Association (GCPA) is a membership body open to all independent providers of adult social care. GCPA promotes, celebrates and protects the work and interests of all independent providers of care and support services (private, not-for-profit and charitable organisations) delivering care to vulnerable people across Gloucestershire.

Members of the association work with older people, those with learning disabilities, physical disabilities, people with mental health conditions and people in supported living environments, along with Personal Assistants. Membership of the GCPA is a sign of a progressive organisation, committed to delivering the highest standards of quality care and keen to play an active part in the county's wider social and healthcare community.

Representatives of the GCPA attend regular strategic and liaison meetings with senior staff and commissioners, to review and influence contracts, frameworks, policies and procedures. The GCPA works in partnership with and acts as the conduit between the Hospitals Trust, Gloucestershire County Council, NHS Gloucestershire Integrated Care Board (ICB) and the Gloucestershire Health and Care Foundation Trust. The GCPA works with its members together on a variety of initiatives aimed at both tackling immediate issues facing vulnerable people and designing effective, quality ways of working for the future.

The GCPA's main aims are to:

- Represent the interests of independent care and support providers and promote membership within the county.
- Co-produce work in partnership with Gloucestershire County Council, NHS Gloucestershire ICB, the Care Quality Commission, the Hospitals Trust, the Gloucestershire Health and Care Trust and other statutory and regulatory bodies in Gloucestershire to help improve quality social and healthcare delivery.
- Encourage the sharing of best practice amongst members.

- Negotiate annual fee reviews and contractual revisions.
- Assist in the development of frameworks and new contracts.
- Organise workshops and training opportunities in partnership with various organisations.
- Develop regional strategies through partnership work with the Care Association Alliance (South West), the Association of Directors of Adult Social Services (ADASS) and South West Councils.
- Support managers through peer-to-peer network meetings.

Registered number: **7841236**

Web: **[www.gcpa.co.uk](http://www.gcpa.co.uk)**

**GCPA Chief Operations Officer**

**Riki Moody**

Email: **[Riki.moody@gcpa.co.uk](mailto:Riki.moody@gcpa.co.uk)**

## Do you support someone?



If you support a partner, relative or friend who is disabled or ill due to physical or mental health, you are a carer, even if you don't think of yourself as one.

### We are here to support you.

Our friendly, trained advisors can provide information and support to suit your needs, and will listen to what's important to you.

#### Please get in touch:

☎ **0300 111 9000** @ **[carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)**

🌐 **[www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)**

📘 **@Gloucestershirecarershub**

📺 **@GCarersHub**



Gloucestershire Carers Hub is a commissioned service by Gloucestershire County Council and NHS Gloucestershire



# Regions covered in this guide



## How to use this guide

This guide is split into three parts:

**Part one: Help to be healthy, active and independent**

**Part two: Help when you need it: where to start if you need care and support**

**Part three: Choosing care and support**

Services, funding and contact details in this guide will change over time so it is always best to check online. Wherever possible, website addresses have been included.

The listings of care homes and care homes with

nursing in this guide are separated into the regions listed below.

<b>Cheltenham</b>	<b>87</b>
<b>Cotswolds and Cirencester</b>	<b>93</b>
<b>Forest of Dean</b>	<b>95</b>
<b>Gloucester</b>	<b>99</b>
<b>Stroud</b>	<b>105</b>
<b>Tewkesbury</b>	<b>110</b>

A list of home care agencies in Gloucestershire begins on page 69.





# How to get online in Gloucestershire

The internet is a great way of finding information, keeping in contact with friends and family, paying

bills, shopping and much more. The following sections will help you make the most of the internet.

## Getting online

Lots of information is only available on the internet. If you don't have access to the internet at home, your library can help. There is free public Wi-Fi at all libraries in Gloucestershire.

### Gloucestershire libraries

Libraries are open for public browsing and computer access. To check your local library opening hours,

and services on offer, visit

**[www.gloucestershire.gov.uk/libraries](http://www.gloucestershire.gov.uk/libraries)**

Some services may continue to be a little different in the coming months, but the council is working hard to resume services when it is appropriate to do so, and this website will be updated regularly.

## Develop your digital skills

Whether you are an absolute beginner or more advanced, you can get help to improve and develop your ICT and digital skills. See page 28 for information about being safe online. Learn My Way is an online resource that has free courses to help you learn digital skills to stay safe and connected. Visit **[www.learnmyway.com](http://www.learnmyway.com)**

### Gloucestershire Digital Hubs

A new innovative approach, developed by Forest Voluntary Action Forum (FVAF) and the Adult Transformation Team, to tackle digital exclusion across Gloucestershire. The project's aim is to increase digital inclusion across all six districts in Gloucestershire. Each district will be offered free, accessible, tailored support to individuals, via safe and trusted community hubs and spaces. Visit **[www.gloucestershire-digital-hubs.co.uk](http://www.gloucestershire-digital-hubs.co.uk)** or email **[community@fvaf.org.uk](mailto:community@fvaf.org.uk)**

### Age UK Gloucestershire

The Digital Champions Project aims to motivate and inspire digitally excluded older people to get online, support them to engage safely and securely in the digital world and offers a free tablet loan scheme. Volunteer Digital Champions offer in-depth and bespoke one-to-one support to help older people in Gloucestershire develop their digital skills and confidence.

Email **[jdavies@ageukgloucestershire.org.uk](mailto:jdavies@ageukgloucestershire.org.uk)** or call **01452 422660**.

### Adult Education in Gloucestershire

Offers a wide range of courses and qualifications that will help you achieve skills required by employers. Visit **[www.gloucestershire.gov.uk/adult-education-in-gloucestershire](http://www.gloucestershire.gov.uk/adult-education-in-gloucestershire)**, email **[learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk)** or call **0800 542 1655**.

New projects are always being set up to support you with getting online and any new services will be added to the Your Circle website. Visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**

### Useful national websites and apps

Government services and information are becoming increasingly accessible online, and you can update your details this way too. GOV.UK is a public sector website which provides a single point of access for HM Government information and services. Visit **[www.gov.uk](http://www.gov.uk)**



The **NHS website and apps library** hosts thousands of articles, videos, tools and apps, helping you make the best choices about your health and lifestyle. It can also help you make the most of NHS and social care services in England. As well as information, there is a guide for people who have care and support needs, their carers and people who are planning for their future care needs. Visit **[www.nhs.uk](http://www.nhs.uk)**



### → Useful local websites



**Your Circle** is a website run by Gloucestershire County Council. It is a directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire. You can find out what is happening in your local community as well as local health and social care services offered through public, private, voluntary and community groups. The website has lots of information about maintaining your independence, including

transport options, financial advice, volunteering, support groups, help in your own home and much more. Visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**

**ASAP** – Get health advice. ASAP is a website and app allowing you to search for health advice by service or condition, providing a step-by-step guide through symptoms, self-care and signposting to the appropriate NHS service/s. You can also find opening hours and service location information. Download the app in your app store (for iPhone and Android). Visit **[www.asapglos.nhs.uk](http://www.asapglos.nhs.uk)**

## Part one: Help to be healthy, active and independent

This part of the guide is about helping you find out what is available in Gloucestershire and what you can do to help yourself, or the person that you care for, to be healthy, active and independent for as long as possible. It will help you find out where to go to

get a bit of extra help and what is available locally.

There is information on what to do if you need more help, what care and support is and how it works in part two of the guide.

## Being healthy

Good health is about your mind as well as your body. Feeling physically fit and feeling good about yourself can help you to achieve more of the things that you want to do in life. There are lots of things you can do to be as healthy as possible and to remain as independent as you can. This chapter will help you find useful information to help you with your physical, mental and sexual health.

### Health advice

If you need medical help and advice but it is not an emergency, you can ring NHS **111**. This is the NHS non-emergency telephone number and is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles.

The service is staffed by a team of fully trained advisers with clinical support, who will ask questions to assess your symptoms. It will then give you the healthcare advice you need or direct you straight away to the local service that is best placed to help you.





## Gloucestershire Healthy Lifestyle Service

The lifestyle choices we make for ourselves and for our family can dramatically impact on our health in later life. There are lots of great reasons to make lifestyle changes; we all have things that we want to be healthy and well for, and that are important to us, whether that's in the short or long term.

Making positive changes to our diet, activity levels, alcohol consumption and stopping smoking now can have a massive impact in the longer term and can help reduce the risk of illnesses such as heart disease, high blood pressure, type 2 diabetes,

stroke and cancer. It's not all about the future though; changing your lifestyle has immediate benefits. You may find that you feel less stressed, that you sleep better, and that you look and feel much better in yourself.

Whether you would like to lose weight, stop smoking, become more active or drink less alcohol, Gloucestershire's Healthy Lifestyles service is free, and the team is on hand to help and support you. Visit **[www.hlsglos.org](http://www.hlsglos.org)**, email **[glicb.hlsglos@nhs.net](mailto:glicb.hlsglos@nhs.net)** or call **0800 122 3788**.

## NHS Health Checks

Are you aged 40-74 years? If so, you could be due your free NHS Health Check which aims to detect undiagnosed cardiovascular diseases like diabetes and help you lower your risk.

Find out who's eligible, what the check looks for, what happens when you visit your GP practice and what to expect after your health check at **[www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)**

## Mental health and wellbeing

We all need good mental health and wellbeing – it's essential to living happily and healthily. Looking after our mental health is not something we should just do if we are struggling, or feeling low, anxious or stressed. It's something we should think about all the time and really invest in, just like our physical health.

### Five Ways to Wellbeing

At any given time, approximately one in four of us will be experiencing a mental health condition. Some of the most common, such as depression, anxiety and stress, can be relieved by following the Five Ways to Wellbeing.

- 1. Connect with people** – your family, friends, colleagues and neighbours. Speaking to people over the telephone or online can help, but there's nothing like being in the company of others to boost your mood.
- 2. Get active** – take a walk, go cycling, join a dance class, go swimming or play a game of football. Find an activity that you enjoy and make it a part of your life. Anything that raises your heart rate – even cleaning the house – can help.

- 3. Keep learning** – give yourself a sense of achievement and a new confidence. Why not sign up for that cooking course, start learning to play a musical instrument, learn a new language or figure out how to fix your bike?
- 4. Give** – even the smallest act can count – whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you make new friends.
- 5. Be mindful** – be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this 'mindfulness', it can positively change the way you feel about life, and how you approach challenges.

These are proven techniques to help boost your general wellbeing. They are things we can all incorporate into our daily lives and following these steps to the best of your ability is a good place to start. The NHS has more information about this at **[www.nhs.uk](http://www.nhs.uk)** (search '5 steps to mental wellbeing').



### ➔ Are you feeling vulnerable? Do you need to talk to somebody now?

The NHS website at [www.nhs.uk/mental-health](http://www.nhs.uk/mental-health) has information on common problems, what you can do now and mental wellbeing audio guides. If you, a friend or a relative are experiencing mental health issues for the first time and need help, but are not in a crisis, contact your GP or ring **111**. You can also contact:

- Samaritans, who provide non-judgemental listening support via phone and email 24 hours a day. Visit [www.samaritans.org](http://www.samaritans.org), email [jo@samaritans.org](mailto:jo@samaritans.org) or call **116 123** (freephone).
- Shout, a free, confidential and 24/7 text messaging support service for anyone who is struggling to cope. Text 'SHOUT' to **85258**.

### Help in a crisis

If there is an immediate danger to life, dial **999** or go to your nearest Accident and Emergency Department (see page 63).

If you or someone you know needs help in a mental health crisis, contact the Crisis Team by visiting [www.ghc.nhs.uk/crisis](http://www.ghc.nhs.uk/crisis) or calling **0800 169 0398**. The number is available 24 hours a day, seven days a week. Callers may be asked to leave their name and number on an answerphone. In these circumstances, staff will return the call within one hour. The team works with those aged 11 upwards.

### Gloucestershire's Community Advice, Links and Mental Health Support (CALMHS) Service

The Independence Trust supports adults who experience moderate to severe mental ill health across Gloucestershire. You can refer yourself to the Independence Trust by visiting [www.independencetrust.co.uk/CALMHS](http://www.independencetrust.co.uk/CALMHS) or calling **0345 863 8323**, but you can also be referred via a health professional, such as your GP, housing provider or other support organisations. The services provided are as follows:

- The Bridge Building Service is a community-based programme of approximately six months, concentrating on a person's strengths and exploring a range of options and opportunities for recovery and social inclusion.
- Peer support is available for up to two years and aims to give opportunities to engage in activities

to support recovery, either individually or within a group.

- Safe Spaces are spread throughout the county where people can meet and socialise with others, receive support and develop skills.
- The A-Z activity programme is a prospectus created by users to support social inclusion, reduce isolation and bring groups of individuals together to recognise, use and develop skills.

### Mental Health Experience Led Opportunities (MHELO)

MHELO is an independent support network in Gloucestershire for people who have, or have had, mental health difficulties of any kind or duration. MHELO provides a safe, supportive and user-led space with activities and information. Visit [www.inclusiongloucestershire.co.uk](http://www.inclusiongloucestershire.co.uk) or [www.facebook.com/mhelogloucestershire](https://www.facebook.com/mhelogloucestershire) or call **01452 234003**.

### Useful contacts

**Campaign Against Living Miserably (CALM)** is a leading national movement against suicide. The helpline is available from 5.00pm to midnight, 365 days a year. Visit [www.thecalmzone.net](http://www.thecalmzone.net) or call **0800 58 58 58**.

The **Community Wellbeing Service** connects people to local services, organisations and groups that can help improve general wellbeing. The service is for anyone over 16, living in Gloucestershire or registered with a Gloucestershire GP. For more information, see page 31.

The **Gloucestershire Self-Harm Helpline** offers non-judgemental listening support for people who self-harm and their family, friends or carers. The helpline is open every day, 5.00pm to 10.00pm, for phone, webchat and text support. Call **0808 801 0606** or text **07537 410022**.

The **IAPT (Improving Access to Psychological Therapies) – Let's Talk** service provides support for mental health conditions, such as depression, anxiety and phobias. Visit [www.ghc.nhs.uk/our-teams-and-services/letstalk](http://www.ghc.nhs.uk/our-teams-and-services/letstalk) or call **0800 073 2200**.



For young people, **On Your Mind Gloucestershire** has its own website offering information about mental wellbeing and support services. Visit **[www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk)**

If you are struggling to cope, or worried about someone else and need to talk to someone, use the following contact details for **Samaritans**, any time of the day or night.

Visit **[www.samaritans.org](http://www.samaritans.org)**, email **[jo@samaritans.org](mailto:jo@samaritans.org)** or call **116 123**.

**School Nurses** offer a ChatHealth text messaging service, open Monday to Friday, 9.00am to 4.30pm, for 11-19-year-olds who may want to discuss a wide range of health and wellbeing issues including: relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health. Visit **[www.ghc.nhs.uk](http://www.ghc.nhs.uk)** (search 'School Nursing') or call **07507 333351**.

The **Stay Alive App** provides information, tools and local signposting information to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. You can also use it to create your own safety plan. The app can be accessed through the Apple Store, Google Play and downloaded as a PDF.

**TIC+ (Teens in Crisis)** offers mental health support for children and young people aged 9-21 and their families. Counselling is available by phone, online chat or text.

Visit **[www.ticplus.org.uk](http://www.ticplus.org.uk)**, call **01594 372777** or text **07520 634063**.

**TIC+Chat** provides anonymous, safe and confidential one-to-one support for young people aged 9-21 living in Gloucestershire. Open Sunday to Thursday, 5.00pm to 9.00pm.

Live message at **[www.ticplus.org.uk/ticpluschat](http://www.ticplus.org.uk/ticpluschat)** or call **0300 303 8080**.

**The Cavern** offers out-of-hours mental health support with a non-clinical approach, including face-to-face listening, low-level interventions such as board games and adult colouring and inclusive activities. Visit

**[www.kftseekers.org.uk/cavern](http://www.kftseekers.org.uk/cavern)**, email **[cavern@kftseekers.org.uk](mailto:cavern@kftseekers.org.uk)** or call **01452 307201**.

Care providers that specialise in care for people with mental health issues are shown with **MH** in their listing.

Home care providers start on page 69; care homes and care homes with nursing start on page 87.

## Looking after your sexual health

Sexual health is about positive and respectful approaches to sexuality and sexual relationships. Good sexual health is more than the absence of sexually transmitted infections (STIs), it's mostly about being empowered to have safe sexual experiences, free of coercion, discrimination and violence. There are several simple things you can do to protect yourself from poor sexual health experiences, STIs, and/or unplanned pregnancy, for example:

- Practising safe sex – using a condom every time.
- If you feel that you are at risk of having an STI, get tested as soon as possible.
- Speak to your GP about the contraception choices that are available to you.
- If you misuse drugs or alcohol, seek help.

It's more common to have unsafe sex when using drugs or alcohol.

This is not an exhaustive list, and everyone's circumstances are different.

### Useful contacts

**The Eddystone Trust** offers discreet, confidential and community-based HIV testing with rapid results and support to people affected by HIV. The service includes peer support meetings for people living with HIV and their carers, one-to-one emotional and practical support, housing and benefits support, HIV and STI information sessions and safe sex resources.

Visit **[www.eddystone.org.uk](http://www.eddystone.org.uk)**, email **[info@eddystone.org.uk](mailto:info@eddystone.org.uk)** or call **0800 328 3508**. ➔

➔ **Hope House** is a website providing information on STIs, emergency/contraception, pregnancy advice, HIV and chlamydia screening and advice on sexual assault and rape. It tells people how to access sexual health clinics in Gloucestershire and explains what to expect when visiting a clinic.

Visit **[www.hopehouse.nhs.uk](http://www.hopehouse.nhs.uk)** or call **0300 421 6500** (central booking line).

**Your GP** can provide advice on contraceptive choices, and advice on accessing testing and treatment for STIs.

## Hearing loss

It is easy to underestimate the personal and practical issues that can result from a hearing impairment, but a lot can be done to help, and it doesn't always need to involve a specialist service. Signs of hearing loss can include:

- Difficulty hearing other people clearly and misunderstanding what they say.
- Asking people to repeat themselves.
- Listening to music or watching television with the volume turned up higher than other people require.

If you are experiencing hearing loss and you've never been provided with a hearing aid, you should ask your GP for a hearing test and possibly an appointment with a consultant. Hearing aids come in all different shapes, sizes and types. They can help you hear everyday sounds like the telephone and make it much easier to follow conversations.

You may also be able to enjoy listening to music, the TV and radio again. If you have tinnitus, you may find it disturbs you less when you wear hearing aids. You can get free batteries from clinics at a range of hospitals and local centres.

### Useful contacts

**Gloucestershire Deaf Association (GDA)** is a charity providing practical and social support to more than 4,000 deaf and hard of hearing adults and children and their families each year. Visit **[www.gda.org.uk](http://www.gda.org.uk)**, email **[admin@gda.org.uk](mailto:admin@gda.org.uk)**, call **01452 372999** or text **07875 610860**.

The **Royal National Institute for the Deaf (RNID)** website has lots of information, including pointers that might indicate you are losing your hearing. Visit **[www.rnid.org.uk](http://www.rnid.org.uk)**, email **[contact@rnid.org.uk](mailto:contact@rnid.org.uk)** or call **0808 808 0123** (for further information about how the RNID can help with your hearing loss).

## Looking after your eyes

You should have your vision tested regularly. If you are concerned about any aspect of your eyes or vision, visit your high street optometrist. Some health conditions, like diabetes, show themselves in the eye and an optometrist is trained to detect these. They will refer patients to other healthcare professionals as appropriate.

You may be referred to a consultant ophthalmologist for further investigation. The consultant will possibly assess whether you qualify for certification as either sight impaired (partially sighted) or severely sight impaired (blind).

If they think you do qualify, the ophthalmologist

will complete a Certificate of Vision Impairment (CVI) and send it to the Sensory Services team at Gloucestershire County Council. Someone from Adult Social Care will contact you to discuss your registration options. More information on visual impairments can be found on page 43.

### Useful contacts

**Forest Sensory Services** in Cinderford can give advice and support. You can also buy specialist equipment to help with daily living. Visit **[www.forestsensoryservices.org](http://www.forestsensoryservices.org)**, email **[support@forestsensoryservices.org](mailto:support@forestsensoryservices.org)** or call **01594 827711**.



**Insight Gloucestershire** supports all people who have sight difficulties, not just blind people. You can also buy specialist equipment to help with daily living. Visit **[www.insight-glos.org.uk](http://www.insight-glos.org.uk)**, email **[info@insight-glos.org.uk](mailto:info@insight-glos.org.uk)** or call **01242 221170**.

The **Royal National Institute for the Blind (RNIB)** is for anyone affected by sight loss. Whether you're losing your sight or you're blind or partially sighted, RNIB's practical and emotional support can help you face the future with confidence. Visit **[www.rnib.org.uk](http://www.rnib.org.uk)** or call **0303 123 9999**.

## Autism

Autism is a lifelong developmental disability that affects how people perceive the world and interact with others. There is more information available about what autism is, getting a diagnosis and support on the National Autistic Society and NHS websites.

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

Web: **[www.nhs.uk/conditions/autism](http://www.nhs.uk/conditions/autism)**

Web: **[www.ghc.nhs.uk/our-teams-and-services/asc-service](http://www.ghc.nhs.uk/our-teams-and-services/asc-service)**

## The Community Autism Support and Advice Service (CASA) for Gloucestershire

Commissioned by Gloucestershire County Council to provide support, advice and guidance to adults and young people with a diagnosis of autism and their families who are:

- Aged 18 plus.
- Aged 17 plus to support transition to adult services.
- Living in Gloucestershire and/or registered with a Gloucestershire GP or funded by NHS Gloucestershire/Gloucestershire County Council.
- Signposting to other appropriate services.
- Support to identify areas of interest and help you to get involved in them.
- Access to one-to-one work with a member of the team.
- Access to peer support where you meet with others with similar interests.
- Access to web-based information.
- Access to 'My Autism Information Booklet' (information passport).

### What can you get from the service?

- Information, advice and guidance.
- A wide range of interventions and support.
- Assistance to live a life where you have choice and are included in your local community.
- Support to reach your potential.

Visit **[www.independencetrust.co.uk/CASA](http://www.independencetrust.co.uk/CASA)** or call **01452 317460** (ask for a member of the CASA Team).

### Gloucestershire County Council

Web: **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)**  
(search 'Autism Partnership Board').

## Dementia

If you are worried about your memory, or someone else's memory, it's a good idea to get things checked out with your doctor. This is because some things that cause memory issues are treatable. Seeking help early helps to ensure you receive the right treatment and support to help you live well with dementia.

Your GP will discuss your concerns, conduct a

physical health check and request that blood tests are done. If it is felt appropriate for you to have a more detailed memory assessment, your GP will work with specialist dementia services like Managing Memory Together. If dementia is diagnosed, you will be offered a treatment and support plan which includes a referral to the local Alzheimer's Society Dementia Advisor Service, for non-clinical advice, guidance and support. →

➔ If you feel unable to talk to your GP about your memory or that of a family member, you can contact Managing Memory Together or Alzheimer's Society for advice and information.

### Useful contacts

The **Dementia Advisor Service** is a helpline for anyone who is affected by dementia or worried about their memory. Trained advisors provide information, support, guidance and signposting to other appropriate organisations. Visit **[www.alzheimers.org.uk](http://www.alzheimers.org.uk)** or call **0333 150 3456** (Dementia Connect Support line) or

**01452 525222** (Gloucestershire local office).

More information for carers, including the **Gloucestershire Carers Hub**, is on page 40. Visit **[www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)** or call **0300 111 9000**.

**Managing Memory Together** provides memory assessments, community dementia nurses and an information and education service.

Visit **[www.ghc.nhs.uk](http://www.ghc.nhs.uk)** (search 'Managing Memory Together') or call **0800 694 8800**.

## Drug and alcohol services

Change Grow Live (CGL) Gloucestershire is a free and confidential drug and alcohol recovery service for adults, families, carers and others affected. CGL provides information, support, advice and treatment options from three main hubs across the county and works from a range of locations including satellite hubs and community venues. The service always welcomes new clients, so get in touch if you are interested in getting help or you'd just like to ask some questions. Visit **[www.changegrowlive.org](http://www.changegrowlive.org)**, email **[gloucestershire.info@cgl.org.uk](mailto:gloucestershire.info@cgl.org.uk)** or call **01452 223014**.

### Cheltenham

Bramery House, Alstone Lane GL51 8HE

### Cinderford

Belle Vue Centre, 6 Belle Vue Road GL14 2AB

### Gloucester

41-43 Imperial Chambers,  
Longsmith Street GL1 2HT

### Stroud

Bankfield House, 13 Wallbridge, Bath Road GL5 3JQ

## Being active

Regular exercise and being active is good for both our physical and mental health; it can help us remain independent for as long as possible. Improving strength and balance can also help to prevent falls and keep us from slowing down, so we can keep living the life we want. Using technology such as a smart watch is a useful way of keeping track of your daily activity.

Some of the benefits of keeping active include:

- Reduced risk of developing a life-threatening disease.
- Greater likelihood of maintaining or reaching a healthy weight.
- Greater sense of wellbeing.

- Improved sleep and increased vitality.

There are many activities that can help reduce the risk of falls, including:

- Community exercise groups specifically developed for increasing strength and balance.
- Tai Chi, a form of exercise that has many health benefits and can improve balance.
- Swimming, which improves muscle tone and strength while the body is supported.
- Walking in a group, which can benefit fitness as well as being a social activity.
- Dancing, which can improve fitness and balance.

If you are concerned about falling, talk to your GP

about being referred to an exercise group or to your local district council for advice on suitable activities in your area. Remember, before beginning a new exercise regime, it's a good idea to talk to your GP. You can find out more about exercise, fitness, falls prevention and activities you can do to improve your strength and balance on the NHS website at

[www.nhs.uk/conditions/falls/prevention](http://www.nhs.uk/conditions/falls/prevention)

Information on being active as you get older and preventing falls can also be found on the Age UK website at [www.ageuk.org.uk](http://www.ageuk.org.uk) (search 'avoiding a fall'). See page 17 for more information on getting out and about.

## Walking

Walking is a great way of keeping fit and healthy. A brisk 10 minute walk a day can have a positive impact on your health, and why not think about replacing short car journeys with walking instead? Some of us need help to go for a walk or use transport. There is more information about walking aids, wheelchairs and mobility scooters on the

Your Circle website at [www.yourcircle.org.uk](http://www.yourcircle.org.uk) by searching 'walking aids' and choosing the information tab.

### NHS Walking for Health

Web: [www.nhs.uk](http://www.nhs.uk) (search 'walking for health').

## Shopping

Shopmobility schemes hire out or lend manual wheelchairs, powered wheelchairs and powered scooters to anyone who needs help with mobility. In Gloucestershire, there are shopmobility centres in Cheltenham and Gloucester. You don't have to be registered as disabled, have a blue badge, or be in receipt of disability benefits to take advantage of any shopmobility service. Pre-booking is advised.

There may also be community transport schemes available where you live that offer a service to take you shopping once or twice a week. In addition to doing your shopping, it's a great way of helping you get out and about and make new friends. There is more information on community

transport on page 19.

### Useful contacts

#### Gloucester Shopmobility

Email: [shopmobility@gloucester.gov.uk](mailto:shopmobility@gloucester.gov.uk)

Tel: **01452 302871**

#### Shopmobility UK

Web: [www.shopmobilityuk.org](http://www.shopmobilityuk.org)

#### Your Circle

Web: [www.yourcircle.org.uk](http://www.yourcircle.org.uk) (search for 'shopmobility', 'walking aids', 'wheelchairs' or 'mobility scooters').

## Social activities

Looking to join a new group or club? Looking for a lunch club or for opportunities for exercise or sport? Why not learn a new skill? These are all opportunities to meet new people and stay connected. Social activity plays an important part in keeping you fit and healthy. Visit the Your Circle website to search for information on:

- Leisure centres, swimming pools and fitness suites.
- Community events and activities.
- Groups, clubs and organisations near you.

- Opportunities for volunteering, learning or study.

#### Your Circle

Web: [www.yourcircle.org.uk](http://www.yourcircle.org.uk)  
(select the 'Things to Do' category).

**You're Welcome** is an online directory and forum where you can find social events, clubs, groups or places to visit. All listings include accessibility details. Visit [www.yourewelcomeglos.org](http://www.yourewelcomeglos.org) or email [hello@yourewelcomeglos.org](mailto:hello@yourewelcomeglos.org)



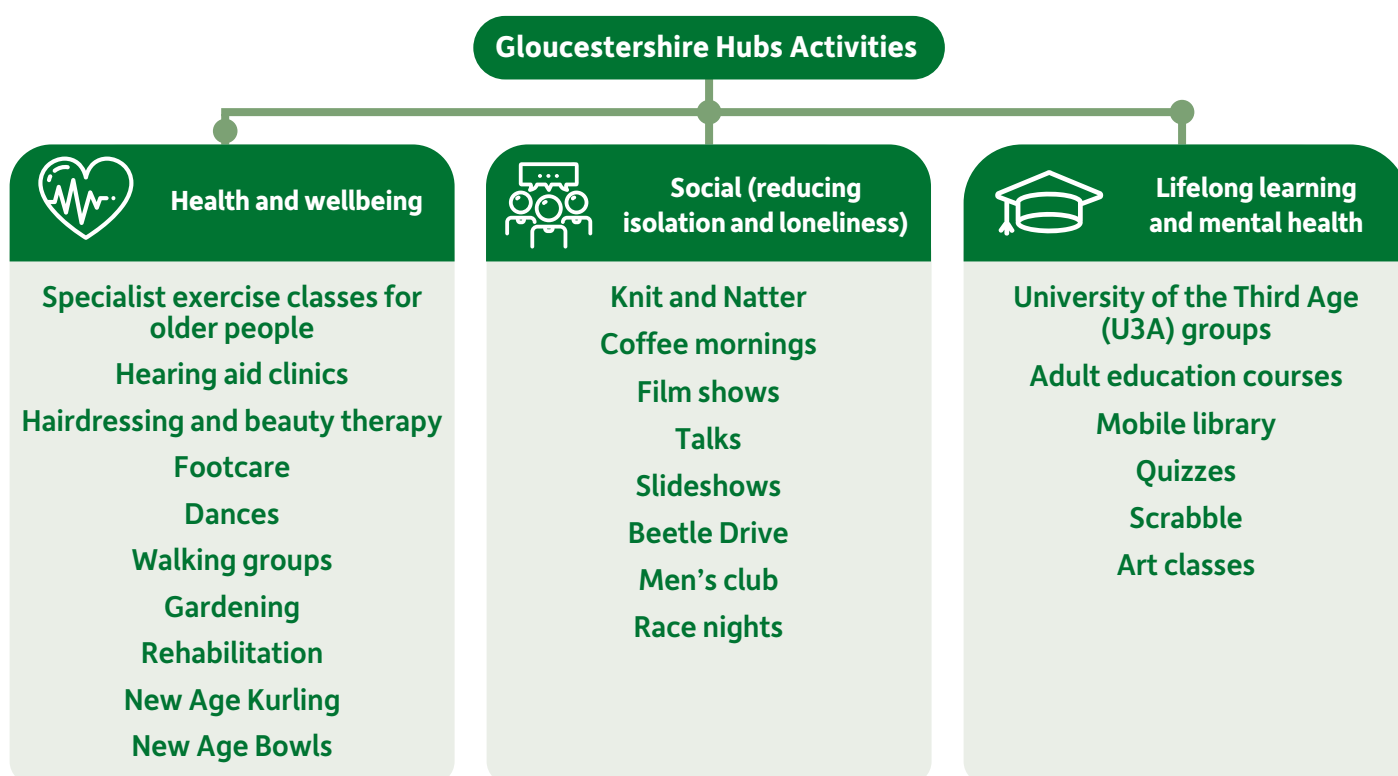
## Gloucestershire Community Hubs

These are places within communities where older people can meet to become more active, make new friends and try new things.

The hubs might be based within extra care or sheltered housing schemes or at community centres and are open to everybody. The hubs help people to remain independent in their own homes, maintain their physical and mental wellbeing and be connected with like-minded people, too.

Each hub offers a broad range of activities, so contact your local Community Hub for further information. Activities are usually low cost and often accessible on a pay as you go drop-in basis or as part of an extended half- or whole-day service.

The diagram below includes a selection of the types of activities available. To find your nearest community hub, visit Your Circle and search 'community hubs'. You can filter your search by area to find the nearest hub to you.



## Drop-In Centres

Drop-In Centres are available to all vulnerable adults who need help or advice about day-to-day life, and/or support with any difficulties they may be having. They provide a safe and friendly environment that you can visit and see if a member of staff is available or you can make an appointment. The Drop-In Centres also have a telephone advice line. You can get support with:

- Managing finances, correspondence and housing-related issues, including home-seekers and bidding for housing.
- Making appointments.

- Remaining safe at home and in the community.
- Food vouchers.
- Healthy living and eating advice.
- Signposting to other organisations.
- Organising virtual meetings, such as WhatsApp, Zoom, Teams.



### Gloucestershire Drop-In Centres

Web: [www.gloucestershire.gov.uk/glosdropins](http://www.gloucestershire.gov.uk/glosdropins)

#### Find your local centre

##### Cheltenham

Second Floor Children's Library, Chester Walk, Clarence Street GL50 3JT • Tel: **01452 425427**  
Open Monday, Wednesday and Friday, 9.30am to 1.00pm.

##### Cirencester

Cirencester Library, The Waterloo GL7 2PZ  
Tel: **01285 643768**  
Open Monday and Friday, 9.30am to 1.00pm.

##### Forest of Dean

The Main Place, Old Station Way, Coleford GL16 8RH  
Tel: **01594 834436**  
Open Monday, Wednesday and Friday, 10.00am to 1.00pm; and Wednesday, 2.30pm to 4.30pm.

##### Gloucester

Gloucester Library, Brunswick Road GL1 1HT  
Tel: **01452 426500**  
Open Monday to Thursday, 9.30am to 1.00pm.

##### Stroud

Stroud Library, Lansdown Road GL5 1BB (Moving to a new location in late 2022. Call the number below for the latest information).  
Tel: **01452 425453**  
Open Monday, 2.00pm to 5.00pm; and Tuesday, Wednesday, Thursday and Friday, 9.30am to 1.00pm.

##### Tewkesbury

Tewkesbury Library, Sun Street GL20 5NX  
Tel: **01452 425464**  
Open Monday, 9.30am to 1.00pm; and Thursday, 12.30pm to 4.30pm.

## Gloucestershire Inclusion Hubs

There are Inclusion Hubs across Gloucestershire, led by disabled people for disabled people. They are safe and welcoming places with different opportunities every week. At the hubs, you help decide how they are run and can make or meet up with friends, try out new activities and access information.

### Inclusion Gloucestershire

Find your nearest Inclusion Hub using the website below.

Web: [www.inclusiongloucestershire.co.uk](http://www.inclusiongloucestershire.co.uk)  
Tel: **01452 234003**

#### Find your local Inclusion Hub

##### Cheltenham

Oasis Centre, Cassin Drive GL51 7SY

##### Forest of Dean

Salvation Army, 43 North Road, Broadwell GL16 7BX

##### Gloucester

Friends Meeting House, Greyfriars GL1 1UA

## Connect with people

Social interaction is an important part of our daily lives. As we get older, or following an illness or bereavement, we can find it more difficult to get out and about. Sometimes family and friends are not able to visit. Someone popping in just for a cup of tea and a chat on a regular basis can help to reduce feelings of loneliness or isolation.

Many people use smartphones and tablets to talk to

their friends and family wherever they are around the world. These can help you stay in touch face-to-face. Devices to help you keep in touch are available from high street retailers. Find out how to choose the best one for you and how to use it on page 7.

For more information about home care and how you can remain independent in your own home for as long as possible, see page 44.

## Getting out and about

### Driving – licence renewal

At 70, you must renew your driving licence every three years. This can be completed online with the DVLA, free of charge, if:

- Your British licence has expired, or it is going to expire within 90 days.
- You meet the minimum eyesight requirement.
- You are not prevented from driving for any reason.

The DVLA will automatically send the renewal application form 90 days before your 70th birthday. You can also pick up a form from most post offices. Postal applications take up to three to four weeks to process.

### Driving safely for longer – Older Drivers Forum (ODF)

ODF is a voluntary organisation in Gloucestershire campaigning for older driver safety. It runs free monthly webinars providing advice on how older drivers can keep driving safely for longer and how to plan alternative mobility to maintain independence.

These include advice for families concerned about an older driver. Visit

**[www.olderdriversforum.com/gloucestershire](http://www.olderdriversforum.com/gloucestershire)** or email **[odfglos@gmail.com](mailto:odfglos@gmail.com)**

Facebook:

**[www.facebook.com/ODFGLOUCESTERSHIRE](https://www.facebook.com/ODFGLOUCESTERSHIRE)**

Twitter: **[www.twitter.com/odfglos](https://www.twitter.com/odfglos)**

### Motability Scheme

Provides an affordable, stress-free way for people with disabilities to lease a car, scooter or a powered wheelchair in exchange for their mobility allowance. Visit **[www.motability.co.uk](http://www.motability.co.uk)**, call **0300 456 4566** or telephone **0300 037 0100**.

### The Blue Badge scheme

The scheme aims to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities by allowing them to park close to their destination. The scheme is open to eligible people irrespective of whether they are travelling as a driver or as a passenger. Find out more at **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'blue badge') or at **[www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)**

## Public transport

Find out information about planning your journey using the county council's Easy Travelling website at **[www.gloucestershire.gov.uk/transport](http://www.gloucestershire.gov.uk/transport)** or **[www.easytraveling.org.uk/gcc](http://www.easytraveling.org.uk/gcc)** (accessible version).

(GPS) is used to tell you how long you'll be waiting. To minimise delays on your journey, it lets you know if buses are running late.

Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'RTPI').

### Travelling by bus

To help you plan your bus journey more accurately, the Real Time Passenger Information System (RTPI) displays when your bus is due to arrive. If the bus is 59 minutes away or less, the position of the bus

### Bus passes

Residents of Gloucestershire who are of pensionable age, or residents who are disabled and/or cannot drive for medical reasons, may be entitled to free off-peak travel on local buses anywhere in England. You can apply online. Visit **[www.gloucestershire.gov.uk/buspass](http://www.gloucestershire.gov.uk/buspass)** or call **01452 426265**.

### Railcards

A railcard gives you discounts on rail fares. To find out about the railcards available, including a family and friends railcard; a two together railcard; a disabled person's railcard; and a senior railcard for people aged over 60, visit **[www.railcard.co.uk](http://www.railcard.co.uk)**





## Community transport

If you have difficulty using public transport, or there is limited service where you live, community transport can help, such as The Robin minibus.

Visit [www.gloucestershire.gov.uk/therobin](http://www.gloucestershire.gov.uk/therobin)

Community transport generally needs to be pre-booked. Dial-a-Ride services are wheelchair accessible and are designed for those who can't manage public transport. There will be a charge to use them; services and fares vary from place to place.

These organisations may be able to suggest local volunteer car services that may be able to provide you with transport. For more information on community transport and volunteer car services, visit [www.gloucestershire.gov.ukCommunityTransport](http://www.gloucestershire.gov.ukCommunityTransport)



## Useful contacts

### Community Connexions

Gloucester, Cheltenham, Stroud, Tewkesbury and Cirencester.

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

Email: [info@communityconnexions.org.uk](mailto:info@communityconnexions.org.uk)

Tel: **0345 680 5029**

### Cotswolds Friends

Volunteer car scheme in the Cotswolds and other areas.

Web: [www.cotswoldfriends.org](http://www.cotswoldfriends.org)

Tel: **01608 651415**

### Lydney Dial-a-Ride and Forest Community Transport

Lydney, Coleford, Cinderford and the surrounding local areas in the Forest of Dean.

Email: [dar@lydneydialaride.co.uk](mailto:dar@lydneydialaride.co.uk)

Tel: **01594 843809**

Facebook: [www.facebook.com/Lydneydialaride](https://www.facebook.com/Lydneydialaride)

### Newent Community Transport

Forest of Dean.

Email: [transport2@newentbb.co.uk](mailto:transport2@newentbb.co.uk)

Tel: **01531 821227**

## Patient transport

Some people may be eligible for non-emergency patient transport services (PTS). These provide free transport to and from hospital for people who have a medical need for it.

Find out more at [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'patient transport') and [www.nhs.uk](http://www.nhs.uk) (search 'hospital transport').

### Accessible toilets

There are around 8,000 locked toilets in Gloucestershire specifically for disabled people. You can get a key from shopmobility centres and from Disability Rights UK ([www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)). For more information about the shopmobility centre in Gloucester, see page 15.

For more information about travel and transport, visit [www.yourcircle.org.uk/Categories/2](http://www.yourcircle.org.uk/Categories/2)

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

## Search for care in your area

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

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

CareChoices

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

# Being independent

## Employment

### Access to work

This scheme provides practical and financial support for individuals and their employers where a person has a disability and needs adaptations or support at work. It is available for people starting paid work, or who are in work and need support to retain their job. Access to Work can also provide specialist support for up to nine months for people who experience mental health issues.

Visit **[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)**

### Jobcentre Plus

Provides access to several schemes offering support for people to find work. This includes the local Work and Health Programme. Visit

**[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)**

### Forwards Gloucestershire

An all age, all disability service; supporting people to achieve their employment goals. Forwards Gloucestershire can identify skills and job goals, improve confidence, manage anxiety and overcome barriers. Anyone can approach the service if they have a disability, mental health or wellbeing issue. The team offers one-to-one support, weekly work clubs and an outreach service. Visit

**[www.forwardsgloucestershire.co.uk](http://www.forwardsgloucestershire.co.uk)**, email **[forwards@gloucestershire.gov.uk](mailto:forwards@gloucestershire.gov.uk)** or call **07825 024692**.

### Gloucestershire GEM

#### (Going the Extra Mile) Project

An employability and social inclusion programme, helping people in Gloucestershire move into work. Individuals signed up to the GEM Project receive personalised one-to-one support from a Navigator Developer to help them achieve their career-based goal, develop life skills, build confidence and self-esteem, whilst overcoming any barriers which prevented them from finding work.

Visit **[www.glogsem.org](http://www.glogsem.org)**, email **[gem@ggtrust.org](mailto:gem@ggtrust.org)** or call **01452 699741**.

### Individual Placement and Support (IPS)

#### Employment Services

The IPS works closely with clinical teams and local employers to provide ongoing, individualised support and benefits counselling. If you are a working-age adult with a serious mental health illness and you currently receive support from Gloucestershire Health and Care NHS Foundation Trust's Secondary Mental Health Services, the IPS can help you find paid part- or full-time employment opportunities. Visit **[www.ghc.nhs.uk](http://www.ghc.nhs.uk)** (search 'vocational services') or call **01452 894865**.

### Employment and Skills Hub

Brings together the employment and skills provision of GFirst LEP and Gloucestershire County Council, offering an open door for residents and employers who would like information, advice, guidance or support around careers, training, skills, employment and recruitment. Customers can be supported to:

- Create an action plan for long- and short-term goals.
- Search for jobs.
- Write CVs and cover letters.
- Practise with mock interviews.
- Access other services that may be needed.

Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'Employment and Skills Hub').



## Learning

### Adult Education in Gloucestershire

Enables adults to improve their lives through education, providing a range of high-quality programmes, leading to progressive learning and enhanced employment skills.

Every year thousands of adults sign up for courses, including:

- Employability and pre-employability programmes.
- Learning for parents, families and children.
- Literacy, numeracy and digital skills classes.
- English classes for speakers of other languages.
- Vocational courses leading to nationally recognised qualifications, including distance learning courses in Health and Social Care and other professional sectors.
- Apprenticeships.
- Accredited First Aid qualifications.

Search **[www.gloucestershire.gov.uk/aeig](http://www.gloucestershire.gov.uk/aeig)** for courses by subject, location, time and day of the week. Email **[learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk)** or call **0800 542 1655** or **01452 583800** for more information.

### University of the Third Age (U3A)

Brings together people in their 'third age' to develop their interests and continue their learning in a friendly and informal environment. Your 'third age' is when you have finished working full-time or raising your family and have time to pursue your interests or just try something new.

It is all voluntary; a typical U3A will be home to many activity groups covering hundreds of different subjects – from art to zoology and everything in between. There are no qualifications to pass – it is just for pleasure. There are lots of branches in Gloucestershire and each has its own website where you can find more information.

Visit **[www.u3a.org.uk](http://www.u3a.org.uk)**

## Volunteering

### Go Volunteer Glos

**[www.GoVolunteerGlos.org](http://www.GoVolunteerGlos.org)**, the digital home of volunteering in Gloucestershire, is for people aged 16 plus looking to volunteer. The website is the simplest way to find volunteering opportunities in the county – from fundraising to dog walking for an older person or becoming a special constable.

People can use the website to match their skills, interests, location and availability to the perfect volunteering role. New to volunteering? There are so many benefits for you, as well as the people and causes you are helping. You can gain new skills, make friends or get to know your community.

### Befriending

There are lots of volunteering opportunities in Gloucestershire to help you or someone you are worried about who might be lonely or isolated. Befriending is an example and can be a great way of volunteering. For more information, visit **[www.yourcircle.org.uk/befriending](http://www.yourcircle.org.uk/befriending)**

### Gloucestershire Rural Community Council (GRCC)

Can link you with its own projects and others in

communities, helping you to volunteer to support local people and activities. Visit **[www.grcc.org.uk](http://www.grcc.org.uk)** or call **01452 528491**.

### Forest Voluntary Action Forum (FVAF)

Supporting volunteering and community action in the Forest of Dean since 1994, offering services, advice and information to individuals, voluntary and community groups, organisations, public sector bodies and private companies. Visit **[www.fvaf.org.uk](http://www.fvaf.org.uk)** or call **01594 822073**.

### Fair Shares

A community-based project that uses two-way volunteering to reward people for the time and effort that they put into their neighbourhood. Visit **[www.fairshares.org.uk](http://www.fairshares.org.uk)** or call **01452 415900**.

### Adult Social Care

If you would like to volunteer in your local community, you may wish to consider volunteering in an Adult Social Care centre. Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'volunteering in adult social care') or **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**



## Benefits and other financial support

There is a range of benefits, tax credits, reductions and other financial support that you may be able to receive. You can find out about what is available by:

- Using the benefits calculators on the Government's website ([www.gov.uk](http://www.gov.uk)).
- Checking the Citizens Advice website or contacting your local office – see page 64 for details.
- Contacting Age UK if you are an older person. Contact details are on page 7.
- Checking your local district council website – see page 64 for details.

Personal Independence Payments (PIP) and Attendance Allowance are non-means-tested, tax-free benefits for people who need extra support because of ill health or disability. It is worth enquiring to see if you are eligible.

If you are a carer, you might be able to claim Carers Allowance. You may be eligible for Council Tax

Reduction (formerly Council Tax Benefit) if you meet your local district council's criteria.

Contact details are on page 64.

**Age UK** can also help older people to access benefits. Call **0800 055 6112**.

### Age UK Gloucestershire

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

Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)

Tel: **01452 422660** (option one).

**The Care Advice Line** provides free advice about how to plan and prepare for the cost of future care and support needs. Visit [www.thecareadvice.org.uk/gloucestershire](http://www.thecareadvice.org.uk/gloucestershire) or call **01452 222200**.

You can find more information under 'Money Matters and Benefits' or by using the 'Information A-Z' tab on the **Your Circle** menu bar. Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)

## Equipment and adaptations

Did you know that you can get equipment from shops, pharmacies, at a retail park or by going online? Use the checklist on page 35 to get the equipment that's right for you.

### Embrace technology

Technology isn't just for the young and easy gadgets can help you stay independent for longer. You can control home assistants with your voice, like Google Home or Amazon's Alexa, to set reminders or find information online. Robotic vacuums and lawnmowers can also help at home, and 'wearables' like smart watches and fitness trackers can monitor your heartrate, activity and sleep.

### Mobility equipment

There are many types of equipment that can help you live independently for as long as possible. Something as simple as fitting a grab rail to help you get up and down steps safely and easily, or equipment to help you get out of bed, could be all

you need. See pages 24 to 25 for more ideas. Before buying equipment, it's important to ensure your money is well spent. Get advice by:

- Completing the online self-assessment 'Manage@HomeAskSARA' (<https://asksara.livingmadeeasy.org.uk>).
- Contacting the British Healthcare Trades Association ([www.BHTA.com](http://www.BHTA.com)).
- Reviewing the factsheets available ([www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)).
- Contacting the Gloucestershire Adult Social Care Helpdesk. See page 32 for contact details.

If you are being assessed by a health or social care worker, you may be referred for minor adaptations, for example, access ramps or lever taps. If referred, this work will be carried out by We Care Home Improvements.

Visit [www.wecr.org.uk](http://www.wecr.org.uk)

### Purchasing equipment privately

The council advises that you purchase equipment privately from a retailer who is a member of the British Healthcare Trades Association (BHTA). Members sign up to a code of practice, demonstrating high levels of customer care that go beyond their legal obligations, giving customers confidence.

Private retailers who are BHTA registered should have demonstration areas where you can try the equipment before you buy it.

Visit **www.BHTA.com**

If you have a disability or are aged 60 plus and have mobility needs, you may qualify for a VAT discount when purchasing certain items. Visit the following websites for more information.

Web: **www.gov.uk**  
(search 'VAT reliefs for disabled and older people').

Web: **www.which.co.uk**  
(search 'Later Life Care: what is changing?').



**Lifeline Alarms and Emergency Home Response**

Help at the touch of a button and responders on hand to help with falls 24/7, 365 days a year.

We can provide:

- Lifeline alarms from 63p per day
- Emergency Home Response for an additional 37p per day
- Specialist lifting equipment to help with falls
- Peace of mind for you and your family

\*Only available in selected postcodes. Terms and conditions apply

**Call us today on 03333 204 999**  
or visit [progresslifeline.org.uk](http://progresslifeline.org.uk)

### Home improvements

In Gloucestershire, health, housing and social care organisations are working together to provide information, advice and support about home improvements, including keeping warm (see page 26). Advice and information can be given on:

- Making your home suitable to meet your needs.
- Major adaptations (including advice on accessing help to fund these and a step-by-step guide to the process).
- Managing any work needed in your home, such as drawing up plans, getting estimates, liaising with contractors and working with occupational therapists.
- Local agents and contractors (an online directory is available).

Find out more at **www.gloucestershire.gov.uk** (search 'adapting your home' or 'DGF') or you can contact your local council.

#### Cheltenham

Email: **disabledfacilities@cheltenham.gov.uk**  
Tel: **01242 264208**

#### Cotswold

Web: **www.cotswold.gov.uk**  
(search 'housing grants').  
Tel: **01285 623000**

#### Forest of Dean

Web: **www.fdean.gov.uk**  
(search 'housing grants').  
Tel: **01594 810000**

#### Gloucester

Email: **heretohelp@gloucester.gov.uk**  
Tel: **01452 396396**

#### Stroud

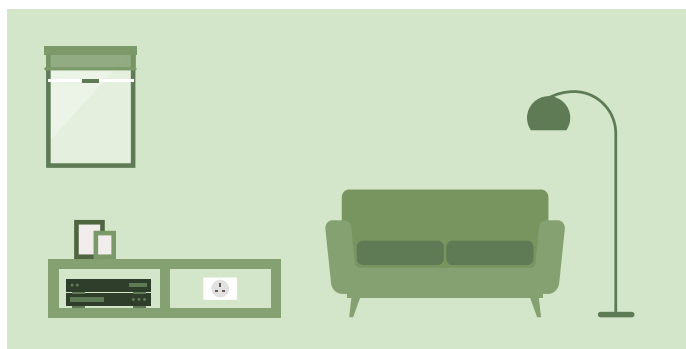
Email: **environmental.health@stroud.gov.uk**  
Tel: **01453 754459**

#### Tewkesbury

Email: **housingadvice@tewkesbury.gov.uk**  
Tel: **01684 272212**

## 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 to improve your mobility.

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

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

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



Do you **forget to take your tablets**? 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.



Handled plug



Chair raisers



Chopping board



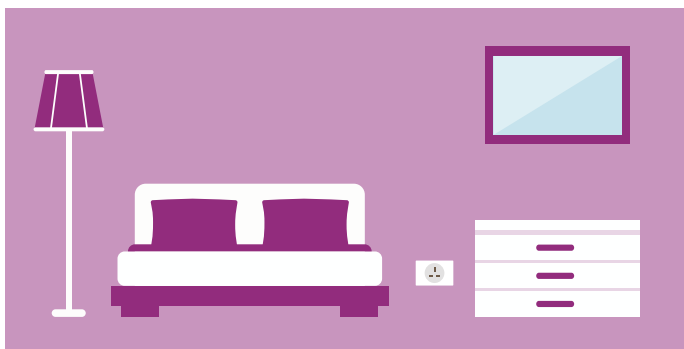
Level indicator



Teapot tipper



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



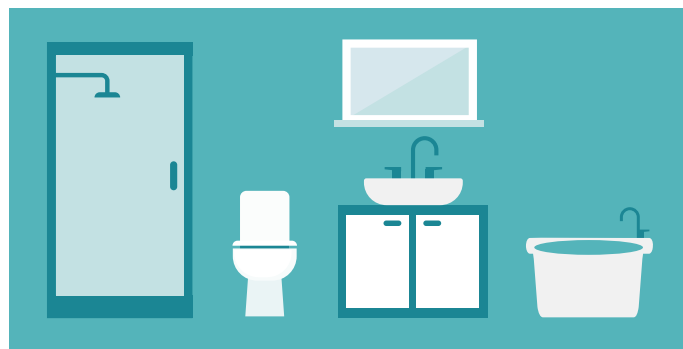
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 44.

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

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

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



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

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

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

For more information on technology and equipment that could make your life easier, visit **<https://asksara.livingmadeeasy.org.uk/>** Visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** for other helpful organisations.

**Gloucestershire County Council Adult Social Care Helpdesk** • Web: **<https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry>**  
Email: **[socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)**  
Tel: **01452 426868**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Housing-related support in the community

Caring for Communities and People (CCP) and P3 provide housing-related, community-based support across the county. These organisations work with anyone who is at risk of losing their home or needs practical support to develop skills around tenancy management, maintaining their home or budgeting and accessing financial support as well as improving daily living skills.

Support is provided in the community through drop-in sessions, one-to-one sessions and group work. The service is open to any age group and to homeowners as well as tenants. It is also for anyone who needs support to develop practical skills around access to work and volunteering. Up-to-date information about drop-ins is online.

### CCP

Gloucester, Tewkesbury and Forest districts.

Web: [www.ccp.org.uk/gloucestershire-community-based-support](http://www.ccp.org.uk/gloucestershire-community-based-support)

Tel: **0300 365 2002**

### P3

Cheltenham, Stroud and Cotswolds.

Web: [www.p3charity.org](http://www.p3charity.org) (search 'community-based support').

Tel: **0808 168 2443**

### Gloucestershire Community Based Support Service

Referrals can be made at

<https://glos.p3charity.org>

## Keeping warm

The Warm and Well team are trained energy advisors giving free advice to help you stay warm and healthy at home. Advice includes simple energy-saving changes, access to grant funding for energy efficiency measures and information about renewable technologies suitable for your home.

Warm and Well can help reduce your energy bills, switch your energy tariff or supplier, find local installers and tradespeople or provide an energy advocate to overcome fuel debt and negotiate with energy companies. The team's joint priorities are to ensure everybody in Gloucestershire can afford to live in a warm home and reduce their carbon footprint by using energy more efficiently.

Grant funding for energy efficiency improvements changes all the time, so it is always worth calling Warm and Well to find out about the latest opportunities.

### Energy advocacy service

If you are struggling to pay your bills, navigate the complex world of home energy or just need somebody to have your back, Energy Advocates are here for you. Part of the Warm and Well team, Energy Advocates work across the county to make sure that nobody in Gloucestershire is struggling

to pay their energy bills. Based in the community, the team holds regular drop-ins, works with local support services and pops up at community events to help residents overcome the challenges of heating their homes affordably. Energy advocates can support with issues including:

- Managing fuel debt and large energy bills.
- Negotiating the best deal with energy providers.
- Accessing emergency credit and grant funding for efficiency improvements.
- Home visits to understand how you use energy at home, and how to reduce it.
- Access to further local support services where necessary.

### Warm and Well

Web: [www.warmandwell.co.uk](http://www.warmandwell.co.uk)

Tel: **0800 500 3076**

(Monday to Friday, 9.00am to 5.00pm).



# Keeping safe

If you are concerned about keeping safe from intruders and unwanted visitors, visit

**[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)** for information about how to make your home and yourself safer.

## Are you safe from fire?

Gloucestershire Fire and Rescue Service (GFRS) offers a free Safe and Well visit from Community Safety Advisers to provide advice, fit free smoke alarms if required and discuss home safety, including health and wellbeing. Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)**

(search 'safe and well') or call **0800 180 4140**.

Visit **<https://firekills.campaign.gov.uk>** for tips on protecting yourself and your home from potential dangers such as cooking, smoking and using candles.

## Nuisance calls and texts

You can stop receiving nuisance calls by registering your landline and/or mobile number with the Telephone Preference Service. The service will add you to its list of numbers that do not want to receive sales and marketing calls.

SMS messages should only be sent with the prior consent of the recipient. If you receive an unsolicited SMS message, you can report this to the Information Commissioner's Office or you can forward the message directly to **7726**. See the contact details opposite.

### Information Commissioner's Office

Tel: **0303 123 1113**

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

(search 'report spam texts').

### Telephone Preference Service

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

Email: **[tps@dma.org.uk](mailto:tps@dma.org.uk)**

Tel: **0345 070 0707**

For more information, visit

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** or call **0800 144 8848**.

## Doorstep callers and traders

Smart doorbells allow you to see, hear and speak to anyone at the door through a smartphone or tablet. You can also let visitors know you might be a few extra minutes to get to the door.

Visit **[www.safewise.com](http://www.safewise.com)**

(search 'doorbell cameras').

If you are approached by anyone offering to do work to any part of your property, responsible traders will supply a written estimate including details of who they are and where their business is located. They will also give you time to consider any offer and allow you to get other quotations.

Any agreement with a trader for work worth more than £42 must include the right to cancel by law and you must be given written information

about your right to cancel up to 14 days from the agreement, even if the work has started. You may be required to pay for the work done up to the point of cancellation but only if you have given written permission for the work to start within the 14-day cooling-off period.

If a trader doesn't leave when asked, or comes back when asked not to return, then they may be committing a criminal offence.

If you have concerns about any work you have agreed to or want further advice on how to deal with doorstep callers, visit

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

or call **0808 223 1133**. For further contact details for **Citizens Advice**, see page 64. →

## → Scams

Scams are designed to trick people into giving away personal details and/or money. Common scams involve stories about money or prizes which can be released if you pay out a small amount of money, prizes in competitions you have never entered and sales of small cost items which have hidden conditions about repeat purchases which become very expensive.

You don't need to feel you are being rude if you ask someone you believe to be a scammer to leave your home or if you put the telephone down on them. Reputable businesses will not mind if you take the time to make sure they are genuine before you agree to anything with them.

## Useful contacts

### Action Fraud

Web: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Tel: **0300 123 2040**

### Gloucestershire Constabulary

Web: [www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)

(search 'fraud').

### Your Circle

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

(search 'scam' and 'trading standards').

## Being safe online

Using the internet is a great way to find information, stay connected with people, make new friends, do your shopping and pay your bills. Keep yourself safe on the internet by updating your anti-virus software regularly, as viruses can harm your computer. Also, be aware of online scams. The following resources can help you. For more information about getting online and making the most of the internet, see the section beginning on page 7.

### Age UK

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

(search 'staying safe online').

Tel: **0800 678 1602**

(8.00am to 7.00pm, every day of the year).

### Gloucestershire Constabulary

Web: [www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)

(search 'online fraud').

## Keep Safe

A scheme that can help you feel safer when you go out. If you have learning difficulties, physical disabilities, autism or dementia, it can help you feel more confident about being out on your own.



Sometimes when you are out, something might go wrong. You might get lost, feel worried or lose your bus pass or money. You may be experiencing a hate crime. If this happens, all you need to do is look for the sign pictured above in the window of a shop, business or café.

The sign means that it is a safe place, and the staff will be able to help you.

If you join the Keep Safe scheme you will get a card that has your name and emergency contact details on it. If you need help, show the staff your card and they will use it to find out who to ring. They will make sure you are safe while you wait for help.

An app that will direct you to the nearest safe places can be found on all app stores for iPhone and Android devices. Visit [www.keepsafeglos.org](http://www.keepsafeglos.org) or email [info@keepsafeglos.org](mailto:info@keepsafeglos.org)

## Domestic abuse

Gloucestershire Domestic Abuse Support Service (GDASS) offers free and confidential services to anyone aged 16 plus who has experienced or is experiencing domestic abuse. Domestic abuse includes but is not limited to psychological abuse, physical abuse, sexual abuse, economic abuse,

emotional abuse and coercive control.

Domestic abuse also includes honour-based violence, forced marriage and female genital mutilation.

Email [support@gdass.org.uk](mailto:support@gdass.org.uk) or call **01452 726570**.



## National Domestic Violence Helpline

Tel: **0808 200 0247**

### Your Circle

Web: **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** (search 'domestic abuse' or select the 'Keeping Safe' category).

If you are in immediate danger, call **999**.



## Rape and any form of sexual violence support

The Gloucestershire Rape and Sexual Abuse Centre (GRASAC) provides free and confidential emotional and practical support to those affected by any form of sexual violence. The service includes a confidential helpline, anonymous email support, one-to-one support, advocacy, group support including family and friends and rural outreach support. Independent Sexual Violence Advisors offer practical and emotional support to anyone who has reported to the police or is thinking about doing so. Visit **[www.glosrasac.org](http://www.glosrasac.org)**, email **[support@glosrasac.org.uk](mailto:support@glosrasac.org.uk)** or call **01452 526770** (helpline, open Monday, 12.00pm to 2.00pm; and Tuesday to Wednesday, 6.30pm to 8.30pm) or **01452 305421** (admin line).

The Sexual Assault Referral Centre (SARC) provides information, advice and support to any victim of sexual assault or rape. The service includes confidential treatment and medical care, emergency contraception, information on other agencies and support services and help reporting to the police (if wanted).

Visit **[www.hopehouseSARC.nhs.uk](http://www.hopehouseSARC.nhs.uk)**, email **[hopehousesarc@glos-care.nhs.uk](mailto:hopehousesarc@glos-care.nhs.uk)** or call **0300 421 8400** (24 hours a day, 365 days a year).

Twitter: **@HopeHouseSARC**

Facebook: **[www.facebook.com/GloucesterSARC](https://www.facebook.com/GloucesterSARC)**

Instagram: **hopehousesarc**

## Palliative and end of life care

'Palliative care' is often used interchangeably with 'end of life care', however it is important to understand the distinction between the two.

### What is palliative care?

Supporting patients to control symptoms in potentially life-limiting conditions. You can receive palliative care at any stage in your illness. Having palliative care doesn't necessarily mean that you're likely to die soon – some people receive palliative care for years. You can also have palliative care alongside treatments, therapies and medicines aimed at controlling your illness, such as chemotherapy or radiotherapy.

### What is end of life care?

Involves treatment, care and support for people nearing the end of life. It's an important part of palliative care. It's for people who are thought to be in the last year of life, but this timeframe can be

difficult to predict. Some people might only receive end of life care in their last weeks or days.

End of life care aims to help you to live as comfortably as possible in the time you have left, managing physical symptoms and getting emotional support for you, your family and friends. It should help you live as well as possible until you die and support you to die with dignity.

Visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** (search 'end of life') or **[www.yourcircle.org.uk/Information/Endoflife](http://www.yourcircle.org.uk/Information/Endoflife)**



# End of life care planning

Advance Care Plans (ACPs) can help you prepare for the future. It's a discussion between you and those who provide care for you, for example your nurses, doctors, care home manager or family members. If you are living with a serious illness or disability, you may wish to record your preferences and wishes for future care and treatment, particularly if you become unable to make decisions for yourself.

The ReSPECT process supports patients to consider what treatment and care they might want in an emergency, at a time when they may not be able to make decisions or express their wishes. The ReSPECT plan, agreed with your healthcare professionals and other people important to you, always stays with you, whether that's at home or elsewhere. Ambulance crews, out-of-hours doctors, care home staff and hospital staff can make quicker decisions about how best to help you if they see your ReSPECT form in an emergency. Visit [www.resus.org.uk](http://www.resus.org.uk) (search 'ReSPECT').

## What to do when someone dies

For instructions on what to do after someone dies, visit [www.gov.uk/when-someone-dies/](http://www.gov.uk/when-someone-dies/). You may be able to use the Tell Us Once service to report a death to most Government organisations in one go, making it easier for you at what is a very difficult time. Visit the website above and select 'Tell government about the death'. For more information about how to register a death,

visit [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'register a death').

## How do I return equipment?

If equipment is on loan to you from the council, help support other people by making contact as soon as possible to arrange collection when you have items you no longer require. This is so that they can be cleaned, refurbished and used by others.

## Where can I return equipment?

You can return equipment to the Hempsted and Mitcheldean sites from 8.30am to 4.30pm. You can also drop off small pieces of equipment at:

- Shire Hall Members Car Park, Westgate Street, Gloucester GL1 2TG.
- Forest Locality Office, Dean House, Station Street, Cinderford GL14 2JF.
- Stroud Locality Office, Redwood House, Beeches Green, Stroud GL5 4AE.
- Cotswold Locality Office, The Old School, 47 Lewis Lane, Cirencester GL7 1EB.
- Several libraries.

## Arrange collection

Fill in the online form at <https://forms.gloucestershire.gov.uk/GISContactForm>

Alternatively, email [GISHealthcareCustomerServ@gloucestershire.gov.uk](mailto:GISHealthcareCustomerServ@gloucestershire.gov.uk) or call **01452 520438** (8.30am to 4.30pm, Monday to Friday).



## Useful websites

**Dying Matters** promotes awareness of dying, death and bereavement. The website has a comprehensive support section. Visit [www.dyingmatters.org/overview/need-support](http://www.dyingmatters.org/overview/need-support)

**NHS Gloucestershire** can support a patient and their family at the end of life. Visit [www.nhs.uk](http://www.nhs.uk) (search 'end of life care').

# Part two: Help when you need it: where to start if you need care and support

As well as explaining what care and support is and how it works, this part of the guide will help you find out about short-term support to help you, or someone you care for, get back on their feet. It will also explain what is available to you if you have long-term support needs.

Most people will have to pay something towards their care costs, and some will have to pay all their costs. Paying for care and support can be an expensive and confusing process, so this part of the guide also tells you about support available to help you get your legal and financial affairs in order.

## What is care and support?

Care and support can be a mixture of practical, financial and emotional support for adults who need extra help to manage their lives and remain independent. This includes older people, people with a disability or long-term illness, people with mental health needs and carers.

Gloucestershire County Council will always try

to support you first by helping you find your own solutions to stay independent, or by offering you some short-term support to get you back on your feet and stay independent for as long as possible. There is more information on being independent in part one, beginning on page 8. If you need longer term support, the council can help you to consider the options available to meet your needs.

## Where to find more information about care and support

### Your Circle

A directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire. Search under the category 'Care and support', 'Looking after someone' or use the 'Information A-Z tab' on the menu bar.

Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)



### NHS – care and support

A guide for people who have care and support needs, their carers and people who are planning for their future care needs. Visit [www.nhs.uk/conditions/social-care-and-support-guide](http://www.nhs.uk/conditions/social-care-and-support-guide)



### Department of Health and Social Care

Learn about Government's latest reforms. Visit <https://engage.dhsc.gov.uk/social-care-reform>

## Gloucestershire's Community Wellbeing Service

Many things affect our health and wellbeing, such as where we live, how we spend our time, our financial situation and our relationships with friends and family. Sometimes, we need some extra help, for example, when coping with a short- or long-term health situation, or when life throws other challenges our way.

The Community Wellbeing Service enables people with non-medical needs to access

local, community-based support. Non-medical needs can be social, emotional or practical concerns. It is available to anyone aged 16 plus living in Gloucestershire or registered with a Gloucestershire GP.

The service supports people in several ways. It offers telephone and web-based support in addition to face-to-face support. The service has extensive knowledge about groups and activities available

locally. It helps clients connect with more people and provides information to help them make an informed choice. It can be helpful for people:

- In times of change, for example after redundancy, health issues or retirement.
- In times of emotional hardship, such as after a bereavement.
- Who are worried about debt or financial issues.
- Who don't know where to turn for support.
- Who would like to volunteer in their community.
- Who would like to regain their confidence in building their social networks.

If you think the service could help you or someone you know, contact your local provider.

### Cheltenham and Tewkesbury

Caring for Communities and People (CCP)  
Web: [www.ccp.org.uk/communitywellbeing](http://www.ccp.org.uk/communitywellbeing)  
Email: [cws@ccp.org.uk](mailto:cws@ccp.org.uk)  
Tel: 0300 365 6463

### Cotswolds District

Gloucestershire Rural Community Council (GRCC)  
Web: [www.grcc.org.uk/what-we-do/community-wellbeing-service](http://www.grcc.org.uk/what-we-do/community-wellbeing-service)  
Email: [cws.grcc@nhs.net](mailto:cws.grcc@nhs.net) • Tel: 07738 106384

### Forest of Dean

Forest of Dean District Council  
Web: [www.fdean.gov.uk](http://www.fdean.gov.uk)  
(search 'community wellbeing service').  
Email: [community.wellbeing@fdean.gov.uk](mailto:community.wellbeing@fdean.gov.uk)  
Tel: 01594 812447 or 01594 812399

### Gloucester Home Group

Web: [www.homegroup.org.uk/media/2qconils/gloucester-support-hub.pdf](http://www.homegroup.org.uk/media/2qconils/gloucester-support-hub.pdf)  
Email: [hgl.communitywellbeing.gloucester@nhs.net](mailto:hgl.communitywellbeing.gloucester@nhs.net)  
Tel: 0300 131 0024

### Stroud and Berkeley Vale Independence Trust

Web: [www.independencetrust.co.uk/communitywellbeing](http://www.independencetrust.co.uk/communitywellbeing)  
Email: [communitywellbeing.stroud@NHS.net](mailto:communitywellbeing.stroud@NHS.net)  
Tel: 0345 863 8323

**Tell us what you think** ☒

**Share your feedback**  
Take our five minute survey

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

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

## Contacting Gloucestershire County Council

The Adult Social Care Helpdesk can help if you are a Gloucestershire resident aged 18 plus, or you are caring for someone aged 18 plus who lives in Gloucestershire. If you are a carer, there are also organisations beginning on page 40 that can help you.



The Adult Social Care Helpdesk may also help if you are under 18 and want to think about how your care and support needs will be met as you move into adulthood. Visit [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'information, advice and support').

### Gloucestershire County Council Adult Social Care Helpdesk

Web: <https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry> (submit an enquiry).  
Email: [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)  
Tel: 01452 426868

**Your Circle** is a directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire. Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)



## Home First

If your treatment is complete and you don't need to stay in hospital, Home First can help you return home. The team will work with you to continue your recovery at home and regain your ability to live independently. The team will help you settle back at home, establish your routines and support networks; to live well and plan your next steps. It will work with you to establish what you can do yourself and what you would like to achieve, with or without support.

### Reablement

Reablement supports people to remain living independently at home. Reablement can be helpful following a period of illness, disability or a life-changing event that leads to an impact on your usual abilities. It is a short-term service, overseen by a therapist and designed to help you to regain the skills and confidence to do things independently. Reablement will work with you to establish what you can do yourself and what you would like to achieve, with or without support. You will agree a Reablement plan together to help you live well at home and plan your next steps.

With Home First and Reablement you may get help with:

- Washing.
- Dressing.
- Cooking.
- Accessing community services.
- Arranging shopping or medication.
- Improving your mobility indoors and outdoors.
- Using transport.

You may have a hobby or interest that the team could help you get back to enjoying. Depending on your individual needs, you may receive support from therapists, reablement staff, community nurses and other community and voluntary services, who will work with you and anyone who supports you; your family, carers and informal support to help you achieve your goals and live well at home. Your Reablement or Home First plan will be regularly reviewed with you and updated as your situation changes and you progress.

## Short stay residential rehabilitation

This may suit people who can benefit from a rehabilitation programme but who, in the short term, may not be safe at home on their own. Short stay residential rehabilitation gives you the chance to recover, rebuild your confidence and practise daily living skills, such as washing, dressing and preparing simple meals. There are several local residential units providing this service.

If you are assessed as having eligible needs for ongoing care and support from the council after a period of reablement or rehabilitation, the council will ask you to have a financial assessment to find out whether you are entitled to financial help with your care costs. See page 38 for information on paying for care and support.



**Search for care in your area** 

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

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

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

## If you need help with meals

Family, friends and neighbours can often provide short-term help. You can buy ready meals from supermarkets which, in many cases, can be ordered online and delivered to you. See page 7 for more information about getting online.

You can also buy hot, chilled and frozen meals from a range of Gloucestershire providers. There are activities like lunch clubs that you can attend where

meals are provided. In some circumstances, the council may arrange subsidised community meals for you. This is usually a short-term arrangement while you recover from an illness or setback.

For more information about where to get meals, and the criteria for subsidised community meals, visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** and search 'community meals' or 'lunch clubs'.

---

## Occupational therapy

The main purpose of occupational therapy is to promote health and wellbeing by 'doing' an activity. Occupational therapists (OTs) will empower you to carry out everyday tasks with more confidence and independence to improve your health, quality of life and wellbeing. OTs will look at a range of ways to do this, including rehabilitation and practical support.

If you, or a member of your family, are having difficulty getting around your home due to a physical disability, sensory impairment or becoming

older, you can request an occupational therapy (OT) assessment to assess your needs which may result in suggesting different techniques, advice or provision of equipment or adaptations to enable you to live independently.

To request an assessment, contact the Adult Social Care Helpdesk. See page 32 or use the online enquiry form. Alternatively, visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'adapting your home').

---

## Assistive technology or Telecare

Equipment that helps you live independently at home. This includes fall detectors, bed and chair sensors, movement sensors, smoke and heat detectors and medication prompting devices. Some sensors can be worn as pendants or wristbands, and some are fitted around the home.

The equipment can automatically alert a monitoring centre if an alarm is raised. It can also be used to alert an on-site carer or family member via a pager system. These gadgets can help you:

- Feel safer and more confident at home.
- Ensure help is called quickly in the event of an emergency in the home or out and about.
- Maintain independence with daily tasks like cooking.
- Give reassurance and peace of mind to your family or carer.
- Reduce the likelihood of hospital admission.
- Reduce the need for domiciliary care or going into a care home.

Telecare sensors can automatically detect potential emergencies at home including:

- Falls.
- Wandering.
- Medication mismanagement.
- Fire.
- Flooding.
- Carbon monoxide.

### Who can Telecare help?

Telecare can help people with physical disabilities, memory issues, learning disabilities, mental health conditions and older people who would not be able to use a phone or link-line to call for help.

To find out more, visit

**[www.gloucestershire.gov.uk/telecare](http://www.gloucestershire.gov.uk/telecare)**

The assistive technology checklist on page 35 may help if you're thinking of buying equipment.

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

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

## Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

Will it work alongside any assistive technology you already have? ☐

## Usability

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

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

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

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

Is it portable? ☐

## Notes

---

---

---

---

---

---

---

---

Will it need to be installed by a professional? ☐

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

## Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

## Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

# The right help when you need it

The council can help most people who approach Adult Social Care to remain living independently at home. The council will support you to help yourself by providing information and advice and introducing you to other organisations, so that you can find solutions.

The council will make sure any care and support arranged for you is only in place for as long as you need it and, for those people who need long-term care, the council will ensure that the care and support is flexible if your needs change.

Everyone who appears to have care and support needs is entitled to a needs assessment. This is a conversation with a trained assessor about the

things that matter most to you to find out what will improve your wellbeing now and in the future. Assessors will also discuss what support is available to you and what you hope to achieve. Sometimes this conversation is all that you will need from the council.

An assessment is the way that the council gets a full picture of your needs and circumstances, what might improve your wellbeing and what is important to you and your family. You can involve a relative, friend or carer in your assessment if you would like. The council will arrange an independent advocate for you if you are likely to have substantial difficulty in taking part in your assessment and have no-one appropriate to support and represent you.

---

## Who is eligible for care and support?

The council uses a national eligibility framework set by the Government to decide whether your needs are eligible for care and support through the council. You can read the national eligibility

criteria for care and support at **[www.yourcircle.org.uk/Information/eligiblecareandsupport/](http://www.yourcircle.org.uk/Information/eligiblecareandsupport/)** If your circumstances change, you can ask the council for a new assessment.

---

## Planning your support

If you have eligible needs, the council can help you to plan the support you need – if you like. Everyone's needs for care and support are different, and needs can be met in many ways.

Planning is all about you, your needs and what is important to you. It looks at what you can do for yourself or, with the support you already have, what you want to achieve, and what local help is available. It is your plan, but it will also involve your carer (if you have one) and anyone else that you want

to involve. Even if your needs are not eligible, the council will offer information and advice about how you can help yourself and suggest organisations that may help you.

Means-tested charges apply to almost all care and support arranged or provided by the council. The council will ask you to have a financial assessment (a means test) if charges apply to your care and support. For more information on paying for care and support, see page 38.

---

## Independent advocacy

POhWER provides independent health and social care advocacy on behalf of the council. It helps people who want to communicate their own views or who want to support others to communicate.

POhWER provides:

- Independent Care Act Advocacy (ICAA).
- Independent Mental Capacity Advocacy (IMCA) including IMCA Deprivation of Liberty Safeguards (DoLS) and Relevant Person's Representative (RPR).

- Independent Mental Health Advocacy (IMHA).
- Independent Health Complaints Advocacy (IHCA) – if you would like support to complain about NHS-funded care.

ICAA can help you communicate your views if you have 'substantial difficulty' in participating in your care needs assessment, planning or changing your support or if there are safeguarding concerns. This is also available for carers' assessments, support planning and reviews. For more information, see page 40.



The council will arrange an advocate to support you if:

- You find it hard to understand, retain and use important information.
- You have trouble communicating your views, wishes and feelings, or making decisions.
- You do not have an 'appropriate person' who can support and represent you.

If you or someone you know would benefit from advocacy in Gloucestershire, visit **[www.pohwer.net/Gloucestershire](http://www.pohwer.net/Gloucestershire)**,

email **[glosadvocacy@pohwer.net](mailto:glosadvocacy@pohwer.net)** or call **0300 003 1162**.

The website **[www.yourcircle.org.uk/Information/socialcareadvocacy](http://www.yourcircle.org.uk/Information/socialcareadvocacy)** provides information and tips about how to self-advocate, which applies to any situation where you want to communicate your views.

These tips can also be used when advocating on behalf of someone else.

---

## Transition to adulthood

The transition to adult life can bring many changes such as leaving school, taking up new leisure activities, starting training or college, finding employment and moving towards independent living.

For young people with special educational needs and disabilities (SEND), person-centred transition planning is essential preparation for adulthood. View the Gloucestershire Preparing for Adulthood Strategy at **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'preparing for adulthood').

### Useful contacts

The **Glosfamilies** directory provides support and advice for families and young people from birth to 25. The website also contains information and guidance for parents and young people with additional needs on education, health, care and voluntary and community sector services. This is Gloucestershire's Local Offer and explains what is available in Gloucestershire and how to get help. Visit **[www.glosfamiliesdirectory.org.uk](http://www.glosfamiliesdirectory.org.uk)**

**Future Me Gloucestershire** is a website for children and young people aged 14-25, providing information and guidance on education, employment, building independence and mental and physical health. It also uses Instagram, Facebook, Twitter (all **@futuremeglos**) and YouTube (**[www.youtube.com](http://www.youtube.com)** – search 'Future Me Gloucestershire') to share daily updates on topics of interest to young people in Gloucestershire. Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'Future Me') or email **[futureme@gloucestershire.gov.uk](mailto:futureme@gloucestershire.gov.uk)**

**SENDIASS Gloucestershire** provides confidential and impartial information, advice and support for children and young people with SEND. The service is offered to parents and carers of children and young people aged 0-25 and young people aged 16-25. Visit **[www.sendiassglos.org.uk](http://www.sendiassglos.org.uk)**, email **[sendiass@gloucestershire.gov.uk](mailto:sendiass@gloucestershire.gov.uk)** or call **0800 158 3603**, **01452 427566** or **01452 427567**. You can also visit **[www.facebook.com/sendiassglos](https://www.facebook.com/sendiassglos)** or **[www.twitter.com/sendiassglos](https://www.twitter.com/sendiassglos)**

---

## Dementia

People with dementia often feel happier if they can remain independent and in their own homes for as long as possible. Information about services and support for people with dementia and their carers is available through Alzheimer's Society Gloucestershire and Managing Memory Together. See page 13 for more information.

If the person with dementia can no longer be cared for at home or is considering moving to a care home, you should look for a care home that offers quality personal and person-centred care.

It's important to consider homes that also provide nursing care in case the person with dementia develops more complex needs as the condition progresses. Many care homes offer specialist environments with specially trained, experienced staff and specialist facilities adapted to the needs of residents living with dementia.

A residential dementia care checklist is on page 85, to be used with the checklist on page 83. Care providers that specialise in care for people with dementia are shown with **D** in their listing.

## Financial support from the council

Most people will have to pay something towards their care costs, and some will have to pay all their costs. To find out whether you are eligible for means-tested support from the council, both a care needs assessment and a financial assessment will be carried out. Both assessments are free.

The financial assessment is carried out by a visiting officer from the council's Financial Assessment and Benefits (FAB) team. The visiting officer will look at your capital, savings and income and will work out how much you can afford to pay towards your care and support. A benefit check will also be carried out to make sure you are getting all the benefits you are entitled to.

How much you will have to pay for your care and

support depends on your financial circumstances. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

Use the financial assessment calculator ([www.yourcircle.org.uk/Information/paycareandsupport](http://www.yourcircle.org.uk/Information/paycareandsupport)) to estimate what you might have to pay towards the cost of care and support arranged by the council. The council will always tell you in writing how much you will have to pay and the date that you will start paying from.

You can find out more about the FAB team and financial assessments at [www.yourcircle.org.uk](http://www.yourcircle.org.uk) (search 'paying for care'). For more information, see pages 51 and 54.

## Independent financial advice

Paying for care can be an expensive and long-term commitment. The council has commissioned The Care Advice Line to provide free, confidential and personalised financial advice about your options for paying for care either now or in the future. It can also help with information about current benefit rates and entitlements and can facilitate access to specialist financial or legal advice. Visit [www.thecareadvice.org.uk/gloucestershire](http://www.thecareadvice.org.uk/gloucestershire) or call **01452 222200**.



Before entering into any arrangements, the council strongly recommends seeking independent advice from a financial adviser registered with the Financial Conduct Authority accredited with the Society of Later Life Advisers (SOLLA). Visit [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

Citizens Advice provides free and impartial information and advice on benefits. It has several offices in Gloucestershire. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk), call **0800 144 8848** or textphone **18001 0800 144 8884**. These organisations will also provide free advice about funding care and support.

### Age UK

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

### Money Helper

A free and impartial money advice service set up by the Government.  
Web: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)  
Tel: **0800 138 7777**

**Other specialist advice is available to help you plan for the future; see page 57.**



# Keeping the life they love, while getting the care they need

People across Gloucestershire are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

## At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on  
0330 134 2879 | [partnerships@elder.org](mailto:partnerships@elder.org) | [elder.org](https://elder.org)

# Carers

## Are you looking after someone?

Many people don't recognise themselves as a carer. A carer is somebody, of any age, who provides support or who looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer.

The council and NHS recognise the valuable work carers do and commission a range of support to help. Some of these services are explained in the following sections of this guide.

If you think you could be a carer or know someone who is, contact the Gloucestershire Carers Hub or see page 41. Visit

**[www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)** or  
**[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**

### National information and advice

#### Carers Trust

Web: **[www.carers.org](http://www.carers.org)**

#### Carers UK

Web: **[www.carersuk.org](http://www.carersuk.org)**

## Carers' benefits

You may be eligible for Carer's Allowance/Carer's Credit if you are caring for someone for at least 35 hours a week. The Government's website at

**[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)** has more information on carers' benefits, or you can contact the Carers Hub on **0300 111 9000**.

## Your GP team

You can register with your GP as a carer and have this recorded on your medical records. Once the GP team knows that you are a carer, and likely to be under pressure at times, they will find it easier to offer information, advice and support. Your GP team may be able to help you by:

- Providing information and advice on medical conditions of and treatments for the person being cared for.
- Providing information and advice on services provided by the NHS such as continence services

and patient transport to hospital appointments.

- Carrying out home visits or online appointments, if caring responsibilities make it difficult to get to GP appointments.
- Arranging appointments for both you and the person you care for at the same time to avoid you having to visit the surgery twice.
- Encouraging and suggesting ways for you to look after your health and wellbeing on a daily basis.





## Adult carers

Gloucestershire Carers Hub provides free carers' support. The hub provides information and advice on a range of topics including carers' support groups, training courses, employment support services and contingency planning.

Gloucestershire Carers Hub will listen to carers to understand what type of support is best. This could include attending a local carers' support group, connecting carers to their community or getting a break from their caring role. These services are available to all carers regardless of the cared-for person's age (more information for parent carers is below).

Upon contacting the hub, individuals can choose to be registered as a carer. This gives the carer the opportunity to have a conversation with a trained worker about the things that prompted them to call the hub, discuss what matters most to the carer, what effect the caring role is having on their wellbeing now and the impact it might have in the future. The Carers Hub will continue to support a carer even after their caring role may have ended.

Where a carer appears to need further support, the hub will make sure that the carer is offered a carers' assessment under the Care Act 2014. An independent advocate will be arranged to support

the carer in this process if they have substantial difficulty in any of the following:

- Communicating their views, wishes and feelings.
- Understanding, retaining or using information.
- If there is no appropriate person able and willing to help, support and represent them.

Where a carer has eligible needs, the assessor and carer will work together to agree a support plan. This involves taking into account what the carer has said is important to them, what they want to achieve, things that they can do by themselves or can manage to do with the support from others and the local support available.

Visit **[www.gloucestershirecarershub.co.uk](http://www.gloucestershirecarershub.co.uk)** or call **0300 111 9000**.

For more information on independent advocacy, contact **POHWER** – see page 36. Carers can also contact the **Adult Social Care Helpdesk** by emailing

**[socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)** or calling **01452 426868**. Or the **Children and Families Helpdesk** by calling **01452 426565**.

There is lots of information for carers on the **Your Circle** website at **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**

## Parent carers

Carers supporting disabled children can access all carers' support described on page 40. In addition, Glosfamilies directory is an online resource providing support and advice for families and young people from birth to 25. See page 37 or visit **[www.glosfamiliesdirectory.org.uk](http://www.glosfamiliesdirectory.org.uk)**

**SENDIASS Gloucestershire** provides information, advice and support relating to children and young people with special educational needs and disabilities (SEND). The service is offered to parents and carers of those aged 0-25. See page 37 or visit **[www.sendiassglos.org.uk](http://www.sendiassglos.org.uk)**

You can also get support by contacting **Gloucestershire Parent Carer Forum**.

Visit **[www.glosparentcarerforum.org.uk](http://www.glosparentcarerforum.org.uk)**, **[www.facebook.com/Gloucestershireparentcarers](https://www.facebook.com/Gloucestershireparentcarers)**, **[www.facebook.com/groups/glosparentcarerforumdiscussiongroup](https://www.facebook.com/groups/glosparentcarerforumdiscussiongroup)** or call **07494 704564**.



## Carers from black, Asian and minority ethnic communities

There are services for Gloucestershire's black, Asian and minority ethnic (BAME) carers. Find out more information from the Gloucestershire Carers Hub (page 41) or via Your Circle (page 31).

### Black Elders' Day Centre

St. Catherine Court, 2 Wheatstone Road,  
Gloucester GL1 4PX  
Tel: **01452 311388**

### Ebony Community Carers' Group

Email: **ebony.carers@gmail.com**  
Email: **blanchemccalla554@gmail.com**  
(Chairperson).

Tel: **01452 617456**  
Text: **07470 309029**

### Polish Carers' Group 'Babinki'

Meeting monthly at various venues.  
Email: **waclawska@yahoo.co.uk** or  
**info@polishglos.org.uk**

### South Asian Carers: Friendship Café at Chequers

Bridge Centre, Painswick Road,  
Gloucester GL4 6PR  
Tel: **01452 308127**  
Email: **haroon.kadodia@gloucestershire.gov.uk**

## Gloucestershire Carers Emergency Scheme (CES) – operating via the Gloucestershire Carers Hub

The CES is a free service that offers carers peace of mind that in an emergency, the cared for person will be supported and the people who need to know will be informed. The service is available to carers over 18. There are two levels for this scheme and the Carers Hub will discuss options with you to develop the best contingency plan to support you in an emergency.

### Level one

Carers nominate two contacts (e.g. family members, friends or neighbours) who would be willing to check on the person being looked after if the carer is unable to due to an accident, emergency or illness. They will be contacted by the CES provider if an emergency occurs.

### Level two

If you do not have any family/friend support, level two is discussed. Level two offers support from a nominated local provider who will aim to send a support worker within two hours of the emergency call being made. This support is to cover the immediate emergency situation and is available for up to 48 hours (72 hours over a bank holiday). If a longer period of support is required, this will need to be arranged, potentially working with the council. Level 2 only covers cared for people over 18 and complex medical conditions may not be eligible for this service.

Visit **[www.gloucestershirecarershub.co.uk/carers-emergency-scheme](http://www.gloucestershirecarershub.co.uk/carers-emergency-scheme)** or call **0300 111 9000**.



## Young carers and young adult carers

Gloucestershire Young Carers (GYC) works with and for children and young people aged 8-24 who have caring responsibilities. Its aim is for young carers to have the same opportunities as their peers and not be disadvantaged by their circumstances. The person cared for may have a long-term illness, a disability, experience mental ill health or be affected by problematic substance misuse.

GYC offers young carers' assessments and support planning to identify any support services carers may need. The cared for are referred to appropriate agencies to reduce the caring role on young carers. GYC provides direct services through person-centred information, activity groups, wellbeing groups, participation and specialist support for young carers caring for someone with addiction problems and/or mental ill health.

GYC also has a service for young adult carers aged 16-24 including:

- Support from friendly young adult carer (YAC) workers.
- Help with applying for jobs, work experience, training courses, university or college.
- 'Caring Counts', a unique short course.
- Help with accessing free counselling and other specialist support.
- Fun day trips and workshops.
- The chance to meet other young adult carers and make new friends.
- Advocacy support (talking to school, college, university or work to help them understand your caring role).
- Referral to adult carers' services.

Visit **[www.glosyoungcarers.org.uk](http://www.glosyoungcarers.org.uk)**, email **[mail@glosyoungcarers.org.uk](mailto:mail@glosyoungcarers.org.uk)** or call **01452 733060**.

## Support with visual and hearing impairments

See page 12 for more information on support with hearing and visual impairments. If you haven't been able to find the information you were looking for, and want to talk to someone, contact the Adult Social Care Helpdesk – see page 32.

The council provides additional support for people who have a visual impairment, are deaf or hard of hearing or have a dual sensory loss, as well as their families and carers, including:

- Advice, guidance and support.
- Assessment and provision of services to adults.
- Help to find pieces of equipment to help with day-to-day living.
- Information and advice for families or people who care for deaf people.
- Information about support provided by statutory and other voluntary organisations.

There is no charge for help from health or sensory services staff. There may be a charge for services following your assessment, based on your ability to pay. Some equipment is loaned at no charge.

Visit **<https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry>** (online enquiry), email **[socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)** or call **01452 426868**.

### Search for care in your area

**[www.carechoices.co.uk](http://www.carechoices.co.uk)**



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

 CareChoices

# Care in your own home

## Home care

Care and support provided in people's own homes. It is sometimes referred to as 'domiciliary care'. Not all agencies provide the same services and charges vary. Most home care agencies supply care workers to support you with everyday activities, such as getting out of bed, getting dressed and bathing, and help you maintain your independence.

There are agencies that can provide 24-hour live-in care and night care, which can help you to remain living at home. These services involve a care worker staying with you at home to support you throughout the day and night. See page 48 for more information about live-in care. When care and support is arranged by the council, a contract is agreed between the council and the care agency, and the agency organises a care plan. All agencies used will be registered with the Care Quality Commission – see page 61 for more information.

People arranging and/or funding their own care and support can choose their own care worker or agency.

If you would like to organise your own care at home, you need to think about it carefully. Before you make any decisions, you should contact several providers and ask for a copy of their contract terms and read these with someone you trust. Get as much help as you can and ask any questions you may have before signing anything.

You may be entitled to welfare benefits which you can use to help to pay towards the cost of your care. See page 22 for further details. You should expect the care agency and the individual care workers to respect your personal preferences, dignity and privacy and promote your wellbeing. The checklist on page 67 gives you useful questions to ask any prospective home care agencies.

You could use the list of home care providers starting on page 69 to find an agency or by searching 'home care' on the Your Circle website. You can then refine your search by filtering by postcode, or service type. Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)

**There are care homes.  
And then there is your home...**

**Abicare**  
Achieving Better Independence

**...with the best spot for breakfast, your favourite cup for tea, the comfort of your well loved chair and your fondest memories.**

Our cost-effective services include:

- 24 hour Live-in care
- A wide range of Specialist and Complex Needs Care
- Dementia Care

We want to ensure that you feel supported in the comfort and familiarity of your own home with our team of fully trained carers, providing reassurance and peace of mind for you and your loved ones at all times.

Contact us today to discuss your care needs.



**0330 128 9094**  
**enquiries@abicare.co.uk**  
**www.abicare.co.uk**





# The best home to be in is your own



**From a few hours a week to live-in care, we can deliver all the support you need to remain living in your own home. We provide tailor-made home care from highly trained Care Professionals!**

Your home is where you feel the happiest. It's the place you know the best. When you need some extra support to stay living comfortably at home, we are here to help.

At Home Instead we are proud winners of numerous awards, consistently setting the bar high for quality care at home.

Our Care Professionals are chosen for their caring nature, empathy and values. Home Instead's expert training provides them with the skills to match their passion.



Mum's team of Care Professionals have become **trusted friends** and have made it possible for her to remain living independently and safely in her own home."

**Ms L, Client Family**



**Cheltenham & Cotswolds**  
**01242 513203**

**Stroud & South Cotswolds**  
**01453 368036**

**[www.homeinstead.co.uk/cheltenham](http://www.homeinstead.co.uk/cheltenham)**  
**[www.homeinstead.co.uk/stroud](http://www.homeinstead.co.uk/stroud)**



Each Home Instead® franchise office is independently owned and operated. © Home Instead 2022

Cheltenham & Cotswolds





# Broomfield Care

Homecare Services | Caring for life

Providing excellent home care in Gloucester since 2009

01452 730888 | [www.broomfieldcare.com](http://www.broomfieldcare.com)

## Our Services:

- Hospital to Home
- Personal Care
- Complex Care
- Palliative Care
- Dementia Care
- Specialist Care

We specialise in providing outstanding support for individuals in Gloucestershire who are in need of quality care enabling them to live independently in their own home.



## We're Proud of our [homecare.co.uk](http://homecare.co.uk) awards

- Top 10 recommended agencies in UK, 2015
- Top 10 recommended agencies in the South West 2015 and 2016



Outstanding in Caring

We offer a **FREE** assessment before providing a quote tailored to your individual needs.

**100%**  
Think we provide  
an outstanding  
service.

"I can't recommend them enough. We were so lucky to have found them."

"They have been the most warm-hearted, professional and thoughtful team I have ever encountered."

For more information call us now on **01452 730888**

# Caring for You in the Place that you Love

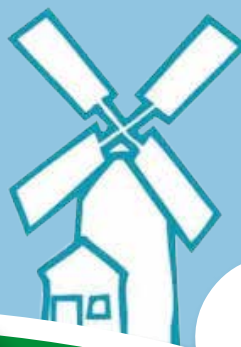
## Setting new standards in 1-to-1 care

At Broomfield Care our focus is to provide outstanding support for individuals who are in need of quality care, enabling them to live independently in their own home.

Our small, local team of experienced, compassionate and conscientious carers provide a professional service, 7 days a week, 365 days a year



"Totally amazing care from start to finish."



"The staff are always pleasant and friendly and carry out the care with great professionalism."



## Live-in care

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

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 61.

## Glos Assistants

Have you ever considered employing a Personal Assistant (PA) to provide personalised care and support? It can be hard to know where to start, but Glos Assistants can help with the search.

Glos Assistants help to connect people of any age with care and support needs who are looking for assistants with people who want to help

The site can help you find the support that suits you and your lifestyle. You can submit an advert describing what you need assistance with, browse profiles of available assistants, contact those you're interested in and directly arrange the support you need with the assistant(s) you choose.



Glos Assistants can also provide help for people who work as a PA, and those who are considering it. Being a PA can be a varied job, offering flexible hours and rewarding work. Upon registering with the service, PAs can write a profile telling people a bit about themselves and the kind of work they're looking for. PAs can then browse adverts, contact people to discuss roles further and start making arrangements with people they choose to work for. Visit **[www.glosassistants.org.uk](http://www.glosassistants.org.uk)**

## Proud to Care

Supports independent care providers and the care community working for Gloucestershire County Council and NHS Gloucestershire. Its vision is to:

- Engage with Gloucestershire sector recruiters and existing/potential workforce.
- Encourage and connect them to the correct people and support.
- Enable a sustainable values-based care sector workforce in Gloucestershire.

### Who does Proud to Care support?

#### ➤ Job seekers:

- Anyone interested in working in the care sector can receive personalised support, connecting you with local providers that share your interests and can assist you.
- Book a free one-on-one consultation to learn how you can apply your existing skills and experience to a rewarding job in care.

- Register at **<https://jobsite.proudtocareglos.org.uk>** to be notified of vacancies.
- Care providers:
  - Proud to Care connects employers with job seekers across the county. Its jobs board at **<https://jobsearch.proudtocareglos.org.uk/en/jobs>** advertises current vacancies.
  - Find out more about the benefits of the jobs board and how providers can advertise.

Call **01452 426452** or book a free one-on-one consultation via the Career Support Line at **[www.proudtocareglos.org.uk](http://www.proudtocareglos.org.uk)** to learn how you can apply your existing skills and experience to a rewarding job in care. Stay connected with Proud to Care by following all of its social media accounts (**@proudtocareglos** – Twitter, Facebook, Instagram and YouTube).



# Housing

There may come a point when staying at home is no longer the best option. Thinking about your housing needs in advance can give you time to understand what choices are available and help you make plans before things reach crisis point.

There is information on page 26 about housing-

related support in the community. There is also information about home adaptations and equipment beginning on page 24.

There are lots of different housing options available in the county. Some examples are explained in the following sections of this guide.

---

## Homeshare Gloucestershire

Brings together older people who have spare rooms with people who need affordable accommodation and who are happy to chat and lend a hand. It can be a great and safe option for someone who misses having other people in their home.

Homeshare Gloucestershire is all about sociable living, where you spend time together doing things you both enjoy (chatting, cooking, gardening,

watching TV, going for walks etc.). There is no personal care involved. The service carefully matches people, oversees the arrangements and provides professional ongoing support.

For more information, visit **[www.ageuk.org.uk/gloucestershire/our-services/homesharing](http://www.ageuk.org.uk/gloucestershire/our-services/homesharing)**, email **[homeshare@ageukgloucestershire.org.uk](mailto:homeshare@ageukgloucestershire.org.uk)** or call **07760 419260**.

---

## Shared Lives

Provides an opportunity for adults with assessed eligible health or social care needs to be supported by approved Shared Lives Carers in a family-based environment. This can be via outreach support in the community, short breaks or an ongoing arrangement in the carer's home. Shared Lives also offers enablement, supporting people to develop new skills and independence.

Shared Lives can be an alternative to traditional care settings such as a residential home, domiciliary care or hospital stays. The service is flexible, person-centred and focuses on achieving the best possible outcomes and experiences for all involved.

Shared Lives is responsive and can offer short-term support in an emergency.

Shared Lives supports people of all ages with learning disabilities, physical health needs, mental health needs, chronic or long-term illness, needs relating to older age and any combination of these. The Shared Lives Team monitors arrangements – from enquiry, through careful matching and into a sustainable and resilient agreement.

Visit **[www.gloucestershire.gov.uk/shared-lives](http://www.gloucestershire.gov.uk/shared-lives)**, email **[shared.lives@gloucestershire.gov.uk](mailto:shared.lives@gloucestershire.gov.uk)** or call **01452 426237**.

---

## Sheltered housing

A practical step if you would like more security and companionship or wish to downsize from a larger home that has become difficult to manage.

In a sheltered or retirement housing scheme, you can live independently in a flat or bungalow built especially for disabled or older people within a larger complex, sometimes around a garden or communal facility.

Sheltered housing for rent is owned and managed by councils and housing associations across the region. Private providers have also developed retirement housing for sale in the county.

For more information about sheltered housing in Gloucestershire, visit **[www.housingcare.org](http://www.housingcare.org)**

## Extra care housing

Provides self-contained homes with design features, such as wheelchair-accessible flats and communal areas and bathrooms fitted with walk-in showers, which enable self-care and independent living. They usually offer communal facilities such as dining facilities and communal lounges. Developments have their own care staff on site. Extra care comes in a huge variety of forms and may be described in different ways, for example:

- Very sheltered housing.

- Housing with care.
- Retirement communities or villages.

Extra care housing provides a real alternative to residential care. Occupants may be owners, part owners or tenants depending on the scheme. Visit **[www.housinglin.org.uk](http://www.housinglin.org.uk)** (search 'extra care') and **[www.housingcare.org](http://www.housingcare.org)** for more information. You can also search for information on local extra care developments.

## Housing with care

Combines independent living with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the

local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure, or to purchase.

## Retirement villages

Purpose-built developments that vary in size to create a village-style community. They usually offer communal facilities such as dining facilities and aim to help you to be independent while offering

support as you grow older. Properties may be available for sale or rent and are usually available to people who are over 55 years of age. For more information, visit **[www.housingcare.org](http://www.housingcare.org)**

## Supported living

An alternative to a care home where working-age and older adults can live independently or share a property with other people, with on-site care and support. This might include support with learning independent living skills like cooking, cleaning and money management, as well as help with health or care needs. Whether you choose your own property with support or supported living, it will give you independence and choice. Visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** and search 'supported living'.

Providers specialising in care for people with learning disabilities are shown with **LDA** in their listing. Home care providers start on page 69; care homes and care homes with nursing start on page 87.



The Orchard Trust supports the involvement, independence and development of people with disabilities. Our range of services include residential care, supported living, respite, day placement opportunities and training facilities.



**Orchard Trust**  
People come first



The residents and community members take pride in Stowfields. It truly is the heart of our community. It is a place where we all share new experiences, meaningful tasks, meeting friends and new people. At Stowfields we offer:

- \* Day Placement Opportunities
- \* Accessible Therapies & Facilities
- \* A Place to Meet & Greet
- \* Accessibility to Nature
- \* Community Projects
- \* Sensory Garden
- \* Community Events

Come and join us at our regular coffee mornings, open days, themed community events, if you are a community initiative, take advantage of our hosting facilities, which are available to groups from across the Forest.

Contact:  
Tel: **01594 861137**  
**[admin@orchard-trust.org.uk](mailto:admin@orchard-trust.org.uk)**  
**[www.orchard-trust.org.uk](http://www.orchard-trust.org.uk)**



# Financial support for care and support in your own home or community

This section tells you about paying for care at home – see page 54 for paying for care in a care home.

You may qualify for financial help from the council if it has confirmed that:

- Following a care needs assessment, you have ongoing needs for care and support.
- You have capital or savings (not including your home) of less than £23,250, which is established by completing a financial assessment by a visiting officer from the council's Financial Assessment and Benefits (FAB) team – see page 38.

If you have capital or savings (not including your home) of more than £23,250, you will have to pay for the full cost of your care and support. Most people who pay for their own care and support make their

own arrangements. You can ask the council to make arrangements for you if you prefer. However, you will still be responsible for all costs and there may be a fee for this service.

Paying for care and support can be an expensive and long-term commitment. Before you enter into any arrangements, the council strongly recommends that you seek independent financial advice. See page 38 for more information on independent financial advice.

Visit **[www.yourcircle.org.uk/Information/paycareandsupport](http://www.yourcircle.org.uk/Information/paycareandsupport)** to get an estimate of what you might have to pay towards the cost of care and support arranged by Gloucestershire County Council. Alternatively, use the Information A-Z tab on the menu bar.

---

## NHS Continuing Healthcare

Some people may be able to get the costs of their care at home funded by the NHS. NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS.

To be eligible, your needs must be primarily health related and are likely to be severe. More information is available on page 57, or at **[www.nhs.uk](http://www.nhs.uk)** (search 'continuing healthcare').

---

## If the council is paying some (or all) of the cost of your care and support

You have three options:

1. You can have a direct payment if you want to make your own arrangements.

This option gives you the most control. Direct payments are paid through a pre-payment account which the council will set up for you. Each month the council pays its share of the cost into the account, and you must add your assessed contribution. The account is used in a similar way to a debit card. It can't become overdrawn as there is no credit facility.

You are responsible for how the money is spent and must use it only to pay for the care and support as agreed in your support plan. Any changes must be agreed by the council. You need to keep a record

of how you have spent the money and keep all your receipts because the council must check how the money was used.

You can't use direct payments to pay for permanent residential/nursing care in a care home, but you can use them to pay for occasional short stays if this was agreed in your support plan. Most direct payments are made to meet regular ongoing support needs. However, they can also be made as a single payment, for example, for a short respite break.

You can use direct payments to employ your own Personal Assistants. If you do, the council recommends that you use a direct payment support service to help you make sure that you meet your legal requirements as an employer. →

➔ Glos Assistants can help with your search for a Personal Assistant; see page 48 for more information.

There are conditions to having a direct payment, but most people can have one if they want one. You can find out more about direct payments from the person helping you plan your support at **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'direct payments'). If you need more information, email

**[directpaymentsteam@gloucestershire.gov.uk](mailto:directpaymentsteam@gloucestershire.gov.uk)**

2. You can ask the council to make all the arrangements for you.

Pay your assessed contribution to the council every month and the council does everything else.

3. You can also combine options one and two.

---

## Care homes

Moving into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying considerable amounts of money for your ongoing accommodation and care needs. Before you make a decision about moving to a care home, you should consider all options that would help you to stay living at home and independent for longer.

See page 44 for information about home care and pages 24 to 25 for information about equipment to help you live as independently as possible at home. You should also decide whether you need the amount of care on offer at a care home and look

at alternatives such as extra care housing schemes or sheltered accommodation or a Shared Lives scheme. These options offer independence with an increased level of care and support.

You shouldn't give up your own home without taking independent financial advice or having a care needs assessment to make sure this is the right option for you. See page 36 for information on care needs assessments and page 54 for information about paying for care home costs.

Listings of care homes and care homes with nursing in Gloucestershire begin on page 87.

---

### Types of care home

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the home or from the CQC's website (**[www.cqc.org.uk](http://www.cqc.org.uk)**). There are care homes for older people, homes for younger adults with physical disabilities, learning disabilities, brain injury resulting from an accident, or mental health conditions.

Care homes can care for adults with more than one condition and some homes will provide care for adults with alcohol or drug dependency. These care homes may offer permanent residence or provide care for a temporary period.

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres. One of the first options you have to consider is the level of care

and support you need. There are two main types of care homes: residential and nursing.

#### Residential homes

For people who need support 24 hours a day and can no longer cope at home but don't need nursing care. These homes provide personal care, such as help with bathing, dressing, feeding and help with moving.

#### Nursing homes

Offer the same care and support as care homes providing personal care but also have nursing staff. If you are assessed as needing 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. This is paid directly to the home. It is important that this nursing assessment is carried out before you go into a care home with nursing. Some nursing homes specialise in certain types of disability or health conditions, such as dementia. ➔





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



# Search for care in your area

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

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

➔ Some care homes provide both residential and nursing care. These are known as ‘dual-registered’ homes. The advantage of these homes is that if your needs increase, you can continue to receive the right level of care without having to move to another home.

Any support from the council with paying the cost of a care home will be means-tested. For more information, see page below. Alternatively, visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** and search for ‘care home’, ‘paying for care’ or use the Information A-Z tab on the menu bar.

---

## Out-of-county care homes

If you choose to move to a new local authority area and, before you move, you have been assessed as eligible for support from Gloucestershire County Council, please discuss this before you make any arrangements. Most local authorities will usually only pay care home fees that are the same as the fees that the local authority where you are moving to would pay.

If the care home that you would like to move to is more expensive than this, the council will offer you an alternative home at a fee that it will agree to pay, or you may have someone who could ‘top up’ the difference for you. For more information, see page 55.

If you are paying for your care yourself, you should

contact the local authority in the area that you are moving to, so they can support you with advice. It’s important to find out about the support your new local authority could give you if, in the future, you need help to pay the care home fees.

If you paid for your own care at the time that you moved, any help that you need in the future with paying for your care will need to come from the local authority in the area you moved to. Contact the Adult Social Care Helpdesk (see page 32) if you have care and support needs and are considering moving in or out of the county. Alternatively, visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)**

For information on care provision in other regions, visit **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

---

# Financial support for care in a care home

This section tells you about paying for care in a care home: see page 51 for paying for care at home or in the community. You may qualify for financial help from Gloucestershire County Council if the council has confirmed that:

- Following a care needs assessment, you have ongoing needs for care and support.
- You have savings, investments and assets of less than £23,250, which is established by completing a financial assessment by a visiting officer from the council’s Financial Assessment and Benefits (FAB) team – see page 38.

As a general guide if you have:

- More than £23,250, you will have to pay the full cost of your care and support yourself.
- Less than £23,250, you are likely to have to pay something towards the full cost and the council will pay the balance.

Visit **[www.yourcircle.org.uk/Information/paycareandsupport](http://www.yourcircle.org.uk/Information/paycareandsupport)** to get an estimate of what you might have to pay towards the cost of care and support arranged by the council.

If you own a property and you need permanent care in a care home, the value of your home is included in your financial assessment. In some circumstances, the value of your property may be disregarded, for example:

- When your partner (or certain other relatives) continues to live in your home when you move into care.
- During your first 12 weeks in permanent care to give you time to make decisions about what you are going to do with your property.

You may be eligible for financial support from the council in the form of a deferred payment agreement. See page 56.

## Making arrangements with a care home

If you are eligible for financial help from the council, it will only pay what is necessary for the level of care that you need. You may be able to choose more expensive accommodation if someone else can 'top up' the difference between what the council will pay and the actual cost – see page 'Top ups' below.

Once you have chosen where you want to live, the council will make the arrangements with the care

home for you. Then every month:

- You pay your assessed contribution to the care home (determined by your financial assessment).
- The council will pay its agreed share of the cost to the care home.
- Anyone paying a top up will pay the top up as agreed in the top up agreement with the council.

---

## 12-week property disregard

You may be eligible for a '12-week property disregard' to help pay your care home costs during your first 12 weeks in the care home if:

- You own your own home and have capital or savings (not including the value of your home) of less than £23,250.
- No ongoing property disregards apply.

During this time, the council does not count the value of your home in your financial assessment, so you pay the amount calculated in your financial assessment and the council pays the rest.

This period gives you time to make decisions about your property, for example whether you are going to sell it or enter into a deferred payment agreement. When the 12-week period ends, council funding stops,

and you enter into a contract with the care home to pay for the full cost of your care unless you have made arrangements to have a deferred payment agreement.

Note: The 12-week property disregard period only applies during your first 12 weeks in permanent care. It does not apply if you have been in permanent care for longer than 12 weeks before becoming eligible for a deferred payment agreement. See page 56.

For more information, visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**, enter 'property disregard' in the search box, then select the information tab.

In addition, The Care Advice Line can provide free information and advice about financing your care. Visit **[www.thecareadvice.org/goucestershire](http://www.thecareadvice.org/goucestershire)** or call **01452 222200**.

---

## Top ups

The council will only pay what is necessary for the level of care that you need. You may be able to live somewhere more expensive if someone (usually a family member or another third party) can 'top up' the difference between what the council will pay and the actual cost.

You can only pay a top up with your own money:

- During a 12-week property disregard period (see above).
- When the council has agreed a top up as part of a deferred payment agreement.
- When your care is arranged as after-care under section 117 of the Mental Health Act.

Top ups are a financial commitment. Be aware that:

- Anyone who wishes to pay a top up will have to

sign an agreement with the council to pay the top up for as long as you need care.

- Care home fees (and the top up) may increase during this time.
- There are consequences if the top up is discontinued. The council will continue to meet your needs, but it may have to consider moving you (subject to a risk and needs assessment) to a care home that does not require a top up.

The council is required by law to monitor top up arrangements when it is contributing towards the cost of your care. It must agree all additional payments, so please tell the council if a care home approaches you or your family for an additional payment. For more information, visit **[www.yourcircle.org.uk/Information/topup](http://www.yourcircle.org.uk/Information/topup)**

## Deferred payment agreements

A secured loan from the council to pay your care costs, using your home as security. There is a limit to how much you can borrow, which varies according to the value of your home and the amount of equity you have in it.

The debt to the council increases over time as each month's care costs are added. Interest and other council charges are added to the debt too, unless you've agreed to pay these separately. You can repay the debt at any time, but it must be repaid when your home is sold. If you have enough equity in the property, you can delay the sale until after your death, when the debt must be repaid from your estate. You may be eligible for a deferred payment agreement if:

- You are receiving permanent care in a care home (or you are going to move into one soon).
- You own your home (unless your partner or

certain other relatives live there).

- You have savings and investments of less than £23,250 (not including the value of your home).

If a deferred payment agreement is arranged, each month:

- The council pays its share of your fees to the care home until the pre-agreed limit is reached.
- You pay the care home the amount calculated in your financial assessment.
- If a top up (see page 55) has been arranged, the top up payer pays the balance.

There are conditions to having a deferred payment agreement. Find out more at

**www.yourcircle.org.uk** (search 'deferred payment agreement' and select the 'information' tab) or ask your social care assessor.

---

## Funding your own care in a care home

If you are funding your own care, you usually make your own arrangements with a care home of your choice. Before you give up your home, the council recommends that:

- You consider whether care in a care home is the best way of meeting your current needs. With the right support, you may be able to stay in your own home for longer. There are lots of options

for support at home. The Your Circle website is a good place to start exploring available options. Visit **www.yourcircle.org.uk**

- You take independent financial advice. Care can be expensive and can quickly use up your savings. You don't want to run out of funds too soon. See page 38 for where to get free advice about paying for care, including The Care Advice Line.

---

## Running out of money

If you are already living in a care home and are running out of funds, tell the council well in advance of your capital and savings reducing to £23,250. You can use the online financial assessment calculator on the Your Circle website to get an estimate of what you might have to pay towards the cost of care and support arranged by the council; see page 54.

You can find more information by visiting the 'Money Matters and Benefits' category on the Your Circle website or by using its Information A-Z tab on the menu bar. Alternatively, contact the council through the Adult Social Care Helpdesk; see page 32. Tell the Helpdesk that you are running out of funds and ask for:

- A care needs assessment (see page 36) if you

haven't already had one.

- A financial assessment (see page 38) to confirm your current financial circumstances.

The council can only help to pay for your care when these assessments confirm that a care home placement is the best way of meeting your needs and that you are entitled to financial support.

If you become eligible for financial support through the council but the care home you are living in charges more than the council would usually pay, you may need to consider moving. However, you may be able to remain there if someone can pay a top up. See page 55.



## What happens if you move into care?

### Benefits

If you receive benefits, you must tell the Department for Work and Pensions (DWP) if you move into permanent care. The DWP will tell you how your benefits will be affected. Your partner's benefits or entitlements to benefits may also change if they stay at home when you move into care. If you need to report a change in your circumstances to the DWP, visit

**[www.gov.uk/report-benefits-change-circumstances](http://www.gov.uk/report-benefits-change-circumstances)**

### Housing Benefit and Council Tax

If you move into permanent care, you must report the change to your local district council. Any Housing Benefit and Council Tax reduction will stop after a four-week notice period. These benefits may also be affected by short stays of longer than 13 weeks. Contact your local district council's Housing Benefits and Council Tax teams for more information. See page 64.

### Personal Expenses Allowance

If you are receiving care and support in a care home that is arranged by the council and the council is paying something towards the cost of your fees, you are allowed to keep a specified amount of your own income so that you have money to spend on

personal items such as clothes and other items that are not part of your care. This is known as the Personal Expenses Allowance (PEA). The PEA, which is set by the Government, is currently £25.65 a week, but is subject to review annually.

### NHS Continuing Healthcare

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

### NHS Nursing Care Contribution

If you live in a care home that provides nursing care (as a temporary or permanent resident), you may be entitled to NHS-funded nursing care provided by a registered nurse. If you are entitled to NHS-funded nursing care, the NHS will pay a flat rate towards the cost of nursing care to the care home. There is more information about NHS Continuing Healthcare and NHS Nursing Care Contribution on the NHS website at **[www.nhs.uk](http://www.nhs.uk)**

---

## Legal information and advice

A solicitor can give you impartial advice about wills, making gifts, estate planning and Lasting Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS and/or council has made the correct contribution to your fees. Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

### Making a will

A will sets out who will benefit from your property and possessions (your estate) after your death. Although you don't have to make one by law, it is the best way to make sure your estate is passed on to family and friends exactly as you wish. If you die without a will, your assets may be distributed according to the law rather than your wishes.

There are many good reasons to make a will:

- Decide how your assets are shared – if you don't have a will, the law says who gets what.
- If you are not married or in a civil partnership (whether or not it's a same-sex relationship), you can make sure your partner is provided for.
- You can make sure you don't pay more Inheritance Tax than necessary.

You can draft a will yourself or use a solicitor. If you choose to write your own will, you can buy a do-it-yourself will kit and forms from some newsagents, book shops and online. Find out more about how to make a will at **[www.gov.uk/make-will](http://www.gov.uk/make-will)** or **[www.ageuk.org.uk](http://www.ageuk.org.uk)** (search 'making a will'). If you use a solicitor, find a local firm on the Law Society website. Visit **[www.lawsociety.org.uk](http://www.lawsociety.org.uk)** →

### → Lasting Powers of Attorney (LPA)

Allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs.

If, in the future, you do not have the mental capacity to make your decisions and you have not created a valid LPA (or Enduring Power of Attorney if made prior to October 2007), the Court of Protection may need to become involved and may charge for this. The Court of Protection can appoint a deputy to make decisions on your behalf. This can be a time-consuming and costly process which can be avoided by creating an LPA.

A solicitor can help you to make an LPA, or you can apply online at **www.gov.uk** (search 'office of the public guardian'). Alternatively, email **customerservices@publicguardian.gov.uk**, call **0300 456 0300** or fax **0870 739 5780** for an application pack.

An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to. For more information about making, registering, changing or ending an LPA, visit **www.gov.uk/power-of-attorney** or **www.nhs.uk** (search 'power of attorney'). You can also find out more information from the following organisations.

#### Age UK

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

#### Alzheimer's Society

Web: **www.alzheimers.org.uk/about-us/contact-us**

#### Citizens Advice

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

#### Mind

Web: **www.mind.org.uk**

A list of useful local contacts begins on page 63 or is available at **www.yourcircle.org.uk**

### The Court of Protection

Issues orders directing the management of your property and financial affairs if you are incapable of managing them and you have not set up an LPA in advance. This can be both a costly and lengthy process, but advice is available. Visit **www.gov.uk** (search 'court of protection' or 'deputies').

### Advance decision to refuse treatment

Lets you, while you have mental capacity, choose and explain which medical treatment(s) you do not want doctors to give you, if a time comes when you lack capacity and cannot make the decision or communicate your wishes. If you want to refuse life-sustaining treatment, you must put this in writing, sign and date it, which would legally have to be followed, even if you die as a result. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding.

### Useful contacts

**The Care Advice** Line provides free information and advice about choosing suitable solicitors. Visit **www.thecareadvice.org/gloucestershire** or call **01452 222200**.

**Solicitors for the Elderly (SFE)** is a national association committed to providing and promoting high-quality legal services for older people. The SFE administration team can help you to locate a solicitor who may be able to help you, but it is not qualified to give legal advice. Visit **www.sfe.legal**, email **admin@sfe.legal** or call **0844 567 6173**.





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

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

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk) •  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

# Worried about someone or yourself

## – keeping safe (safeguarding adults)

Part one has information about staying safe at home. This section is about keeping adults with care and support needs who may be at risk, safe from abuse, neglect or being exploited.

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It's about working together to prevent and stop the risks and experience of abuse or neglect, while making sure the adult's wellbeing is promoted. This includes having regard to their views, wishes, feelings and beliefs in deciding any action, and recognising they may have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The council's safeguarding duties apply to any adult who:

- Has care and support needs (whether or not the council is meeting any of those needs).
- Is experiencing, or is at risk of, abuse and neglect.
- As a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

Below are some examples of abuse. This is not an exhaustive list but indicates types of behaviours which may constitute abuse or neglect:

- Physical: things like someone hitting, slapping, pushing or kicking you.
- Sexual: things like someone touching your body or private parts without your permission or someone making you touch them in a way you do not want.
- Psychological: things like someone being unkind to you, threatening you, swearing at you, calling you names or ignoring you.
- Financial or material: things like someone taking your money or other things that belong to you.
- Neglect and acts of omission: things like not being given enough food, not being given your

medication or not being kept warm.

- Discriminatory: things like someone bullying you or hurting you because of your religion, a disability, your age, your sexual partner, the colour of your skin or hair, where you come from or the language you speak.
- Domestic: things like physical abuse, sexual abuse, financial abuse or psychological abuse when the abuse is by your partner or a member of your family.
- Organisational: things like your care provider or other organisations treating you badly, neglecting you or providing a bad service.
- Modern slavery: things like being forced to work by people who abuse you or are cruel to you.
- Self-neglect: when someone does not take care of themselves properly.

### How can the council help?

In Gloucestershire, people are at the heart of the safeguarding adults process and supporting their wellbeing is of utmost importance. Abuse can take place anywhere, including in a person's own home, in a care home, day centre or hospital. Unfortunately, those being abused are often the least likely to bring the situation to anyone's attention. If you see or know of a worrying situation, don't ignore it.

The council will provide information and offer practical advice to the person experiencing abuse, so they can make an informed choice about any help they might need, or any action they may want to take. If they are unable to make an informed choice, care will be taken to support and protect them.

If you are concerned that an adult is at risk of experiencing abuse or neglect, contact the Adult Social Care Helpdesk. Email **[socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)** or call **01452 426868**. You can also contact the police on **101** (non-emergency) or **999** (emergency).



### What happens next?

This will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, or at risk of serious neglect, ensuring their safety will be of utmost importance. In response to your referral, a decision will be made on how to deal with your concern. If a safeguarding response is needed, a member of staff trained in safeguarding work will carry out a careful and sensitive enquiry into your concern.

Advice will be offered so that the victim and their family (if appropriate) can be involved in any decision taken to support and protect them. Occasionally, the adult at risk may refuse the help offered, in which case the authorities have only limited legal power to act against the person's wishes. In such cases, decisions will be based on the situation – for example the level of risk and possible harm to others. For more information, visit [www.gloucestershire.gov.uk/gsab](http://www.gloucestershire.gov.uk/gsab)

## Ensuring quality of care

### Inspecting and regulating care services



Health and social care services must be registered to show that

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

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

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

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

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

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

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

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Tel: **03000 616161**

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



# Having your say about health and care services

## Comments, compliments or complaints about Adult Social Care

Your views are important; they help Adult Social Care to improve and plan its services. You can give feedback by emailing **[corporatecomplaintsteam@gloucestershire.gov.uk](mailto:corporatecomplaintsteam@gloucestershire.gov.uk)**

There are also cards in council receptions with details of how to give feedback, or you can use the online comment, compliment or complaint form at **<https://forms.gloucestershire.gov.uk/feedback>**

If you have a complaint about a service, the first thing you should do is tell the service. This applies whether you pay for your care, or the council funds it.

By law, every care/support service and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service's complaints procedure so that you understand

what you must do and how they will deal with your complaint.

### Care funded by your local council

If you are not happy with the reply you receive regarding your complaint about a care service, you can take your complaint to Adult Social Care. You will need to follow the complaints procedure – your social worker, care manager or the department itself can explain what to do.

Gloucestershire County Council will work with the provider to try to resolve your complaint and put things right to prevent the same thing from happening again. If you're not satisfied with the final reply from the care service or Gloucestershire County Council, you can complain to the Local Government and Social Care Ombudsman (LGSCO) at **[www.lgo.org.uk](http://www.lgo.org.uk)** or call **0300 061 0614**.

## Complaints about care that you pay for yourself

You can ask the LGSCO to look at your complaint if you are not happy about how a service dealt with

your complaint about care/support that you pay for yourself.

## Comments, compliments or complaints about NHS services

### The Patient Advice and Liaison Service (PALS)

Each NHS Trust has a PALS or a Service Experience Team. PALS teams are a confidential service that provides information and support for patients, families and carers of their families. They can assist with giving compliments or making comments, raising concerns or complaints.

### Independent advocacy

If you need support to help you complain about your experiences of the health and social care you have received, you can contact POHWER to see if you are eligible for an independent advocate. This is a free and independent service. Visit

**[www.pohwer.net/gloucestershire](http://www.pohwer.net/gloucestershire)**, email **[glosadvocacy@pohwer.net](mailto:glosadvocacy@pohwer.net)** or call **0300 003 1162**.

### Useful contacts

#### Gloucestershire Health and Care NHS Foundation Trust (PALS)

Web: **[www.ghc.nhs.uk/get-in-touch/give-us-views](http://www.ghc.nhs.uk/get-in-touch/give-us-views)**

Email: **[experience@ghc.nhs.uk](mailto:experience@ghc.nhs.uk)**

Tel: **0300 421 8313**

#### Gloucestershire Hospitals NHS Foundation Trust (PALS)

Email: **[ghn-tr.pals.gloshospitals@nhs.net](mailto:ghn-tr.pals.gloshospitals@nhs.net)**

Freephone: **0800 019 3282**

#### NHS Gloucestershire Integrated Care Board (PALS)

Email: **[glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)**

Freephone: **0800 015 1548** • Tel: **01452 566698**

## Healthwatch Gloucestershire

### Local health and social care shaped by you

Healthwatch

Gloucestershire is  
the independent



champion for health and social care in

Gloucestershire. It is here to find out what matters to you, and to make sure that your views are heard by those in charge of health and social care services in the county. Healthwatch Gloucestershire can also help you find information about local health and social care services.

### Make your voice heard

Share your views – Healthwatch Gloucestershire wants to know what you like about local services and what you think could be improved, no matter how big or small the issue.

Tell your stories – Healthwatch Gloucestershire wants to hear about your recent experiences of

using services in the county. Explain what worked for you, what didn't and why.

Visit **[www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk)**, email **[info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk)**, call **01452 504989** or freephone **0800 652 5193**.

Facebook: **@HealthwatchGloucestershire**

Twitter: **@HealthwatchGlos**

Instagram: **@healthwatch\_gloucestershire**

LinkedIn: **[www.linkedin.com/company/healthwatch-gloucestershire](http://www.linkedin.com/company/healthwatch-gloucestershire)**

### The Patients' Association

A national healthcare charity that highlights patients' concerns and needs. It provides advice and news aimed at helping people to get the best out of their healthcare. Visit

**[www.patients-association.org.uk](http://www.patients-association.org.uk)**, email **[helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk)** or call **0800 345 7115**.

## Useful contacts

### Gloucester Health Access Centre

Full range of primary care services.

Quayside House, Quay Street, Gloucester GL1 2TZ  
Tel: **01452 336290**

### Cheltenham General Hospital

Sandford Road, Cheltenham GL53 7AN  
Tel: **0300 422 2222**

### Gloucestershire Royal Hospital

Great Western Road, Gloucester GL1 3NN  
Tel: **0300 422 2222**

### Gloucestershire Hospitals NHS Foundation Trust

1 College Lawn, Cheltenham GL53 7AG  
Tel: **0300 422 2222**



### NHS Gloucestershire Integrated Care Board (ICB)

The ICB is responsible for buying local NHS services such as emergency care services, operations or treatments that can be planned in advance and mental health services.

Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth GL3 4FE

Web: **[www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk)**

Email: **[glicb.enquiries@nhs.net](mailto:glicb.enquiries@nhs.net)**

Tel: **0300 421 1500**

### Gloucestershire County Council Adult Social Care Helpdesk

Offers help to Gloucestershire residents aged 18 and over, or those caring for someone aged 18 and over who lives in Gloucestershire. Open between 8.00am and 5.00pm, Monday to Friday.

Online enquiry form: **<https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry>**

Web:

**[www.gloucestershire.gov.uk/health-and-social-care](http://www.gloucestershire.gov.uk/health-and-social-care)**

Email: **[socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)**

Tel: **01452 426868**

## District council offices

### Cheltenham

Municipal Offices, Promenade,  
Cheltenham GL50 9SA  
Email: [enquiries@cheltenham.gov.uk](mailto:enquiries@cheltenham.gov.uk)  
Tel: **01242 262626**

### Cotswolds

Trinity Road, Cirencester GL7 1PX  
Email: [customer.services@cotswold.gov.uk](mailto:customer.services@cotswold.gov.uk)  
Tel: **01285 623000**

### Forest of Dean

Council Offices, High Street, Coleford GL16 8HG  
Email: [customer.services@fdean.gov.uk](mailto:customer.services@fdean.gov.uk)  
Tel: **01594 810000**



### Gloucester

Post to: Gloucester City Council, PO Box 2017,  
Pershore WR10 9BJ  
Email: [heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk)  
Tel: **01452 396396**

### Stow-on-the-Wold

Stow Youth Centre, Fosseway,  
Stow-on-the-Wold GL54 1DW  
Email: [info@stowonthewold-tc.gov.uk](mailto:info@stowonthewold-tc.gov.uk)  
Tel: **01451 832585**

### Stroud

Ebley Mill, Ebley Wharf, Stroud GL5 4UB  
Email: [customer.services@stroud.gov.uk](mailto:customer.services@stroud.gov.uk)  
Tel: **01453 766321**

### Tewkesbury

Public Services Centre, Gloucester Road,  
Tewkesbury GL20 5TT  
Email: [customerservices@tewkesbury.gov.uk](mailto:customerservices@tewkesbury.gov.uk)  
Tel: **01684 295010**

## Other contacts

### Age UK Gloucestershire

Henley House, Barnett Way,  
Barnwood, Gloucester GL4 3RT  
Web: [www.ageuk.org.uk/gloucestershire](http://www.ageuk.org.uk/gloucestershire)  
Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)  
Tel: **01452 422660**  
National advice line: **0800 055 6112**

### Alzheimer's Society – Dementia Adviser Gloucestershire

Email: [gloucestershire@alzheimers.org.uk](mailto:gloucestershire@alzheimers.org.uk)  
Tel: **01452 525222**  
Dementia Connect support line:  
**0333 150 3456**

### Citizens Advice

Free, confidential and impartial advice.  
North and West Gloucestershire.  
Covers Cheltenham, Forest of Dean, Gloucester  
and Tewkesbury.  
Messenger House, 35 St. Michaels Square,  
Gloucester GL1 1HX  
Tel: **01452 527202**

### Stroud and Cotswold Districts

Unit 8, Brunel Mall, London Road, Stroud GL5 2BP  
Tel: **0808 800 0510** or **0808 800 0511**

### Department for Work and Pensions (DWP)

Visit the DWP's website for information on benefits  
and pensions.  
Web: [www.gov.uk/government/organisations/  
department-for-work-and-pensions](http://www.gov.uk/government/organisations/departments-for-work-and-pensions)

### Gloucestershire Carers Hub

Access to a wide range of local information and  
advice for carers aged 18 and over.  
Web: [www.gloucestershirecarershush.co.uk](http://www.gloucestershirecarershush.co.uk)  
Tel: **0300 111 9000**

### Gloucestershire Young Carers

Access to a wide range of local information and  
advice for young carers and young adult carers.  
Web: [www.glosyoungcarers.org.uk](http://www.glosyoungcarers.org.uk)  
Email: [mail@glosyoungcarers.org.uk](mailto:mail@glosyoungcarers.org.uk)  
Tel: **01452 733060**

For other organisations that can help, visit the Your  
Circle website at [www.yourcircle.org.uk](http://www.yourcircle.org.uk)



# Part three: Choosing care and support

## Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 61), indicating the quality of care provided. You can also view an electronic version

of this guide on the site and have it read to you by using 'Recite Me'. Visit **[www.carechoices.co.uk](http://www.carechoices.co.uk)** for further assistance with your search for care.

You can also find services, home care providers and care homes in Gloucestershire on the Your Circle website. You can filter your search by service type, postcode/area or support focus, to help you find the services that you are looking for. Home care and care home records also contain CQC ratings.

For more information, visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)**



Our carers have one aim in mind - to deliver high-quality homecare services that enable you or your loved ones, to live an independent and fulfilling life for as long as possible. We hand pick all our staff, not only for their professional expertise, but also their compassion and understanding.

Delivering care during the current pandemic has been difficult, but we have been determined that as well as following all the necessary local authority guidelines, we will continue to deliver the care that our clients need and deserve.

We strive to provide a service that, at all times, is tailored to what suits you best, always taking into account your lifestyle and your home. We want you to feel that the care you receive is exactly what you need.

Please contact us to discuss your requirements and to start receiving the right care for you

t: 01242 662 056

w: **[swdomiciliary.co.uk](http://swdomiciliary.co.uk)**

Cleeve Hill, Cheltenham,  
Gloucestershire GL52 3PW



**Caring For You**  
Professional homecare services  
delivered with compassion

Our services include:

- Personal care
- Overnight care
- Housekeeping and laundry
- Shopping and meal preparation
- Travel and assistance with appointments
- Companionship

# Bespoke home care

Supporting people to live **independently**

We provide a range of services from companionship and housework to condition-led care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around your loved one's individual needs and routines.



Regular and reliable  
**Visiting care**



24-hour support  
**Live-in care**

✓ Rated 4.6 on ★ Trustpilot

✓ Regulated by the CQC and CIW

✓ Free care assessments

✓ Providing care for over 30 years

• • • *Because, life is better at home* • • •

## Contact your local branch today!

Cheltenham  
01242 312 504

Cirencester  
01285 300 175

Gloucester  
01452 458 895

Stroud  
01453 358 493

for more details visit  
**[helpinghands.co.uk](http://helpinghands.co.uk)**



Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

### About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

### Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

### Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

### Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

### Notes

.....

.....

.....

.....

.....

\*See page 61.



**Rated Excellent**  
★ Trustpilot

**Agincare**  
Live in Care

*Fully managed high quality  
live-in care  
from £995 per week*

0808 291 2418 | AGINCARE.COM



**Live In Care**  
Providing 24hr  
Live-in Care  
in the comfort  
of your own home

**Live In Care** provides a professional and friendly, fully managed live-in care service that allows you or your loved one to continue to live independently in the comfort of your home, supported by fully trained, experienced and trusted live in carers.

**We provide live in care packages which include:**

- ♥ 24 hour Live in care ♥ Respite Care
- ♥ Waking nights ♥ End of life/ Palliative care
- ♥ Dementia care ♥ Holiday Companionship

**T: 01452 452 122 E: [info@livein.care](mailto:info@livein.care)**

**Live In Care**  
[www.livein.care](http://www.livein.care)

Regulated by  
 **Care Quality Commission**

**Aroma Care is a domiciliary care service provider that specialises in providing care and support to individuals in the comfort of their own home.**

We are owned and managed by dedicated individuals with a combined experience of over 50 years in the industry. Having operated in the Cotswold area since 2015, we have built an enthusiastic and talented team of care workers that are committed to and take pride in delivering high-quality services.

All our care is centered around the Service User and we ensure we put their needs first. We can support people with:

- 🌿 Accessing the community
- 🌿 Medication
- 🌿 Personal care
- 🌿 Day-to-day housekeeping
- 🌿 Companionship
- ...and much more!



  
**AromaCare**

**Specialisms / services**

- 🌿 **Personal care**
- 🌿 **Dementia**
- 🌿 **Learning disabilities**
- 🌿 **Mental health conditions**
- 🌿 **Physical disabilities**
- 🌿 **Sensory impairments**

To find more details about our service and how we can support you, please call our office to speak with a member of staff.

**01452 643 031**  
[manager.cotswold@aromaservices.co.uk](mailto:manager.cotswold@aromaservices.co.uk)



# Home care providers

Advertisers are highlighted

All home care providers must be registered and inspected by the Care Quality Commission (CQC) to make sure they meet essential standards of quality and safety. Gloucestershire County Council contracts regularly with some providers in the county. Contact the council for more information – see page 32 for details.

## A+bility

Stroud

Tel: 01453 827978

LDA YA

## Accolade Support and Care Ltd

Cheltenham

Tel: 01242 308008

OP D PD MH YA

## Acorn to Oak Homecare

Gloucester

Tel: 01452 345134

OP D PD YA

## Adelfi Care Services Ltd – Head Office

Cheltenham

Tel: 01242 384825

OP D PD SI YA

## Afya Care

Gloucester

Tel: 01452 930355

OP D PD LDA MH SI YA

## Agincare

Gloucester

Tel: 0808 291 2418

Advert page 68

OP D PD LDA MH SI

## AH Care Ltd

Cheltenham

Tel: 01242 513203

OP D PD LDA MH SI YA

## Alina Homecare

Cheltenham and The Cotswolds

Tel: 01242 903688

OP D PD LDA YA

## Alpha Care Services

Cheltenham

Tel: 01242 702708

OP D MH YA

## Aroma Care – Cotswold

Moreton-in-Marsh

Tel: 01452 643031

Advert page 68

OP D PD LDA MH SI YA

## Arriva Care Services Ltd

Gloucester

Tel: 01452 501552

OP PD LDA MH YA

## Aspirations Southwest Adults

Gloucester

Tel: 01452 835970

OP PD LDA MH SI YA

## BBcare10

Mitcheldean

Tel: 07932 105542

PD LDA SI YA

## Benhall Care

Gloucester

Tel: 07780 432505

OP D PD LDA MH SI

## Betha Care Ltd

Gloucester

Tel: 01452 835660

OP YA

## Black & White Group Ltd

Gloucester

Tel: 01452 226136

OP YA

## Bluebird Care

Stroud and Cirencester

Tel: 01453 757937

OP D PD LDA SI YA

## Bosun Care Ltd

Stroud

Tel: 01453 350654

PD LDA YA

## Bramble Home Care – Cheltenham and Cinderford

Cinderford

Tel: 01684 217040

Advert page 70

OP D PD LDA MH SI YA AD

## Brandon Supported Living – Gloucestershire

Gloucester

Tel: 01452 886307

LDA YA



### Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



**Retain  
independence  
at home with  
all the support  
you need**

**Providing  
care services in  
Gloucestershire  
& surrounding  
areas**



**Brighter**  
HOMECARE

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

## Need some extra support at home?

**Brighter Home Care can provide all of the support you need**

Our specialist care services offer choice and flexibility in the comfort of your home. Simply let us know the level of care you require and when or how often you need it, and if your requirements change, we can schedule care to suit.

- Our services are of the highest standards.
- We respect privacy and always preserve your dignity.
- Qualified staff are available 24-hours a day.
- With as little or as much help as you need, our services are flexible and tailored to your requirements.

### **Brighter Homecare Ltd.**

Hesters Way Community Resource Centre,  
Cassin Drive, Cheltenham GL51 7SU

**Tel: 01242 375003 Mobile: 07597 510596**

**Email: [care@brighterhomecare.co.uk](mailto:care@brighterhomecare.co.uk)**



Bramble Homecare offers support to people who want to stay in their own homes for as long as possible. Our goal is to help our clients to maintain their independence and quality of life at home by offering a service that is tailor-made to meet their needs.

Our care packages are specifically designed to ensure each client's individual needs are met and we can offer a wide range of services. Needs are assessed on an individual, case-by-case basis with a focus on maintaining quality of life, interests and independence.

We specialise in caring for people with a range of complex health conditions, although we do offer full support and services to a wide range of people with varying needs. We will respond quickly to requests for care which can be offered 24 hours a day, 7 days a week, 365 days a year from our office in Gloucestershire. Our priority is to ensure our clients remain happy, safe and as self dependent as possible for as long as possible.

### **Areas covered include:**

**Gloucester** and surrounding areas

**Tewkesbury** and surrounding areas

**Cheltenham** and surrounding areas

**Stroud** and surrounding areas

**Forest of Dean** and surrounding areas

**We are proud to be  
COVID-19 safe.  
Please ask for  
further details**

### **Services include:**

- Personal Care
- Dementia Support
- Mental Health
- Learning Disability
- Palliative Care
- Medication Support
- Complex Care
- Reablement
- Waking/Sleeping Night
- Domestic services
- Shopping
- Companionship
- Telephone Check Calls



We are happy to answer any questions that you may have so please do get in touch.

**T: 01684 217040 | E: [enquiries@bramblehomecare.co.uk](mailto:enquiries@bramblehomecare.co.uk) | W: [www.bramblehomecare.co.uk](http://www.bramblehomecare.co.uk)**

**Head Office: Unit E, 4 Bamfurlong Industrial Estate, Staverton, Glos, GL51 6SX**

**Satellite Office: 6 High Street, Cindeford, Glos, GL14 2SH**

**Brighter Home Care**

Cheltenham  
Tel: 01242 375003

**Advert page 70**  
**OP PD LDA YA**

**Brook Farm**

Cinderford  
Tel: 01594 825104

**Advert below right**  
**OP PD LDA MH YA**

**Broomfield Care Ltd**

Gloucester  
Tel: 01452 730888

**Advert pages 46 & 47**  
**OP D LDA YA**

**Care 1st Homecare – Gloucestershire**

Gloucester  
Tel: 01452 642452

**OP D PD LDA MH SI YA**

**Care at Home**

Cheltenham  
Tel: 01242 242061

**OP PD LDA YA**

**Care at Home (High Street)**

Gloucester  
Tel: 01452 300025

**OP PD LDA MH SI YA**

**Care at Home Gloucester**

Gloucester  
Tel: 01452 300025

**OP D PD LDA MH SI YA**

**Care Net, The**

Lechlade  
Tel: 01367 705081

**OP D PD LDA MH SI YA**

**Care-Nursing Alliance Recruitment**

Gloucester  
Tel: 01452 508299

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

**Careful Care Ltd**

Cirencester  
Tel: 01285 640420

**OP D**

**Caremark Cheltenham and Tewkesbury**

Cheltenham  
Tel: 01242 370797

**OP D PD LDA YA**

**CareTrust**

Cheltenham  
Tel: 01242 374075

**OP D PD YA**

**Carich Care Ltd**

Stonehouse  
Tel: 07952 806180

**PD LDA SI YA**

**Caring for Communities and People**

Cheltenham  
Tel: 01242 228999

**OP LDA MH YA**

**Carmel Domiciliary Care Ltd**

Gloucester  
Tel: 07776 571938

**PD LDA MH YA**

**Chosen Care Supported Living**

Gloucester  
Tel: 01452 520011

**OP PD LDA MH YA**

**Coldbrock Healthcare**

Gloucester  
Tel: 01452 699120

**OP D PD LDA SI YA**

**Comfort Call – Cheltenham**

Cheltenham  
Tel: 01242 574594

**OP D PD LDA MH SI YA**

**Commit2Care – Kingsley House**

Cheltenham  
Tel: 07475 512348

**OP D PD LDA SI**

**Brook Farm Services (Soudley) Ltd**

Enquiries: 01594 825104

Brook Farm Services is a small friendly and kind business based in the beautiful Forest of Dean.

Working closely with individuals needing support, families, other professionals and communities to ensure a safe personalised service.

- We are registered with CQC
- Offer continuity of care with qualified staff
- Flexible
- Undertake palliative care
- Complex Care
- A service to suit you
- Support with benefits
- Companionship



*"Thank you so much for looking after my mum. It's been a great reassurance knowing she's receiving kind and thoughtful care from your team." (2021)*

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

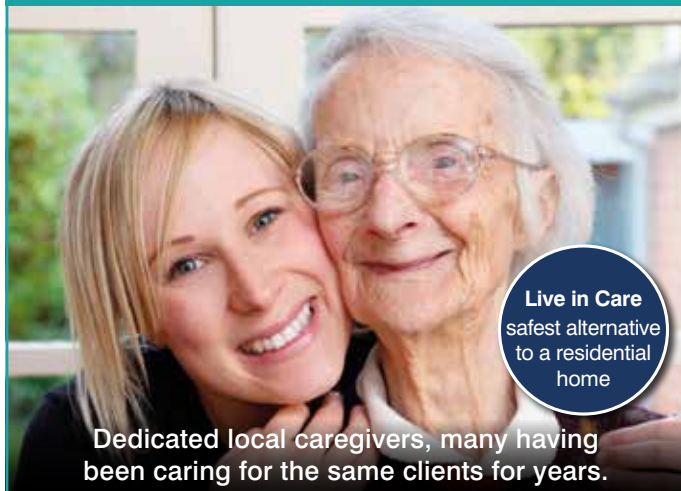
**Service** **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism  
**User Bands** **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



# Eclipse HomeCare

making a difference

**"Award Winning" Live in Care** from our specialist team operating across Worcestershire, Warwickshire, Gloucestershire, Shropshire & Herefordshire.



Live in Care  
safest alternative  
to a residential  
home

Dedicated local caregivers, many having been caring for the same clients for years.

To understand more about your options, the costs and funding opportunities then please give us a call

**01905 641 070** Ext. 228

[www.eclipsehomecare.co.uk](http://www.eclipsehomecare.co.uk)  
(9am - 5pm seven days a week)



Domiciliary care,  
Live in Care and  
Supported Living

**0333 2244 383 • 0117 298 0699  
07455 244747**

[info@efficiencyhealthandhomecareservice.co.uk](mailto:info@efficiencyhealthandhomecareservice.co.uk)  
[efficiencyhealthandhomecare@gmail.com](mailto:efficiencyhealthandhomecare@gmail.com)  
[www.efficiencyhealthandhomecareservice.co.uk](http://www.efficiencyhealthandhomecareservice.co.uk)

At Efficiency Health and Homecare, we are one of the leading CCQ registered Care Agencies in the county. Our assessment team visit you first wherever you are; your home, hospital. This enables us to place you with a suitable and compatible Carer matching your needs. We aim to promote your independence and safety in the comfort of your own home.

## SPECIALISING IN:

• LIVE IN CARE • DOMICILIARY CARE • SUPPORTED LIVING



**Cott's Care Ltd**

We are a home care agency specialised in providing support and care within the home and respite settings. We have trained care and support workers at hand to help you maintain your independence and meet your required needs.



Tel: **01242 371048** • Email: [grace@cottscareltd.co.uk](mailto:grace@cottscareltd.co.uk)

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



**HOME IS WHERE YOUR HEART IS**  
IT'S OUR AIM TO KEEP YOU THERE

Easy Living Solutions is an independent local business. Our service is delivered on a 1-1 basis, working to an individual support plan which starts with the client rather than the service.

## Our services include:

- Personal care • Post operative care
- End of life care • Companionship
- Dementia care • Meal preparation
- Transport to appointments/shopping

T: **01531 820556** • Mob: **07794 106053**

Email: [info@easylivingsolutions.co.uk](mailto:info@easylivingsolutions.co.uk) • [www.easylivingsolutions.co.uk](http://www.easylivingsolutions.co.uk)

10 Broad Street, Newent, Glos, GL18 1AH





**Community Outreach Consultancy Ltd Office**

Stroud

Tel: 01452 771257

**D PD SI YA****Corinium Care Ltd**

Stroud

Tel: 01453 839290

**OP D PD MH SI YA****Cotswold Carers Ltd**

Chipping Campden

Tel: 0800 634 3471

**OP D PD MH SI YA****Cott's Care Solutions**

Cheltenham

Tel: 01242 371048

**Advert page 72****OP YA****Crossroads Care – Forest of Dean & Herefordshire**

Cinderford

Tel: 01594 823414

**OP D PD LDA MH SI YA****Crossroads Care Gloucestershire****– Gloucester Branch**

Gloucester

Tel: 01452 302542

**Advert inside front cover****OP D PD LDA MH SI YA****Dean Healthcare South West Ltd – Gloucester**

Gloucester

Tel: 01452 507452

**OP D PD LDA MH SI YA AD****Direct Source Healthcare Ltd**

Gloucester

Tel: 01452 690810

**OP D PD LDA MH YA****Dynamic Support Gloucester**

Gloucester

Tel: 01452 341509

**OP D PD LDA MH YA****Easy Living Solutions**

Newent

Tel: 01531 820556

**Advert page 72****OP D PD YA****Elite Home Care Solutions (UK)**

Gloucester

Tel: 0844 800 1130

**OP D****Essential Care Solutions Ltd**

Gloucester

Tel: 07802 314175

**OP D PD SI YA****Euroclydon**

Drybrook

Tel: 01594 541641

**OP D PD LDA MH SI YA****Excellence in Care**

Berkeley

Tel: 01453 511991

**OP D PD SI****Expeditions Living**

Cheltenham

Tel: 01242 308510

**PD LDA MH YA****Farecare****Gloucestershire Ltd**

Cheltenham

Tel: 01242 232296

**OP D YA****Fieldview**

Gloucester

Tel: 01453 791320

**OP D PD LDA MH YA****First4Homecare Ltd**

Gloucester

Tel: 01452 346905

**Advert page 76****OP D PD MH SI YA****Five Valleys Care Ltd**

Stonehouse

Tel: 01453 368036

**D PD MH****Flexicare Home Services UK Ltd**

Gloucester

Tel: 01452 306296

**OP PD LDA SI YA****Flexicare Stroud Ltd**

Gloucester

Tel: 01453 824958

**OP D PD LDA SI YA****Foundation House**

Gloucester

Tel: 01242 527631

**PD LDA SI YA****Fox Elms Care Ltd**

Gloucester

Tel: 01452 382357

**OP PD LDA MH SI YA AD****Friends in the Community Home Nursing**

Fairford

Tel: 07938 244335

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

# Live well, *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

- ♥ Home Help
- ▮ Companionship
- Personal Care
- ◆ Dementia Care
- ◆ Live-in Care

**Unrushed | Relationship-led  
Personalised**

01452 341975  
[care.gloucester@homeinstead.co.uk](mailto:care.gloucester@homeinstead.co.uk)  
[www.homeinstead.co.uk/gloucester](http://www.homeinstead.co.uk/gloucester)

Home Instead – Gloucester and The Forest of Dean  
Corinium House, Barnwood Point,  
Corinium Avenue, Gloucester GL4 3HX

Each Home Instead franchise is independently owned and operated.  
Copyright © Home Instead® 2021.



**Futurescare Ltd – Head Office**

Gloucester

Tel: 01452 535544

OP LDA MH YA

**Gannicox CIC Domiciliary Care Agency**

Stroud

Tel: 07979 935359

D PD LDA MH SI YA

**GL1 Support Services**

Coleford

Tel: 01594 368160

OP PD LDA SI YA

**Global Caring Gloucester**

Gloucester

Tel: 01452 345820

OP PD LDA MH YA

**Gloucester Homecare Services Ltd**

Gloucester

Tel: 01452 549495

OP D PD MH SI YA AD

**Gloucestershire Community Support Services**

Gloucester

Tel: 07785 611612

OP LDA YA

**Gloucestershire Domiciliary Care Branch**

Coleford

Tel: 01594 540312

OP D PD LDA MH SI YA

**Godwill Care**

Gloucester

Tel: 07894 558639

OP D PD YA

**Guinness Care Gloucester**

Gloucester

Tel: 01205 858151

OP D PD LDA MH YA

**Helping Hands Cheltenham**

Cheltenham

Tel: 01242 312 377

Advert page 66

OP D PD LDA MH SI YA

**Helping Hands Cirencester**

Cirencester

Tel: 01285 300 094

Advert page 66

OP D PD LDA MH SI YA

**Helping Hands Gloucester**

Gloucester

Tel: 01452 458 550

Advert page 66

OP D PD LDA MH SI YA AD

**Helping Hands Stroud**

Gloucester

Tel: 01453 358 500

Advert page 66

OP D PD LDA MH SI YA

**HF Trust – Forest of Dean DCA**

Coleford

Tel: 01594 834763

OP LDA YA

**HF Trust – Stroud DCA**

Stonehouse

Tel: 01453 820940

OP LDA YA

**Highborder Lodge**

Leonard Stanley

Tel: 01453 823203

OP D PD SI

Advert page 106 &amp; outside back cover

**Hillview Care Services Ltd**

Drybrook

Tel: 07445 924616

OP D PD SI YA

**Home Instead Senior Care – Cheltenham & Cotswolds**

Cheltenham

Tel: 01242 513203

Advert page 45

OP D PD MH SI YA

**Home Instead Senior Care**

– Gloucester and The Forest of Dean

Gloucester

Tel: 01452 341975

Advert page 74

OP D PD MH SI YA

**Home Instead Senior Care**

– Stroud &amp; South Cotswolds

Stroud

Tel: 01453 368036

Advert page 45

OP D PD MH SI YA

**Hope Care Service Agency**

Cheltenham

Tel: 01242 382888

Advert page 76

OP D PD LDA MH SI

**Horsfall House Homecare**

Stroud

Tel: 01453 886381

Advert page 109

OP

**Housing 21 – Mulberry Court**

Cirencester

Tel: 0370 192 4000

OP D PD LDA MH SI YA

**Inclusion Care**

Tewkesbury

Tel: 01684 778269

OP PD LDA MH SI YA

**K2 Care South West Ltd**

Gloucester

Tel: 01452 722282

PD LDA MH SI YA

**Karva Care Services Ltd**

Gloucester

Tel: 07963 516914

D PD MH

**Kind Tailored Care Ltd**

Chepstow

Tel: 01291 440716

OP PD LDA MH SI YA





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

## BESPOKE, TAILORED CARE THAT PROVIDES A BETTER LIFE AT HOME

At Hope Care Service Agency, we curate unique strategies and a delivery plan that support both the care recipient and their family. We focus on the quality of care being provided, ensuring the needs and requirements of each service user are met with the highest of standards. We are passionate about making a positive difference to people's lives, and building strong relationships with our service users. We carefully match our Care Assistants to each service user, and we are here to fully support the service user, regardless of health care needs. Our personalised care services enable the service user to live life independently in the comfort of their own home.

**THE HIGH-QUALITY CARE WE PROVIDE IS LIFE ENHANCING.**

### HIGH QUALITY PERSONALISED CARE SERVICES

**Personal Care and Support • End of Life or Palliative Care • Companionship Visit • Respite Visit  
24 Hour Overnight Care Live-in Care • Day Long Care • Temporary Care • Emergency Care  
Medication Support • Outings, Appointments, Hobbies and Activities • Meal Preparation  
Dementia and Learning Disability Support • Complex Care**

For more information on how we can help you or your loved one, please contact us:  
**01242 382888 • [enquiries@hopecareserviceagency.co.uk](mailto:enquiries@hopecareserviceagency.co.uk)**



## First4Homecare

Your Home - Our Care

**Feel safe**

**in our hands**

First4Homecare provides a range of expert care services for people who would like to continue living in their own homes, retaining their independence in the comfort of familiar surroundings, whilst feeling safe, secure and fully supported.

- Personal Care
- Dementia Care
- End of Life Care
- Household & Domestic
- Companionship

**Call now to arrange a no obligation home or hospital visit to discuss your needs.**

**01452 346905**

**[www.first4homecare.co.uk](http://www.first4homecare.co.uk)**

## Nightingale's Home Care



*Nightingale's Home Care* can provide care in your own home from 1 hour to 24 hours a day; provided by experienced, highly trained, dedicated health care assistants.

Services that can be provided in the home include:

- Routine daily or scheduled visits
- Personal care
- Accompaniment to appointments
- Escort duties for shopping and social outings
- Post-operative care
- Palliative care
- Respite care

We are happy to discuss particular requirements for complex domiciliary situations.

**For further details of our home care service, please contact us on 01452 310314 and we will be happy to answer your questions and discuss your needs.**



**La Vie En Rose Ltd**

Tewkesbury

Tel: 01684 439564

OP D PD LDA MH YA

**Lean On Me Care Services Ltd**

Gloucester

Tel: 07958 649933

OP YA

**Learning Together Ltd**

Stonehouse

Tel: 01453 823400

LDA YA

**London Road**

Gloucester

Tel: 01452 380835

PD MH SI YA

**Mayfair Homecare – Tewkesbury**

Tewkesbury

Tel: 01902 625070

OP D PD LDA MH SI YA

**Merit Care Ltd**

Cheltenham

Tel: 01242 300380

OP D LDA YA

**Merit Healthcare Ltd**

Gloucester

Tel: 01452 901975

OP D PD LDA MH SI YA AD

**Merry Den**

Cinderford

Tel: 07534 142118

PD LDA MH YA

**Mineral Homecare Ltd**

Stroud

Tel: 01453 705777

OP D PD LDA MH SI YA AD

**Multilink Management Care Ltd**

Gloucester

Tel: 01452 930291

OP D PD MH YA

**Mutual Benefit Care Ltd t/a Bluebird Care**

– Suite 4, Westgate House

Gloucester

Tel: 01452 414952

OP D PD SI YA

**My Homecare Gloucester**

Gloucester

Tel: 01452 687757

OP D PD LDA MH YA

**Nash Healthcare Ltd**

Gloucester

Tel: 01452 346576

OP D

**Naswell Care Ltd**

Gloucester

Tel: 01452 722791

OP D PD LDA MH SI YA AD

**Network Health and Social Care**

Dursley

Tel: 01453 519240

OP D PD LDA MH SI YA

**New Hope Care Gloucester**

Gloucester

Tel: 01452 835617

OP D PD LDA MH SI YA

**New Leaf Supported Living Ltd**

Gloucester

Tel: 07947 184270

LDA YA

**Newcross Healthcare Solutions Ltd – West**

Gloucester

Tel: 01452 260156

OP D PD LDA MH SI YA

**Newgale Care Ltd**

Gloucester

Tel: 01452 345877

OP D PD YA

**Newlands Nursing Care Centre**

Stow-on-the-Wold

Tel: 01451 870077

OP PD SI

**Nightingale's Home Care**

Gloucester

Tel: 01452 310314

Advert page 76

OP D PD LDA MH SI YA AD

**Nobilis Care Gloucestershire**

Stroud

Tel: 01242 650548

D PD SI YA

**NSF Health**

Cheltenham

Tel: 07309 748050

OP PD YA AD

**Oaklands Park Domiciliary Care Service**

Newnham

Tel: 01594 516551

LDA MH YA

**OneTeam Domiciliary**

Gloucester

Tel: 01452 676652

OP D PD LDA YA

**Option Care Ltd**

Gloucester

Tel: 07789 475993

OP D PD LDA MH SI YA

**Service**

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

**User Bands**

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

At PRCA we believe in creating a safe, supportive and stable environment as the foundation for a brighter future.



We provide support with everyday living care and end of life support, tailored to an individual's requirements.

Our services include:

- Personal Care
- Night sleep-in service
- Live-in care
- Companionship
- Hospital discharge help
- Assistance with medication
- Respite care
- Palliative care

Please call for more info

01451 509603 • 07475 470044  
[www.prcareagency.co.uk](http://www.prcareagency.co.uk)



# Search for care in your area

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

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

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

 CareChoices

Specialists in Recruitment, Agency, Homecare and Training. We are an award winning organisation celebrating over 25 years of supporting people through our branch network in the South West. If you or a loved one need additional support at home, our Homecare service is individually tailored to meet your needs.



## HEMOCARE

We offer a range of support, enabling people to stay independent in their own homes for longer.

- Home from Hospital and Reablement
- Companionship
- Respite Service
- Dementia Care
- Palliative Care
- Complex Care
- Live-In
- Domestic help

## AGENCY SERVICES

Retain Healthcare are ready to cover your staffing needs with a hand-picked fully trained and reliable Registered Nurses, Care Assistants and Support Workers.

All of our agency staff are experienced, well trained and available for long and short term cover.

## TRAINING

All staff receive training from our training centre endorsed by Skills for Care and accredited with City and Guilds to deliver diplomas up to level 5 in health and social care. This high-quality training is also available to external organisations.

For more information on how we can help, please contact our Gloucestershire team on:  
01242 262700 | [enquiries@retaingroup.co.uk](mailto:enquiries@retaingroup.co.uk) | [www.retainhealthcare.co.uk](http://www.retainhealthcare.co.uk)

**Orchard Leigh**

Cheltenham

Tel: 01242 523848

OP LDA YA

**Orchard Trust Domiciliary Care Agency, The**

Ruardean

Tel: 01594 861137

Advert page 50

OP PD LDA SI YA

**Penna Homecare Ltd**

Stroud

Tel: 01453 756227

OP D PD SI YA

**Person Centred Care**

Cheltenham

Tel: 01242 321123

OP D PD LDA MH SI YA AD

**Phoenix**

Cheltenham

Tel: 01242 515035

OP D PD LDA MH SI YA AD

**Prestige Nursing Gloucester**

Tetbury

Tel: 01666 503020

OP D PD LDA MH SI YA AD

**Principles Recruitment Care Agency Ltd**

Cheltenham

Tel: 01451 509603

Advert page 78

OP PD YA

**Prosperity Care and Wellbeing**

Cheltenham

Tel: 01242 906569

OP D PD LDA MH SI YA

**Protective Care Group Ltd**

Cheltenham

Tel: 01242 472444

OP PD LDA YA

**Radis Community Care (Gloucester)**

Gloucester

Tel: 01452 305628

OP D PD LDA MH SI YA

**Ram Personnel Healthcare**

Gloucester

Tel: 07723 135133

OP D PD LDA MH YA

**Raynsford Domiciliary Care**

Cheltenham

Tel: 01242 243483

D LDA MH YA

**Raystra Healthcare**

Gloucester

Tel: 01452 238262

OP D PD LDA YA

**Rehoboth Health and Home Care Ltd**

Gloucester

Tel: 07427 333614

OP D PD LDA SI YA AD

**Retain Healthcare Ltd – Cheltenham**

Cheltenham

Tel: 01242 262700

Advert page 78

OP D PD LDA MH SI YA AD

**Richmond Village Cheltenham DCA**

Cheltenham

Tel: 01242 312591

Advert page 108

OP D YA

**Richmond Village Painswick DCA**

Stroud

Tel: 01452 458879

Advert page 108

OP

**Safehands Recruitment Ltd**

Cheltenham

Tel: 01242 505400

OP PD LDA MH YA

**Sanctuary Home Care Ltd – Gloucester**

Cheltenham

Tel: 01242 235665

OP D LDA

**Saracen Care Services Ltd**

Cheltenham

Tel: 01242 515162

OP D PD LDA SI YA

**Selborne Care DCA**

Gloucester

Tel: 01905 779548

OP D PD LDA MH SI YA AD

**Severn Sunrise Homecare Ltd**

Gloucester

Tel: 01452 540116

OP D

**Shaftesbury Place**

Gloucester

Tel: 01242 227818

PD LDA SI YA

**Sky Vigil Care Ltd Gloucester**

Gloucester

Tel: 07775 690691

OP D PD YA

**St Stephens Road**

Cheltenham

Tel: 01242 527877

PD LDA MH YA

**State Care Solutions – Main Office**

Gloucester

Tel: 01452 699670

OP D PD YA

**Service**

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

**User Bands**

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



## A unique approach to delivering care

Unique Senior Care provides outstanding home care services across Cheltenham and Gloucester where people are most happy and comfortable - their own home. We take a bespoke approach with every individual, creating a support plan together based on promoting independence whilst maintaining dignity and comfort throughout, which in turn gives them and their families much needed peace of mind.

- From 1 hour through to full time 24 hour
- Live in care
- CQC Regulated
- Companionship
- Housekeeping
- Personal Care
- Respite Care
- End of life Care

We understand how difficult the decision is to ask for help, let our experienced team chat with you through your options.

To speak to a team member, please contact us at:  
Alcester and Chipping Campden **01386 426635** | Cheltenham **01242 279659**  
Gloucester **01452 933568** | North Cotswolds **01608 670366**

[enquiries@uniquecare.co.uk](mailto:enquiries@uniquecare.co.uk) | [www.uniquecare.co.uk](http://www.uniquecare.co.uk)

CQC Good rating for our Cheltenham office



## *The care you need, in the home you love.*

Providing award winning care across **Cheltenham & the North Cotswolds**. We support those who need care and wish to remain independent in the safety and comfort of their own homes.

T: 01242 226020

E: [enquiries@windrushcare.co.uk](mailto:enquiries@windrushcare.co.uk)

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

- Respite Care
- Companionship
- Personal Care
- Home from Hospital care
- Visiting care



## Supported Living South West

Gloucester

Tel: 01452 729757

OP D PD LDA MH SI YA

## SW Domiciliary Care

Cheltenham

Tel: 01242 662056

Advert page 65

OP D PD YA

## Sylviancare Gloucester

Gloucester

Tel: 07877 305383

OP D PD MH SI YA

## T2Z Care Services

Mitcheldean

Tel: 01594 809160

Advert below

PD LDA MH YA

## TLC Support Services Ltd

Wotton-under-Edge

Tel: 01453 844080

OP D PD LDA MH SI YA

## TNC Healthcare Ltd

Cinderford

Tel: 0800 099 6888

OP D PD

## Transforming Minds – Main Office

Gloucester,

Tel: 01452 729757

OP D PD YA

## Ultimate Independence Care Ltd

Stonehouse

Tel: 01453 619040

OP PD YA

## Unique Senior Care

– Cheltenham and Gloucester

Cheltenham

Tel: 01242 279659

Advert page 80

OP D PD LDA MH SI YA

## Warwickshire Living Ltd

Chipping Campden

Tel: 0333 577 0299

OP LDA MH YA

## Windrush Care

Cheltenham

Tel: 01242 226020

Advert page 80

OP D YA

## Wisma Mulia

Gloucester

Tel: 01452 740432

OP

## Within Reach

Cheltenham

Tel: 01242 801201

OP PD LDA MH YA

## Your Life

(Cheltenham)

Cheltenham

Tel: 01242 571704

OP D PD SI

## YourLife

(Gloucester)

Gloucester

Tel: 01452 422062

OP D PD SI YA

## YourLife (Stow on the Wold)

Cheltenham

Tel: 01451 830134

OP D PD SI



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

For parents and carers of children with additional needs and those who support them.



T2Z Care Services Ltd are committed to providing a service that is flexible and tailored to meet each individuals needs. Each individual is unique so will not always require support in some areas, however - person centred planning tailors the support directly to our clients needs.

### Offering supported living and home care services



#### Personal Care

- Physical and mobility challenges
- Autism
- Behaviours that challenge
- Dementia
- Positive behaviour management and support
- Mental health
- Social living and life skills

#### Day to Day Living

- Budgets and budget planning
- Direct payments and self funding
- Health needs
- Medication needs
- Domestic tasks
- Appointments and activities
- Sits and companionship
- ...and lots more!

01594 809160

[info@t2zcareservices.co.uk](mailto:info@t2zcareservices.co.uk)  
[www.t2zcareservices.co.uk](http://www.t2zcareservices.co.uk)

#### Looking for employment in the care sector?

Please reach out to us for an informal chat on **01594 809160**

**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



# Your care matters

with Barchester

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

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

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



**BARCHESTER**  
**in Gloucestershire**  
[barchester.com/Glos](http://barchester.com/Glos)

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

**Ashchurch View Care Home**  
Ashchurch Road, GL20 8US  
**01684 882 646**

**Badgeworth Court Care Home**  
Badgeworth Lane, GL51 4UL  
**01452 401 055**

**Hunters Care Home**  
Cherry Tree Lane, GL7 5DT  
**01285 601 334**

**Moreton Hill Care Home**  
Standish, GL10 3BZ  
**01453 557 986**

**Ross Court Care Home**  
Overross Close, HR9 7BQ  
**01989 492 251**

**Tewkesbury Fields Care Home**  
The Oxhey, GL20 6HP  
**01684 880 129**

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

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

## Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

## Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

## Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

## Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

## Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

\*See page 61.



## THIRLESTINE PARK

CHELTENHAM  
A PORTHAVEN CARE HOME

## UPTON MILL

TETBURY  
A PORTHAVEN CARE HOME



# Care with compassion

See the difference Porthaven makes

**Thirlestaine Park Care Home**  
Humphris Place, Off Sandford Road  
Cheltenham GL53 7GA  
Tel 01242 505647

**Upton Mill Care Home**  
Mercer Way, Off Quercus Road  
Tetbury GL8 8FH  
Tel 01666 336627

**Book a visit and find out more at [porthaven.co.uk](http://porthaven.co.uk)**

NURSING • RESIDENTIAL • DEMENTIA





Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 83. 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? ☐ ☐ ☐

## Choices

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

## Activities

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

## Health

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

## Staff

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

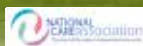
## Approach to care

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

\*See page 61.

# Knightsbridge Lodge

RESIDENTIAL HOME FOR THE ELDERLY



We are pleased to offer 24 hour personalised care given by carefully selected staff, trained to meet individual care requirements, sensitive to the need to preserve dignity, improve independence and increase the quality of life for all our twenty-two residents.

- Pleasant family atmosphere
- Home cooking
- Short and long stay
- Visiting chiropodist, clergy and hairdresser
- Social activities
- Own furniture welcome

Knightsbridge Lodge is family run, dedicated to respecting and promoting residents' rights, dignity and privacy, giving maximum opportunity to exercise personal autonomy and choice. An attractive well maintained garden surrounds the tastefully decorated home, which has bedrooms on two floors accessed by a passenger lift. It provides two lounges and a light airy dining room with well equipped bathrooms and a shower room.

Please contact the Registered Manager Nicholas Coates for further information

Kudos Care (UK) Ltd, Knightsbridge Lodge,  
Knightsbridge Green, Cheltenham, Glos GL51 9TA  
Tel: 01242 680168 Email: [knightsbridge.lodge@btinternet.com](mailto:knightsbridge.lodge@btinternet.com)

# Bafford House



Tel: 01242 523562

Fax: 01242 238330

Email: [info@baffordhouse.co.uk](mailto:info@baffordhouse.co.uk)

Bafford House is a Residential Care Home located in the prestigious Charlton Kings area of Cheltenham offering its service users a secure, relaxed and homely environment in which their person centred care, well being and comfort are of prime importance.

Our staff are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. Please contact us to learn more of our excellent facilities and reputation.

Newcourt Road, Charlton Kings, Cheltenham, Glos GL53 8DQ Web: [www.baffordhouse.co.uk](http://www.baffordhouse.co.uk)



FIDELIA  
Charlton Kings



## Charlton Kings Care Home

Cheltenham's friendliest care home providing 24 hour personal care in a beautiful Victorian house.

Call us today on **01242 521812**  
or visit [charltonkingscarehome.co.uk](http://charltonkingscarehome.co.uk)

Moorend Road | Cheltenham | GL53 9AX



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

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

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

*Subscribe today*

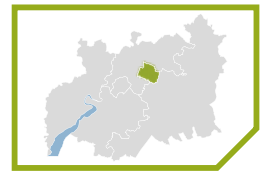
✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

🐦 @WeAreMFON

# Cheltenham

## Cheltenham care homes

Advertisers are highlighted



### Alexander House Care Home – Cheltenham

16 Tivoli Road, Cheltenham GL50 2TG

Tel: 01242 513525

OP LDA MH

### Ambleside

69 Hatherley Road, Cheltenham GL51 6EG

Tel: 01242 522937

OP YA

### Astell

Overton Park Road, Cheltenham GL50 3BT

Tel: 01242 529012

OP D

### Bafford House

Newcourt Road, Charlton Kings,

Cheltenham GL53 8DQ

Tel: 01242 523562 **Advert page 86**

OP D LDA MH

### Bay Tree Court Care Centre

High Street, Prestbury, Cheltenham GL52 3AU

Tel: 01242 236000

OP D YA

### Beechcroft – Cheltenham

295 Gloucester Road, Cheltenham GL51 7AD

Tel: 01242 244678

LDA YA

### Bredon View

24-26 Libertus Road, Cheltenham GL51 7EL

Tel: 01242 525087

OP D YA

### CareTech Community Services Ltd

15 Brooklyn Road, Cheltenham GL51 8DT

Tel: 01242 581112

LDA

### Chargrove Lawn

Shurdington Road, Cheltenham GL51 4XA

Tel: 01242 862686

OP D YA

### Charlton Kings Care Home

Moorend Road, Charlton Kings,

Cheltenham GL53 9AX

Tel: 01242 521812 **Advert page 86**

OP D PD SI

### Dalkeith

285 Gloucester Road, Cheltenham GL51 7AD

Tel: 01242 522209

OP D PD MH SI YA

### Darley Dale Care Home

35 Libertus Road, Cheltenham GL51 7EN

Tel: 01242 513389

OP D

### Faithfull House

Suffolk Square, Cheltenham GL50 2DT

Tel: 01242 514319

OP D

### Granleys, The

21 Griffiths Avenue, Cheltenham GL51 7BE

Tel: 01242 521721

LDA

### Hampton House

94 Leckhampton Road, Cheltenham GL53 0BN

Tel: 01242 520527

OP

### Holly House

303 Gloucester Road, Cheltenham GL51 7AR

Tel: 01242 522404

D PD LDA MH SI



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





## Proud to be your friend and carer

If home is where the heart is, then you've come to the right place!

Oakhaven is the heart of a caring and friendly community which offers our residents as much independence as they want. Privately owned and family run for over 30 years, we have developed a strong and enviable reputation amongst the local community and professionals, as one of the highest quality care providers of residential care for the elderly.

But don't take our word for it, come and see for yourself what Oakhaven has to offer.  
Meet our team, talk to some residents, stay for a day.



# 01242 528377

[www.oakhaven-rch.co.uk](http://www.oakhaven-rch.co.uk)

136-140 Hales Road, Cheltenham, GL52 6TB  
Oakhaven Residential Care Home





### Knightsbridge Lodge

Knightsbridge Green, Knightsbridge,  
Cheltenham GL51 9TA  
Tel: 01242 680168 **Advert page 86**

OP

### Knole, The

23 Griffiths Avenue, Cheltenham GL51 7BE  
Tel: 01242 526978

PD LDA MH SI AD

### Nazareth House – Cheltenham

London Road, Charlton Kings, |  
Cheltenham GL52 6YJ  
Tel: 01242 516361

OP

### Oakhaven Residential Care Home

136-140 Hales Road,  
Cheltenham GL52 6TB  
Tel: 01242 528377 **Advert page 88**

OP

### Orchard Leigh

Hayden Road, Cheltenham GL51 OSN  
Tel: 01242 523848

OP LDA YA

### Queensbridge House

63 Queens Road, Cheltenham GL50 2NF  
Tel: 01242 519690

OP D PD YA

### Ravenswood House

Lansdown Road, Westall Green,  
Cheltenham GL50 2JA  
Tel: 01242 514264

OP D PD LDA MH SI YA

### Royal Court

Fiddlers Green Lane,  
Cheltenham GL51 OSF  
Tel: 01242 221853

OP D

### Shaftesbury Place

52 Marsland Road, Gloucester GL51 0JA  
Tel: 01242 227818

PD LDA SI YA

### Vicarage, The

59 Andover Road, Tivoli,  
Cheltenham GL50 2TS  
Tel: 01242 521918

OP PD LDA

## Cheltenham care homes with nursing

### Badgeworth Court Care Home

Badgeworth, Cheltenham GL51 4UL  
Tel: 01452 401 055 **Advert page 82**

OP D PD YA

### Bishops Cleeve Care Home

Ruby Avenue, Bishops Cleeve,  
Cheltenham GL52 7ZN  
Tel: 01242 358911

OP D PD SI YA



### Bradbury Gardens

West Drive, Pittville,  
Cheltenham GL50 4LB  
Tel: 01242 527631

PD LDA SI YA

### Gloucestershire House – Care Home with Nursing Physical Disabilities

Charlton Lane, Leckhampton,  
Cheltenham GL53 9HD  
Tel: 01242 512569

OP PD YA

### Grevill House (OSJCT)

279 London Road, Charlton Kings,  
Cheltenham GL52 6YL  
Tel: 01242 512964 **Advert page 96**

OP

### Jubilee Lodge (OSJCT)

Meadow Way, Bourton-on-the-Water,  
Cheltenham GL54 2GN  
Tel: 01451 823100 **Advert page 96**

OP D PD YA

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

## Specialising in Nursing Care



Our home in Cheltenham is set in a spectacular location with panoramic views and offers full time nursing care, respite care and end of life care.

In addition to tastefully decorated rooms, à la carte restaurant dining and modern facilities, the home places a strong emphasis on activities and social interaction.



**01242 672 022**

malvernviewcarehome.co.uk

**Malvern View Care Home**

Cleeve Hill, Cheltenham,  
Gloucestershire GL52 3PW



**Lilleybrook Care Home**

Pilly Lane, Cheltenham GL53 9ER

Tel: 01242 225790

**OP D**
**St Faith's Nursing Home**

Malvern Road, Cheltenham GL50 2NR

Tel: 01242 240240

**OP D**
**Malvern View Care Home**

Cleeve Hill, Cheltenham GL52 3PW

Tel: 01242 672022 **Advert page 90**
**OP D PD**
**Monkscroft Care Centre (OSJCT)**

Shelley Road, Cheltenham GL51 7DP

Tel: 01242 321111 **Advert page 96**
**OP D PD SI YA**
**Orchard House (OSJCT)**

Woodmans Way, Bishops Cleeve,  
Cheltenham GL52 8DP

Tel: 01242 672028 **Advert page 96**
**OP YA**
**Richmond Village**
**Cheltenham**

Care Home, Hatherley Lane,  
Cheltenham GL51 6PN

Tel: 01242 312591 **Advert page 108**
**OP D YA**
**Thirlestaine Park Care Home**

Humphris Place, Off Sandford Road,  
Cheltenham GL53 7GA

Tel: 01242 505647 **Advert page 84**
**OP D PD YA**
**Wentworth Court Care Home**

Village Road, Cheltenham GL51 0BG

Tel: 01242 263334

**OP D PD MH YA**
**Whittington House Nursing Home**

58 Whittington Road,  
Cheltenham GL51 6BL

Tel: 0808 223 5356 **Advert page 92**
**OP D PD SI YA**
**Windsor Street Care Centre (OSJCT)**

35-37 Windsor Street,  
Cheltenham GL52 2DG

Tel: 01242 545150 **Advert page 96**
**OP D PD SI YA**
**Sandfields**

St Georges Road, Cheltenham GL50 3EL

Tel: 0333 321 0921

**OP D PD MH YA**

**If you are considering a care home with nursing, see the checklist on page 83.**

# Search for care in your area

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


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



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

**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





## Your local Bupa care homes in Gloucestershire

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

**Call us for advice on care today**  
**01285 895 708**

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

Look in listings for further information



**Ashley House Care Home**  
Cirencester



**Elm Grove Care Home**  
Cirencester

Dementia care



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

☒ All types of funding welcome ☒ No health insurance needed

Q122054 CS 02455



Scan to find out more

## Keep doing what you love

The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

Arrange a free care assessment.

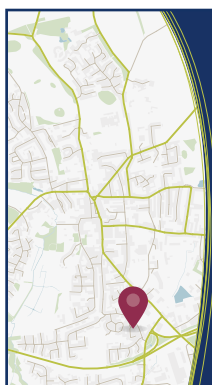
- Mill House, Chipping Campden
- Whittington House, Cheltenham

Freephone  
**0808 223 5356**

Online  
[caringhomes.org/gloucestershire](http://caringhomes.org/gloucestershire)



CARING HOMES



## Search for care in your area

CareChoices

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

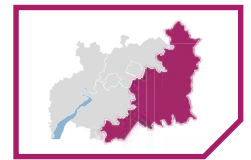


With so many providers to choose from, where do you start?

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



# Cotswolds and Cirencester



## Cotswolds and Cirencester care homes

Advertisers are highlighted

### Edwardstow Court Care Centre (OSJCT)

Fosseway, Stow-on-the-Wold,  
Cheltenham GL54 1FG

Tel: 01451 799100 **Advert page 96** **OP D PD SI YA**

### Four Seasons

Back Lane, Mickleton, Chipping Campden GL55 6SJ  
Tel: 01386 438300 **OP**

### Oak Tree Mews

Hospital Road West,  
Moreton-in-Marsh GL56 0BL

Tel: 01608 650797 **OP**

### Watermoor House

Watermoor Road, Cirencester GL7 1JR  
Tel: 01285 654864 **OP D**

## Cotswolds and Cirencester care homes with nursing

### Ashley House Bupa Care Home

118 Trafalgar Road, Cirencester GL7 2ED  
Tel: 01285 895730 **Advert page 92** **OP YA**

### Elm Grove Bupa Care Home

Somerford Road, Cirencester GL7 1TX  
Tel: 01285 895743 **Advert page 92** **OP D**

### Hunters Care Centre

Cherry Tree Lane, Cirencester GL7 5DT  
Tel: 01285 601334 **Advert page 82** **OP D YA**

### Hyperion House

London Street, Fairford GL7 4AH  
Tel: 01285 712349 **OP D PD MH SI**

### Kingsley House

Gumstool Hill, Tetbury GL8 8DG  
Tel: 01666 503333 **OP D PD SI YA**

### Lakes Care Centre, The (OSJCT)

Spine Road East, South Cerney,  
Cirencester GL7 5TL

Tel: 01285 314141 **Advert page 96** **OP D PD SI YA**

### Mill House

55 Sheep Street, Chipping  
Campden GL55 6DR

Tel: 0808 223 5356 **Advert page 92** **OP D**

### National Star College – Ullenwood

Ullenwood, Cheltenham GL53 9QU  
Tel: 01242 527631 **PD LDA SI YA**

### Newlands Nursing Care Centre

Evesham Road, Stow-on-the-Wold GL54 1EJ  
Tel: 01451 870077 **OP PD SI**

### Northleach Court Care Home with Nursing

High Street, Northleach GL54 3PQ  
Tel: 01451 861447 **OP D PD**

### Paternoster House – Gloucestershire (OSJCT)

Watermoor Road, Cirencester GL7 1JR  
Tel: 01285 653699 **Advert page 96** **OP D YA**

### Stratton Court

Gloucester Road, Stratton, Cirencester GL7 2LA  
Tel: 01285 283132 **OP D PD SI YA**

### Upton Mill Care Home

Mercer Way, Off Quercus Road, Tetbury GL8 8FH  
Tel: 01666 336627 **Advert page 84** **OP D**



**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



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

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

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk) •  [@WeAreMFON](https://twitter.com/WeAreMFON)

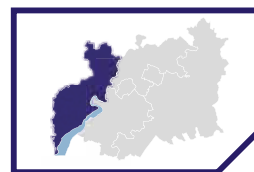
- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

# Forest of Dean



## Forest of Dean care homes

Advertisers are highlighted

### Apple Orchard

The Green, Newnham GL14 1AQ

Tel: 01594 516582

LDA

### Birches Grove

14 Fairmoor Close, Parkend, Lydney GL15 4HB

Tel: 01594 564081

OP LDA MH YA

### Brook Lodge

Latchen, Longhope GL17 0QA

Tel: 01452 830614

OP LDA YA

### Castleford Lodge

Castleford Hill, Tutshill, Chepstow NP16 7LE

Tel: 01291 408151

OP D PD LDA MH SI YA

### Chapel View

89a St Whites Road, Cinderford GL14 3HA

Tel: 01594 824400

LDA YA

### Chaxhill Hall

Chaxhill, Near Westbury-on-Severn GL14 1QW

Tel: 01452 760717

OP D PD LDA MH SI

### Elms, The

Staunton, Coleford GL16 8NX

Tel: 01594 832394

OP D PD MH SI

### Footsteps Medical Care Ltd

The Byre, Allastone Court Farm, Court Road, Lydney GL15 5SR

Tel: 01594 844244

PD LDA SI

### Gatwick House

Upper Rodley Road, Bollow GL14 1QU

Tel: 01452 760164

OP LDA YA

### Highfields Residential/Dementia Care Home

Culver Street, Newent GL18 1JA

Tel: 01531 821007

OP D SI YA

### Hill Ash House Care Centre

Ledbury Road, Dymock GL18 2DB

Tel: 01531 892980

OP D PD SI

### Hilltop

Ridge Walk, Ruardean Hill GL17 9AY

Tel: 01594 861137

PD LDA SI YA

### Hobbits Holt

156 Ruspidge Road, Cinderford, Gloucester GL14 3AP

Tel: 01594 823554

OP LDA YA

### Laurels, The

Main Road, Huntley, Gloucester GL19 3EA

Tel: 01452 901243 **Advert below**

OP D

### Longhope Manor

Church Road, Longhope GL17 0LL

Tel: 01452 830291

OP YA

### Market Place

29 Market Place, Coleford GL16 8AA

Tel: 01594 834595

LDA YA

### Mr and Mrs T A Mills – Victoria Street, 119

Cinderford GL14 2HU

Tel: 01594 827043

LDA

### Old Rectory, The

School Lane, Church Road, Longhope GL17 0LJ

Tel: 01452 831135

OP D PD



## The Laurels Care Services

The Laurels is a lovely small family run business in Huntley in the Forest of Dean. We currently have 10 rooms, one of which would be suitable for a couple.

We support elderly people, some with Dementia, some with other disabilities. We offer a very high standard of care in a homely, peaceful environment where people are truly respected and loved. We have a 'good' CQC rating with an 'outstanding' in being responsive to individual needs and requests.

We have just been **voted as one of the Top 20 Care Homes in the South West region of England** and have won awards in the past for Team of the Year and Most Inspirational Newcomer.

We can offer **permanent** or **respite care** and also a **day care** service.

T: 01452 901 243 • E: [esia@thelaurelscare.co.uk](mailto:esia@thelaurelscare.co.uk) • [www.thelaurelscare.co.uk](http://www.thelaurelscare.co.uk)

The Laurels Care Services, Main Road, Huntley GL19 3EA



### 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

trust  
we  
care.

Life at OSJCT is  
fun & fulfilling



**OSJCT** is one of the UK's leading not-for-profit care organisations working solely to provide high quality care for older people.

The Orders of St John Care Trust helps families make the right choice for individualised residential, dementia or nursing care.

Find out about our care services at  
13 homes around Gloucestershire:

0800 988 8133

[www.osjct.co.uk/Gloucestershire](http://www.osjct.co.uk/Gloucestershire)



The Orders of  
**St John**  
Care Trust



**Old Vicarage (Blakeney), The**

Church Square, Blakeney GL15 4DS

Tel: 01594 517098

**LDA**
**Orchard Trust, The – Sevenoaks**

Lords Hill, Coleford GL16 8BG

Tel: 01594 861137 **Advert page 50**
**PD LDA SI YA**
**Orchards, The**

Stowfield, Lower Lydbrook GL17 9PD

Tel: 01594 861137

**OP PD LDA SI YA**
**Prospect House**

Prospect Road,  
Cinderford GL14 2DY

Tel: 01594 826246

**OP D PD LDA MH SI YA**
**Red House**

65 Ruspidge Road,  
Cinderford GL14 3AW

Tel: 01594 822100

**LDA MH YA**
**Riverside House**

Quay Lane, Broadoak,  
Newnham GL14 1JE

Tel: 01594 516291

**LDA**
**Stepping Stones**

Riverside Lane, Broadoak, Newnham GL14 1JF

Tel: 01452 760304

**PD LDA SI**
**Sunnyside House**

Main Road, Birdwood, Gloucester GL19 3EH

Tel: 01452 750152

**LDA YA**
**Sydenham House**

High Street, Blakeney GL15 4EB

Tel: 01594 517015

**OP D PD SI**
**Yew Tree House**

Church Square,  
Blakeney, Gloucester GL15 4DX

Tel: 01594 517023

**OP PD LDA MH SI**

## Forest of Dean care homes with nursing

**Castleford House Nursing Home**

Castleford Gardens, Tutshill,  
Chepstow NP16 7LF

Tel: 01291 629929

**OP D PD MH**
**Coombs, The (OSJCT)**

The Gorse, Coleford GL16 8QE

Tel: 01594 833200 **Advert page 96**
**OP**
**Dean Grange**

Elton Corner, Broadoak GL14 1JG

Tel: 01452 762908

**LDA**
**Euroclydon Nursing Home**

Hawthorns, Drybrook GL17 9BW

Tel: 01594 543982

**OP PD**
**Forest Court Care Home**

Bradley Court Road, Mitcheldean GL17 0DR

Tel: 01989 750775

**OP D MH YA**
**Milestones**

9 Commercial Street,  
Cinderford GL14 2RP

Tel: 01594 825777

**LDA**
**Rodley House (OSJCT)**

Harrison Way,  
Lydney GL15 5BB

Tel: 01594 842778 **Advert page 96**
**OP YA**
**Stepping Stones Red Marley**

Bromsberrow Road, Redmarley,  
Gloucester GL19 3JU

Tel: 01531 650880

**LDA MH**
**Westbury Court (OSJCT)**

Westbury-on-Severn GL14 1PD

Tel: 01452 861666 **Advert page 96**
**OP**


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



Making a Difference in Dementia 2016

Bramble House is a family-owned care home near the centre of Gloucester specialising in providing personal care for people living with dementia. We are committed to the provision of person-centred quality care for our residents; as well as offering support and advice for their families in a warm, friendly and homely environment.

Our staff are dedicated, professional, friendly and caring, they receive regular training with a dementia specific focus. In order to meet the needs of our residents we pride ourselves on our knowledge of dementia and work closely with dementia experts. Our expertise in this area has meant that we have introduced dementia-friendly activities and features which are designed to help our residents maintain their independence.

As a small home we have the benefit of being able to really get to know our residents and their needs - our ethos is to help our residents to make their own choices, to respect them as individuals, to maintain their dignity at all times and to help them to live well with dementia.



#### We provide:

- Dementia Specialist Residential Care
- Short and Long-Term Respite Care
- Day Care
- Emergency Respite Care



Our Manager Clare Chircop is always happy to answer any questions that you may have so please do get in touch.

**T: 01452 521018 | E: [enquiries@bramble-house.co.uk](mailto:enquiries@bramble-house.co.uk) | W: [www.bramble-house.co.uk](http://www.bramble-house.co.uk)**

96-98 Stroud Road, Gloucester GL1 5AJ



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

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

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

Ask questions

Get involved

Join the family

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk) • @WeAreMFON

*Subscribe today*



Advertisers are highlighted

## Gloucester care homes

### Abbeymead Lodge

Abbeymead Avenue, Abbeymead, Gloucester GL4 5GR  
Tel: 01452 617566 **PD LDA YA**

### Alexandra House – Gloucester

2 Alexandra Road, Gloucester GL1 3DR  
Tel: 01452 418575 **D PD LDA MH YA**

### Avalon Residential Home

17 Barnwood Road, Gloucester GL2 0RZ  
Tel: 01452 417400 **OP D MH SI**

### Bramble House

96a-98 Stroud Road, Gloucester GL1 5AJ  
Tel: 01452 521018 **Advert page 98** **OP D YA**

### Branksome House

26 Tuffley Avenue, Gloucester GL1 5LX  
Tel: 01452 535360 **OP D PD LDA MH SI YA**

### Cathedral View

Archdeacon Street, Gloucester GL1 2QX  
Tel: 01452 303248 **OP PD LDA**

### Cavendish Care Home

301 Stroud Road, Gloucester GL1 5LF  
Tel: 01452 521896 **OP D**

### Cedars, The

144 London Road, Gloucester GL2 0RS  
Tel: 01452 310727 **LDA MH YA**

### Chestnut Residential Care Home

20 Podsmead Road, Gloucester GL1 5PA  
Tel: 01452 546204 **OP D PD SI YA**

### Chosen Court

Hucclecote Road, Gloucester GL3 3TX  
Tel: 01452 616888 **OP PD LDA MH SI YA**

### Coppice House

Main Road, Huntley, Gloucester GL19 3DZ  
Tel: 01452 831896 **LDA YA**

### Edward House

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 316968 **LDA YA**

### Fern Croft

14 Heathville Road, Gloucester GL1 3DS  
Tel: 01452 505803 **LDA YA**

### Foxmount

29 Bristol Road, Quedgeley, Gloucester GL2 4NE  
Tel: 01452 767663 **D LDA MH YA**

### Gloscare

23 Carmarthen Street, Gloucester GL1 4SX  
Tel: 01452 522335 **LDA**

### Great Western Court

33a Millbrook Street, Gloucester GL1 4BG  
Tel: 01452 423495 **OP PD YA**

### Guild House Residential Home

2a Denmark Road, Gloucester GL1 3HW  
Tel: 01452 525098 **OP D**

### Hannacott

Abbeymead Avenue, Abbeymead, Gloucester GL4 5GR  
Tel: 01452 615539 **PD LDA YA**

### Horton House Residential Care Home

1 Horton Road, Gloucester GL1 3PX  
Tel: 01452 524615 **Advert page 101** **OP D YA**

### Jasper Lodge

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 302492 **LDA YA**

### Jendot

3 Little Field, Abbeymead GL4 4QS  
Tel: 01452 535963 **LDA MH**

### Joyleen

Longlands, Bristol Road, Gloucester GL2 7BG  
Tel: 07906 196634 **OP LDA MH YA**

### Keychange Charity Sceats Care Home

1-3 Kenilworth Avenue, Gloucester GL2 0QJ  
Tel: 01452 303429 **OP**

### Kings Den

101 Reservoir Road, Gloucester GL4 6SZ  
Tel: 01452 554120 **LDA YA**

### Knoll, The

335 Stroud Road, Tuffley, Gloucester GL4 0BD  
Tel: 01452 526146 **OP**

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



*"A Home for Life where  
Individuals flourish and thrive"*



Park View Gloucester

## CARE THAT MAKES A DIFFERENCE

**Care services at Park View are as individual as the people living there.**

From residential care and specialist dementia services, to extra care apartments and respite care in warm, safe and welcoming surroundings.

A state of the art care home, Park View is ideally suited to meet the changing needs of older people, whatever their requirements.

- 24 hour personalised care
- Centrally located for easy access to amenities
- Stimulating activities for residents
- On-site Coffee Shop, Hair Salon & Library
- Lounge areas for socialising, with hearing loop
- Comfortable en suite rooms with wi-fi access
- Secure environment without restriction
- Tasty nutritional meals created by our own chefs and prepared daily from local produce

For more details or to arrange a visit please call us on 01452 671499

Further information is available on our website **[www.parkviewgloucester.co.uk](http://www.parkviewgloucester.co.uk)**





### London Road

46 London Road, Gloucester GL1 3NZ  
Tel: 01452 380835

PD MH SI YA

### Machlo

17 Windmill Field, Abbeymead GL4 4RQ  
Tel: 01452 372403

PD LDA MH YA

### Matson House

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 302458

LDA YA

### Padova, The

88 Bristol Road, Quedgeley, Gloucester GL2 4NA  
Tel: 01452 883764

LDA

### Park View Gloucester

Trier Way, Gloucester GL1 1AN  
Tel: 01452 671499

Advert page 100  
OP D PD MH SI YA

### Pembury, The

9 Pembury Road, Gloucester GL4 6UE  
Tel: 01452 521856

LDA

### Rebe

41 Holbeach Drive, Kingsway GL2 2BF  
Tel: 01452 722125

LDA MH

### Red House, The

25 Barnwood Road, Gloucester GL2 0SD  
Tel: 01452 386896

LDA MH SI YA

### Redlands Acre

35 Tewkesbury Road, Longford,  
Gloucester GL2 9BD  
Tel: 01452 507248

OP D YA

### Retreat, The

116 Bristol Road, Quedgeley, Gloucester GL2 4NA  
Tel: 01452 728296

OP D PD LDA MH SI YA

### Ribston House

210 Stroud Road, Gloucester GL1 5LA  
Tel: 01452 310916

LDA YA

### Springfield House

255d Stroud Road, Gloucester GL1 5JZ  
Tel: 01452 312385

LDA YA

### St Paul's Residential Home

127 Stroud Road, Gloucester GL1 5JL  
Tel: 01452 505485

OP D

### Stroud Lodge

319 Stroud Road, Gloucester GL1 5LG  
Tel: 01452 312216

LDA MH YA

### Tomlen

33 Streamside, Tuffley GL4 0TA  
Tel: 01452 528264

LDA MH

### Trevone House

22 Denmark Road, Gloucester GL1 3HZ  
Tel: 01452 937220

MH YA

### Westbourne Care Home

190 Reservoir Road, Gloucester GL4 6SB  
Tel: 01452 506106 **Advert below**

OP D YA

### Wheatridge Court

40 Wheatridge Court, Abbeydale,  
Gloucester GL4 4AL  
Tel: 01452 500669

OP PD SI YA



- Residential Care
- Dementia Care
- Respite Care

At Horton House we aim to provide a high standard of professional person centred care, in a secure homely environment.

Call us on **01452 524615** to arrange a visit or for more information.

✉ [info@hortonhousecarehome.co.uk](mailto:info@hortonhousecarehome.co.uk)  
[www.hortonhousecarehome.co.uk](http://www.hortonhousecarehome.co.uk)  
 1 Horton Road | Gloucester | GL1 3PX



## Westbourne

Care Home

**190 Reservoir Road  
Gloucester GL4 6SB**

**We now have a new person-centred Secure Dementia Wing with its own section of garden and experienced staff**

Westbourne has a home from home feel, set in a quiet residential location and within walking distance to Robinswood Hill. Care and communication are of the most importance and our staff team are both caring and qualified.

**01452 506106**  
[www.kewcaregroup.co.uk](http://www.kewcaregroup.co.uk)  
[westbourne@kewcaregroup.co.uk](mailto:westbourne@kewcaregroup.co.uk)





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

# Coate Water Care

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

## Luxury Gloucester care homes now welcoming new residents

The foundation for the very best residential care homes is provided by luxury facilities and wonderful carers. Both Chapel House Care Centre and Woodstock Care and Nursing Home in Gloucester score highly on both counts.



Chapel House and Woodstock are owned by family-run care providers, Coate Water Care, National Care Association Member of the Year 2019



Specialists in residential and bespoke nursing care for people living with dementia, as well as respite care and palliative care

**"We care because you care."**

We'd love to show you around our luxury care homes and talk about bespoke care for your loved ones.

**Call 01793 821200**

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





**Alison House**

Barbers Bridge, Rudford, Gloucester GL2 8DX  
Tel: 01452 790536

**MH**

**Bohanam House (OSJCT)**

2 Barnwood Road, Gloucester GL2 0RX  
Tel: 01452 876160 **Advert page 96**

**OP**

**Brockworth House Care Centre**

Mill Lane, Brockworth, Gloucester GL3 4QG  
Tel: 01452 864066

**OP D**

**Brunswick House Nursing Home**

119 Reservoir Road, Gloucester GL4 6SX  
Tel: 01452 523903

**OP D**

**Chapel House Care Centre**

Horton Road, Gloucester GL1 3LE  
Tel: 01793 821200 **Advert page 102**

**OP D PD YA**

**Charnwood House Nursing Home**

49 Barnwood Road, Gloucester GL2 0SD  
Tel: 01452 523478

**OP D PD MH**

**Chestnut Court (OSJCT)**

St James, Quedgeley,  
Gloucester GL2 4WD  
Tel: 01452 720049 **Advert page 96**

**OP D**

**Dean Neurological Centre, The**

Tewkesbury Road, Longford,  
Gloucester GL2 9EE  
Tel: 01452 420200

**OP PD YA**

**Elizabeth House – Gloucester**

9 Denmark Road,  
Gloucester GL1 3HZ  
Tel: 01452 782960

**PD LDA SI YA**



**SAINTBRIDGE HOUSE**  
NURSING & RESIDENTIAL HOME



Offering single en-suite bedrooms for up to 36 residents, we are dedicated to providing leading levels of dementia & residential care.

- Dedicated, caring & hardworking staff
- Exceptional levels of hygiene
- Full-time Activities Co-ordinator
- Tastefully decorated rooms & landscaped lawns



Contact our Care Team now  
for more information:

**01452 300307**  
[www.saintbridge-house.co.uk](http://www.saintbridge-house.co.uk)



**Wotton Rise**

140 London Road,  
Gloucester GL1 3PL

At **Wotton Rise** Nursing Home, we pride ourselves on our longstanding reputation for providing excellent nursing, residential and dementia care within a warm, safe, family environment.

- Qualified nurses 24 hours a day
- Single rooms, many en-suite
- Freshly prepared, home cooked meals
- Attractive, secure gardens
- Daily activity programme
- Day and Respite care
- Located 1 mile from Gloucester City Centre, on direct bus routes

For further information or a tour of the home please contact the Registered Managers:  
**Diana Martinez** or **Marina Martinez**

Tel: **01452 451249**

Email: [wottonrisenursinghome@hotmail.co.uk](mailto:wottonrisenursinghome@hotmail.co.uk)

Web: [www.wottonrisenursinghome.co.uk](http://www.wottonrisenursinghome.co.uk)





# Residential Nursing Home and Day Centre



## A Caring Philosophy

We aim to provide a stable, homely and safe environment where each person has the opportunity to live with self-respect and individuality. We aim to maintain our residents' health and independence for as long as feasible and to help them when they need more care in a way that enables them to feel respected and valued.

- Qualified Nurses 24 hrs a day
- Day and Respite Care
- Unit for young physically disabled clients
- Continuing health funded clients accepted
- Single rooms – many are en-suite
- Beautiful, accessible landscaped gardens
- We have a permanent qualified staff group who are enthusiastic and caring



Accredited in 2018 with the Gold Standards Framework in End of Life Care.



Visit our website: [www.thelawns.org.uk](http://www.thelawns.org.uk)

Tel: 01452 721345 • Email: [enquiries@thelawns.org.uk](mailto:enquiries@thelawns.org.uk)

346 Bristol Road | Quedgeley | Gloucester | GL2 4QW



### Foundation House

National Star College, 14a St Michaels Square,  
Gloucester GL1 1HX  
Tel: 01242 527631

PD LDA SI YA

### Lawns, The

346 Bristol Road, Quedgeley, Gloucester GL2 4QW  
Tel: 01452 721345 **Advert page 104** OP PD LDA SI YA

### Magdalen House Nursing Home

London Road, Gloucester GL1 3PH  
Tel: 01452 386331

OP D

### Park View Gloucester

Trier Way, Gloucester GL1 1AN  
Tel: 01452 671499 **Advert page 100**  
OP D PD MH SI YA

### Pine Tree Court Care Home

Larchwood Drive, Tuffley, Gloucester GL4 0AH  
Tel: 01452 385855 OP D YA

### Saintbridge House Nursing and Residential Home

189 Painswick Road, Abbeydale,  
Gloucester GL4 4QQ  
Tel: 01452 300307 **Advert page 103** OP D PD

### Woodstock Nursing Home

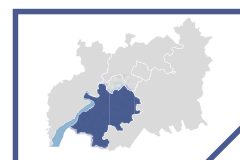
35 North Upton Lane, Barnwood, Gloucester GL4 3TD  
Tel: 01793 821200 **Advert page 102** OP D PD YA

### Wotton Rise Nursing Home Ltd

140 London Road, Gloucester GL1 3PL  
Tel: 01452 451249 **Advert page 103** OP D PD MH SI YA

## Stroud

### Stroud care homes



### 4 Box Crescent

4 Box Crescent, Minchinhampton, Stroud GL6 9DJ  
Tel: 01453 835023 LDA YA

### Aaron House Care Ltd

Nymphsfield Road, Nailsworth GL6 0ET  
Tel: 01453 833598 LDA YA

### Ashleigh

3 Box Crescent, Minchinhampton GL6 9DJ  
Tel: 01453 835023 LDA

### Canonbury Residential Home

19 Canonbury Street, Berkeley GL13 9BE  
Tel: 01453 511991 OP D PD MH SI

### Cherry Tree Close

3 Cherry Tree Close, Nailsworth, Stroud GL6 0DX  
Tel: 01453 835023 OP LDA

### Churchill Road

65 Churchill Road, Forest Green,  
Nailsworth GL6 0DE  
Tel: 01453 835023 LDA

### Fieldview

Pearcroft Road, Stonehouse, Gloucester GL10 2JY  
Tel: 01453 791320 OP D PD LDA MH YA

### HF Trust – 330 Westward Road

Ebley, Stroud GL5 4TU  
Tel: 01453 823852 LDA

### Highborder Lodge

Marsh Lane, Leonard Stanley, Stonehouse GL10 3NJ  
Tel: 01453 823203 OP D PD SI  
**Advert page 106 & outside back cover**

### Highfield House

London Road, Stroud GL5 2AJ  
Tel: 01453 791320 LDA MH YA

### Longhouse

6 Whitehouse Park, Cainscross, Stroud GL5 4LD  
Tel: 01452 583690 LDA

### Longridge Court

Bulls Cross, Stroud GL6 7HU  
Tel: 01452 814341 LDA YA

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



# Highborder Lodge

## PRIVATE RESIDENTIAL REST HOME

Ideally situated in the Cotswolds our home offers elegant accommodation for carefree living. Set in the beautiful and historic village of Leonard Stanley.

Short / long term stay and day residents welcome.  
Registered and approved by G.C.C Social Services and CQC.

For a brochure or to arrange a visit please telephone 01453 823203  
Proprietor: Roger Thorne.

Please see our main advert on the  
Outside Back Cover.

Email: [enquiries@highborderlodge.co.uk](mailto:enquiries@highborderlodge.co.uk) Web: [www.highborderlodge.co.uk](http://www.highborderlodge.co.uk)  
Marsh Lane, Leonard Stanley, Stonehouse, Gloucestershire GL10 3NJ



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

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

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

🐦 @WeAreMFON

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

*Subscribe today*

## Winslow House

### RESIDENTIAL CARE HOME

Tel: 01453 832269

Springhill, Nailsworth,  
Gloucestershire GL6 0LS

Email: [ann@winslow-house.co.uk](mailto:ann@winslow-house.co.uk)

Web: [www.winslowhouseltd.co.uk](http://www.winslowhouseltd.co.uk)



A gracious Victorian house set in extensive grounds, with pleasant views across the valley, yet only a short walk from the town centre. The well tended gardens, shaded by old trees or the sun terrace are tranquil spots perfect for relaxing.

Our bedrooms are spacious and all have en-suite facilities, many have attractive countryside views. There are several communal sitting rooms and a large sun-lounge where residents can enjoy the sun and a drink from the bar. Our highly trained and qualified staff are always on hand to care for our residents.

We operate a full activities programme including regular visits to places of interest. All food is freshly prepared on the premises and special diets are catered for. Please contact us or visit at anytime, or visit our website to find out more.



**More Hall Convent**

Randwick, Stroud GL6 6EP  
Tel: 01453 764486

OP PD

**Northfield House**

Folly Lane, Uplands,  
Stroud GL5 1SP  
Tel: 01453 488041

OP D YA

**Old Dairy**

Market Street, Nailsworth GL6 0BZ  
Tel: 01453 835023

LDA

**Old Vicarage Residential Home, The**

Church End, Frampton-on-Severn GL2 7EE  
Tel: 01452 740562

D

**Paradise House Painswick**

Painswick GL6 6TN  
Tel: 01453 837557

LDA

**Regency Retirement Home**

52 Regent Street, Stonehouse GL10 2AD  
Tel: 01453 823139

OP PD

**Roselea**

Church End, Slimbridge GL2 7BL  
Tel: 01453 890444

LDA YA

**Ruskin Mill College**

The Fisheries, Horsley,  
Nailsworth GL6 0PL  
Tel: 01453 837500

LDA MH YA

**Steppes Residential Care Home, The**

Cossack Square, Nailsworth, Stroud GL6 0DB  
Tel: 01453 832406

OP

**Stinchcombe Manor**

Echo Lane, Stinchcombe, Dursley GL11 6BQ  
Tel: 01453 549162

OP D MH

**Stroud Court Community Trust**

Stroud Court, Longfords, Minchinhampton,  
Stroud GL6 9AN  
Tel: 01453 834020

LDA

**Winslow House**

Springhill, Nailsworth, Stroud GL6 0LS  
Tel: 01453 832269 **Advert page 106**

OP

**Wisma Mulia**

Bridge Road, Frampton-on-Severn GL2 7HE  
Tel: 01452 740432

OP

**Woodmancote Manor**

54 Woodmancote, Dursley GL11 4AQ  
Tel: 07967 101560

LDA

**Wortley Villa**

Bath Road, Nailsworth GL6 0HH  
Tel: 01453 835023

LDA

**Yercombe (Gloucestershire) Trust**

Yercombe Lodge, Stinchcombe,  
Dursley GL11 6AS  
Tel: 01453 542513

OP PD YA

**Stroud care homes with nursing**
**Althea Park House**

51 Stratford Road, Stroud GL5 4AJ  
Tel: 01453 767096

MH YA

**Bisley Lodge**

The Old Bisley Road, Stancombe, Stroud GL6 7NF  
Tel: 01452 770950

MH YA

**Breadstone Care Home with Nursing**

Breadstone, Berkeley GL13 9HG  
Tel: 01453 511059

OP D PD SI

**Cotswold House Care Home**

Church Road, Cainscross, Stroud GL5 4JE  
Tel: 01453 752699

OP D YA

**Elms, The (OSJCT)**

Elm Road, Stonehouse GL10 2NP  
Tel: 01453 824477 **Advert page 96**

OP

**Henlow Court (OSJCT)**

Henlow Drive, Dursley GL11 4BE  
Tel: 01453 545866 **Advert page 96**

OP

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





RICHMOND  
VILLAGES

Part of Bupa

# Welcoming New Residents

Inspected and rated

Good



## WITH CARE, SAFETY AND FRIENDSHIP

We're here to help make your search for a care home easier. At Richmond Villages you can expect a safe, welcoming environment, where we encourage independence while offering a helping hand. We get to know everyone, offer a range of sociable activities, and most of all, a place to call home.

Whether you're looking for long-term nursing or dementia care\*, respite or post operation / illness recovery. Richmond Villages are here to support you or your loved one with personalised care in a warm and friendly environment.

*"My grandmother is a resident of this care home and I cannot praise them enough. The care is excellent and the staff are lovely, they genuinely know her needs and character. The home itself is very relaxed and welcoming, it feels like a 5 star hotel that you live in."*

Grandson of resident at Richmond Villages Cheltenham, July 2022 Source: carehome.co.uk



Painswick



Cheltenham



Personal care and medical needs



Round-the-clock **nursing, dementia\* and residential care**



Personal Protective Equipment (PPE)



Freshly prepared homemade meals



A choice of luxury en-suite bedrooms



A variety of daily activities and wellness spa\*\*



Beautiful interiors and landscaped gardens

Call us to book your viewing or for advice on care today  
Cheltenham: 01242 312 591 | Painswick: 01452 458 879  
[www.richmond-villages.com](http://www.richmond-villages.com)

\*Dementia care only available at Richmond Villages Cheltenham

\*\*Wellness spa only available at Richmond Villages Painswick



**Hollies Nursing Care Home, The**

Drake Lane,  
Dursley GL11 5HA  
Tel: 01453 541400

**Advert inside back cover**

**OP D**

**Holly Oak Dementia Care Home**

Holly Drive, Drake Lane,  
Dursley GL11 5HA  
Tel: 01453 541400

**Advert inside  
back cover**

**OP D PD YA**

**Minchinhampton Centre for the Elderly  
– Horsfall House**

Windmill Road, Minchinhampton,  
Stroud GL6 9EY  
Tel: 01453 731227 **Advert below**

**OP D**

**Moreton Hill Care Centre**

Standish, Stonehouse GL10 3BZ  
Tel: 01453 557 986 **Advert page 82**

**OP D PD YA**

**Oldbury House Care Home**

Bristol Road,  
Stonehouse GL10 3RT  
Tel: 01453 791513

**OP D**

**Pennwood Lodge Nursing Home**

Wotton Road, Kingswood,  
Wotton-under-Edge GL12 8RA  
Tel: 01453 521522

**OP D YA**

**Resthaven Nursing Home**

Pitchcombe, Stroud GL6 6LS  
Tel: 01452 812682

**OP D PD SI**

**Richmond Village Painswick**

Stroud Road, Painswick GL6 6UL  
Tel: 01452 458879 **Advert page 108**

**OP YA**

**Scarlet House**

123 Westward Road, Ebley, Stroud GL5 4SP  
Tel: 01453 769810

**OP D PD MH YA**

**St Martin's Centre**

Stratford Lawn, Stroud GL5 4AP  
Tel: 01453 763793

**PD LDA SI YA**

**Westgreen House**

Wotton Road, Kingswood,  
Wotton-under-Edge GL12 8RA  
Tel: 01453 844647

**OP D**

**Dr Booth Day Centre &  
Home Care Services  
Nursing Home**



Patron: HRH The Princess Royal, Minchinhampton Centre  
for the Elderly Registered Charity No: 287479



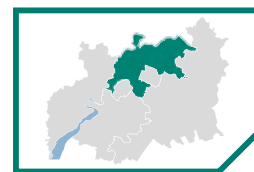
01453 731227  
[www.horsfallhouse.co.uk](http://www.horsfallhouse.co.uk)



A purpose-built Nursing Home, Day Centre and Home Care Services. At Horsfall House we can provide free respite care partnered with the the Stroud League of Friends. Eligibility is not based on means, but upon clinical needs and being registered with one of the 11 local GP practices covering the Stroud area. Enquiries are welcome, call us or visit our website to order an information pack.



**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



## Tewkesbury care homes

See page 109 for the **Service User Bands** key

### Apperley House

97 Gloucester Road, Tewkesbury GL20 5SU

Tel: 01684 292658

PD LDA YA

### Curlew Close

1 Curlew Close, Northway, Tewkesbury GL20 8TJ

Tel: 01684 275991

LDA

### Fern Court

Down Hatherley Lane, Gloucester GL2 9QB

Tel: 01452 730626

LDA YA

### Orchard End

Church Lane, Minsterworth, Gloucester GL2 8JJ

Tel: 01452 750587

LDA YA

### Parton House

Parton Road,

Churchdown GL3 2JE

Tel: 01452 856779

OP D YA

### Royal Mencap Society

#### – 25 The Sandfield

Northway, Tewkesbury GL20 8RU

Tel: 0808 808 1111

LDA

### Theoc House

Margaret Road, Priors Park,

Tewkesbury GL20 5HX

Tel: 01684 297358

PD MH YA

## Tewkesbury care homes with nursing

Advertisers are highlighted

### Ashchurch View

Ashchurch Road, Ashchurch,

Tewkesbury GL20 8US

Tel: 01684 882 646 **Advert page 82**

OP D PD YA

### Millbrook Lodge (OSJCT)

Moorfield Road,

Brockworth GL3 4EX

Tel: 01452 863783 **Advert page 96**

OP

### Magnolia House

Grange Road, Northway, Tewkesbury GL20 8HZ

Tel: 01684 850111

OP D YA

**For information on different types of care home, see page 52.**

# Tell us what you think



**Share your feedback**

Take our five minute survey

⊙ What have you found useful?

⊙ What could we do better?



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

## Home care providers

A+bility	69	Community Outreach		<b>Helping Hands Stroud</b>	<b>75</b>
Accolade Support and Care Ltd	69	Consultancy Ltd Office	73	HF Trust – Forest of Dean DCA	75
Acorn to Oak Homecare	69	Corinium Care Ltd	73	HF Trust – Stroud DCA	75
Adelfi Care Services Ltd – Head Office	69	Cotswold Carers Ltd	73	<b>Highborder Lodge</b>	<b>75</b>
Afya Care	69	<b>Cott's Care Solutions</b>	<b>73</b>	Hillview Care Services Ltd	75
<b>Agincare</b>	<b>69</b>	Crossroads Care – Forest of Dean & Herefordshire	73	<b>Home Instead Senior Care – Cheltenham &amp; Cotswolds</b>	<b>75</b>
AH Care Ltd	69	<b>Crossroads Care Gloucestershire – Gloucester Branch</b>	<b>73</b>	<b>Home Instead Senior Care – Gloucester and The Forest of Dean</b>	<b>75</b>
Alina Homecare	69	Dean Healthcare South West Ltd – Gloucester	73	<b>Home Instead Senior Care – Stroud &amp; South Cotswolds</b>	<b>75</b>
Alpha Care Services	69	Direct Source Healthcare Ltd	73	<b>Hope Care Service Agency</b>	<b>75</b>
<b>Aroma Care – Cotswold</b>	<b>69</b>	Dynamic Support Gloucester	73	<b>Horsfall House Homecare</b>	<b>75</b>
Arriva Care Services Ltd	69	<b>Easy Living Solutions</b>	<b>73</b>	Inclusion Care	75
Aspirations Southwest Adults	69	Elite Home Care Solutions (UK)	73	Housing 21 – Mulberry Court	75
BBcare10	69	Essential Care Solutions Ltd	73	K2 Care South West Ltd	75
Benhall Care	69	Euroclydon	73	Karva Care Services Ltd	75
Betha Care Ltd	69	Excellence in Care	73	Kind Tailored Care Ltd	75
Black & White Group Ltd	69	Expeditions Living	73	La Vie En Rose Ltd	77
Bluebird Care	69	Farecare Gloucestershire Ltd	73	Lean On Me Care Services Ltd	77
Bosun Care Ltd	69	Fieldview	73	Learning Together Ltd	77
<b>Bramble Home Care – Cheltenham and Cinderford</b>	<b>69</b>	<b>First4Homecare Ltd</b>	<b>73</b>	London Road	77
Brandon Supported Living – Gloucestershire	69	Five Valleys Care Ltd	73	Mayfair Homecare – Tewkesbury	77
<b>Brighter Home Care</b>	<b>71</b>	Flexicare Home Services UK Ltd	73	Merit Care Ltd	77
<b>Brook Farm</b>	<b>71</b>	Flexicare Stroud Ltd	73	Merit Healthcare Ltd	77
<b>Broomfield Care Ltd</b>	<b>71</b>	Foundation House	73	Merry Den	77
Care 1st Homecare – Gloucestershire	71	Fox Elms Care Ltd	73	Mineral Homecare Ltd	77
Care at Home	71	Friends in the Community Home Nursing	73	Multilink Management Care Ltd	77
Care at Home (High Street)	71	Futurescare Ltd – Head Office	75	Mutual Benefit Care Ltd t/a Bluebird Care – Suite 4, Westgate House	77
Care at Home Gloucester	71	Gannicox CIC Domiciliary Care Agency	75	My Homecare Gloucester	77
Care Net, The	71	GL1 Support Services	75	Nash Healthcare Ltd	77
Care-Nursing Alliance Recruitment	71	Global Caring Gloucester	75	Naswell Care Ltd	77
Careful Care Ltd	71	Gloucester Homecare Services Ltd	75	Network Health and Social Care	77
Caremark Cheltenham and Tewkesbury	71	Gloucestershire Community Support Services	75	New Hope Care Gloucester	77
CareTrust	71	Gloucestershire Domiciliary Care Branch	75	New Leaf Supported Living Ltd	77
Carich Care Ltd	71	Godwill Care	75	Newcross Healthcare Solutions Ltd – West	77
Caring for Communities and People	71	Guinness Care Gloucester	75	Newgale Care Ltd	77
Carmel Domiciliary Care Ltd	71	<b>Helping Hands Cheltenham</b>	<b>75</b>	Newlands Nursing Care Centre	77
Chosen Care Supported Living	71	<b>Helping Hands Cirencester</b>	<b>75</b>	<b>Nightingale's Home Care</b>	<b>77</b>
Coldbrock Healthcare	71	<b>Helping Hands Gloucester</b>	<b>75</b>	Nobilis Care Gloucestershire	77
Comfort Call – Cheltenham	71				
Commit2Care – Kingsley House	71				

NSF Health	77	Raystra Healthcare	79	Supported Living South West	81
Oaklands Park Domiciliary Care Service	77	Rehoboth Health and Home Care Ltd	79	<b>SW Domiciliary Care</b>	<b>81</b>
OneTeam Domiciliary	77	<b>Retain Healthcare Ltd – Cheltenham</b>	<b>79</b>	Sylviancare Gloucester	81
Option Care Ltd	77	<b>Richmond Village Cheltenham DCA</b>	<b>79</b>	<b>T2Z Care Services</b>	<b>81</b>
Orchard Leigh	79	<b>Richmond Village Painswick DCA</b>	<b>79</b>	TLC Support Services Ltd	81
<b>Orchard Trust Domiciliary Care Agency, The</b>	<b>79</b>	Safehands Recruitment Ltd	79	TNC Healthcare Ltd	81
Penna Homecare Ltd	79	Sanctuary Home Care Ltd – Gloucester	79	Transforming Minds – Main Office	81
Person Centred Care	79	Saracen Care Services Ltd	79	Ultimate Independence Care Ltd	81
Phoenix	79	Selborne Care DCA	79	<b>Unique Senior Care – Cheltenham and Gloucester</b>	<b>81</b>
Prestige Nursing Gloucester	79	Severn Sunrise Homecare Ltd	79	Warwickshire Living Ltd	81
<b>Principles Recruitment Care Agency Ltd</b>	<b>79</b>	Shaftesbury Place	79	<b>Windrush Care</b>	<b>81</b>
Prosperity Care and Wellbeing	79	Sky Vigil Care Ltd Gloucester	79	Wisma Mulia	81
Protective Care Group Ltd	79	St Stephens Road	79	Within Reach	81
Radis Community Care (Gloucester)	79	State Care Solutions – Main Office	79	Your Life (Cheltenham)	81
Ram Personnel Healthcare	79			YourLife (Gloucester)	81
Raynsford Domiciliary Care	79			YourLife (Stow on the Wold)	81

## Care homes and care homes with nursing

4 Box Crescent	105	Bishops Cleeve Care Home	89	<b>Chapel House Care Centre</b>	<b>103</b>
Aaron House Care Ltd	105	Bisley Lodge	107	Chapel View	95
Abbeymead Lodge	99	<b>Bohanam House (OSJCT)</b>	<b>103</b>	Chargrove Lawn	87
Alexander House Care Home – Cheltenham	87	Bradbury Gardens	89	<b>Charlton Kings Care Home</b>	<b>87</b>
Alexandra House – Gloucester	99	<b>Bramble House</b>	<b>99</b>	Charnwood House Nursing Home	103
Alison House	103	Branksome House	99	Chaxhill Hall	95
Althea Park House	107	Breadstone Care Home with Nursing	107	Cherry Tree Close	105
Ambleside	87	Bredon View	87	<b>Chestnut Court (OSJCT)</b>	<b>103</b>
Apperley House	110	Brockworth House		Chestnut Residential Care Home	99
Apple Orchard	95	Care Centre	103	Chosen Court	99
<b>Ashchurch View</b>	<b>110</b>	Brook Lodge	95	Churchill Road	105
Ashleigh	105	Brunswick House Nursing Home	103	<b>Coombs, The (OSJCT)</b>	<b>97</b>
<b>Ashley House Bupa Care Home</b>	<b>93</b>	Canonbury Residential Home	105	Coppice House	99
Astell	87	CareTech Community Services Ltd	87	Cotswold House Care Home	107
Avalon Residential Home	99	Castleford House Nursing Home	97	Curlew Close	110
<b>Badgeworth Court Care Home</b>	<b>89</b>	Castleford Lodge	95	Dalkeith	87
<b>Bafford House</b>	<b>87</b>	Cathedral View	99	Darley Dale Care Home	87
Bay Tree Court Care Centre	87	Cavendish Care Home	99	Dean Grange	97
Beechcroft – Cheltenham	87	Cedars, The	99	Dean Neurological Centre, The	103
Birches Grove	95			Edward House	99



<b>Edwardstow Court Care Centre (OSJCT)</b>	93	Hyperion House	93	Northleach Court Care Home	
Elizabeth House – Gloucester	103	Jasper Lodge	99	with Nursing	93
<b>Elm Grove Bupa Care Home</b>	<b>93</b>	Jendot	99	<b>Oakhaven Residential Care Home</b>	<b>89</b>
Elms, The	95	Joyleen	99	Oak Tree Mews	93
<b>Elms, The (OSJCT)</b>	<b>107</b>	<b>Jubilee Lodge (OSJCT)</b>	<b>89</b>	Oldbury House Care Home	109
Euroclydon Nursing Home	97	Keychange Charity	99	Old Dairy	107
Faithfull House	87	Sceats Care Home	99	Old Rectory, The	95
Fern Court	110	Kings Den	99	Old Vicarage (Blakeney), The	97
Fern Croft	99	Kingsley House	93	Old Vicarage Residential Home, The	107
Fieldview	105	<b>Knightsbridge Lodge</b>	<b>89</b>	Orchard End	110
Footsteps Medical Care Ltd	95	Knole, The	89	<b>Orchard House (OSJCT)</b>	<b>91</b>
Forest Court Care Home	97	Knoll, The	99	Orchard Leigh	89
Foundation House	105	<b>Lakes Care Centre, The (OSJCT)</b>	<b>93</b>	Orchards, The	97
Four Seasons	93	<b>Laurels, The</b>	<b>95</b>	<b>Orchard Trust, The – Sevenoaks</b>	<b>97</b>
Foxmount	99	<b>Lawns, The</b>	<b>105</b>	Padova, The	101
Gatwick House	95	Lilleybrook Care Home	91	Paradise House Painswick	107
Gloscare	99	London Road	101	<b>Park View Gloucester</b>	<b>101, 105</b>
Gloucestershire House – Care Home with Nursing		Longhope Manor	95	Parton House	110
Physical Disabilities	89	Longhouse	105	<b>Paternoster House – Gloucestershire (OSJCT)</b>	<b>93</b>
Granleys, The	87	Longridge Court	105	Pembury, The	101
Great Western Court	99	Machlo	101	Pennwood Lodge Nursing Home	109
<b>Grevill House (OSJCT)</b>	<b>89</b>	Magdalen House Nursing Home	105	Pine Tree Court Care Home	105
Guild House Residential Home	99	Magnolia House	110	Prospect House	97
Hampton House	87	<b>Malvern View Care Home</b>	<b>91</b>	Queensbridge House	89
Hannacott	99	Market Place	95	Ravenswood House	89
<b>Henlow Court (OSJCT)</b>	<b>107</b>	Matson House	101	Rebe	101
HF Trust – 330 Westward Road	105	Milestones	97	Red House	97
<b>Highborder Lodge</b>	<b>105</b>	<b>Mill House</b>	<b>93</b>	Red House, The	101
Highfield House	105	<b>Millbrook Lodge (OSJCT)</b>	<b>110</b>	Redlands Acre	101
Highfields Residential/Dementia Care Home	95	<b>Minchinhampton Centre for the Elderly – Horsfall House</b>	<b>109</b>	Regency Retirement Home	107
Hill Ash House Care Centre	95	<b>Monkscroft Care Centre (OSJCT)</b>	<b>91</b>	Resthaven Nursing Home	109
Hilltop	95	More Hall Convent	107	Retreat, The	101
Hobbits Holt	95	<b>Moreton Hill Care Centre</b>	<b>109</b>	Ribston House	101
<b>Hollies Nursing Care Home, The</b>	<b>109</b>	Mr and Mrs T A Mills – Victoria Street, 119	95	<b>Richmond Village Cheltenham</b>	<b>91</b>
Holly House	87	National Star College – Ullenwood	93	<b>Richmond Village Painswick</b>	<b>109</b>
<b>Holly Oak Dementia Care Home</b>	<b>109</b>	Nazareth House	89	Riverside House	97
<b>Horton House Residential Care Home</b>	<b>99</b>	– Cheltenham	89	<b>Rodley House (OSJCT)</b>	<b>97</b>
<b>Hunters Care Centre</b>	<b>93</b>	Newlands Nursing Care Centre	93	Roselea	107
		Northfield House	107	Royal Court	89

<b>Royal Mencap Society</b>		Stratton Court	93	Westgreen House	109
– 25 The Sandfield	<b>110</b>	Stroud Court		Wheatridge Court	101
Ruskin Mill College	107	Community Trust	107	<b>Whittington House</b>	
<b>Saintbridge House Nursing and Residential Home</b>	<b>105</b>	Stroud Lodge	101	<b>Nursing Home</b>	<b>91</b>
Sandfields	91	Sunnyside House	97	<b>Windsor Street Care Centre (OSJCT)</b>	<b>91</b>
Scarlet House	109	Sydenham House	97	<b>Winslow House</b>	<b>107</b>
Shaftesbury Place	89	Theoc House	110	Wisma Mulia	107
Springfield House	101	<b>Thirlestaine Park Care Home</b>	<b>91</b>	Woodmancote Manor	107
Steppes Residential Care Home, The	107	Tomlen	101	<b>Woodstock Nursing Home</b>	<b>105</b>
Stepping Stones	97	Trevone House	101	Wortley Villa	107
Stepping Stones Red Marley	97	<b>Upton Mill Care Home</b>	<b>93</b>	<b>Wotton Rise Nursing Home Ltd</b>	<b>105</b>
St Faith's Nursing Home	91	Vicarage, The	89	Yercombe (Gloucestershire) Trust	107
Stinchcombe Manor	107	Watermoor House	93	Yew Tree House	97
St Martin's Centre	109	Wentworth Court Care Home	91		
St Paul's Residential Home	101	<b>Westbourne Care Home</b>	<b>101</b>		
		<b>Westbury Court (OSJCT)</b>	<b>97</b>		

## Other advertisers

<b>Abi Care</b>	<b>44</b>	<b>Fidelia CK LTD</b>	<b>86</b>	<b>Old English Pub, The</b>	
<b>Barchester</b>	<b>82</b>	<b>Forest Glade</b>	<b>70, 98</b>	<b>Inside back cover</b>	
<b>Bessys Tea Room</b>		<b>Gloucestershire Carers Hub</b>	<b>5</b>	<b>One Gloucestershire</b>	<b>5</b>
<b>Inside back cover</b>		<b>Grace Care Centre</b>	<b>96</b>	<b>Orchard Trust, The</b>	<b>50</b>
<b>Bupa</b>	<b>92</b>	<b>Helping Hands</b>	<b>66</b>	<b>Orders of St John Care Trust, The</b>	<b>96</b>
<b>Care Choices</b>	<b>19, 32, 33, 43, 53, 78, 91, 92, 110</b>	<b>Home Instead</b>	<b>45, 74</b>	<b>People Plus</b>	<b>5</b>
<b>Caring Homes</b>	<b>92</b>	<b>Kayes Hair &amp; Nails</b>	<b>Inside back cover</b>	<b>Porthaven</b>	<b>84</b>
<b>Coate Water Care</b>	<b>102</b>	<b>Kew Care Group</b>	<b>101</b>	<b>Progress Lifeline</b>	<b>23</b>
<b>Eclipse Home Care</b>	<b>72</b>	<b>Kudos Care (UK LTD)</b>	<b>86</b>	<b>Richmond Villages</b>	<b>108</b>
<b>Efficiency Health &amp; Homecare</b>	<b>72</b>	<b>Live In Care</b>	<b>68</b>	<b>Ross Court Care Home</b>	<b>82</b>
<b>Elder</b>	<b>39</b>	<b>My Family, Our Needs</b>	<b>59, 81, 86, 94, 98, 106</b>	<b>Tewkesbury Fields Care Home</b>	<b>82</b>



Care Choices Limited has taken every care to ensure that the information contained in this guide is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the guide. ©2023 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

**Care Choices™** is a trademark of Care Choices Limited.

**Ref. No:** 4001/Gloucestershire12/0123 Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited.

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

**Director of Policy and Communications:** Jo Dovey.

**Director of Sales:** David Werthmann.

**Editors:** Olivia Hubbard, Angharad Burnham.

**Lead Editor:** Henry Thornton.

**Content Editor:** Aislinn Thompson.

**Sales Manager:** Paul O'Callaghan.

**Regional Sales Supervisor:** Vanessa Ryder.

**Senior Sales Executives:** Hannah O'Neill, Tony Boyce, Susan Speaight.

**Director of Creative Operations:** Lisa Werthmann.

**Studio Manager:** Jamie Harvey.

**Lead Designer:** Ruth Keating.

**Graphic Designers:** Rebecca Mendil, Patrycja Radzka, Tyler Smith.

**Distribution:** Gemma Seaber-Shinn.

EXCELLENT  
REVIEWS



# Luxury Care Home Community

**The Hollies Nursing Care Home** **Holly Oak Dementia Care Home** **Apartments by the Hollies**

The **Hollies**, renowned for its excellence in nursing, dementia and residential care provides the ultimate in state-of-the-art accommodation. Spacious, beautifully designed rooms, suites and living areas along with pretty gardens provide residents with a high quality of living. Exceptional dining caters for the most discerning preferences and needs.

The all new **Bessys Tea Room** for a cream tea or special event, **The Old English Pub** for a favourite drink and cosy lounges create the social heart beat for residents, families and friends. Come and be treated at Bessys Tea Room, call to book now on 01453 541400.

At the Hollies, care is not just something we offer, it's at the core of who we are. We treat every resident as an individual and work hard to tailor our person-centred services and activities to support their every need.

the **gold standards**  
**framework**

**Bessys**  
TEA ROOM

**Kayes**  
HAIR & NAILS

**THE OLD  
ENGLISH PUB**

We welcome enquiries and visits.

Call **01453 541400** • Email **info@thehollies.co.uk**  
**thehollies.co.uk** • Drake Lane, Dursley GL11 5HA



**Hollies**





# Highborder Lodge

## PRIVATE RESIDENTIAL REST HOME

Ideally situated in the Cotswolds within easy reach of the M5, our home offers elegant accommodation for carefree living. Set in the beautiful and historic village of Leonard Stanley, the Post Office and shops are just a short walk away.

All rooms have en-suite facilities and are well decorated. The peaceful gardens are designed to be colourful throughout the year. Meals are prepared on the premises from fresh ingredients.

Short / long term stay and day residents welcome.

Registered and approved by G.C.C. Social Services and CQC.

For a brochure or to arrange a visit please telephone **01453 823203**

Proprietor: Roger Thorne

Tel: 01453 823203 Email: [enquiries@highborderlodge.co.uk](mailto:enquiries@highborderlodge.co.uk) Web: [www.highborderlodge.co.uk](http://www.highborderlodge.co.uk)

Marsh Lane, Leonard Stanley, Stonehouse, Gloucestershire GL10 3NJ