



Wiltshire

Adult Care and Support Guide **2023/24**

- Staying independent • Support in your community
- Home care • Care homes



CELTIC CARE SERVICES

Committed to quality & professionalism

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



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

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



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

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

These services are available to children, adults and the more elderly members of our community and can be long term or for short periods; to help during holidays or just to enable you to regain your independence.



CHIPPENHAM BRANCH
01249 651908 • 07866 464363
shelley@celticcare.co.uk

SWINDON BRANCH
01793 237907 • 07891 933327
Jen@celticcare.co.uk

WWW.CELTICCARE.CO.UK

Est. 1986

Agincare

Caring in your community

Supporting you to live independently at home

0808 301 2235

agincare.com/live-in-care

Ask us about
24-hour
live-in care

Inspected and rated

Good

 Care Quality Commission

Search for care in your area

www.carechoices.co.uk



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

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

 CareChoices

SAVERNAKE VIEW

MARLBOROUGH
A PORTHAVEN CARE HOME

WILTSHIRE HEIGHTS

BRADFORD ON AVON
A PORTHAVEN CARE HOME



Care with compassion

See the difference Porthaven makes

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

Wiltshire Heights Care Home
16 Cottle Avenue, off Berryfield Rd
Bradford on Avon BA15 1FD
Tel 01225 435588

Book a visit and find out more at porthaven.co.uk

NURSING • RESIDENTIAL • DEMENTIA



Welcome	6	Care homes and dementia	41
Regions covered by this Guide	6	Care homes checklist	43
Helping you to stay independent	7	Residential dementia care checklist	45
Services developed in partnership with the voluntary sector	7	When to contact the council	46
Telecare	7	Assessment	46
Assistive technology checklist	8	National eligibility criteria	46
Adapting your home	9	Good Lives Alliance	47
Equipment to aid daily living	9	Paying for care	48
Community Equipment Loan Service	9	Financial assessments	48
Intermediate care	10	Personal Budgets	49
Making life easier at home	12	Direct Payments	49
Care in your own home	14	Support for people who are funding their own care	50
Wiltshire home care services for adults	14	Top-ups	51
Live-in care	17	Seeking financial advice	51
Home care agency checklist	19	Essential information	52
Home care provider listings	21	Out of county care	52
Living with dementia at home	31	Inspecting and regulating care services	52
Family support	31	Keeping people safe	52
Dementia Friends	31	Finding care in your area	54
Respite care	31	How solicitors can help	55
Care at home	31	Planning for end of life	55
Specialist dementia day centres	32	Complaints, compliments and feedback	56
Alzheimer's Society	32	Care associations in Wiltshire	57
Support for carers	32	National Care Association (NCA) merged with the Registered Nursing Home Association (RNHA)	57
Who is a carer?	32	Wiltshire Care Partnership	57
Having a carers' assessment	32	Useful contacts	59
Respite at home	33	Care home and care home with nursing listings	63
Benefits	33	Index	78
Local carers' support	33		
Resource for those supporting disabled children	34		
Specific care and support services	34		
Mental health	34		
Hearing and Vision Team	34		
Learning disability and autism	37		
Accommodation	37		
Supported Living	37		
Shared Lives	39		
Sheltered housing	39		
Extra care housing	39		
Care homes	39		

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

To obtain extra copies of this Guide, free of charge, call **Wiltshire Council's Advice and Contact Team** on: **0300 456 0111**.

Alternative formats



This Guide is available electronically at: **www.carechoices.co.uk**

The e-book is also Recite Me compatible for those requiring information in the spoken word.

Welcome

Welcome to the Wiltshire Adult Care and Support Guide 2023/24. This Guide provides:

- Details of a range of services to enable you, and anyone you know or care for, to make informed decisions about your care and support.
- Clear, easy to use information that will help you to think about your options and make the right choices.

We want to make this Guide simple, clear and easy to understand to enable you to make informed decisions.

Residents in Wiltshire have told us they want to be able to live safely and independently in their own homes for as long as they can and to enjoy the best possible quality of life. This Guide provides details of a range of services to enable you, and anyone you know or care for, to live well.

Whether you are paying for services yourself, or receiving support from the council, we know that making decisions about social care can be daunting.

In addition to the Wiltshire Adult Care and Support Guide, you can find information about care and support in Wiltshire at: <https://adults.wiltshire.gov.uk/> This website holds information about

adult social care in Wiltshire and services in the community to support your health and wellbeing. If you require any further information on a particular service, our dedicated Advice and Contact Team is here to support you, whether you are a customer, carer or someone who is looking for more information about adult care services in Wiltshire. The Advice and Contact Team can be contacted on: **0300 456 0111**.

We hope you find this Guide helpful, and staff are here to support you and your loved ones where required.



Lucy Townsend

Corporate Director for People
Wiltshire Council



Cllr Jane Davies

Cabinet Member for Adult Social
Care, SEND, Transition and
Inclusion

Wiltshire Council

Regions covered by this Guide

Care homes

North and East Wiltshire	63
South Wiltshire	69
West Wiltshire	73

Care homes with nursing

North and East Wiltshire	68
South Wiltshire	72
West Wiltshire	75

Home care providers	21
---------------------	----



Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

- Day services.
- Befriending, visiting and telephone contact services.
- Support schemes to help people being discharged from hospital (Home from Hospital).
- Support for carers.

- Handyperson schemes.

Age UK Wiltshire

Tel: **0808 196 2424**

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

Carer Support Wiltshire

Tel: **0800 181 4118**

Email: **admin@carersupportwiltshire.co.uk**

Web: **www.carersupportwiltshire.co.uk**

Wiltshire Council's Advice and Contact Team

Tel: **0300 456 0111**

Email: **adviceandcontact@wiltshire.gov.uk**

Web: **<https://adults.wiltshire.gov.uk>**

Telecare

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

Telecare can allow you to regain confidence in your home and remain independent.

Relatives and carers are also reassured, safe in the knowledge that should an incident occur, someone will be on hand to help. Some devices can also help to monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and assistive technology from private companies and organisations, or the council may be able to provide you with the means to apply for telecare services yourself.

For more information, call Wiltshire Council's Advice and Contact Team on: **0300 456 0111**.



The advertisement features a map of Wiltshire on the left with a red location pin. The background is a dark purple gradient with a large, faint magnifying glass icon. The text is in white and yellow/green.

Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit:

<https://medequip-wiltshire.livingmadeeasy.org.uk>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

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 any wires 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? ☐

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 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 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? ☐

Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

adaptations service for more major works.

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

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

For further information about, and contact details for, local HIAs, visit: **www.housingcare.org** or contact the council using the following details.

Wiltshire Council's Advice and Contact Team

Tel: **0300 456 0111**

Web: **<https://adults.wiltshire.gov.uk>**

Equipment to aid daily living

Using equipment can help you to maintain your independence by supporting you to continue to do tasks that may have become harder to do. Equipment could support you with tasks such as:

- Washing and dressing.
- Preparing and eating food.
- Getting into and out of bed.

- Getting up out of a chair or up from the toilet.
- Getting in and out of the bath.

There are a couple of options for you to consider – accessing equipment through the Community Equipment Loan Service or exploring the wide range and choice of equipment through self-care.

Community Equipment Loan Service

This service provides a range of equipment to help you live independently, whether it's equipment for your home, or things to help you while out and about. The service is provided by Medequip (**www.medequip-uk.com/contact/calne**) on behalf of Wiltshire Council and the NHS and includes delivery, fitting, servicing, collection and recycling.

How to access equipment

To access equipment, you will need to be assessed by a health or social care professional.

You can ask your GP for a referral or contact Wiltshire Council directly. To find out if you are eligible and how to request an assessment, see page 46. Following an assessment, equipment is then prescribed and provided on loan to support independent living for as long as you need it and are living in Wiltshire.

Returning community equipment

All equipment loaned by the Community Equipment Loan Service should have a Medequip label on it, showing the Medequip customer

service phone number. If your equipment is no longer required and ready to be returned, call: **01249 815052** or email: **calnecustomerservice@medequip-uk.com**

You can also return equipment directly to Medequip at Beversbrook Industrial Estate, Redman Road, Calne SN11 9PL. Opening hours are 8.40am to 5.00pm, Monday to Friday.

Why?

All items returned will be assessed, safety tested and either repaired and reused within the community or stripped down for recycling.

Self-care

Self-care empowers you to stay independent, giving you the confidence to remain living in your own home and complete everyday tasks safely. With a wide range of equipment choice and Trusted Assessor advice, through local mobility retailers or

online, you can find equipment that is right for you and have control of what equipment you use. This can range from food preparation and mobility to dressing and bathing aids.

For online advice, you could use an online self-assessment tool giving you free impartial advice about all types of equipment, to make daily living easier. Visit AskSARA at: **<https://medequip-wiltshire.livingmadeeasy.org.uk>**

You could also consider shopping online at: **www.manageathome.co.uk**, Medequip's online retail store for daily living aids, delivered directly to your home. To order your free catalogue, visit: **www.manageathome.co.uk/catalogue-request**

VAT relief is also available on many products, giving you financial help if you are disabled or have a chronic illness. To find out more, visit: **www.manageathome.co.uk/vat-relief**

Intermediate care

Intermediate care gives recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, to prevent them from going unnecessarily into hospital.

Intermediate care includes a range of services that can be provided in your own home or in a care home (these are called Discharge to Assess Beds) depending on your specific needs. Intermediate care helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

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

Speak to your GP, hospital staff or Wiltshire Council if you think you might benefit from intermediate care. These people can put you in touch with the right services if it is felt that they will help you.



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

Medequip work with Wiltshire Council and NHS Bath and North East Somerset, Swindon and Wiltshire to provide assistive living equipment in your area, through the Wiltshire Community Equipment Service. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

Community engagement is important to us:

- We give our employees paid leave to volunteer
- We work to increase the recruitment of disabled and disadvantaged people
- We donate equipment and raise funds for charities



Return Recycle Reuse

Help your local NHS and social care services by returning equipment you no longer need

Contact Medequip now to request a collection

Call **01249 815052**

Email **calnecustomerservice@medequip-uk.com**

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

If you would prefer to return equipment yourself, you can drop-off at a return location.

Find your nearest return location:



Scan the QR code or visit:
mq-uk.com/return-wiltshire

Manage@Home

0800 910 1313

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of mobility and disability aids.

Find us on: **@ManageAtHome**

Call us or visit our website to request a free catalogue

Shop mobility aids at **www.manageathome.co.uk**



MEDeQUIP
Connect
Technology Enabled Care Service

Lease a Care Alarm which is monitored 24 hours a day for as little as **£3.44** per week

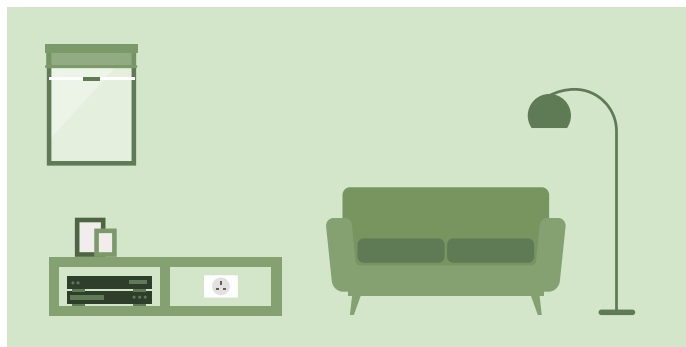
www.medequip-connect.com

0800 910 1390



Making life easier at home

If you're having difficulties with everyday tasks at home, these simple solutions could make life easier and enable you to retain your independence. 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

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 that turns 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**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, 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 tipplers 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, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. 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/** 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 14.

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

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

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



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

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

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

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

Wiltshire Council

Tel: **0300 456 0111**

Web: **<https://adults.wiltshire.gov.uk>**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Care in your own home

If you wish to retain freedom and independence by staying in your own home, carefully chosen home care with a good-quality provider will give you the help you need to stay happy and safe in your home. It gives you the opportunity to stay in your own familiar surroundings and to retain a quality of life you might have feared you had lost.

Why choose home care?

People's reasons for choosing home care can vary. After a stay in hospital, for instance, someone might find they need help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope on their own and they need a bit of help.

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

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

How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes.

Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See page 17 for more information about live-in care.

Wiltshire home care services for adults

Adults' home care services in Wiltshire under the Flexible Framework support you to continue to live independently in your own home. This is underpinned by the council's business plan to enable more people to remain living in their own homes, for longer. Wiltshire home care services will help you to maintain your independence by supporting you to achieve your goals and objectives.

As part of the Flexible Framework, Wiltshire Council is working with customers and providers across the county to develop a range of care services that will support more people and aim to give you more flexibility in how your services are provided, offering

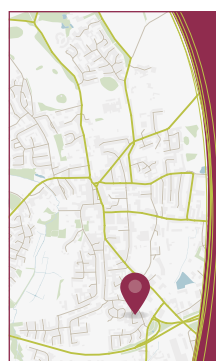
you greater choice and control.

Further information is available at:

<https://adults.wiltshire.gov.uk> or by calling the **Advice and Contact Team** on: **0300 456 0111**.

The information relating to Wiltshire's home care programme is subject to change during the lifetime of this Guide. For the latest information, contact the council directly.

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



Search for care in your area

 CareChoices

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

Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

- ✓ Rated 4.7 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

Contact your local branch today!

Calne
01249 510 119

for more details visit: helpinghands.co.uk

• • • *Because, life is better at home* • • •



Your local family-run
home care provider



Home care you can trust

Apex Prime Care is a family-run business providing care you can trust from the comfort of your own home. Our carers can lend a hand with personal care, companionship, domestic visits and more.

Choose the right care for you today, choose Apex Prime Care.

Contact us for a free quote
0330 2020 200
www.apexprimecare.org



That special
Somerset Care
thing.



Supporting you to live the life you choose at home.

Our Wiltshire community care teams are here to provide the support you need to remain as independent as possible in your own home for as long as possible.

**Contact us to find out how you
can stay safe, healthy and happy
at home with our support.**



www.somersetcare.co.uk
0800 817 4990



Mulberry Live In Care
care straight from the heart

01380 870270

Why choose Mulberry Live In Care?

We provide a range of live in care options, including 24 hour around the clock care, to help you or your loved one remain independent and living at home for as long as possible.

We aim to provide the same carers to each individual client to ensure continuity and to allow people to get to know each other. We are here for anyone who needs our help whether it is short term, long term, respite or emergency care that is required.

Live in care: the advantages

- ♥ All the comforts of home, from your belongings to your beloved pets!
- ♥ Avoid the stress and upheaval of moving
- ♥ A handpicked carer who is selected to match your personality and interests
- ♥ Friendship and companionship
- ♥ A wide range of household, personal, medication and mobility care requirements covered
- ♥ Reassurance and peace of mind that round the clock care brings
- ♥ Excellent value; can cost less than a care home



“ Dad now has 3 regular carers provided by Mulberry Care who have got to know his funny ways & how to approach him to ensure his needs are met, all 3 bring different strengths from humour to compassion to encouraging dad to maintain his activity levels ”

– Jane Perry

info@mulberryliveincare.co.uk

Mulberry Lodge, 22 The Strand, Steeple Ashton, Wiltshire BA14 6EP

Need help or
advice about the right
care for your needs?
To discuss your care
requirements and to book a
FREE live-in care assessment

Telephone:
01380 870270



www.mulberryliveincare.co.uk

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 52.



Tell us what you think ✓

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

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

 CareChoices



Est. 1986
Agincare
Caring in your community

Affordable care in the comfort of your own home in Wiltshire

Ask us about **24-hour live-in care**

- Personal Care
- Companionship
- Housekeeping
- Shopping
- Trips Out
- Specialist Care

0808 301 2235
agincare.com/live-in-care

Inspected and rated **Good**




Search for care in your area  CareChoices

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

There are care homes... and then there's care in your own home

Your familiar home comforts, your favourite tea cup, your well loved chair and your fondest memories - all possible with 24/7 Live-in care.

Please contact us today and one of our friendly team will be happy to discuss all your care needs.

📞 0330 128 9094

✉️ enquiries@abicare.co.uk

🌐 www.abicare.co.uk



MAKE THE MOST
OF EVERY DAY



Tailored care for your wellbeing, home & happiness

Sometimes the small moments in life bring the most joy. That's why Audley Care is tailored to your individual needs, so you can continue to enjoy what matters most to you in life, all in the comfort of your own home.

**Get in touch with the
Audley Care Inglewood
team for more details**

01488 209 104

info@audleycare.co.uk
www.audleycare.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

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 52.

cloud
homecare

01373
832597

Inspected and rated
Good
Care Quality
Commission

**A bespoke service to help you live
independently in your own home.**

Covering Warminster, Westbury and the surrounding areas

enquiries@cloudhomecare.co.uk
www.cloudhomecare.co.uk

**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

Brighter Days
Care at Home

www.brighterdayscare.co.uk

Outstanding care in your own home

Our in home care services provide a network of support to help you with everyday life. Whether you need a home care package for a limited amount of time, or you require a long term plan, we offer flexible and affordable care services based on your individual needs.

We have the knowledge and experience to offer care services to people with the following conditions:

- ✓ Dementia
- ✓ Parkinson's Disease
- ✓ Brain injury
- ✓ Stroke
- ✓ Cancer

Our professional care services are available to clients across South East Wiltshire including the following:

- ✓ Shrewton
- ✓ Salisbury
- ✓ Netheravon
- ✓ Bulford
- ✓ Durrington
- ✓ Amesbury
- ✓ All surrounding villages

Contact Brighter Days Care at Home

If you or a loved one needs a bit of help to stay independent within the home, then contact the caring team at **Brighter Days Care at Home** for domiciliary care in Amesbury and South East Wiltshire.

01980 753029

enquiries@brighterdayscare.co.uk

Regulated by
Care Quality
Commission

**BESPOKE LIVE-IN AND VISITING
CARE IN SOMERSET & WILTSHIRE**

We are one of the leading home care providers in Somerset & Wiltshire, providing high-quality live-in and visiting care to vulnerable adults in the comfort of their own home.

Looking for care?
Contact our dedicated team today.

01373 482 617

berkeleyhomehealth.com
info@berkeleyhomehealth.com

Inspected and rated
Good
Care Quality
Commission

Berkeley
HOME HEALTH

12/13 Church Walk

Trowbridge

Tel: 01225 251280

OP D PD LDA MH SI YA

A & T (Salisbury) Ltd

Salisbury

Tel: 07721 460075

OP D PD LDA MH SI

Abicare Services Ltd

Bradford-on-Avon

Tel: 01225 864043

Salisbury

Tel: 01722 343981

Advert page 18

OP D PD LDA MH SI YA

OP D PD LDA MH SI YA

Abney & Baker (Bath) Ltd

Melksham

Tel: 01225 952200

OP D PD LDA MH SI YA AD

Agincare UK

Chippenham

Tel: 0808 301 2235

Advert pages 3 & 36

OP D PD MH SI YA

Alabare Christian Care Centres

Salisbury

Tel: 01722 322882

OP D PD LDA MH SI YA AD

Alina Homecare

– Chippenham

Chippenham

Tel: 01249 263222

OP D PD LDA YA

Alina Homecare

– Devizes

Devizes

Tel: 01380 293222

D LDA MH SI AD

Alina Homecare

– Salisbury

Salisbury

Tel: 01722 273322

OP D PD LDA YA

Alina Homecare

– Trowbridge

Trowbridge

Tel: 01225 632922

OP D PD LDA YA

Altogether Care LLP

– Bradford on Avon Care at Home

Bradford-on-Avon

Tel: 01305 300161

OP D PD LDA MH SI YA

Altogether Care LLP

– Salisbury Care at Home

Salisbury

Tel: 01305 300161

OP D PD LDA MH SI YA

Alzheimer's Support

Trowbridge

Tel: 01225 776481

OP D YA

Arrow Care Services Ltd

– Office 3

Melksham

Tel: 01225 920280

OP D PD LDA MH YA

Ash Care Services Salisbury Ltd

Salisbury

Tel: 01722 346494

OP D PD LDA MH SI YA AD

Atwell Care Ltd

Westbury

Tel: 01373 470760

OP D PD LDA MH SI YA

Autonomy Care Ltd

Melksham

Tel: 01225 613010

OP PD LDA MH

Bailey Employment Services Ltd

T/A Bailey Care Services

Melksham

Tel: 01225 898232

OP D PD LDA MH SI YA

Beckford Lodge

Warminster

Tel: 01985 847755

OP D PD LDA MH SI YA

Beeches Homecare Services, The

Malmesbury

Tel: 01666 825496

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



PROVIDING CARE IN THE COMMUNITY
BY PROMOTING INDEPENDENCE WITH DIGNITY & RESPECT

- Personal Care
- Support with Medication
- Emotional Support
- Sitting Service
- Shopping and Domestic Services
- Meal Preparation

To discuss your individual needs with one of our experienced staff, please contact us.

Tel: **01722 323223** Email: enquiries@elite-care.co.uk
or visit our website www.elite-care.co.uk

Unit 3 | Deans Farm Buildings | Stratford Sub Castle | Salisbury | SP1 3YP



Dementia@Home

Dementia Support at Home

www.dementiathome.uk



We believe strongly in autonomy, individuality & one-on-one care & support.

It is our mission to provide excellent quality community-based Dementia support through friendly flexible person-centred approach. Promoting independence, choice, dignity and respect without bias or discrimination.



With a team of experienced and qualified staff our service allows carers to have some, regular, reliable quality time for their own well-being and continue to pursue their own interests and hobbies.

07359 213552

hello@dementiathome.co.uk

Our service also supports people who live alone to give family reassurance they have company and social contact during the week.

Care Matters (Wiltshire) Ltd

Providing Quality
Community Care Services
Est. 2003



T: 01985 218055

Do you need help?

We can assist you with:

- Personal care • Wellbeing visits • Domestic duties
- Helping with getting up and getting ready for bed
- Companionship • Shopping • Cooking • Bathing
- Outings • Sitting service • Escorted trips

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

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

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



Live well, *your* way

Start your home care journey with
Home Instead® today.

- ♥ Companionship
- Personal Care
- Dementia Care
- ◆ Live In Care

North West Wiltshire
01249 713777
homeinstead.co.uk/bath-west-wilts

East Wiltshire
01672 556300
homeinstead.co.uk/andover-east-wilts

South Wiltshire
01722 515761
homeinstead.co.uk/salisbury-and-romsey

Each Home Instead franchise is independently owned and operated. Copyright © Home Instead® 2021.

Bespoke Guardians

Swindon

Tel: 01793 987157 **OP D PD LDA MH SI YA**

BGS Healthcare Ltd

Chippenham

Tel: 01249 821701 **OP D PD LDA MH SI YA**

Blakehill Healthcare

Chippenham

Tel: 07877 543889 **OP D PD LDA MH SI YA**

Blue Sky Enabling

Trowbridge

Tel: 0800 456 1337 **OP D PD LDA MH SI YA**

Bluebird Care (Wiltshire North)

Bradford-on-Avon

Tel: 01225 863565 **OP D PD SI YA**

Bluebird Care (Wiltshire South)

Salisbury

Tel: 01722 568930 **OP D PD SI**

Brighter Days Care at Home

Salisbury

Tel: 01980 753029 **Advert page 20**
OP D PD LDA SI YA AD

Butterfly Care

(Bath, Wiltshire and Somerset)

Westbury

Tel: 01373 825951 **OP D PD MH SI YA**

C&S Makenston Special Care Service

Trowbridge

Tel: 01225 762911 **OP D PD LDA SI YA**

Candlelight Care (Corsley) Office

Westbury

Tel: 01225 776000 **D PD LDA MH SI YA AD**

Care Matters (Wiltshire) Ltd

Warminster

Tel: 01985 218055 **Advert page 22**
OP D SI

Caring Partners Healthcare Ltd

Trowbridge

Tel: 01225 975985 **OP D PD YA**

Carons Care Line

Warminster

Tel: 01985 850124 **OP D LDA MH YA**

Casbens Supported Living Services Ltd

Swindon

Tel: 07903 749329 **OP PD LDA MH YA**

Cera – Wiltshire

Devizes

Tel: 01380 825146 **OP D PD LDA SI YA**

Celtic Care Services Ltd

Chippenham

Tel: 01249 651908 **Advert inside front cover**
OP D PD LDA MH SI YA

Chantry Court

Westbury

Tel: 01373 828800 **OP**

Cloud Homecare Ltd

Warminster

Tel: 01373 832597 **Advert page 20** **OP D YA**

Connect and Care

Salisbury

Tel: 07305 958649 **OP D PD LDA MH SI YA**

Cura Homecare

Warminster

Tel: 01249 463880 **OP D PD LDA MH SI YA AD**

Dementia@Home

Trowbridge

Tel: 07359 213552 **Advert page 22** **OP OP YA**

Dignify Care Ltd

Salisbury

Tel: 07951 367957 **OP D PD YA**

Dimensions Oxfordshire & Warwickshire Domiciliary Care Office

Chippenham

Tel: 07943 514289 **OP LDA YA**

Dimensions South West Counties

Domiciliary Care Office

Chippenham

Tel: 0300 303 9098 **OP 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

Everlife
care at home

Inspected and rated
Good
Care Quality Commission

Everlife (Wiltshire) have been providing quality care in people's own homes for nearly 25 years.

Our services start from 30 minutes to 24 hour live in care.

Personal Care

- Washing/bathing
- Dressing/undressing
- Personal appearance
- Managing continence
- Hair Care
- Dental care

Other Support

- Companionship
- Domestic help
- Grocery shopping
- Medication assistance & support

01225 719333 www.everlife.co.uk
wiltshire@everlife.co.uk

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: 01722 682 452 E: info@livein.care

Live In Care
www.livein.care

Regulated by
Care Quality Commission

Dementia Friends **INNOVATIONS**
WILTSHIRE LIMITED
PROGRESSIVE SUPPORT CREATIVELY DELIVERED
DOMICILIARY CARE

Inspected and rated
Good
Care Quality Commission

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

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

For more information please contact Sally or Kaidey on **01672 514339**, email sally.innovations@gmail.com or visit our website

There's nothing like the comfort of your own home.

We can provide:

- Elderly support
- Companionship
- Emergency care
- 24-hour care
- Live-in care
- Respite care
- Mental health support
- Physical disability support
- Sensory impairment support
- Learning disability support
- Brain & spinal injury care

Our experience means that we understand everyone's care needs are different. Finding the right type of care begins with identifying what's important to you.

Whether you require weekly, daily or Live-in care, we can build a unique plan to suit your every need. Care at home offers a practical and affordable alternative to moving into a residential setting, helping you to keep your independence.

We will work closely with you to handpick your Carers, so you can genuinely connect with your team. Our skilled team will make sure you're able to continue doing all things you love such as staying active, socialising or cooking.

08000 44 88 48
nursepluscareathome.com

Nurseplus
Care at home

Radfield Home Care

Helping you age well in your own home

- Companionship
- Meal preparation
- Dementia care
- Live-in care
- Personal care
- Medication support
- Housework & laundry
- Assistive technology

Call us for a chat about care
01249 247 339
radfieldhomecare.co.uk

chippenham@radfieldhomecare.co.uk
Chippenham & North Wiltshire

Regulated by
Care Quality Commission

TOP 20 HOME CARE SERVICE
Homecare Association
HCA
Outstanding National Home Care Group 2023

Dohatech Healthservice

Salisbury

Tel: 07309 122350

OP D YA

Elite Care

– Unit 2 Deans Farm

Salisbury

Tel: 01722 323223

Advert page 22

OP D PD LDA MH SI YA

ELSI (SW) Ltd

Trowbridge

Tel: 07925 584455

LDA YA

Everlife (Wiltshire)

Trowbridge

Tel: 01225 719333

Advert page 24

OP D PD LDA MH SI YA AD

Fabeliz Services Ltd

Marlborough

Tel: 07557 967208

OP D PD LDA MH SI YA

Fairfield Farm College

Dilton Marsh

Tel: 01373 823028

PD LDA SI YA

Fairways Retirement Village, The

Chippenham

Tel: 01249 705060

OP D PD MH SI

Firs Home Care Ltd, The

Calne

Tel: 01249 814246

OP D PD LDA MH SI YA

Forget Me Not Care Ltd

Westbury

Tel: 01373 858333

OP D PD MH SI YA

Four Hills Care Ltd

Westbury

Tel: 01373 825630

OP D PD MH SI YA

Grace 24/7 Care Bath

Trowbridge

Tel: 0161 408 3816

OP D PD MH SI YA

Grace 24/7 Care Wiltshire

Salisbury

Tel: 01722 672305

OP D LDA MH YA

Helping Hands Calne

Calne

Tel: 01249 510 102

Advert page 15

OP D PD SI YA

Home Instead Andover and East Wiltshire

Pewsey

Tel: 01672 556300

Advert page 22

OP D

Home Instead Bath and West Wilts

Corsham

Tel: 01249 847594

Advert page 22

OP D PD LDA MH SI YA

Home Instead Salisbury and Romsey

Salisbury

Tel: 01722 443559

Advert page 22

OP D PD MH SI

Home Instead Warminster and Gillingham

Warminster

Tel: 01985 988282

OP D YA

Honeydew Healthcare Ltd

Corsham

Tel: 01249 691354

OP D PD MH YA

Honeysuckle Home Care Ltd

Swindon

Tel: 07557 037492

OP D PD MH SI YA

Housing 21

– Dairy View

Royal Wootton Bassett

Tel: 0370 192 4226

OP D PD SI YA

Independent Living Solutions Ltd

Salisbury

Tel: 01722 742442

OP D PD LDA MH SI YA AD

Innovations Wiltshire Ltd – Pelham Court

Marlborough

Tel: 01672 514339

Advert page 24

OP D PD LDA MH

Invictus Plus Care

Trowbridge

Tel: 01225 760356

OP PD LDA MH SI YA AD

Keiron Starns Care Agency

Warminster

Tel: 01985 844752

OP D PD LDA MH SI YA AD

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



High quality care you can trust, delivered in the comfort of your own home

We provide high quality, personalised care services, which enable you to continue living independently in the comfortable and familiar surroundings of your own home.

Our valued and professional CareGivers are a trusted, friendly face, dedicated to supporting you to live life to the full.



How can we support you?

- Companionship
- Transportation & errands
- Meal preparation
- Light housekeeping
- Hospital to home services
- Personal care
- Medication reminders
- Post-operative support
- Holiday & respite cover
- Specialist dementia care
- 24/7 live-in care

Right at Home Swindon's bespoke care services cover the areas of:

Swindon, Aldbourn, Cirencester, Cricklade, Fairford, Faringdon, Kemble, Marlborough, Lechlade-on-Thames, Ramsbury & Royal Wootton Bassett

For more information on Right at Home's services, please contact our team:



01793 290029



swindon@rightathome.co.uk



rightathome.co.uk/swindon



KP Premier Care Melksham

Melksham

Tel: 07877 001653

OP D PD YA

Mabikacare Ltd

Chippenham

Tel: 07577 958414

OP

Lighthouse Professional Care Ltd

Warminster

Tel: 01985 988944

OP D PD SI YA

Maisy Care at Home Ltd

Salisbury

Tel: 07467 518095

OP D PD LDA MH SI YA

Live in Care

Taunton

Tel: 01722 682 452

Advert page 24

OP D PD MH SI YA

Mencap – Trowbridge

Trowbridge

Tel: 01225 944011

OP LDA YA

Lizor Care Concept

Salisbury

Tel: 01980 259236

OP D PD LDA MH SI YA

My Little Angels Care Company Ltd

Trowbridge

Tel: 01225 767806

OP D PD MH YA

Louisa Homecare Ltd

Trowbridge

Tel: 01225 800875

OP D PD MH SI YA AD

Nimble Care

Chippenham

Tel: 01249 444022

OP D PD LDA MH SI YA



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.



HOME CARE

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 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 **Wiltshire teams** on:

Salisbury **01722 320000** | Chippenham **01249 444900** | www.retainhealthcare.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

Nurseplus Care at home

Salisbury
Tel: 08000 44 88 48

Advert page 24
OP D PD LDA MH YA

Old Rectory, The

Trowbridge
Tel: 01225 777728

OP LDA YA

OSJCT Florence Court

Trowbridge
Tel: 01225 764400

OP D PD LDA

Oxleycare Ltd

Tidworth
Tel: 01980 846690

OP D PD LDA

Prime Care Associates

Salisbury
Tel: 01980 652526

OP D PD LDA MH SI

Princess Homecare

Chippenham
Tel: 01793 381000

OP D PD MH SI

Radfield Home Care Chippenham & North Wiltshire

Chippenham
Tel: 01249 247 339

Advert page 24
OP D PD SI YA

Rainbow Trust Offices at Church Farm

Chippenham
Tel: 07580 510915

PD LDA SI

Rangeford Care – Wadswick Green

Corsham
Tel: 01225 585050

OP D PD MH SI YA

Redjacket Specialist Care

Salisbury
Tel: 01722 433202

OP D PD LDA MH YA

SAFE CARE

Providing care in the comfort of your own home

WE CAN ASSIST WITH:

- ◆ Personal Care
- ◆ Lunches
- ◆ Shopping
- ◆ Laundry
- ◆ Domestic duties
- ◆ Medication prompting
- ◆ Safety visits / sitting service
- ◆ Escort to appointments

We operate 7 days a week, 365 days a year from 1 visit a week to several visits a day and we are registered with the CQC.

The areas we cover are Bradford on Avon, Melksham, Trowbridge, surrounding villages.

For further information, please contact us on:

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



SERENE Healthcare Group

Care that comes to you

Serene Healthcare Group is a Company house and CQC registered company. If you are in the areas of Wiltshire and Hampshire look no further and feel better in the **comfort of your own home**.

We specialise in care and **daily living assistance** to an array of individuals. Whether you need daily or weekly assistance due to aging, illness, recovery, or rehabilitation, our care givers will provide an individualised service that you can trust.



0330 133 4848

www.serenehealthcaregroup.co.uk

Regulated by Care Quality Commission



SECARESERVE

Refining Health and Social Care




Providing personalised care that meets your specific preferences and ensuring that your voice is heard.

We understand that searching for the right care can be daunting, but don't worry - we're here to help! Our friendly and highly trained team specialises in Home Care, Live-in Support, and Advocacy.

Our goal at SECARESERVE is to make every service we're involved in better, and we're dedicated to making a positive difference in your life and the lives of your loved ones.

Contact us today to learn more about how we can help you live life to the fullest with reliable and compassionate services.

☎ **0345 548 1189 or 0773 713 7133**

✉ **office@secareserve.com**

📍 **23 Curtis Close, Watchfield, SN6 8RP**

🌐 **www.secareserve.com**

SECARESERVE - Refining Health and Social Care

Regulated by Care Quality Commission

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 Healthcare Ltd – Chippenham

Chippenham

Advert page 27

Tel: 01249 444900

OP D PD LDA MH SI YA AD

Retain Healthcare Ltd – Salisbury

Salisbury

Advert page 27

Tel: 01722 320000

OP D PD LDA MH SI YA AD

Right at Home Chippenham

Chippenham

Tel: 01249 569569

OP D PD SI YA AD

Right at Home Swindon

Swindon

Advert page 26

Tel: 01793 290029

OP D PD SI YA

Safe Care

Trowbridge

Advert page 28

Tel: 01225 350612

OP D PD MH SI YA

Salisbury and Romsey Care Ltd

Salisbury

Tel: 01722 443559

OP D PD MH SI

Saxon Care Solutions Ltd

Chippenham

Tel: 01249 705050

OP D PD MH SI YA

Saxon Care Solutions (Royal Wootton Bassett)

Swindon

Tel: 01249 705050

OP D PD MH SI YA

Saxon Care Solutions Ltd (Trowbridge and Westbury)

Trowbridge

Tel: 01249 705050

OP D PD LDA MH SI YA AD

Serene Healthcare Group Office

Salisbury

Tel: 0330 133 4848

Advert page 28

OP D PD SI YA

Vitality Plus Care

Compassion is at the heart of our care



“I would definitely recommend Vitality to anyone looking for this service. The care that they have provided for my mum have been amazing considering how unwell she has been.”

Live in care | Supported living | Night time care | Respite care | Domiciliary care

We are a family-run care and support provider with a strong focus on service standards and we strive to keep adults of all ages happy and healthy as possible while maintaining their independence and well-being in familiar surroundings.

Our team of caring professionals delivers a person-centred service to adults across the South West of England.

Our goal is for the people we support to be safeguarded, receive an outstanding level of service, and live fulfilling lives filled with positive experiences.

Compassion, kindness, dignity, and respect are the hallmarks of our staff's treatment of those we support.

Our packages of care are bespoke and tailored to meet the individual's needs, ranging from a couple of hours of domiciliary care to overnight care and live-in care 24 hours a day.

“Staff at Vitality plus care have been amazing! My mind is now at rest and I know now that I can leave my mum in their capable hands whilst I travel overseas.”

Unit 5, Kestrel House, 7 Mill St, Trowbridge BA14 8BE, UK



admin@vitalitypluscare.co.uk

Tel: 01225 727783

Mobile: 07927 096968



www.vitalitypluscare.org

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

Somerset Care Community Services (Wiltshire)
Melksham **Advert page 15**
Tel: 0800 817 4990 **OP D PD LDA MH SI YA AD**

Spire Homecare Ltd
Salisbury
Tel: 01722 327319 **OP D PD LDA MH SI YA**

Support Carers Ltd
Tidworth
Tel: 01264 791341 **OP D PD LDA MH SI YA**

SureCare Services (Wessex)
Trowbridge
Tel: 01225 760100 **OP D PD MH SI YA**

Totally Living Care Ltd
Salisbury **Advert below**
Tel: 01722 567356 **OP D PD LDA MH SI YA**

United Response – Wiltshire DCA
Chippenham **LDA**
Tel: 01249 765504

Vitality Plus Care Ltd
Trowbridge
Tel: 01225 727783 **Advert page 29 OP D PD LDA YA**

Voyage (DCA) Wiltshire
Trowbridge
Tel: 01793 967290 **OP PD LDA MH SI YA**

Wessex Care Community Services
Salisbury **Advert page 40**
Tel: 01722 336933 **OP D PD LDA SI YA**

Wiltshire Council Reablement Service (Chippenham Hub)
Chippenham
Tel: 0300 456 0111 **OP D PD LDA MH SI YA**

Wiltshire Council Reablement Service (Salisbury Hub)
Salisbury
Tel: 01722 438128 **OP D PD LDA MH SI YA AD**

Wiltshire Council Reablement Service (Trowbridge Hub)
Trowbridge
Tel: 0300 456 0111 **OP D PD LDA MH SI YA**

Wiltshire Support At Home Service
Trowbridge
Tel: 01225 713887 **OP YA**

Your Quality Care Services Limited (Avon Park)
Bath
Tel: 01225 72288 **OP D PD SI YA**

YourLife (Chippenham)
Chippenham
Tel: 01249 654954 **OP D PD SI**

Yourlife (Devizes)
Devizes
Tel: 01380 729020 **OP D PD SI**

YourLife (Salisbury)
Salisbury
Tel: 01722 332290 **OP D PD SI**



www.totallylivingcare.co.uk
You're in safe hands

At **Totally Living Care** we promise to give you the **warmth, compassion** and **support** you may need whether it be for a day, month or for your future years to **help you stay in the comfort of your own home.**

Our services include:

- Companionship • Physical assistance • End of Life Care**
- Personal well-being • Personal Care and Hygiene**
- Medical condition support • 24 hour Live-in care**

For more information on how we can help you or your loved one, please contact us:

01722 567356 • 07738 496016
enquiries@totallylivingcare.co.uk

We are always recruiting, so if you have a talent for caring, don't hesitate to contact us



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Living with dementia at home

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

The various types of support available to you and your carer are likely to involve NHS services, Wiltshire Council and voluntary agencies. Some examples of services and support to help people

living with dementia include:

- Specialist day centres.
- Respite care or short breaks.
- Assistive technology and community alarms.
- Home care.
- Meals at home.
- Community equipment.
- Extra care sheltered housing.
- Carers' support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years.

Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person living with dementia and find out more about the condition. When someone is living with dementia, they need:

- Support to live their life.
- Reassurance that they are still valued and that their feelings matter.
- Freedom from as much external stress as possible.
- Appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

People living with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends gives people an understanding of dementia and the small things they can do to can

make a difference to people living with dementia, from helping someone find the right bus to spreading the word about dementia. Visit: **www.dementiafriends.org.uk** for further information about the initiative.

Respite care

Spouses, partners and relatives who care for a person living with dementia may require a break from their caring responsibilities. This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can

involve the person living with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services. See page 46 for information on assessments.

Care at home

It can often be best for a person living with dementia to stay living in their own home for as long as possible. This may mean they require some support services at home. The person living with

dementia will respond best to having the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

Specialist day centres for people living with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing

and support for carers. Attendance at day centres can be offered from just a few hours a week to several days.

Alzheimer's Support provides day opportunities to help people with complex dementia to continue to live in their own homes and remain as independent as possible for longer. For more information, visit: **www.alzheimerswiltshire.org.uk** (select 'Our services' then 'Day care').

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 59 for contact details.

Alzheimer's Society's Dementia Connect support line is available on: **0333 150 3456** and can provide

information, support, guidance and signposting to other appropriate organisations.

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

For more information on care homes for people living with dementia, see page 41.

Support for carers

Who is a carer?

A carer looks after, helps or supports someone who can't manage everyday life without their help. The carer doesn't have to be living with the person they care for, and the help the carer gives doesn't have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. The carer may be helping with:

- Personal care, such as washing and dressing.

- Going to the toilet or dealing with incontinence.
- Eating or taking medicines.
- Getting about at home or outside.
- Practical help at home and keeping someone company.
- Emotional support or communicating.

Having a carers' assessment

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

A carers' assessment is an opportunity for people to tell the council what they need as a carer and to find

out what support might be available to them. The assessment is an essential first step for carers to get the support they may need. It looks at:

- The care the carer provides and how this affects their life.
- Any support they are getting now and what else would help.

- What they would like their support to achieve.

A carers' assessment can also give the carer lots of information about other services that might help and other ideas for support. It will also show if they qualify for support from Wiltshire Council.

Carers' Personal Budgets

A carer's Personal Budget is a single payment that can be used towards the cost of something specific that will support the carer in their caring role.

For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

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

Respite at home

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

Respite at home is considered to be a service for the person who is being cared for. If the person being cared for has a Personal Budget for their own needs (see page 49), they could use that money to pay for it. A financial assessment of the cared-for person will confirm if they need to pay towards the cost.

Benefits

There are several benefits that carers may be entitled to, and it is worth exploring all of these. One such benefit is Carer's Allowance. This is currently £76.75 per week but it may change over the lifetime of this Guide.

Carers may also qualify for Carer's Premium or Carer's Credit, depending on their eligibility. If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium.

Seek specialist independent advice before claiming.

Carer's Premium is an extra payment of up to £42.75 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit.

The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Or, you could contact a local carers' organisation may be able to help you undertake a benefit check.

Local carers' support

You can find out more about the organisations supporting carers in Wiltshire by exploring the following resources.

Carer Support Wiltshire

Tel: **0800 181 4118** (for carers).

Tel: **0300 456 0100** (out of hours social care emergency).

Email: admin@carersupportwiltshire.co.uk

Web: www.carersupportwiltshire.co.uk

Wiltshire Parent Carer Council

Tel: **01225 764647**

Email: admin@wiltspcc.co.uk

Web:

www.wiltshireparentcarercouncil.co.uk

Wiltshire Young Carers Service

Email: niki@youthactionwiltshire.org

Web:

www.communityfirst.org.uk/yaw/young-carers

Resource for those supporting disabled children



practitioners supporting children from birth to 25

My Family, Our Needs is an online resource providing impartial information for parents, carers and

years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit:

www.myfamilyourneeds.co.uk

Specific care and support services

Mental health

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

Your GP should be your first point of contact if you want confidential advice or services, or for information on care and support options, contact Wiltshire Council's Advice and Contact Team on: **0300 456 0111**.

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

PALS can help if you:

- Are worried and not sure what to do or where to go.
- Need clarity about a situation.
- Want someone to listen to your experience of services.
- Need information and help.

Tel: **01225 362900**

Freephone: **0800 073 1778**

Email: **awp.pals@nhs.net**

Web: **www.awp.nhs.uk/contact-us/patient-advice-and-liaison-service-pals**

For a list of local mental health and wellbeing contacts, visit: **www.healthwatchwiltshire.co.uk** (search 'Where to get mental health support in Wiltshire').

Support in a crisis

If you are under AWP care and are experiencing a mental health crisis or supporting someone in crisis, call the AWP crisis line on: **0800 953 1919**. In an emergency, dial: **999**.

Alabaré Riverside Sanctuary is a confidential service aimed at anyone who is in a mental health crisis or who is struggling to manage their mental wellbeing. The specialist team can provide guidance and advice including coping strategies and help people get further support if they need it.

Tel: **0808 280 3528** (9.00am to 11.00pm, seven days a week, with drop-in sessions available – ring to check availability).

Web:

www.alabare.co.uk/home/riverside-sanctuary

Hearing and Vision Team

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

which is when a person has a significant combination of hearing and sight loss.

Deafblindness is a direct impairment that is more than 'just' the loss of your vision and hearing.

It is a unique impairment and is recognised in the Care Act as needing a specialist assessment of needs. The Hearing and Vision Team consists of the following:

- Social workers with D/deaf people.
- ROVIs (Rehabilitation Officers with People who are Visually Impaired).
- ROHIs (Rehabilitation Officers with People who are Hearing Impaired).
- Dual Sensory Lead.
- Dual Sensory Specialists.
- Communicator Guides for people with a dual sensory impairment.

The team answers public enquiries face-to-face through a number of 'front doors' in the community, primarily for British Sign Language (BSL) users. Access to the service is also available via email, SMS, Skype, WhatsApp, Facetime, fax, minicom, letters or telephone.

The team also has a resource centre in Devizes where members of the public and professionals can access specialists to gain further information, advice and support and look at equipment that may support individuals with maintaining independence. For more information, call the Advice and Contact Team on: **0300 456 0111**.

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

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

- Training in independent living skills, such as cooking and getting around, both in and out of your home through indoor and outdoor mobility training.
- Counselling and therapeutic work.
- Advocacy.

- Training in communication skills, such as the use of textphones and reading Braille.
- Advice on communications services, such as sign language interpreters.
- Sensory awareness training, for the public and other professionals.
- Providing access to a wide range of equipment such as talking books, large print labels and markers, visual, audible and tactile alarms.
- Support for carers.
- Registration as severely sight impaired, sight impaired, dual sensory, D/deaf or hearing impaired.
- Liaising with and supporting voluntary agencies, including those engaged in service user consultation.
- Accessing information, communication and mobility.

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

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

The Hearing and Vision Team

Tel: **01380 826480**

Text: **07899 067466**

Minicom: **01380 732126**

Email: **hearingandvisionteam@wiltshire.gov.uk**

Web: **<https://adults.wiltshire.gov.uk/>**

Information/hearing-and-vision-impairment

Wiltshire Sight

Providing information and advice across the county for those living with or newly diagnosed with sight loss.

St. Lucy's Sight Centre, Browfort, Bath Road, Devizes SN10 2AT

Tel: **01380 723682**

Email: **info@sightsupportwest.org.uk**

Web: **www.sightsupportwest.org.uk**



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

www.myfamilyourneeds.co.uk

✉ 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

Learning disability and autism

If you are living with a learning disability or autism in Wiltshire, browse: <https://adults.wiltshire.gov.uk> or contact the council for support.

The council may be able to signpost you to local services and assess your needs in case help is available to you.

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere that offers care and support, you might like to consider other accommodation options – see below.

If your needs are such that you require support in a care home, this Guide contains a list of all care homes in Wiltshire.

All learning disability and autism providers are denoted with **LDA**. You may also find the following organisations useful to refer to.

Mencap

Supports people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: helpline@mencap.org.uk

Web: www.mencap.org.uk

National Autistic Society

The UK's leading charity for people on the autism spectrum and their families. It operates a comprehensive directory of services and support for autistic people.

Tel: **0207 833 2299** (general enquiries).

Email: nas@nas.org.uk

Web: www.autism.org.uk/advice-and-guidance

Scope

Offers free, impartial and expert information, advice and support to disabled people.

Tel: **0808 800 3333**

Email: helpline@scope.org.uk

Web: www.scope.org.uk

Accommodation

Supported Living

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support.

This is tailored to your individual needs and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 7).

Search for care in your area

www.carechoices.co.uk



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

 CareChoices



Live Safe and Well

Avery Healthcare is a leading and award winning national care provider offering residential, respite and dementia care.

- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
- A warm and friendly environment to make new friends
- Stimulating schedule of daily activities and entertainment
 - Safe visits for family and friends
 - Highly trained staff teams

For the best in Wiltshire, look no further.

Merlin Court Care Home | Marlborough

Call 01672 481150 to book a tour.

averyhealthcare.co.uk



HealthInvestor
Awards 2020
WINNER

Residential care provider
of the year



ARIA CARE

Looking

FOR A LIFE LESS ORDINARY?

Imagine a place where you can be as independent as you choose, where everything is designed with your enjoyment, health and well-being in mind. There are clubs and activities or you can simply catch up over a cuppa. At Aria Care, our care is from the heart and shows in all that we do.



FERFOOT
CHIPPENHAM



MIRANDA HOUSE
ROYAL WOOTON BASSETT

Freephone to find out more about our homes in Wiltshire

0808 223 5356 | ariacare.co.uk



Shared Lives



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

provide care and support.

Shared Lives Wiltshire

Tel: **01380 826451**

Email: **sharedlives@wiltshire.gov.uk**

Facebook: **@SharedLivesWilts**

Twitter: **@SLWiltshire**

Sheltered housing

If you are an older person who would like to live independently but would also like the added security and reassurance of a scheme manager and an alarm call service, sheltered (or retirement) housing may be the answer.

Sheltered housing is provided by local authorities and housing associations and employs a scheme manager, who is either based at the site or visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities. Refer to the following details for local sheltered housing options.

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

Extra care housing

Extra care housing brings together self-contained accommodation with some communal facilities, allowing you to retain some independence in your living space while also receiving help from an on-site designated team of care workers.

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

Extra care allows you to retain your own tenancy and have care services delivered, ensuring you can remain safely in your own self-contained accommodation. For more information, call: **0300 456 0100** or email: **extracarehousing@wiltshire.gov.uk**

The information relating to extra care housing is subject to change during the lifetime of this guide. For the latest information, contact the council directly.

Care homes

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

Care home offering personal care only

A care home provides support for people who are unable to live independently in their own homes but who do not need nursing care. The home provides help with personal care, such as washing and dressing, provides meals and laundry services and

arranges activities for residents. Some homes also specialise in caring for people who are living with dementia or other long-term conditions.

Care home with nursing

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

Choosing a home

If you are unsure which type of home would be



As the seasons change, so does life for residents in a care home. The film afternoon in the Cinema with a hot chocolate is replaced by being outside in the garden with an ice cream or a cold drink, celebrating Wimbledon.

The activities change as more trips are made out. Taking advantage of the longer, warmer days with as much time as possible spent in the garden—whether planting, sitting among the flowers, playing games like croquet and bowls, or simply unwinding beneath the gazebo—the garden really comes into its own.

The longer evenings mean sitting watching the sun on the balcony as the evening comes along.

We always try and have a big summer party, where all the residents and their families enjoy a BBQ, music and games. These are enjoyable days and our luck with the weather last year especially really made the day.



We also welcome new residents for short term stays, families who feel more comfortable with their loved one looked after whilst they go on holiday for example, giving your loved one the opportunity to make new friends and enjoy all that we have to offer.



Our homes are luxury, purpose-built care homes, with a lovely Team surrounded by beautiful, landscaped gardens, but should it rain, there are plenty of places inside from the Tea Room, Cinema and Sky Bar which are all Air-Conditioned.

We look forward to welcoming you to Old Sarum Manor and Flowers Manor
elmfieldcare.co.uk | info@elmfieldcare.co.uk



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices



Supporting lives, supporting choice

helping you quality care in Salisbury!

“ We are a family-run, quality care provider in Salisbury, Wiltshire, with a distinctly different approach to looking after vulnerable adults.

Our care centres and community services help to offer our residents a home in the real sense of the word, full of love and care.



Get in touch:

Wessex Care, 11 Tollgate Road, Salisbury, Wiltshire SP1 2JA
Phone: 01722 336933 **Email:** info@wessexcare.com
Visit our website: www.wessexcare.com

→ suitable for you, you can ask for a care needs assessment. If you have savings or capital of less than £23,250 you may be entitled to a contribution from the council to help you pay for your care. For more information about paying for care see page 48.

If you live in a care home with nursing, the NHS will pay part of the care home fees direct to the home, provided you meet the relevant criteria. This is called Funded Nursing Care (FNC). The current amount that the NHS pays for FNC is £219.71 per week.

Before you move to a care home

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

- Is it Care Quality Commission registered?
- Remember, the care must suit your needs.

- A careful and honest assessment by the care provider should establish whether the home matches your needs, but bear in mind that your requirements may change.
- Consider whether the home is sufficiently safe/secure.
- Ask what activities and facilities are offered.
- Ask if the home normally does business with the council at its fee levels and, if not, find out whether you would have to move or find someone else (known as a third party) to help pay your care home fees should you seek financial support from the council in the future.

See page 48 for more information about paying for care.

Comprehensive lists of care homes and care homes with nursing in Wiltshire start on page 63.

Care homes and dementia

A good care home will have a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning. The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should also identify a named care co-ordinator.

The person living with dementia must also be given the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these last two topics, see page 55 respectively.

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

Within the home, much is down to the attitude

and skills of the manager and the staff. Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences, even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 45.

Design and technology

The design of a care home specialising in dementia should be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment. Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

Staff training

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



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 Wiltshire

**[barchester.com/](http://barchester.com/Wiltshire)
Wiltshire**

Call to arrange a visit or to find out how we can help:

Cepen Lodge
West Cepen Way,
Chippenham, SN14 6UZ
01249 489229

Henford House
Lower Marsh Road,
Warminster, BA12 9PB
01985 881730

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

The Cedars
North Common Lane,
Salisbury, SP5 2EJ
01794 725507

White Lodge
Braydon, Swindon,
SN5 0AD
01666 718761

The Wingfield
70A Wingfield Road,
Trowbridge, BA14 9EN
01225 560035

Wilton Place
Buckeridge Road, Wilton,
Salisbury, SP2 0FX
01722 626388

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

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

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 52.



When you love every day, it's magic.

Every day in Westbury Court Care Home is sprinkled with 'Magic Moments'. One day our residents might be taking part in our exercise classes, the next, enjoying some baking or alternatively they may just choose to potter about in the garden. When everything is right, bright and beautifully done – it's a place where you can truly love every day.

At Westbury Court, we provide nursing, residential, respite and dementia care. For those living with dementia, communicating their needs and wishes can be difficult, which in turn can lead to isolation. Our dementia care programme focuses on an individual's strengths to help find ways in which they can re-engage with their families, friends and the community.



Recommended
by families on
carehome.co.uk

For more information, call our friendly team on 01373 441929

Westbury Court Care Home
6 Station Road, Westbury, BA13 3JH
www.brighterkind.com/westburycourt

brighterkind

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest 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 43. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

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

Choices

- Do residents get 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 52.

When to contact the council

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

The council will always support people to access the information, advice and community resources that will prevent them developing eligible needs. However, if you appear to have care and support

needs, the council may offer you an assessment to identify your goals and talk about what options are available to you.

For information on care or support options, visit: **<https://adults.wiltshire.gov.uk>** or contact the **Advice and Contact Team** on: **0300 456 0111**. You can also complete a self-referral online.

Assessment

If you feel you have a need for care and support, you can ask the council for an assessment of your care and support needs. Everyone who has an appearance of need is entitled to receive an assessment regardless of their financial situation. You can refer yourself for an assessment or be referred by:

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

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

The assessment focuses on what you want to achieve, and you will be encouraged and assisted to contribute as much as possible. This means that the council will talk with you about how best to meet your needs and choices. The assessment will explore and identify an individual's strengths including personal and community networks that can meet needs and improve wellbeing.

If you have eligible needs, the council will work with you to identify how these needs can be met. If any of your needs are not eligible, the council will give you information and advice about how you might reduce the impact of those needs through accessing community and prevention services. For information on when the council might contribute towards the cost of your services, see page 48.

Further information is available at: **<https://adults.wiltshire.gov.uk>**

National eligibility criteria

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

- Your needs arise from, or are related to, a physical or mental impairment or illness.
- As a result of those needs you are unable

to achieve two or more of the specified outcomes (examples of these are: managing and maintaining nutrition; maintaining personal hygiene; and managing toilet needs).

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

For your needs to be considered eligible for support, you must meet all three criteria. In other words, if you are unable to achieve two or more of these

outcomes, but this doesn't have a significant impact on your wellbeing, then you are not eligible for support.

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

Following a decision on your eligibility, you will be assessed to see whether you need to make a

financial contribution to any services provided by the council, see page 48. There are many council services which are not means-tested, including bus passes and blue badges for disabled people and carer support.

For more information, call the **Advice and Contact** Team on: **0300 456 0111** or visit: **<https://adults.wiltshire.gov.uk>**

Good Lives Alliance

What is it?



The Good Lives Alliance is a list of providers that Wiltshire Council has checked

to make sure that they can provide good quality services in Wiltshire that are value for money. All service providers on the framework have gone through a full accreditation process evidencing their skills, knowledge and experience.

Wiltshire Council will expect its providers to be the expert in the service they offer, being aware of all relevant national policy and legislation and ensure they are able to demonstrate this clearly not only in their procedures and information, but in their delivery of care and support on a day-to-day basis. The Good Lives Alliance will promote a 'wrap around' service which enables people to live independently in their family homes, in a Supported Living arrangement or in a residential care home.

Who can use it?

Eligibility will be based upon a holistic assessment of an individual's need, as determined by a Care Act 2014 assessment or NHS funding eligibility assessment. For younger people in transition from the age of 16, eligibility will be based upon a Children and Families Act assessment. The Good Lives Alliance will encompass support services for adults of working age who may present with but not limited to the following:

- Mental health needs.
- Learning disability (with or without dementia).
- Autistic spectrum condition.

- Physical or sensory needs.
- Social, emotional and behavioural needs.
- Speech, language and communication needs.

For young adults aged 16-25, providers may be commissioned to provide services that support individuals in a family environment. This is especially important for avoiding the 'transitions cliff edge' (18-25 years) for people transferring from children's services to adult services.

How does it work?

Once outcomes have been identified following a Care Act Assessment, our brokerage team will source the most appropriate option to meet an individual's need.

How do we choose a provider?

Wiltshire Council will commission services from providers who demonstrate quality and provide the right support and environment to meet complex needs, whilst also maximising people's independence by appropriate and timely withdrawal of their support. Some of the core principles service providers will demonstrate include:

- A commitment to achieving quality and outcomes that matter to individuals.
- Ensuring that person centred approaches are embedded in their approach to delivering support services.
- Recruiting and developing a skilled and trained workforce.
- Developing their services for people who want to direct and/or purchase their own support.
- Providing good quality services that offer choice and control, flexibility and best value for people. →

→ Wiltshire Council has a responsibility to ensure providers are of a good quality and have processes and systems in place to safeguard individuals. It is important that staff who are placing individuals, use the Good Lives Alliance for setting up all care and support related services for adults with disabilities, unless there are very clear, formally recorded reasons for not doing this. If the staff placing the individual fail to use a Good Lives Alliance member, there is no guarantee that the provider being used has gone through any form of quality or reference

check and this could seriously place the individual at risk.

For an up-to-date list of Good Lives Alliance members, or for further information about the Good Lives Alliance, email the **Whole Life Commissioning Team** at: **wlcommissioning@wiltshire.gov.uk** or call: **0300 456 0111**. To browse providers, visit: **<https://adults.wiltshire.gov.uk>** (search 'Good Lives Alliance').

Paying for care

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

Before you think about the likely costs of any care

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

Financial assessments

Social care is a chargeable service. If you need care and support, contact the council for an assessment of your needs. This will determine your care and support needs and whether any of those needs are eligible. See page 46 for more information on assessments. You may be able to regain your independence with equipment or adaptations to your home or through programmes of rehabilitation.

For more information on remaining independent, see page 7 or call the **Advice and Contact Team** on: **0300 456 0111**. Alternatively, visit: **<https://adults.wiltshire.gov.uk>**

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

You may wish to consider your financial situation using the council's online calculator:

<https://wiltshire.mycostofcare.com/OFA>

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

If you have income, capital or savings of more than £23,250, you will have to pay for any care services you require, but you are entitled to discuss your needs with someone at Wiltshire Council who is trained to advise you. For further information about your options, visit:

<https://adults.wiltshire.gov.uk> (search 'self-funding adult care in Wiltshire' and select 'Information') or see 'Support for people who are funding their own care' on page 50.

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

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

For further information, contact the **Advice and Contact Team** on: **0300 456 0111** or visit: **<https://adults.wiltshire.gov.uk>** and select 'Advice, advocacy, money' then 'Paying for care.'

Personal Budgets

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

You will usually have to pay a contribution towards your Personal Budget. If your Personal Budget is to meet your needs for support as a carer, then you will not be required to pay a contribution towards your carer support. Contributions will be based on a means-tested financial and benefits assessment,

which will identify how much you will need to contribute towards care services.

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

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

Direct Payments

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

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

Direct Payments can be used to arrange support designed to meet your needs in a way that makes sense to you. The council will agree the support with you and write it into your support plan. You can choose to use your Direct Payment to buy care from an agency or employ your own Personal Assistant.

A carer may be able to get a Direct Payment to pay for support or services which will help them to carry

on caring, although they cannot use the payment to support the person they care for. Direct Payments cannot be used for:

- Health services.
- Permanent care in a care home or care home with nursing.
- Anything illegal.
- Services which are managed by the council, e.g. its in-house day care service.

To learn more about having a Direct Payment, or for support with an existing Direct Payment, contact the **Wiltshire Centre for Independent Living** on: **0300 123 3442**. You can also contact the council's **Advice and Contact Team** on: **0300 456 0111**.



Support for people who are funding their own care

If you have eligible needs, and have capital, income and savings below £23,250 and a property that would normally be taken into account in your financial assessment (see page 48), you may be entitled to some of the following assistance with funding your care.

The twelve-week property disregard

If you are moving into a residential or nursing setting on a permanent basis and your home is to be included in your financial assessment, the council may be able to assist you with the cost of your care during the first 12 weeks of your stay. This is known as the twelve-week property disregard, as the value of your property is disregarded from the financial assessment for up to 12 weeks.

You may be entitled to this disregard if your other capital (excluding your property) totals less than the current threshold of £23,250. You will still be required to make a contribution to your care, this will be based on your remaining capital and income.

Deferred payment agreements

After the twelve-week property disregard period (if applicable), you may be eligible for a deferred payment, whereby the council contributes towards your care fees and the money is considered as a loan against the value of your home. The loan is then recovered once your house has been sold or from your estate.

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

NHS funding

Funded Nursing Care

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

NHS Continuing Healthcare

NHS Continuing Healthcare is the name given to a

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

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

For further information, contact **Bath and North East Somerset, Swindon and Wiltshire ICB** on: **0300 304 7455** or email: **bswicc.bswchc@nhs.net**

Non-means-tested care and support

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

Running out of money

If you are fully funding your own care and your capital, savings and income begin to fall to £23,250, you should let the council know well in advance. It may conduct assessments of your needs and finances to see if it can help you with your care costs.

If you do become eligible for support from the council, but the care that you are already receiving costs more than the council is able to pay, you may want to fund the difference by using a third party. This is known as a third-party top-up payment, see page 51 for more information.

Contact **Wiltshire Council** on: **0300 456 0111** to find out more or see page 51 for information on getting financial advice.

Top-ups

If you are eligible for support from the council with your care home fees, you will be offered a choice of at least one home that meets the local authority's funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the difference between the council's rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

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

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident

they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm they are able to do this.

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

If you are already a resident in a care home and no top-up was required when you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room. It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, the council should not charge a top-up.

Seeking financial advice

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

You can access both general information about paying for care and information about accredited financial advisors in your area through the Society of Later Life Advisers (SOLLA); visit:

www.societyoflaterlifeadvisers.co.uk or call: **0333 202 0454**.



Money Helper also gives information about finding independent financial advisors.

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**

Age UK, Citizens Advice and the National Debtline can advise you further.

Age UK

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

Tel: **0800 678 1602**

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

Citizens Advice

Provides quality, free, independent, confidential and impartial advice for everyone.

Tel: **0800 144 8848**

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

National Debtline

A charity offering free and independent debt advice over the phone and online.

Tel: **0808 808 4000**

Web: **www.nationaldebtline.org**

Essential information

Out of county care

You can choose a care home outside Wiltshire. You may want to be closer to friends or family, or you may want to relocate to another part of the country. If you choose to move to a new local authority area and, before you move, you are eligible for support from Wiltshire Council to pay for your care, Wiltshire Council may contribute to the costs of your care home placement in the other area.


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

For more information about paying for care, see page 48.

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

For help finding care across England, visit: **www.carechoices.co.uk** with details of your requirements.

Inspecting and regulating care services

 **Care Quality Commission** Health and social care services must be registered to show 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 these services.

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

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

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

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

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

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

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

Keeping people safe

Wiltshire Council and its partner agencies expect health and social care services to respect people's

dignity, independence, choice and safety and to have zero tolerance towards abuse.

The council and its partner agencies recognise that people can be the victim of abuse or neglect. This could include the following:

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

have been, intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, psychological, physical, sexual, financial and emotional abuse.

*Although this definition refers to those over 16, in the context of this policy, safeguarding adults refers to victims of domestic abuse who are 18 years or over.

- Modern slavery – including slavery, human trafficking, forced labour and domestic servitude.
- Self-neglect – including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

Where might abuse occur?

Abuse can take place in any situation:

- Where the person lives, either alone or with someone else.
- In supported/sheltered accommodation.
- Within nursing, residential or day care settings.
- In hospital.
- In custodial situations.
- Where support services are being provided.
- In public places.

Who might be the abuser?

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

- A member of staff, proprietor or service manager.
- A member of a recognised professional group.
- A volunteer or member of a community group such as a place of worship or social club.
- A service user or adult at risk.
- A spouse, relative or member of the adult's social network.
- A carer, i.e. someone who has the right to an assessment and may be eligible for services to meet their caring role independently of an adult at risk.



- ➔ • A neighbour, member of the public or stranger.
- A person who deliberately targets adults at risk.
- In the case of self-neglect, the adult themselves.

All organisations providing health, housing and social care services in Wiltshire should follow 'Safeguarding Adults at Risk in Wiltshire', a document from the Wiltshire Safeguarding Vulnerable People Partnership (www.wiltshiresvpp.org.uk/p/resource-hub/policies-reports-guidance-and-resources), and report any allegations or suspicions that a vulnerable adult is being abused. Members of the public should also report abuse to the council if they suspect or know about it.

Your concern will always be taken seriously. For more information about abuse, visit the Wiltshire Safeguarding Vulnerable People Partnership website: www.wiltshiresvpp.org.uk

There is also information about forms of abuse on Wiltshire Council's website:

<https://adults.wiltshire.gov.uk/Information/adult-abuse>

If you have any concerns about a vulnerable person being harmed or neglected, contact the **Advice and Contact Team**.

Tel: **0300 456 0111**

Out of hours: **0300 456 0100**

Web: <https://adults.wiltshire.gov.uk/Information/referrals-and-forms>

If you think someone is in immediate danger, call: **999**.

Disclosure and Barring Service (DBS)

The DBS helps employers to make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups. Anyone employing a Personal Assistant is advised to carry out a DBS check. You can be supported to do this by the Direct Payment support organisation, see page 49 for more information. For more information, visit:

www.gov.uk/db

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 52), indicating the quality of care provided. You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit:

www.carechoices.co.uk

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



Search for care in your area

www.carechoices.co.uk

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

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



How solicitors can help

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

Lasting Power of Attorney (LPA)

This can be set up when you are able to make informed decisions for yourself, it allows you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It authorises the person you have chosen to make decisions on your behalf at a time when you may be unable.

The Court of Protection (Deputyship)

The Court of Protection can issue orders directing the management of a person's property and financial affairs/health and welfare if they have been medically assessed as lacking capacity and have not arranged an LPA. The Court will appoint a Deputy who will then be authorised to administer your affairs whether finance and Property or Health and Welfare. The Office of the Public Guardian monitors

the work undertaken by the Deputy and an annual report is submitted to ensure that the Deputy has undertaken this administration appropriately and made decisions in the best interest of the incapacitated person.

An Advance Directive allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an Advance Decision setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result. Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizen's Advice offers an advice service and will be able to recommend solicitors in your area. See page 60 for contact details.

Planning for end of life

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

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

The service should have an open approach to end of life care. It should initiate conversation with you and

your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

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

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

someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes, so they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would

have liked or wonder whether they are making the right choices. Things to consider are included on the Hospice UK website. Visit www.hospiceuk.org (search 'how to arrange a funeral').

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

Complaints, compliments and feedback

If you are unhappy about any aspect of your support – whether it's the way you are treated by staff, the quality of the food you are served or anything else that affects your happiness or comfort – you should feel able to complain. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided and compliment staff when things go well.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive. Care homes are required under Government regulations to have a simple and easy-to-use complaints procedure.

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

If your complaint is about a breach of regulations, contact [the Care Quality Commission](http://www.cqc.org.uk).

Tel: **0300 061 6161**

Web: www.cqc.org.uk

If the council has arranged and funded a place for you in a care home, you can complain to your social worker, care manager or the [Customer Complaints Team](#).

Tel: **01225 718400**

Email: complaints@wiltshire.gov.uk

Web: www.wiltshire.gov.uk/complaints-making-a-complaint

Post: Customer Complaints Team,
Wiltshire Council, County Hall,
Bythesea Road, Trowbridge BA14 8JN

Complaints about care that you pay for yourself
You can ask the Local Government & Social Care Ombudsman to take up your case if you are not happy about how a care home or service dealt with your complaint about care that you pay for yourself.

Tel: **0300 061 0614**

Web: www.lgo.org.uk

Tell us what you think



 CareChoices

⊙ What have you found useful?

⊙ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Care associations in Wiltshire

National Care Association (NCA) merged with the Registered Nursing Home Association (RNHA)



The NCA has merged with the RNHA, established in 1968 to provide a strong

united voice for all members. These merged associations represent the authoritative voice of care homes and community services throughout the United Kingdom. The fundamental aims that belong to the Wiltshire branch of the merged associations are:

- To ensure that the client comes first in the provision of high-quality care designed to meet individual needs.
- To ensure that the client is always treated in a dignified manner which respects the individual's right to make decisions regarding their care.
- By constant endeavour, to review and improve professional standards in order to provide a high quality of life for vulnerable people.
- To ensure that the professional status of care homes and care services are further developed.
- To support a forum through the Wiltshire Care

Partnership that encourages the exchange of expertise and practical experience in order to secure high professional standards.

Care homes and care services are subject to statutory inspection by the Care Quality Commission (CQC). All members must, in addition to this, fulfil the stringent criteria of the NCA and RNHA.

By fulfilling the exacting standards of the CQC and the NCA merged with the RNHA, the public can be assured that members achieve the highest quality of care. For further information or advice, refer to the following contact details.

Matthew Airey

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

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

Wiltshire Care Partnership



A dedicated and effective association for Wiltshire's independent care providers.

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

WCP provides a valuable channel of communication, facilitating information and idea exchanges and

sharing best practice amongst our members. WCP is a voice for care providers and ensures their skills and expertise are promoted to achieve the best outcomes. We also work hard to ensure issues affecting our members are addressed by commissioning successful partner organisations.

WCP membership is open to all independent sector providers of residential, nursing and domiciliary care for older people and adults with disabilities. →



→ Key benefits of membership include:

- Weekly e-bulletins with key local, national and members' news, information and links to events, training and publications.
- The opportunity to engage with and influence the agenda of commissioners, NHS providers and new local developments.
- Free support from our Trusted Assessors, who have been commissioned through the Better Care Fund to assist care providers with discharges from acute and community hospitals and Discharge to Assess beds in the community.
- Forum meetings held virtually and in person for members exclusively, focused on issues of importance to providers and workshops delivered in conjunction with our sponsors.
- Invitations to WCP events and conferences free or at discount to members, including heavily subsidised training and development events.
- Free or discounted training sessions on topics of interest, such as the Mental Capacity Act and dementia.
- Members' briefings summarising the key points of any important new policies.
- Regular email updates and e-surveys to identify members' needs and issues.
- Voting power to elect the WCP Board and influence the annual work programme.
- Access to a joint working programme with commissioners focused on shared priorities.
- Free and discounted services provided by our sponsors RWK Goodman solicitors.
- Input to the joint work programme between WCP, Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB) and Banes, Swindon and Wiltshire Care Skills Partnership, to identify and respond to the specific training and development needs of local care providers, registered managers and staff.
- Free support with cyber security and completion of the Data Security and Protection Toolkit, which is increasingly being used by NHS and local authority commissioners to assess cyber readiness.

Over the last year, we have been helping care providers in Wiltshire recruit new care staff. One of our dedicated recruitment team can help you begin your career in care today. We have also developed a series of podcasts supporting women, men, colleagues, employers, clients, friends and family members who are all affected by menopause symptoms. We continue to contribute to the wider commissioning agenda in both health and social care, ensuring the input of care providers is embedded in the ongoing planning and development of services.

WCP's board comprises provider representatives, with full voting rights. These include members of the National Care Association (NCA) merged with the Registered Nursing Home Association (RNHA) and Learning Disabilities Provider Forum. Wiltshire Council and BSW ICB are represented on the board, but do not have voting rights. This ensures high-level discussion of key issues, giving WCP members a voice at a senior level in both commissioning organisations.

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

To find out more about **WCP** and how to contact us, please visit our website at:

www.wiltshirecarepartnership.org.uk



Useful contacts

Advocacy People, The

Independent advocacy, Independent Mental Capacity Advocacy, Care Act Advocacy, the NHS Complaints Advocacy Service and generic advocacy.
PO Box 375, Hastings TN34 9HU

Tel: **0330 440 9000**

Email: **info@theadvocacypeople.org.uk**

Web: **www.theadvocacypeople.org.uk**

Age UK Wiltshire

Tel: **0808 196 2424**

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

Devizes

The Wool Shed, New Park Street SN10 1DY

Salisbury

St Michael's Community Centre,
96 St Michael's Road SP2 9LE

Alabará

Riverside House, 2 Watt Road, Churchfields,
Salisbury SP2 7UD • Tel: **01722 322882**

Email: **enquiries@alabare.co.uk**

Web: **www.alabare.co.uk**

Alzheimer's Society

– Dementia Support Wiltshire

Tel: **01249 443469** (Monday to Friday, 9.00am to 5.00pm).

Email: **wiltshire@alzheimers.org.uk**

Alzheimer's Support Wiltshire

Tel: **01225 776481**

Email: **office@alzheimerswiltshire.org.uk**

Web: **www.alzheimerswiltshire.org.uk**

Devizes

5 Sidmouth Street SN10 1LD

Salisbury

Scots House, 15 Scots Lane SP1 3TR

Trowbridge

Trinity House, Bryer Ash BA14 8HE

Warminster

Old Silk Works, Beech Avenue BA12 8LX

Avon and Wiltshire Mental Health Partnership NHS Trust

PALS Office, Bath NHS House,
Newbridge Hill,
Bath BA1 3QE

Tel: **01225 362900**

Freephone: **0800 073 1778**

Email: **awp.pals@nhs.net**

Web: **www.awp.nhs.uk/contact-us/patient-advice-and-liaison-service-pals**

Avon and Wiltshire Mental Health Partnership PALS

PALS Office, Bath NHS House,
Newbridge Hill,
Bath BA1 3QE

PALS and complaints: **01225 362900**

Freephone: **0800 073 1778**

Email: **awp.pals@nhs.net**

Web: **www.awp.nhs.uk**

Carer Support Wiltshire

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

Freephone: **0800 181 4118**

Email: **admin@carersupportwiltshire.co.uk**

Web: **www.carersinwiltshire.co.uk**

Community First

Unit C2, Beacon Business Centre, Hopton Park,
Devizes SN10 2EY

Tel: **01380 722475**

Email: **enquiries@communityfirst.org.uk**

Web: **www.communityfirst.org.uk**

Great Western Hospitals NHS Foundation Trust

Great Western Hospital, Marlborough Road,
Swindon SN3 6BB

Tel: **01793 604031**

Email: **gwh.pals@nhs.net**

Web: **www.gwh.nhs.uk**

Healthwatch Wiltshire

Tel: **01225 434218**

Email: **info@healthwatchwiltshire.co.uk**

Web: **www.healthwatchwiltshire.co.uk**

➔ **Medequip – returning equipment**

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop off point, visit the following website. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the following website.

Web:

www.medequip-uk.com/returning-equipment

Rethink Mental Illness

An advice service offering practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care.

Tel: **0808 801 0525** (Monday to Friday 9.30am to 4.00pm). • Web: **www.rethink.org** (search 'Advocacy for mental health').

Richmond Fellowship

Tel: **0207 697 3300**

Web: **www.richmondfellowship.org.uk**

RUH Bath NHS Trust

PALS Office, Combe Park BA1 3NG

Tel: **01225 825656** • Email: **ruh-tr.psct@nhs.net**

Web: **www.ruh.nhs.uk**

Salisbury NHS Foundation Trust

Salisbury District Hospital, Oldstock Road SP2 8BJ

Tel: **01722 429044** • Email: **sft.pals@nhs.net**

Web: **www.salisbury.nhs.uk**

Wessex Community Action

Unit 6, Paxton Business Centre, Whittle Road, Churchfields, Salisbury SP2 7YR

Tel: **01722 326822**

Email: **info@wessexcommunityaction.org.uk**

Web: **www.wessexcommunityaction.org.uk**

Wiltshire & Swindon Users' Network

Formed by people who use health and social services, to promote user involvement and support people to have a voice.

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

Tel: **01380 871800** • Email: **info@wsun.co.uk**

Web: **www.wsun.co.uk**

Wiltshire Bobby Van Trust

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

Web: **www.wiltshirebobbyvan.org.uk**

Home security talks

Security Operators give talks on home security which are very informative and can address sensitive concerns in a relaxed environment.

Tel: **01225 256867**

Stay safe online

The team can also support eligible people with staying safe online. This service is for existing customers.

Tel: **01225 256867**

Email: **bobbyvanonlinesafety@wiltshire.police.uk**

Wiltshire Centre for Independent Living

11 Couch Lane, Devizes SN10 1EB

Tel: **0300 123 3442**

Email: **info@wiltshirecil.org.uk**

Web: **www.wiltshirecil.org.uk**

Wiltshire Citizens Advice

Call or email in advance of visiting branches face-to-face.

Tel: **0800 144 8848** (Monday to Friday, 9.00am to 5.00pm. Closed on public holidays).

Web: **www.cabwiltshire.org.uk**

Chippenham

3 Avon Reach, Monkton Hill SN15 1EE

Devizes

New Park Street SN10 1DY

Salisbury

Salisbury Library, Market Walk SP1 1BL

Trowbridge

Trinity House, Bryer Ash Business Park BA14 8HE

Wiltshire Health and Care

Room 2060 Rowan West, Chippenham Community Hospital, Chippenham SN15 2AJ

Tel: **0300 123 7797**

Email: **whc.pals@nhs.net**

Web: **www.wiltshirehealthandcare.nhs.uk**

Wiltshire IPS (Employment Service)

Green Lane, Marshall Road,
Devizes SN10 5DS
Tel: **01380 737676**
Email: **wiltshireips@richmondfellowship.org.uk**

Wiltshire Mind

Tel: **01225 706532**
Email: **counselling@wiltshiremind.co.uk**
Web: **www.wiltshiremind.co.uk**

For a list of local mental health and wellbeing contacts, visit the website below and search 'Where to get mental health support in Wiltshire.'
Web: **www.healthwatchwiltshire.co.uk**

Wiltshire People First

A self-advocacy service led by disabled people.
Independent Living Centre,
St George's Road,
Semington BA14 6JQ
Tel: **01380 871900**
Email: **admin@wiltshirepeople1st.org.uk**

Wiltshire Racial Equality Council

Tel: **01225 766439**
Email: **wiltsrec@gmail.com**
Web: **www.wiltsrec.wordpress.com**

Wiltshire Sight

St. Lucy's Sight Centre, Browfort, Bath Road,
Devizes SN10 2AT
Tel: **01380 723682**
Web: **www.sightsupportwest.org.uk/wiltshire**



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

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** •  **@WeAreMFON**

Subscribe today

We are
welcoming
residents for
short and long
term stays

Our Care homes in Wiltshire

Old Sarum Manor, **Salisbury**
01722 626 817
oldsarum.info@elmfieldcare.co.uk

Flowers Manor, **Chippenham**
01249 472 069
flowersmanor.info@elmfieldcare.co.uk



WILTSHIRE'S
TOP RATED
CARE HOMES*

*carehome.co.uk



Residential, Dementia & Respite Care

We do everything we can to ensure our residents have the best quality of life possible. We've created a happy community, a place of opportunity for interaction and enjoyment.

We believe help with independence, strong links with friends and family, forging new friendships and a calendar of favourite pastimes and new experiences make for a happy life.

elmfieldcare.co.uk | info@elmfieldcare.co.uk

Old Sarum Manor
November 2022

Inspected and rated

Good



Care Quality
Commission

All-Inclusive Living

Everything is included in our competitive weekly fee. No hidden extras!

Exceptional Amenities

Cinema, library, Café, tearoom, bar, beauty salon, landscaped gardens

Top Class Cuisine

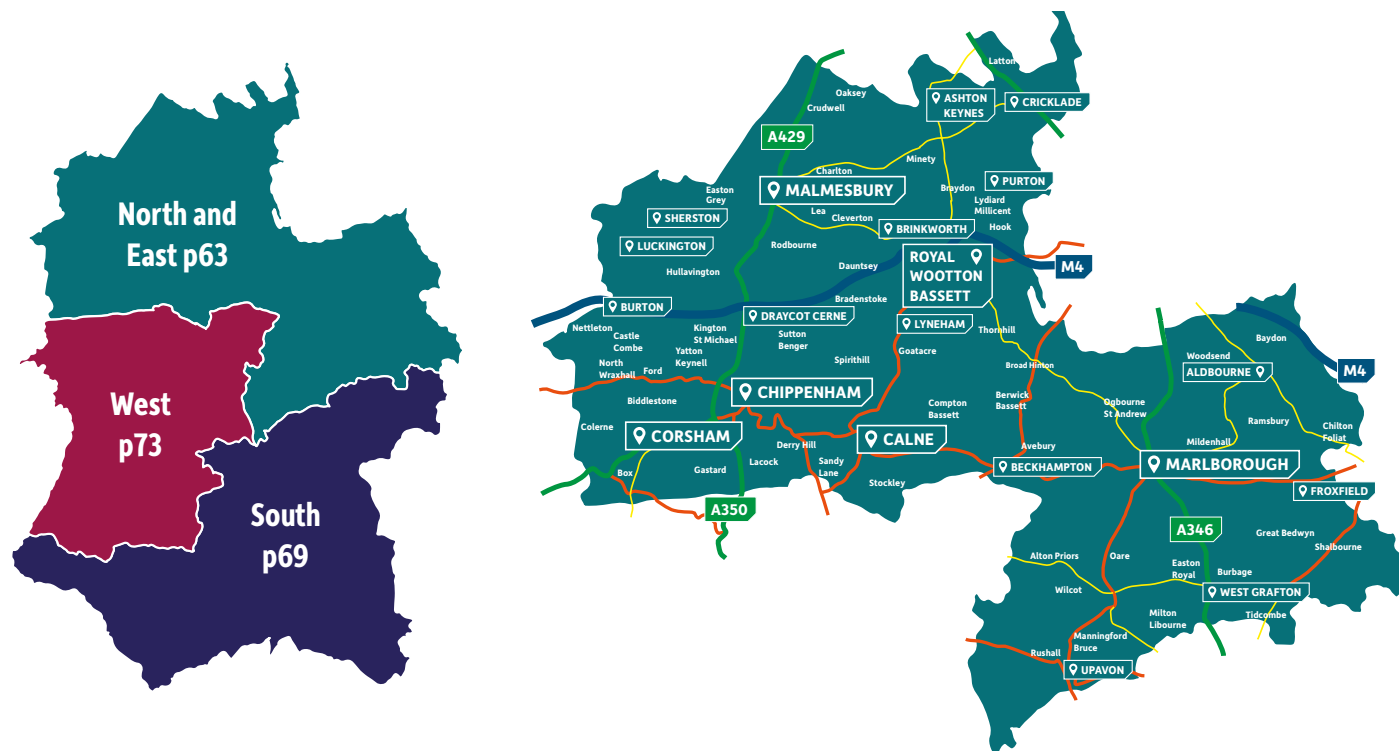
Your favourite meals cooked with the finest, locally sourced ingredients

Wonderful, Loving Staff

Highly experienced, well-trained staff to give you the very best care.

Activities

Full daily programme of activities based on your favourite past times in and out of the home



North and East Wiltshire care homes

Ashgables House

Oak Lodge Close, Chippenham SN15 1NG
Tel: 01249 658498

OP PD LDA MH YA

Ballards Ash

Brinkworth Road,
Royal Wootton Bassett SN4 8DS
Tel: 01793 840807

LDA

Broadfields, 50

Pewsey SN9 5DU
Tel: 01672 563429

Advert page 24
OP LDA MH YA

Callisto

35a Wilcot Road, Pewsey SN9 5EJ
Tel: 01672 563429 Advert page 24

LDA MH

Caring Hands (Wiltshire)

Battle Lake Farm, Braydon,
Swindon SN5 0AA
Tel: 01793 772777 Advert below

OP PD SI

Cepen Lodge

West Cepen Way, Chippenham SN14 6UZ
Tel: 01249 489229 Advert page 42

OP D PD YA



Caring Hands
(Wiltshire)

T: 01793 772777 / 07743 796766

E: vfcaringshands@live.co.uk

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

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

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

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

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

All services are CQC Registered. CQC Rating = **GOOD**

www.caringhandswiltshire.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

Make your home at *Middlefields* **HOUSE**

Discover great care at our award-winning home which opened in 2021.

- Four households of 12
- Family-sized communities
- Dedicated carers
- Christian values
- Dementia care
- Outdoor and indoor gardens

☎ 0300 303 8470

✉ middlefields@pilgrimsfriend.org.uk

🌐 pilgrimsfriend.org.uk/Middlefields

**PILGRIMS'
FRIEND
SOCIETY**

Part of the
Pilgrims' Friend
Society family



Greenway Lane, Chippenham SN15 1AA
01249 652153
thepriorycarehome@googlemail.com
www.thepriorycarehome.co.uk



Welcoming you to a caring future

A homely & welcoming atmosphere where residents' needs & wishes come first.

- Full 24-hour care
- Large ensuite rooms & care apartments
- Fantastic home cooking
- Fully trained staff

Care & assistance where necessary, company or privacy as desired.



Choosing a care home for you or a loved one can be ~~a daunting decision.~~
an empowering choice.

**Kingston
House**
Care Home

- ✓ No-obligation trial stays
- ✓ Leading not-for-profit provider
- ✓ 'Home for Life' financial assurance*

*We never ask anyone to move out if their personal funds run out. T&Cs apply.

01249 471 269

Lansdowne Crescent, Derry Hill, Calne SN11 9NP



**greensleeves
care**
You're among friends

Cheriton Care Home

41-51, Westlecot Road, Swindon SN1 4EZ

Tel: 01793 522149 **Advert page 58**

OP D PD

Claremont Residential Home

The Linleys, Gastard Road, Corsham SN13 9PD

Tel: 01249 713084

OP

Cocklebury Farmhouse

Cocklebury Lane, off Darcy Close,

Chippenham SN15 3QW

Tel: 01249 658670

LDA YA

Dramsdon

Rivar Road, Shalbourne, Marlborough SN8 3QE

Tel: 01672 870565

OP D PD LDA MH SI YA

Fairways, The

Malmesbury Road, Chippenham SN15 5LJ

Tel: 01249 461239

OP D PD MH SI

Ferfoot Care Home

Old and New House, The Folly, Old Hardenhuish

Lane, Chippenham SN14 6HH

Tel: 0808 223 5356 **Advert page 38**

OP D

Firs Care Home, The

2 Lickhill Road, Calne SN11 9DD

Tel: 01249 812440

OP D

Flowers Manor

1 Wood Lane, Chippenham SN15 3DQ

Tel: 01275 472 069 **Advert pages 40 & 62**

OP D SI

Forestview

60 Cherry Orchard, Marlborough SN8 4AS

Tel: 01672 512464

OP D PD LDA MH SI YA

Glanmor

Bath Road, Chippenham SN15 2AD

Tel: 01249 651336

MH

Greenway Park, 13

Chippenham SN15 1QG

Tel: 01249 443965

OP LDA YA

Highfield Residential Home

The Common, Marlborough SN8 1DL

Tel: 01672 512671

OP D PD SI

Innovations Wiltshire Ltd – 10 The Crescent

Pewsey SN9 5DP

Tel: 01672 562266

Advert page 24

OP LDA MH YA

Innovations Wiltshire Ltd – 20 Stratton Road

Pewsey SN9 5DY

Tel: 01672 564957

Advert page 24

LDA

Innovations Wiltshire Ltd – 27 Stratton Road

Pewsey SN9 5DY

Tel: 01672 562691

Advert page 24

LDA

Kingston House

Lansdowne Crescent East, Derry Hill, Calne SN11 9NT

Tel: 01249 471 269 **Advert page 64**

OP D PD

Malmesbury Road, 79

Chippenham SN15 1PX

Tel: 01249 651992

OP LDA YA

Maltings, The

Brewers Lane, Shelbourne Road, Calne SN11 8EZ

Tel: 01249 815377

PD LDA SI YA

Marlborough Lodge

83-84 London Road, Marlborough SN8 2AN

Tel: 01672 512288

OP D PD MH SI YA

Meadow Lodge

Sadlers Mead, Monkton Park, Chippenham SN15 3PE

Tel: 01249 656136

PD LDA YA

Merlin Court Care Home

The Common, Marlborough SN8 1JR

Tel: 01672 481150 **Advert page 38**

OP D PD SI YA

Merlin's Barrow

10 George Lane, Marlborough SN8 4BT

Tel: 01672 515747 **Advert page 24**

LDA

Middlefields House

Cornfields, Chippenham SN14 6GA

Tel: 0300 303 8470 **Advert page 64**

OP D

Old Vicarage, The

54 St Mary Street, Chippenham SN15 3JW

Tel: 01249 653838

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

Ordinary Life Project Association
– 15 Mossmead

Chippenham SN14 0TN

Tel: 01249 461587

OP D PD LDA MH SI YA
Ordinary Life Project Association
– 18 Boundary Road

Chippenham SN15 3NN

Tel: 01249 656255

OP D PD LDA MH SI YA
OSJCT Cedars, The

High Street, Purton SN5 4AF

Tel: 01793 772036

OP D MH YA
OSJCT Coombe End Court

London Road,

Marlborough SN8 2AP

Tel: 01672 512075

OP D PD SI YA
OSJCT Hungerford House

Beechfield Road,

Corsham SN13 9DR

Tel: 01249 712107

OP D MH YA
OSJCT Marden Court

Quarr Barton, Calne SN11 0EE

Tel: 01249 813494

OP D MH YA
OSJCT Ridgeway House

The Lawns, Wootton Bassett SN4 7AN

Tel: 01793 852521

OP D YA
OSJCT Seymour House

Monkton Park, Chippenham SN15 3PE

Tel: 01249 653564

OP MH YA
Palmarium

2a Lickhill Road, Calne SN11 9DD

Tel: 07789 740292

LDA SI YA
Priory Care Home, The

Greenway Lane, Chippenham SN15 1AA

Tel: 01249 652153 **Advert page 64**
OP D
Shalom

1 Pen Close, Manor Lane, Baydon,

Marlborough SN8 2JD

Tel: 01672 541351

OP D PD LDA MH SI YA

STAINSBIDGE HOUSE

Specialist dementia and Alzheimer's care

Day Care Respite Care Permanent Care

If you care for someone who experiences dementia we can help. Our day care service provides a day of stimulating and meaningful activity for people with dementia whilst giving their family carers a break. Our respite service is ideal for those seeking longer breaks, perhaps a week or two, and our permanent care service provides a safe and caring environment for those who are no longer able to live in their own home. So, whatever your need, why not call us and see how we can help?

*24 hour specialist care *En-suite rooms *Large, safe garden

Tel: (01666) 823757

101 Gloucester Rd, Malmesbury, Wilts SN16 0AJ

www.treasurehomes.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



GOATACRE MANOR CARE CENTRE



Our care home goes above and beyond because it matters.

**Goatacre Lane, Nr Calne, Wiltshire, SN11 9HY
Tel: 01249 760464 | www.goatacre.com**



Goatacre Manor Care Centre has been a family run and professionally operated nursing and residential home for over 30 years.

24 HOUR CARE - On-site Nurses (RGN) and Care Assistants. Providing the following types of care for your loved ones:

- RESIDENTIAL CARE
- NURSING CARE
- RESPITE CARE
- END OF LIFE CARE



Goatacre Manor is a home away from home, balancing care needs with social activities which create a sense of community.

We offer a variety of facilities to ensure the utmost comfort for every resident. All single occupancy rooms include a medical grade, adjustable bed where needed and many have en-suite facilities.

IN-HOUSE CHEF

Food is so important within our home and our team of professional chefs take care to provide a choice of fresh meals to suit everyone's dietary needs.

ACTIVE LIVES — CARE HOME ACTIVITIES

We recognise moving into a care is a big change - that doesn't mean you have to stop your favourite activities.

SOME ACTIVITIES WE OFFER AT OUR HOME:

- Family days – BBQs, Summer fayres.
- Trips out in our very own minibus.
- Wheelchair accessible garden.
- Gardening club.
- Movement to Music/ Relaxation Classes.
- Coffee mornings/ Quizzes/ Bingo.
- Painting Classes/ Craft Classes.
- Singing Events (including our staff choir as featured on Wiltshire Radio).
- Tea Parties/ Birthday parties.
- Pet Therapy.
- Our very own Hair Salon and Nail Bar.



Call us now for a chat or come and visit our lovely home and see for yourself....

**01249 760464
www.goatacre.com**

Stainsbridge House

101 Gloucester Road, Malmesbury SN16 0AJ

Tel: 01666 823757 **Advert page 66** **OP D MH**
Stratton Road, 1

Pewsey SN9 5DY

Tel: 01672 563429 **Advert page 24** **LDA MH YA**
United Response – 2 William Street

Calne SN11 9BD

Tel: 01249 817215 **LDA**
United Response – 74 Oaklands

Chippenham SN15 1RQ

Tel: 01249 654293 **LDA**
Warrington Lodge

The Linleys, Gastard Road,

Corsham SN13 9PD

Tel: 01249 280050 **OP D**
White Horse Care Trust
– 5 Elcot Close

Marlborough SN8 2BB

Tel: 01672 516320 **OP D PD LDA MH SI YA**
White Horse Care Trust
– 89 Pavenhill

Purton SN5 4DA

Tel: 01793 771373 **OP D PD LDA MH SI YA**

North and East Wiltshire care homes with nursing

See page 69 for the **Service User Bands** key

Aldbourn Nursing Home

South Street, Aldbourn, Marlborough SN8 2DW

Tel: 01672 540919 **OP D YA**
Ashgrove House Nursing Home

63 Station Road, Purton, Swindon SN5 4AJ

Tel: 01793 771449 **OP D PD YA**
Avon Court Care Home

St Francis Avenue, Chippenham SN15 2SE

Tel: 01249 660055 **OP D PD YA**
Bassett House
Advert inside back cover

Cloatley Crescent, off Station Road,

Royal Wootton Bassett SN4 7FJ

Tel: 01793 855415 **OP D PD SI YA**
Brendoncare Froxfield

Littlecote Road, Froxfield,

Marlborough SN8 3JY

Tel: 01488 684916 **OP D**
Brunel House

The Wharf, Box, Corsham SN13 8E

Tel: 01225 560100 **OP D PD MH YA**
Bybrook House Nursing Home

Middle Hill, Box, Corsham SN13 8QP

Tel: 01225 743672 **OP PD SI**
Cote House

24 Rowden Hill, Chippenham SN15 2AG

Tel: 01249 653760 **OP PD LDA YA**
Goatacre Manor Care Centre

Goatacre Lane, Goatacre, Calne SN11 9HY

Tel: 01249 760464 **Advert page 67** **OP D PD**
Holly Lodge

Old Hospital Road, Pewsey SN9 5HY

Tel: 01672 569950 **OP D PD LDA MH SI YA**
Miranda House

High Street, Royal Wootton Bassett, Swindon SN4 7AH

Tel: 0808 223 5356 **Advert page 38** **OP D MH YA**
OSJCT Athelstan House

Priory Way, Burton Hill, Malmesbury SN16 0FB

Tel: 01666 848000 **OP D MH YA**
Salisbury Manor

Wilton Road, Salisbury SP2 7EJ

Tel: 01722 447100 **OP D PD SI YA**
Savernake View Care Home

Priory Court, Salisbury Road, Marlborough SN8 4FE

Tel: 01672 555287 **Advert page 4** **OP D YA**
Somerhill Care Home

Little Somerford, Chippenham SN15 5BH

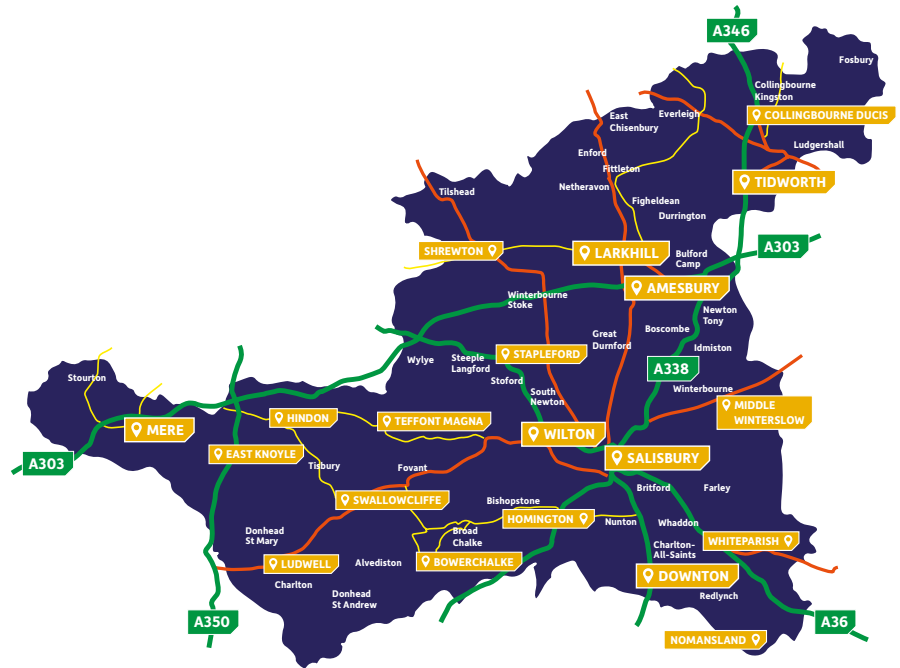
Tel: 01666 822363 **OP D PD YA**
South Newton Hospital

Warminster Road, South Newton, Salisbury SP2 0QD

Tel: 01722 273265 **OP YA**
White Lodge

Braydon, Swindon SN5 0AD

Tel: 01666 718761 **Advert page 42** **OP D PD YA**



South Wiltshire care homes

Albany House – Tisbury

The Square, Tisbury, Salisbury SP3 6JP
Tel: 01747 870313

OP

Avoncourt

1 Mitre Way, Old Sarum, Salisbury SP4 6GW
Tel: 01722 429400

OP D PD SI YA

Bradbury House

The Portway, Salisbury SP4 6BT
Tel: 01722 438100

PD LDA

Clarendon House

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

LDA MH YA

Dunraven House and Lodge

12 Bourne Avenue, Salisbury SP1 1LP
Tel: 01722 321055

OP D PD LDA MH SI YA AD

Fairfax House

85 Castle Road, Salisbury SP1 3RW
Tel: 01722 332 846 Advert page 70

OP D PD MH SI

Herbert House

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

MH

Holmhurst

Downton Road, Salisbury SP2 8AR
Tel: 01722 340689

OP LDA MH YA AD

Holmwood Care Home

30 Fowlers Road, Salisbury SP1 2QU
Tel: 01722 336933 Advert page 40

OP D PD MH SI

Hulse Road

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

LDA

Inwood House

10 Bellamy Lane, Salisbury SP1 2SP
Tel: 01722 331 980 Advert page 70

OP D PD MH SI

Mead, The

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

MH

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

Fairfax House and Inwood House

Salisbury Christian Care Homes for the Elderly

Two family run, small and friendly care homes located in the heart of Salisbury. We cater for all types of care of older people and specialise in dementia care.

We pride ourselves on our welcoming environment full of fun and laughter, with home cooked meals, landscaped gardens and charming character.

*picture taken during our 'cruise week' visiting Hawaii

Fairfax House,
85 Castle road,
Salisbury,
SP1 3RW
01722 332 846

Inwood House,
10 Bellamy Lane,
Salisbury,
SP1 2SP
01722 331 980

www.fairfaxhouseandinwoodhouse.co.uk

Milford Manor Care Home

Milford Manor Gardens, Salisbury SP1 2RN

Tel: 01722 336933 **Advert page 40** OP D PD MH SI

Old Sarum Manor

Rhodes Moorhouse Way, Old Sarum, Longhedge,
Salisbury SP4 6SA

Tel: 01722 626 817 **Advert pages 40 & 62** OP D PD SI YA

OSJCT Bemerton Lodge

Christie Miller Road, Salisbury SP2 7EN

Tel: 01722 324085 OP D YA

OSJCT Buckland Court

South Mill Road, Amesbury, Salisbury SP4 7HR

Tel: 01980 623506 OP D YA

OSJCT Willowcroft

Odstock Road, Salisbury SP2 8BG

Tel: 01722 323477 OP D YA

Pennings View

Porton Road, Amesbury, Salisbury SP4 7LL

Tel: 01980 624370 LDA

Sharon and Glen Arnott – 32 Beamont Way

Amesbury, Salisbury SP4 7UA

Tel: 01980 676788 LDA YA

St Patrick's House

1a Porton Road, Amesbury, Salisbury SP4 7LL

Tel: 01980 626434 LDA

Stratford Lodge

4 Park Lane, Salisbury SP1 3NP

Tel: 01722 421504 LDA YA

Tower House Residential Home

34 Manor Road, Salisbury SP1 1JT

Tel: 01722 412422 OP D PD LDA MH SI AD

Tower View Residential Home

43 Manor Road, Salisbury SP1 1JS

Tel: 01722 321055 D PD LDA MH SI YA AD

Turning Point – Avondale

62 Stratford Road, Salisbury SP1 3JN

Tel: 01722 331312 PD LDA YA

Turning Point – Hollygrove

49 Roman Road, Salisbury SP2 9BJ

Tel: 01722 415578 OP LDA YA

Willow House

101 Countess Road, Amesbury,
Salisbury SP4 7AT

Tel: 0203 195 0120 PD LDA YA

Wilton Place Care Home

Buckeridge Road, Wilton, Salisbury SP2 0FX

Tel: 01722 626388 **Adverts page 42 & below** OP D YA

Wilton Road

44 Wilton Road, Salisbury SP2 7EG

Tel: 01722 410724 MH

Woodfalls Care Home

Vale Road, Woodfalls, Salisbury SP5 2LT

Tel: 01725 511226 **Advert below** D

Woodstock House

20 Woodstock Road, Salisbury SP1 3TJ

Tel: 01722 417171 OP MH YA



We are a 'home from home', providing all of your care needs while encouraging you to make your own choices about your life in a safe and welcoming environment.

Our wonderful staff are trained to the highest standard – they are caring, kind and devoted.

The lovely enclosed garden provides a safe haven to enjoy sitting in the sunshine. We have a full range of activities that are bespoke to the needs of those who live in our care.

01725 511226 / 07845 649576
Manager@woodfallscarehome.co.uk
www.woodfallscarehome.com



WILTON PLACE
BARCHESTER HEALTHCARE
Buckeridge Road,
Salisbury, SP2 0FX
barchester.com

Everyone deserves uncompromising care.

That's why at Wilton Place 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.

Call 01722 626388 to find out how we can help.

Residential Care • Dementia Care • Respite Breaks



Amesbury Abbey Care Home

Church Street, Amesbury SP4 7EX
Tel: 01980 622957

OP PD SI

Ashley Grange Nursing Home

Lode Hill, Downton, Salisbury SP5 3PP
Tel: 01725 512811

OP D PD LDA MH SI YA

Bourne House

1 Mitre Way, Old Sarum, Salisbury SP4 6GW
Tel: 01722 429400

OP D PD SI YA

Braemar Lodge

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

OP YA

Camelot Care Homes Ltd

1 Countess Road, Amesbury,
Salisbury SP4 7DW
Tel: 01980 625498

OP D PD

Castle View Nursing Home

8 Old Castle Road, Salisbury SP1 3SF
Tel: 01722 336933

OP D PD MH SI

Cedars Nursing Home, The

North Common Lane, Landford,
Salisbury SP5 2EJ
Tel: 01794 725507 Advert page 42

OP D PD

Harnham Croft Care Home

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

OP D PD YA

Hays House Nursing Home

Sedgehill, Shaftesbury SP7 9JR
Tel: 01747 830282

OP YA

Kimberly West and East Care Centres

27 Tollgate Road,
Salisbury SP1 2JA
Tel: 01722 336933 Advert page 40

OP D MH SI

Laverstock Care Centre

London Road,
Salisbury SP1 3HP
Tel: 01722 428210

OP D

Little Manor Nursing Home

Manor Farm Road,
Salisbury SP1 2RS
Tel: 01722 336933 Advert page 40

OP D PD MH SI

Maristow Nursing Home

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

OP D PD YA

Milford House

Milford Mill Road, Milford,
Salisbury SP1 1NJ
Tel: 01722 622082 Advert page 42

OP PD YA

No 68 Specialist Care

68 London Road,
Salisbury SP1 3EX
Tel: 01722 433202

OP D YA

Tell us what you think



⦿ What have you found useful?

⦿ What could we do better?

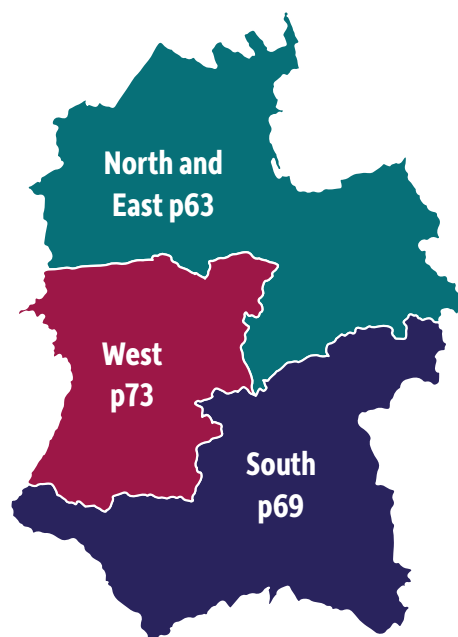
Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

CareChoices

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

West Wiltshire



West Wiltshire care homes

ABLE (Action for a Better Life)

– 57 King Street

Melksham SN12 6HE

Tel: 01225 707669

OP MH YA

Alpine Villa Care Home

70 Lowbourne,
Melksham SN12 7ED
Tel: 01225 706073

Bows

324 Frome Road, Trowbridge BA14 OEB
Tel: 01225 774444

YA

Bradbury Manor

Nursteed Road, Devizes SN10 3AF
Tel: 01380 732620

PD LDA MH

Chantry Gardens

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

PD LDA SI YA

Dauntsey House

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

OP D

Durlston House

115b Hilpertown Road,
Trowbridge BA14 7JJ
Tel: 01225 760858

LDA YA

Durlston Lodge

115c Hilpertown Road,
Trowbridge BA14 7JJ
Tel: 01225 719263

LDA YA

Grange Court

115d Hilpertown Road,
Trowbridge BA14 7JJ
Tel: 01225 774177

LDA YA

Hawthorne Grove, 39

Trowbridge BA14 0JF
Tel: 01225 767441

PD LDA 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

West Wiltshire care homes continued

High Street, 10

Semington, Trowbridge BA14 6JR
Tel: 01380 870061

LDA

OSJCT Brookside

Ruskin Avenue, Melksham SN12 7NG
Tel: 01225 706695

OP D MH YA

Lavender House & Primrose Lodge

62 The Down,
Trowbridge BA14 7NQ
Tel: 01225 753485

LDA YA

OSJCT Goodson Lodge Care Centre

Hilpertown Road, Trowbridge BA14 7JG
Tel: 01225 769414

OP D YA

Newtown (65a)

65a Newton, Trowbridge BA14 0BQ
Tel: 01225 777728

LDA YA

OSJCT Hayward Care Centre

Corn Croft Lane, Off Horton Road, Devizes SN10 2JJ
Tel: 01380 722623

OP D PD SI YA

Old Rectory, The

27 Stallard Street,
Trowbridge BA14 9AA
Tel: 01225 777728

OP LDA YA

OSJCT Watersmead

White Horse Way, Westbury BA13 3AH
Tel: 01373 826503

OP D PD YA

Ordinary Life Project Association

– 5 St Margaret's Gardens

Melksham SN12 7BT
Tel: 01225 709691

OP D PD LDA MH SI YA

Paddocks, The

493A Semington Road,
Melksham SN12 6DX
Tel: 07714 244273

LDA YA

Ordinary Life Project Association

– 12 Addington Close

Devizes SN10 5BE
Tel: 01380 720001

OP D PD LDA MH SI YA

Park Street

82 Park Street, Trowbridge BA14 0AT
Tel: 01225 777728

OP LDA YA

Ordinary Life Project Association

– 17 Berryfield Road

Bradford-on-Avon BA15 1SU
Tel: 01225 864397

OP D PD LDA MH SI YA

Peel House

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

PD LDA YA

Ordinary Life Project Association

– 19 Berryfield Road

Bradford-on-Avon BA15 1SU
Tel: 01225 868058

OP D PD LDA MH SI YA

Phoenix House

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

OP PD LDA YA

Ordinary Life Project Association

– 56 Sycamore Grove

Trowbridge BA14 0JD
Tel: 01225 763056

D PD LDA SI

Romney House

11 Westwood Road,
Trowbridge BA14 9BR
Tel: 01225 753952

OP D PD SI

Sandmar

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

OP MH YA

OSJCT Ashwood Care Centre

Gipsy Lane, Warminster BA12 9LR
Tel: 01985 213477

OP D PD MH SI YA

Sense – 6 Lilac Grove

Trowbridge BA14 0HB
Tel: 01225 766200

PD LDA 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

West Wiltshire care homes continued

Shaftesbury Court (Manor Close)

Manor Close, Trowbridge BA14 9HN

Tel: 01225 760228

OP PD LDA YA

Starbrook

35a Dursley Road, Heywood BA13 4LG

Tel: 01934 429448

LDA YA

Staverton House

51a Staverton,

Trowbridge BA14 6NX

Tel: 01225 782019

OP D YA

Sursum Ltd Bramley House

Bramley House, Castle Street,

Mere BA12 6JN

Tel: 01747 860192

OP D PD

Wellhead Lane

16 Wellhead Lane, Westbury BA13 3PW

Tel: 01373 303248

LDA YA

Westbury Lodge

130 Station Road, Westbury BA13 4HT

Tel: 01373 859999

OP D LDA MH SI YA

Whistley Dene

Whistley Road, Potterne,

Devizes SN10 5TD

Tel: 01380 721913

OP D PD LDA MH SI YA

Willow View

63b Boreham Road,

Warminster BA12 9JX

Tel: 01985 219377

PD LDA YA

Willows, The

72 Boreham Road,

Warminster BA12 9JN

Tel: 01985 215757

OP LDA

Wingfield Road

22 Wingfield Road, Trowbridge BA14 9ED

Tel: 01225 762043

PD LDA MH SI YA

Wren House Residence for the Retired and Elderly – Warminster

32 Vicarage Street,

Warminster BA12 8JF

Tel: 01985 212578

OP

West Wiltshire care homes with nursing

Advertisers are highlighted

Avebury House

11 Canal Way,

Devizes SN10 2UB

Tel: 01380 718888

Advert outside back cover

OP D PD MH YA

Blenheim House Care Home

27 Shurnhold, Bath Road,

Melksham SN12 8DD

Tel: 01225 896200

OP D YA

Briggs Lodge Residential and Nursing Home

London Road, Devizes SN10 2DY

Tel: 01380 711622

OP D

Henford House

Lower Marsh Road,

Warminster BA12 9PB

Tel: 01985 881730 Advert page 42

OP PD YA

Longbridge Deverill House and Nursing Home

Church Street, Longbridge Deverill,

Warminster BA12 7DJ

Tel: 01985 214040

OP D PD YA

Market Lavington Care Home

39 High Street, Market Lavington,

Devizes SN10 4AG

Tel: 01380 812282

OP D PD YA

Mavern House Nursing Home

Corsham Road, Shaw, Melksham SN12 8EH

Tel: 01225 708168

OP YA

Old Parsonage, The

The Street, Broughton Gifford, Melksham SN12 8PR

Tel: 01225 782167

OP D MH

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

OSJCT Hayward Care Centre

Corn Croft Lane, Off Horton Road,
Devizes SN10 2JJ
Tel: 01380 722623

OP D PD SI YA

Sutton Veny House

Sutton Veny, Warminster BA12 7BJ
Tel: 01985 840224

OP YA

Trowbridge Oaks Bupa Care Home

West Ashton Road,
Trowbridge BA14 6DW
Tel: 01225 800593

Advert below
OP D YA

Westbury Care Home, The

Warminster Road,
Westbury BA13 3PR
Tel: 01373 825868

OP PD YA

Westbury Court

Station Road,
Westbury BA13 3JD
Tel: 01373 441929 **Advert page 44**

OP D YA

Wiltshire Heights Care Home

Cottle Avenue, off Berryfield Road,
Bradford-on-Avon BA15 1FD
Tel: 01225 435588 **Advert page 4**

OP D YA

Wingfield, The

70a Wingfield Road,
Trowbridge BA14 9EN
Tel: 01225 560035 **Advert page 42**

OP D



Welcoming new residents at Trowbridge Oaks

With care, safety and friendship

We're here to help make your search for a care home easier. In our home, 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.

Nursing | Residential | Dementia nursing care



Call for advice on care today

01225 809 903

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.

Trowbridge Oaks Care Home, West Ashton Road, Trowbridge Oaks BA14 6DW



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

Q122055 MAR22 CS 02469

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

✉ 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

12/13 Church Walk	21				
A		B		Caring Hands (Wiltshire)	63
A & T (Salisbury) Ltd	21	Bailey Employment Services Ltd		Caring Partners Healthcare Ltd	23
Abicare Services Ltd	21	t/a Bailey Care Services	21	Carons Care Line	23
ABLE (Action for a Better Life)		Ballards Ash	63	Casbens Supported Living Services Ltd	23
– 57 King Street	73	Bassett House	68	Castle View Nursing Home	72
Abney & Baker (Bath) Ltd	21	Beckford Lodge	21	Cedars Nursing Home, The	72
Agincare UK	21	Beeches Homecare Services, The	21	Celtic Care Services Ltd	23
Alabare Christian Care Centres	21	Bespoke Guardians	23	Cepen Lodge	63
Albany House – Tisbury	69	BGS Healthcare Ltd	23	Cera – Wiltshire	23
Aldbourn Nursing Home	68	Blakehill Healthcare	23	Chantry Court	23
Alina Homecare – Chippenham	21	Blenheim House Care Home	75	Chantry Gardens	73
Alina Homecare – Devizes	21	Bluebird Care (Wiltshire North)	23	Cheriton Care Home	65
Alina Homecare – Salisbury	21	Bluebird Care (Wiltshire South)	23	Claremont Residential Home	65
Alina Homecare – Trowbridge	21	Blue Sky Enabling	23	Clarendon House	69
Alpine Villa Care Home	73	Bourne House	72	Cloud Homecare Ltd	23
Altogether Care LLP – Bradford on Avon		Bows	73	Cocklebury Farmhouse	65
Care at Home	21	Bradbury House	69	Connect and Care	23
Altogether Care LLP – Salisbury Care at Home	21	Bradbury Manor	73	Cote House	68
Alzheimer's Support	21	Braemar Lodge	72	Cura Homecare	23
Amesbury Abbey Care Home	72	Brendoncare Froxfield	68	D	
Arrow Care Services Ltd – Office 3	21	Briggs Lodge Residential and Nursing Home	75	Dauntsey House	73
Ash Care Services Salisbury Ltd	21	Brighter Days Care at Home	23	Dementia@Home	23
Ashgables House	63	Broadfields, 50	63	Dignify Care Ltd	23
Ashgrove House Nursing Home	68	Brunel House	68	Dimensions Oxfordshire & Warwickshire Domiciliary Care Office	23
Ashley Grange Nursing Home	72	Butterfly Care (Bath, Wiltshire and Somerset)	23	Dimensions South West Counties Domiciliary Care Office	23
Atwell Care Ltd	21	Bybrook House Nursing Home	68	Dohatech Healthservice	25
Autonomy Care Ltd	21	C		Dramsdon	65
Avebury House	75	C&S Makenston Special Care Service	23	Dunraven House and Lodge	69
Avoncourt	69	Callisto	63	Durlston House	73
Avon Court Care Home	68	Camelot Care Homes Ltd	72	Durlston Lodge	73
		Candlelight Care (Corsley) Office	23	E	
		Care Matters (Wiltshire) Ltd	23	Elite Care – Unit 2 Deans Farm	25

ELSI (SW) Ltd	25	Home Instead Bath and West Wilts	25	Louisa Homecare Ltd	27
Everlife (Wiltshire)	25	Home Instead Salisbury and Romsey	25	M	
F		Home Instead Warminster and Gillingham	25	Mabikacare Ltd	27
Fabeliz Services Ltd	25	Honeydew Healthcare Ltd	25	Maisy Care at Home Ltd	27
Fairfax House	69	Honeysuckle Home Care Ltd	25	Malmesbury Road, 79	65
Fairfield Farm College	25	Housing 21 – Dairy View	25	Maltings, The	65
Fairways Retirement Village, The	25	Hulse Road	69	Maristow Nursing Home	72
Fairways, The	65	I		Market Lavington Care Home	75
Ferfoot Care Home	65	Independent Living Solutions Ltd	25	Marlborough Lodge	65
Firs Care Home, The	65	Innovations Wiltshire Ltd – 10 The Crescent	65	Mavern House Nursing Home	75
Firs Home Care Ltd, The	25	Innovations Wiltshire Ltd – 20 Stratton Road	65	Meadow Lodge	65
Flowers Manor	65	Innovations Wiltshire Ltd – 27 Stratton Road	65	Mead, The	69
Forestview	65	Innovations Wiltshire Ltd – Pelham Court	25	Mencap	
Forget Me Not Care Ltd	25	Invictus Plus Care	25	– Trowbridge	27
Four Hills Care Ltd	25	Inwood House	69	Merlin Court Care Home	65
G		K		Merlin's Barrow	65
Glanmor	65	Keiron Starns Care Agency	25	Middlefields House	65
Goatacre Manor Care Centre	68	Kimberly West and East Care Centres	72	Milford House	72
Grace 24/7 Care Bath	25	Kingston House	65	Milford Manor Care Home	71
Grace 24/7 Care Wiltshire	25	KP Premier Care Melksham	27	Miranda House	68
Grange Court	73	L		My Little Angels Care Company Ltd	27
Greenway Park, 13	65	Lavender House & Primrose Lodge	74	N	
H		Laverstock Care Centre	72	Newtown (65a)	74
Harnham Croft Care Home	72	Lighthouse Professional Care Ltd	27	Nimble Care	27
Hawthorne Grove, 39	73	Little Manor Nursing Home	72	No 68 Specialist Care	72
Hays House Nursing Home	72	Live in Care	27	Nurseplus Care at home	28
Helping Hands Calne	25	Lizor Care Concept	27	O	
Henford House	75	Longbridge Deverill House and Nursing Home	75	Old Parsonage, The	75
Herbert House	69			Old Rectory, The	28, 74
High Street, 10	74			Old Sarum Manor	71
Highfield Residential Home	65			Old Vicarage, The	65
Holly Lodge	68			Ordinary Life Project Association – 5 St Margaret's Gardens	74
Holmhurst	69			Ordinary Life Project Association	
Holmwood Care Home	69			– 12 Addington Close	74
Home Instead Andover and East Wiltshire	25				

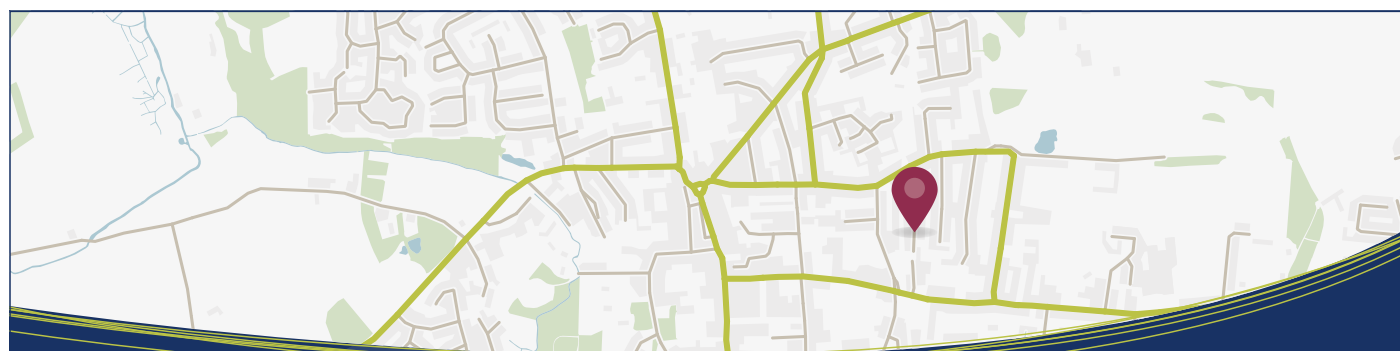
O continued

Ordinary Life Project Association – 15 Mossmead	66	Prime Care Associates	28	Somerset Care Community Services (Wiltshire)	30
Ordinary Life Project Association – 17 Berryfield Road	74	Princess Homecare	28	South Newton Hospital	68
Ordinary Life Project Association – 18 Boundary Road	66	Priory Care Home, The	66	Spire Homecare Ltd	30
Ordinary Life Project Association – 19 Berryfield Road	74	R		St Patrick's House	71
Ordinary Life Project Association – 56 Sycamore Grove	74	Radfield Home Care Chippenham & North Wiltshire	28	Stainsbridge House	68
OSJCT Ashwood Care Centre	74	Rainbow Trust Offices at Church Farm	28	Starbrook	75
OSJCT Athelstan House	68	Rangeford Care – Wadswick Green	28	Staverton House	75
OSJCT Bemerton Lodge	71	Redjacket Specialist Care	28	Stratford Lodge	71
OSJCT Brookside	74	Retain Healthcare Ltd – Chippenham	29	Stratton Road, 1	68
OSJCT Buckland Court	71	Retain Healthcare Ltd – Salisbury	29	Support Carers Ltd	30
OSJCT Cedars, The	66	Right at Home Chippenham	29	SureCare Services (Wessex)	30
OSJCT Coombe End Court	66	Right at Home Swindon	29	Sursum Ltd Bramley House	75
OSJCT Florence Court	28	Romney House	74	Sutton Veny House	76
OSJCT Goodson Lodge Care Centre	74	S			
OSJCT Hayward Care Centre	74, 76	Safe Care	29	T	
OSJCT Hungerford House	66	Salisbury and Romsey Care Ltd	29	Totally Living Care Ltd	30
OSJCT Marden Court	66	Salisbury Manor	68	Tower House Residential Home	71
OSJCT Ridgeway House	66	Sandmar	74	Tower View Residential Home	71
OSJCT Seymour House	66	Savernake View Care Home	68	Trowbridge Oaks Bupa Care Home	76
OSJCT Watersmead	74	Saxon Care Solutions Ltd (Trowbridge and Westbury)	29	Turning Point – Avondale	71
OSJCT Willowcroft	71	Saxon Care Solutions (Royal Wootton Bassett)	29	Turning Point – Hollygrove	71
Oxleycare Ltd	28	Sense – 6 Lilac Grove	74	U	

P

Paddocks, The	74	Serene Healthcare Group Office	29	V	
Palmarium	66	Shaftesbury Court (Manor Close)	75	Vitality Plus Care Ltd	30
Park Street	74	Shalom	66	Voyage (DCA) Wiltshire	30
Peel House	74	Sharon and Glen Arnott – 32 Beamont Way	71	W	
Pennings View	71	Somerhill Care Home	68	Warrington Lodge	68
Phoenix House	74			Wellhead Lane	75

Wessex Care Community Services	30	Wilton Place Care Home	71	Woodstock House	71
Westbury Care Home, The	76	Wilton Road	71	Wren House Residence for the Retired and Elderly – Warminster	75
Westbury Court	76	Wiltshire Council Reablement Service (Chippenham Hub)	30		
Westbury Lodge	75	Wiltshire Council Reablement Service (Salisbury Hub)	30	Y	
Whistley Dene	75	Wiltshire Council Reablement Service (Trowbridge Hub)	30	Your Quality Care Services Limited (Avon Park)	30
White Horse Care Trust – 5 Elcot Close	68	Wiltshire Heights Care Home	76	YourLife (Chippenham)	30
White Horse Care Trust – 89 Pavenhill	68	Wiltshire Support At Home Service	30	Yourlife (Devizes)	30
White Lodge	68	Wingfield Road	75	YourLife (Salisbury)	30
Willow House	71	Wingfield, The	76		
Willow View	75	Woodfalls Care Home	71		
Willows, The	75				



Search for care in your area

www.carechoices.co.uk



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

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



Other advertisers

Agincare	3, 36	20, 30, 37, 40, 54, 56, 72,	Manage @ Home	11	
AMS Care	Inside back cover	81, below	Medequip	11	
Apex Prime Care	15	Celtic Care Services (Swindon)	Medequip Connect	11	
Aria Care	38	Inside front cover	Mulberry Live In Care	16	
Ashbury Lodge		Church View Outside back cover	My Family, Our Needs	36, 61, 77	
	Outside back cover	Coate Water Care	Pilgrims' Friend Society	64	
Avery	38	Outside back cover	Porthaven Care Homes	4	
Audley Care	18	Downs View Outside back cover	Salisbury Christian Care		
Barchester	42, 71	Elmfield Care	Homes for the Elderly	70	
Berkely Home Health	20	Greensleeves Care	Secareserve	28	
Brighterkind	44	Helping Hands	Somerset Care	15	
Bupa	76	Home Instead	Treasure Homes	66	
Care Choices Ltd	3, 7, 10, 14, 17,	Innovations Wiltshire Ltd	24	Wessex Care	40



Search for care in your area

www.carechoices.co.uk 

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

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





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/Wiltshire14/0723. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited. This publication is available free of charge from Wiltshire Council.

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.

Lead Editor: Henry Thornton.

Editors: Olivia Hubbard, Angharad Burnham.

Content Editor: Aislinn Thompson.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Hannah O'Neill, Susan Speaight.

Sales Executive: Gemma Kelly.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating.

Graphic Designers: Rebecca Mendil, Tyler Smith.

Distribution: Gemma Seaber-Shinn.



Bassett House

care home

Caring for our adults

Bassett House is a luxury care home providing accommodation for adults requiring nursing care and support, including those with physical disabilities, complex needs and dementia.

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

We think of ourselves as a **“Second family”** for all our Residents as we share a common interest in providing the special attention and care that only a family can give.

We are there to share our Residents’ joys and accomplishments and to offer that extra encouragement during difficult times. We know the importance of a kind word, a gentle touch and the warmth of a smile. We match the love and concern with our skills and compassion.

Bassett House is a home for sixty three people. It is set off the main road amid landscaped gardens.

*If you would like more information about the services we provide, would like to arrange a visit to the home or just want advice about your individual circumstances please contact the Home Manager, on **01793 855415** or our head office on **020 8861 6000** or by email at: bassethouse@amscare.co.uk or info@amscare.co.uk*



Cloatley Crescent, Off Station Road, Royal Wootton Bassett, Wiltshire SN4 7FJ

Coate Water Care is a family run business that provides a high quality care service in all our Nursing, Residential and Dementia care homes.

We have highly rated homes across Swindon & Wiltshire



**Ashbury Lodge
Care Home**

01793 496827
SN3 1NW



**Avebury House
Care Centre**

01380 718888
SN10 2UB



**Church View
Nursing Home**

01793 820761
SN3 4YA



**Downs View
Care Centre**

01793 740240
SN4 0EU

- ✓ We provide 24 hour nursing, residential and specialist dementia care
- ✓ Specialist care for clients with end of life, palliative care needs
- ✓ Respite care available
- ✓ Qualified and experienced personal care staff
- ✓ All food is freshly prepared on premises to restaurant standards
- ✓ Our bedrooms are spacious and all have en-suite facilities and TVs
- ✓ Organised entertainment and outings
- ✓ Engaging and appropriate activities and hobbies
- ✓ Attractive secure gardens
- ✓ Hair and beauty treatments
- ✓ Free internet usage
- ✓ Visiting chiropodist

We care because you care

Welcome Team: 01793 821200

Email: enquiries@coatewatercare.co.uk

Visit: www.coatewatercare.co.uk