



Connect to Support Hampshire Care Guide 2023/24

Manage your care and wellbeing, stay independent
and connect to your community



Where people matter



Where People Matter is more than just a tag line. It is an ethos upon which our entire organisation is built.

At Brookvale Healthcare people matter most, whether they be our residents, their families, or our staff. This focus on people, treating them with care, compassion and kindness is what allows all our care homes to feel like your home.

With over 30 years' experience delivering care at the highest level, both compassionately and utilising the latest technology, Brookvale Healthcare is a leader in providing care for older people in Hampshire. Within our care homes, we are able to support people needing just a little TLC to those who require much more intensive support because of their physical needs, mental health need, or because they are now requiring palliative care.



This care home has provided my wife with the best care and attention I could possibly imagine during her residency there. Each day they exceeded my expectations. It is friendly and welcoming each and every day and nothing is too much trouble for them. All the staff are very kind and caring professional individuals and work together as a complete team to provide the most fantastic atmosphere. All the support staff do a splendid job and take time to talk to the residents.

Terry P (Husband of Resident) June 2023

OUR HOMES

Residential care

Brackenlea Care Home
Winchester SO21 2AG
Tel: 01962 713242

Brookvale House
Southampton SO17 1QL
Tel: 02380 322541

Cross Way House
Havant PO9 1NG
Tel: 02392 479714

Woodlands Care Home
Waterlooville PO8 8HJ
Tel: 02392 594427

Nursing care

Beechwood House
Havant PO9 6DP
Tel: 02392 413153

Mary Rose Manor
Portsmouth PO3 5GA
Tel: 02392 699612

Ranvilles Nursing Home
Fareham PO14 3DS
Tel: 01329 842627

Solent Cliffs Nursing Home
Fareham PO14 3JS
Tel: 01329 662047

Brookvale Healthcare

Head Office | 10 West Links | Tollgate | Chandler's Ford | Eastleigh | Hampshire | SO53 3TG

☎ 02380 652 502 | ✉ admin@brookvalehealthcare.co.uk | www.brookvalehealthcare.co.uk

Avon Park

RESIDENTIAL HOME



Our home is your home

Here at Avon Park we encourage you to be as independent as you would like to be but we're always here when you need us.

Avon Park Residential Home is incredibly proud to offer a high-quality provision for residents and their families.

We pride ourselves in unparalleled care and safety of all our residents. Our priority is to deliver the best care possible, with a focus on the happiness of all our residents recognising that, at all times, each person has a right to be treated as an individual, with respect and dignity, as well as having a right to privacy and choice. The benefits are easy to see in the contentment and high sense of wellbeing among our residents.

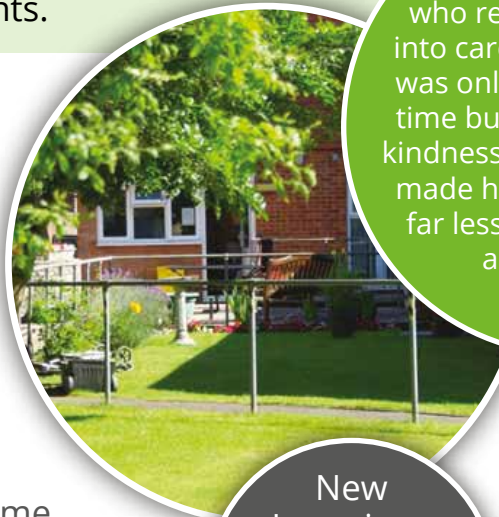
Avon Park is a home with warm, welcoming and homely environment with newly refurbished courtyard and garden areas for our residents to enjoy.

Our outstanding leadership together with a committed, compassionate and caring staff team, allow us to provide exceptional care.

We have a full and varied resident led activities and entertainment programme.



"Exceptional staff who really put the 'care' into care home. My father was only there for a short time but was treated with kindness and respect which made his last few months far less stressful for him and for us as a family."



New
Luxurious
purpose built
bedrooms
coming
soon.

 **01489 574616**

 **info@avonparkcarehome.co.uk**

Scan Me



www.avonparkcarehome.co.uk

 **66 Southampton Road, Park Gate,
Southampton, Hampshire SO31 6AF**



Inspected and rated

Good



PROVIDING QUALITY, RELIABLE CARE AT HOME

An established care provider for over 20 years.

Working in partnership with local authorities providing a full range of services. Enabling our clients in the Hampshire, Portsmouth, West Sussex and surrounding areas to live comfortably in their own homes.

- | | |
|---|---|
|  Personal Care |  Dementia Care |
|  Shopping Services |  Companionship |
|  Domestic Support |  Palliative Care |

To discuss your care needs
or to join our team.

Please call **02392 362222**
or email caring@bscare.co.uk
www.bscare.co.uk



  4 Prince George Street, Havant, PO9 1BG



We have "Good" rated homes by
the CQC in Hampshire

Coate Water Care

coatewatercare.co.uk

Home to 60 full-time residents, the Arbory Residential Home environment is tailored to ensure that our residents can live life to the full.

- | | |
|--------------------------|----------------------------|
| ✓ Fully Secure Homes | ✓ Full Activity Programme |
| ✓ Home Cooked Meals | ✓ Specialist Care Services |
| ✓ Friendly Helpful Staff | ✓ Specialist Trained Staff |
| ✓ CQC Regulated | ✓ On-site Hair & Beauty |

We care because you care.

If you would like to visit or have any questions,
please contact our welcome team, Sue or Paul.

Arbory Residential Home
01264 363363 | GL4 3TD





HAMBERLEY

CARE HOMES



RESIDENTIAL CARE PROVIDER OF THE YEAR 2022



ALSTON HOUSE

A luxury care home with a heart

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

We believe it's the people that make a loving home. That's why our carers are so much more – they are Homemakers. Our Homemakers not only provide the highest quality of care but they focus on the tiny details that make each day special for every resident.

From always keeping things clean and tidy, to offering support with hobbies and interests, our Homemakers ensure that Alston House is a luxury care home with a heart.

Find out more about our award-winning Homemakers and the exceptional features which set Alston House apart from the standard care home – contact us to arrange your visit:

Alston House: 02380 017 900 | 18-24 Leigh Road, Eastleigh, Hampshire SO50 9DG

enquiries@hamberleycarehomes.co.uk | www.hamberleycarehomes.co.uk

SPACIOUS EN-SUITE BEDROOMS, SUITES & APARTMENTS | AN ELEGANT CAFÉ & BAR | DELUXE CINEMA
WELLBEING & BEAUTY SALON | RESIDENT CHEF & COMPLETE NUTRITIONAL SUPPORT | LANDSCAPED GARDENS





Our services include:

- Companionship
- Personal care
- Meal preparation
- Light housekeeping
- Hospital to home
- Post-operative support
- Medication reminders
- Specialist dementia care
- Transportation & errands
- Holiday and respite cover
- Help with washing & dressing
- 24-hour live-in care

**For honest, friendly advice on how we can make a difference to you or your loved ones,
call your local office or visit their website**

Romsey, Chandler's Ford,
Eastleigh, Winchester

rightathome.co.uk/midhants

02380 009595

Basingstoke, Tadley, Hook,
Odiham, Whitchurch

rightathome.co.uk/basingstoke

01256 830670

Fleet, Farnborough,
Aldershot, Alton

rightathomegf.co.uk

01252 783426

Fareham, Gosport,
New Forest, Southampton

rightathome.co.uk/solent

**01329 233755
02380 170205**

Havant, Petersfield, Waterlooville,
Emsworth, Hayling Island

rightathome.co.uk/havant

02393 878777

Portsmouth, Portchester,
Southsea, Cosham

rightathome.co.uk/portsmouth

02393 233186

Yateley & Blackwater

rightathome.co.uk/camberley

01276 300250

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Residents in the Hampshire County Council area can pick up an additional copy of this Guide from their local library. Portsmouth residents (PO1-PO6) can request a copy by contacting the **Adult Social Care Help Desk** on **023 9268 0810**. Southampton residents can request a copy by calling **023 8083 3003** or by emailing **adultsocialcareconnect@southampton.gov.uk**

Introduction

Welcome to this edition of the Connect to Support Hampshire Care Guide, published in collaboration with Hampshire County Council, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from their local council.

Staying as independent as possible is important to everybody. If you have care and support needs or would like information to help you maintain your independence and wellbeing, this Guide contains a wealth of information to help you. You can also visit the Connect to Support Hampshire website which has an extensive Community Directory of local activities and services as well as national charities and helplines. You will also find a Marketplace Directory of local care homes, home care agencies and other services to help you manage your care and to stay well.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 37 and a list of local home care providers begins on page 51. If you are unable to remain at home, you may want to consider a housing with care scheme (see the information beginning on pages 101 and 102) or residential care. Comprehensive lists of care homes and care homes with nursing in Hampshire, Portsmouth and Southampton start on page 124. There's also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

If your care needs are urgent or ongoing, you may wish to contact your local authority's adult social care department for an assessment of your needs. Support can only be provided to those with eligible care needs, and you will have a financial assessment to see how much you will need to contribute towards the cost of any care.

A range of options will be explored to support you. This could include what you can do for yourself, help from family and friends, access to community facilities or support from voluntary services. Your local authority might also suggest equipment or adaptations to your home. Formal services, such as care at home or residential care, will only be provided if other options do not meet your eligible needs.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Visit the Connect to Support Hampshire website for the most up-to-date listings of care homes and home care agencies in your area. Visit **www.connecttosupporthampshire.org.uk/marketplace**

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 pages 45 and 95), indicating the quality of care provided. You can also view an electronic version of this Guide on the Care Choices website and have it read to you by using the 'Recite Me' function. Visit **www.carechoices.co.uk**



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.



Health and wellbeing

Get online

Think about what you eat and drink

The internet has many benefits, from increasing your independence to helping with your physical and mental health. It is also a great way of connecting with others, especially if you are unable to go out or if they do not live close to you. But finding your way around can be a little daunting if you are new to it. If you have access to a device, the following websites have some useful information and easy-to-follow guides to help you build your confidence:

- The BBC has produced step-by-step guides on how to video call your family using your phone. Visit **www.bbc.co.uk/news/technology-51968122**
- Age UK has easy-to-follow advice on how to keep in touch using a video call. Visit **www.ageuk.org.uk** (search 'Video calling'). Age UK also offers advice on how to stay safe online. Visit **www.ageuk.org.uk** (search 'Staying safe online').
- Digital Unite has guides covering everything you need to know about computers and technology. Visit **www.digitalunite.com** (select 'Free guides').
- Learn My Way has easy-to-follow online tutorials covering everything you need to know – from computer basics and getting online to how to do specific tasks, such as banking, shopping, socialising and looking after your health. Visit **www.learnmyway.com/explore-all-subjects**
- Money Helper has a beginner's guide to online banking. Visit **www.moneyhelper.org.uk** (search 'How to stay safe when using online banking').
- Broadband Savvy helps you make sense of broadband terminology and find the best package for you. Visit **www.broadbandsavvy.com**
- Computers are available to use, free of charge, for all library card holders in Hampshire Libraries. The libraries also offer computer courses and events, including one-to-one sessions for beginners. Call the library service on **0300 555 1387**.
- Portsmouth and Southampton libraries also offer help with computers. Call **023 9268 8057** in Portsmouth or **023 8083 3007** in Southampton.

- AbilityNet is a national charity which helps people of any age and with any disability to use technology to achieve their goals at home, at work and in education. Visit **www.abilitynet.org.uk**

For more computer help, browse Connect to Support Hampshire's Community Directory. Visit **www.connecttosupporthampshire.org.uk/directories** (search 'Computer').

Hampshire Superfast Broadband

If your property is not included in the current superfast broadband programme and you can only access a speed of 2Mbps or less, there is a Government scheme in place to help you access better broadband.

Web: **www.hampshiresuperfastbroadband.com/residents/usc**

Embrace technology

You may already use email, social media and instant messaging to stay engaged with family and friends. But have you explored technology which can make life easier? If you have invested in Wi-Fi connection, there is a huge range of apps available, to use on smartphones or tablets, which can help you. For example:

- MyTherapy pill reminder and medication tracker combines a pill tracker, mood tracker and a health journal. Visit **www.mytherapyapp.com**
- Life360 is a free app which lets you create a circle of friends or family. It uses GPS technology so your family can always see where you are (and you can keep track of them). Visit **www.life360.com**
- BeMyEyes is an app that connects visually impaired users to volunteer helpers who can aid with everyday tasks. Visit **www.bemyeyes.com**
- Wheelmap lets you mark and find wheelchair-accessible places – worldwide and for free. Visit **www.wheelmap.org**

- • The NHS App allows you to search information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you. Visit **www.nhs.uk/nhs-app**

You could also use a 'virtual assistant' like Amazon Alexa. You can download the app and use it on your phone or tablet, or even with a separate speaker. You can then ask it questions, get it to set reminders, play your favourite music and much more.

Smart technology can help you improve your home environment in a variety of ways. For example, you could consider investing in wireless thermostats, lighting and security systems that connect to your smartphone through easy-to-use apps. With a few taps on your touch screen, you can check the locks, turn on the lights and adjust the temperature from miles away.

Which?

A guide to smart home devices for your home.

Web: **www.which.co.uk** (search 'How to set up a smart home').

Keep fit and prevent falls

Fitness is important at every age, but especially as we get older. As we age, we begin losing muscle strength and become more prone to falls. According to the NHS, around one in three adults over 65 currently has at least one fall a year.

Depending on the severity of the injury, one fall can greatly impact independence. The Hampshire County Council website has more information about preventing falls. Visit **www.hants.gov.uk** (search 'Falls prevention'). By engaging in regular, low-impact exercise you can reduce muscle loss and stave off disease. Try daily walks, water aerobics, a round of golf or tai chi.

Useful local contacts

Community Directory – Connect to Support Hampshire

Find sports and exercise activities near you.

Web: **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Community support/activities' and 'Sport/exercise').

Portsmouth Older Persons Strength and Balance Exercise Team (POPSBET) – Solent NHS Trust

A community-based exercise class serving people with a Portsmouth registered GP practice.

Block B, St Mary's Community Campus,
Milton Road, Portsmouth PO3 6AD

Tel: **0300 123 3995**

Web: **www.solent.nhs.uk** (search 'POPSBET').

Falls Prevention Service – Southern Health NHS Foundation Trust

For Gosport, Southampton and Winchester residents. Speak to your GP for a referral.

Tel: **023 8231 1690** (option two).

Email: **specialistfallsteam@southernhealth.nhs.uk**

Web: **www.southernhealth.nhs.uk** (search 'Falls prevention service').

Steady and Strong – Hampshire County Council

Classes designed to help people over 65 to improve strength and balance, helping you to live independently for longer. To find your local class, use the search function on the following website or call **0300 555 1386**.

Web: **www.hants.gov.uk** (search 'Steady and strong').

Be proactive about staying healthy

As we get older, routine check-ups are critical to maintaining your long-term health and independence. Appointments help your doctor to detect and address any issues. They also give you the opportunity to ask any questions and to make sure you are taking all the necessary steps to stay active and well.

Learning what is normal for you and detecting subtle changes in your daily activities may help you identify and address problems before they become a major issue. You may be able to minimise or even reverse some of the changes you experience including reduced mobility, visual problems, bladder and bowel control and hearing loss. See 'health and wellbeing advice' beginning on page 12 for help with specific issues such as incontinence, drinking, smoking and weight management.

There is a range of NHS online tests, tools and apps that you can use to check your current health and wellbeing:

- Take the ‘How Are You?’ quiz created by Public Health England. Visit **www.nhs.uk/better-health/how-are-you-quiz**
- There are also several apps which you can use on your phone to help you keep fit and healthy. Visit **www.nhs.uk/better-health/#active-10**
- A BMI calculator (visit **www.nhs.uk** and search ‘BMI calculator’) can show you whether you’re a healthy weight for your height, and if you’re overweight. It also advises what your daily calorie range should be so you can lose weight.
- Take the online heart age test to see what your risk of getting heart disease or stroke is. Visit **www.nhs.uk/health-assessment-tools/calculate-your-heart-age**
- Find out if you’re at risk of type-2 diabetes with this quick and simple test. Visit **www.diabetes.org.uk** (search ‘Know your risk of type 2 diabetes’).

We’re all responsible for our health and regular health checks are vital:

- If you’re aged 40 to 74, you may be eligible for a free NHS Health Check. Find out more about the check and where you can have yours in Hampshire by asking your GP or visiting **www.hants.gov.uk** (search ‘Health checks’).
- Anyone who is on their GP’s learning disability register can have a free health check once a year. You can ask to go on this register if you think you have a learning disability. Visit **www.nhs.uk** (search ‘Annual health checks’) or ask your GP surgery for more information.
- Annual physical health checks are also available for people registered with their GP as having a severe mental illness. You should be invited annually for a health check but if you think you are due one, you should contact your GP surgery.

Make sure you get your annual flu jab – especially if you are over 65, have certain medical conditions or are a carer. For more information, contact your GP surgery or visit **www.nhs.uk** (search ‘Flu vaccine’).

Keep your mind alert

Most of us become a little more forgetful as we get older, but it is not inevitable and there are things

you can do to stay alert. Physical exercise is a great route to take for better brain health, as it improves the flow of blood to your brain. Older people who regularly undertake moderate exercise have a 36% lower risk of cognitive impairment than those who do not.

If you are not able to do any physical exercise, then there are other ways for you to keep your brain engaged. You could read a book, complete a jigsaw or crossword, play a game of chess, learn a new skill or language. Here are four easy activities you could do every day to strengthen brain function:

1. **Test your recall.** Make a list – of grocery items, things to do, or anything else that comes to mind – and memorise it. An hour or so later, see how many items you can recall. Make items on the list as challenging as possible for the greatest mental stimulation.
2. **Multiply random two-digit numbers in your head.** 12 x 43? 24 x 16? It doesn’t matter how long you take to arrive at the answer – you’re still exercising your brain.
3. **Create word pictures.** Visualise the spelling of a word in your head, then try and think of any other words that begin (or end) with the same two letters.
4. **Challenge your taste buds.** When eating, try to identify individual ingredients in your meal, including subtle herbs and spices.

If you are worried about memory loss, you may wish to read the information in this Guide about dementia, beginning on page 81.

Think about what you eat and drink

It sounds obvious but having a balanced diet is crucial for good health and energy and to prevent illness. Read the information overleaf and check out the useful contacts for more helpful advice.

There are lots of cheap and tasty ways you and your family can eat well every day. The NHS website has tips on cutting out sugar, salt, and how to eat well, for less. You can also find out more about healthy eating on the Better Health – healthier families website to get ideas aimed at helping you to lead a healthier life. See page 12 for web address. ➔

→ Losing weight is not a natural part of getting older and undernutrition can lead to illness. Age UK have produced a healthy eating guide which you can download and print. If you, or someone you are caring for, is losing weight and you are concerned, you should speak to your GP. Your local pharmacist may also be able to give you some advice.

BAPEN has developed a simple online self-screening tool you can use along with advice to follow if you are at risk of becoming malnourished. It is equally important, especially for older people, to make sure that you drink plenty of fluids to stay hydrated. Dehydration is a common cause of hospital admission for older people. It can lead to urinary tract infections and make the symptoms of other illnesses worse.

If you are worried about an older person who is not drinking enough, the e-learning for healthcare website has an easy-to-follow course on 'Hydration in older people' with some useful advice and tips. Visit www.e-lfh.org.uk (search 'Hydration in older people').

Age UK – Healthy eating guide

Tel: **0800 678 1602** • Web: www.ageuk.org.uk (search 'Healthy eating guide').

BAPEN – Malnutrition self-screening tool

Web: www.malnutritionselfscreening.org/self-screening.html

Better Health – healthier families

Web: www.nhs.uk/healthier-families

NHS website, The – Eat well

Web: www.nhs.uk/live-well/eat-well

Look after your feet

You are more prone to foot problems as you get older, so it is very important to take care of your feet. Call **0800 678 1602** or see advice from the Age UK website (www.ageuk.org.uk – search 'Fitter feet').

Depending on where you live and any conditions you have (such as diabetes and rheumatoid arthritis), it may be possible to have routine podiatry (also known as chiropody) treatment on the NHS. You should speak to your GP about this.

If you do not qualify for free treatment, you can search for a podiatrist (chiropodist) in your area on the College of Podiatry website (www.rcpod.org.uk/find-a-podiatrist) or call **0207 234 8620**. Some community organisations, such as Age UK, offer foot care and toenail cutting services.

Use the **Connect to Support Hampshire** website to find a foot care clinic near you.

Web: www.connecttosupporthampshire.org.uk/directories (search 'Foot care').

Health and wellbeing advice

By making a few small changes to the way you live, you can make big changes to your health and wellbeing. This can also have a beneficial impact on the wellbeing of your family members and those you care for. There's lots of information and support available across Hampshire to help you stay healthy and well. For more information, visit www.connecttosupporthampshire.org.uk/healthadvice

Drink and drugs

To keep your risk of alcohol-related harm low, men and women are advised not to drink more than 14 units of alcohol a week on a regular basis. It's good to spread your drinking evenly over three or more days. If you're trying to cut down on the amount you drink, it's a good idea to have several alcohol-free days each week.

Hampshire County Council's Rethink Your Drink pages have useful resources and top tips. Visit www.hants.gov.uk/rethinkyourdrink

The Better Health website offers free information and advice on easy ways to gradually drink less. Visit www.nhs.uk/better-health/drink-less

Drink Coach offers a free, quick and confidential test to find out how risky your drinking is. Visit www.drinkcoach.org.uk

It's important to seek medical advice before you stop drinking if you have physical withdrawal symptoms (like shaking, sweating or feeling anxious until you have your first drink of the day). It can be dangerous to stop drinking too quickly without proper help.

Drug use has very clear effects on health and wellbeing. FRANK's A to Z (www.talktofrank.com/drugs-a-z) gives information about the effects and impact of different drugs. The NHS website also has comprehensive information about drinking and alcohol (www.nhs.uk/live-well/alcohol-support) as well as drugs and drug abuse. Visit www.nhs.uk (search 'Drug addiction').

If you need help with an alcohol or drug problem, you can contact the following treatment services for adults and young people.

Hampshire

Hampshire 24/7

For people under 25.

Tel: **0800 599 9591** • Web: www.catch-22.org.uk/find-services/hampshire-247

Inclusion Recovery Hampshire

For people 25 years or older.

Tel: **0300 124 0103**

Web: www.inclusionhants.org

Portsmouth

Drug and Alcohol Support Service

For people under 19.

Tel: **07951 497898** or **07557 753131**

Web: www.portsmouth.gov.uk (search 'DASS').

Recovery Hub

For people 19 years or older. • Tel: **023 9229 4573**

Web: www.portsmouthrecovery.org

Southampton

Change Grow Live Southampton

For people over 25. • Tel: **023 8200 2764**

Web: www.changegrowlive.org/drug-alcohol-service-southampton/info

Drug and Alcohol Support Hub

For people under 25. • Tel: **023 8022 4224**

Web: www.nolimitshelp.org.uk

You may want to talk to your GP about your drinking or drug taking. Your GP will listen to you and assess the nature of your problems. They will help you choose suitable treatment and support options which are available. They might offer to treat you or refer you to your local specialist alcohol and drug service.

Adfam

Provides support for families affected by drugs or alcohol. • Web: www.adfam.org.uk

Al-Anon

Provides support and advice for those affected by someone else's drinking. • Tel: **0800 008 6811**

Alcoholics Anonymous

Tel: **0800 917 7650**

Drinkline

Tel: **0300 123 1110**

Narcotics Anonymous

Tel: **0300 999 1212**

Parent Support Link

Offers information and advice as well as support groups across Hampshire for anyone affected by someone else's drug or alcohol use.

Tel: **023 8039 9764**

Talk to FRANK

For information, support and live chat about drug use. • Tel: **0300 123 6600**

NHS website, The

Information for families of drug users.

Web: www.nhs.uk (search 'Families of drug users').

Smoking

Now is the right time to quit. Every cigarette causes you real harm and quitting smoking is healthier for you and your family. Smokefree Hampshire is committed to helping smokers who live or work in Hampshire who want to quit. Tailored support is provided to help you quit – including access to free Nicotine Replacement Therapy.

Visit the Smoke Free Hampshire website (www.smokefreehampshire.co.uk), call **01264 563039**, **0800 772 3649**, text 'Quit' to **66777** or email smokefree.hampshire@nhs.net

Weight management

Maintaining a healthy weight is important for your overall health. Becoming overweight or obese increases your risk of developing conditions such as heart disease, type 2 diabetes and some cancers. Find information and advice to help you lose weight from the NHS at

www.nhs.uk/better-health/lose-weight



→ Hampshire County Council is working with Weight Watchers to provide support for adults over the age of 18 who want to lose weight.

If you're an adult living in Hampshire and your body mass index (BMI) is above average, you may qualify for free support (this service is not available to residents living in areas covered by Portsmouth or Southampton City Councils). For more information, visit **www.hampshire.gloji.org.uk/** or call **0800 048 9509**.

If you are a man living in the Hampshire County Council area who wants to lose weight, improve your fitness and play football, then you could join your local MAN v FAT Football club. Play small-sided football games against other men who also want to improve their health. You can join if you're 18 or over and have a BMI of 27.5+. For more information, visit **www.manvfatfootball.org** or call **0345 163 0042**. If football isn't your thing, you could try the online MAN v FAT Challenge. Visit **www.manvfat.com** or call **0345 163 0042**.

Incontinence

Incontinence can be very distressing. However, there is a lot of information available to support you. Refer to the following resources to find out more.

NHS website

Web:

www.nhs.uk/conditions/urinary-incontinence

Web:

www.nhs.uk/conditions/bowel-incontinence

Web: **www.nhs.uk** (search 'Incontinence products').

You can also access a wide range of support to help you with any incontinence issues.

Age UK

Information and advice about incontinence.

Tel: **0800 678 1602**

Web: **www.ageuk.org.uk** (search 'Incontinence').

Bladder & Bowel UK

Offers online information as well as a national helpline offering advice about a range of bladder and bowel conditions.

Tel: **0161 214 4591** • Web: **www.bbuk.org.uk**

Bladder Health UK

Offer support and advice including a confidential advice line.

Tel: **0121 702 0820** (Monday to Friday, 9.30am to 2.30pm).

Web: **www.bladderhealthuk.org** (search 'Continence support').

Changing Places – Toilet Map

An online directory of publicly available disabled friendly toilets and changing facilities across the UK.

Web: **www.changing-places.org/find**

Community Bladder and Bowel Service Southampton

The service promotes continence and the management of incontinence.

Tel: **0300 123 3795** (Monday to Friday, 8.30am to 4.30pm).

Email: **SNHS.bladderandbowelwest@nhs.net**

Disability Rights UK – The RADAR National Key Scheme (NKS)

(NKS) offers disabled people independent access to locked public toilets around the country.

Tel: **0203 687 0790** (shop).

Web: **www.disabilityrightsuk.org** (search 'Radar Key').

Incontinence UK

Offers advice, product guides and an interactive forum offering advice from experts and members of the public.

Tel: **0208 561 2797** (Monday to Thursday, 9.00am to 5.00pm; and Friday, 9.00am to 4.00pm).

Web: **www.incontinenceuk.co.uk**

Southern Health NHS Foundation Trust – Continence Service

Offers support, assessments, treatment and advice to individuals over 18 who have bladder and/or bowel problems. • Tel: **023 8231 1690**

Email: **clinicaladmin@southernhealth.nhs.uk**

Sleep

Sleeping well is essential if you are to stay well and feel good. It is especially important if you lead a busy life, are coping with illness or stress or if you are caring for someone else.

If you are having sleep problems, it is important that you understand what is causing this and take steps to sleep better. Visit www.nhs.uk (search 'Sleep and tiredness') for more information or speak to your GP.

The Sleep Charity

Call the National Sleep helpline to speak to a trained sleep adviser.

Tel: **0330 353 0541** (Monday, Tuesday and Thursday, 7.00pm to 9.00pm; and Monday and Wednesday, 9.00am to 11.00am).



Mental health

No mental health need is the same from one person to another. We all have a range of mental health needs during our lifetimes, as children, adults and older adults. It can include the worries and grief that we all experience as part of everyday life. It can also include serious events or diagnosed mental health conditions for which we may need to seek specialist help.

Some of us can cope with these worries, stresses and life events without formal help. Some people might need support from friends, family or colleagues whilst others may benefit from specialist mental health input.

Mental health needs can affect anyone, of any age or background and at any time of our life. Carers who support people with mental health needs like family and friends might also need support from time to time. See adjacent and on page 100 for more information about support for carers.

Helping yourself

If you have access to the internet, there is a vast range of online information and help available to support your mental wellbeing. Visit www.connecttosupporthampshire.org.uk/mentalhealth for useful links. There is a selection of local services designed to support you with any mental health complications you may be experiencing.

Useful local contacts

iTalk

A free service for patients aged 16 and over with depression, anxiety or stress and who are registered with a GP in most areas of Hampshire (excluding Southampton and Portsmouth).

Visit the following website for more information.

Tel: **023 8038 3920** • Email: info@italk.org.uk

Web: www.italk.org.uk

Mind Solent

Offers a support line for anyone in Hampshire who is feeling low or anxious and needs someone to talk to. • Tel: **023 8202 7810**

Web: www.solentmind.org.uk

TalkPlus

Offers treatment to those experiencing stress, anxiety, depression, low mood, panic, phobias or OCD and is available to those who are registered with a GP in Rushmoor and Hart.

Tel: **01252 533355** • Web: www.talkplus.org.uk

You can also search **Connect to Support Hampshire's** Community Directory and filter by your area for local mental health services. Visit www.connecttosupporthampshire.org.uk/directories

Wellbeing centres

Mind runs wellbeing centres in Hampshire's towns and cities to provide short-term, outcome-focused support to individuals with mental health problems. They are friendly and welcoming places with an informal atmosphere.

The centres provide workshops, courses and other support on many mental health issues. These include:

- Self-esteem and resilience.
- Depression and anxiety.
- Stress management.



→ • Addictions and mental health.

- Anger management.

Contact your nearest centre to find out more about its programme.

Andover

Westbrook Close, South Street SP10 2BN

Tel: **01264 332297**

Email: **wellbeing@andovermind.org.uk**

Basingstoke

3 Vyne Road RG21 5NL • Tel: **01256 476572**

Email:

wellbeingbasingstoke@andovermind.org.uk

Eastleigh

111 Leigh Road SO50 9DS • Tel: **023 8061 1458**

Email: **eastleighwellbeing@solentmind.org.uk**

Fareham and Gosport

31 High Street PO12 1DF • Tel: **01329 281445**

Email: **afg@solentmind.org.uk**

Farnborough

The Clockhouse, Clockhouse Road GU14 7QY

Tel: **01252 317481**

Email: **wellbeinghartandrushmoor@andovermind.org.uk**

Havant

The Hub, 39 Park Parade, Leigh Park PO9 5AA

Tel: **023 9249 8916**

Email: **wellbeing@easthantsmind.org**

New Forest (Hollies, The)

1 Barton Court Road, New Milton BH25 6NN

Tel: **01425 620642**

Email: **nfwreferrals@solentmind.org.uk**

New Forest (Marcella House)

Jones Lane, Hythe SO45 6AW

Tel: **023 8084 1341**

Email: **nfwreferrals@solentmind.org.uk**

Portsmouth – PositiveMinds

Unit 1 Middle Street, Southsea PO5 4BG

Tel: **023 9282 4795**

Email: **positiveminds@solentmind.org.uk**

Romsey

Hampshire Carers Centre, 9 Love Lane SO51 8DE

Tel: **01264 332297**

Email: **wellbeing@andovermind.org.uk**

Winchester

1 Priory Gardens, Parchment Street SO23 8AU

Tel: **01962 859012**

Email: **winchesterwellbeing@solentmind.org.uk**

Mental health teams

Social Care Mental Health Teams work together with the Health Service's Community Mental Health Teams (CMHT) and deal with people's social care needs alongside their health needs.

The teams help people in the community, whether they have just become ill, have a short-term illness or need ongoing support.

If you live in the North East of Hampshire, mental health services are provided alongside the Surrey and Borders Partnership NHS Foundation Trust. For the rest of Hampshire, services are provided alongside the Southern Health NHS Foundation Trust.

Contact Hampshire County Council's Mental Health team by completing an online form at **www.hants.gov.uk** (search 'Contact adults' health and care') or by phoning **0300 555 1386**.

Portsmouth and Southampton

If you live in Portsmouth or Southampton, contact your adult social care department.

Portsmouth City Council

Tel: **023 9268 0810**

Southampton City Council

Tel: **023 8083 3003**

Council Tax exemptions and support to pay your bill

You may be entitled to a Council Tax exemption or support to pay your bill if you have a mental health illness. For more information, contact your local council or visit

www.mentalhealthandmoneyadvice.org (search 'Council Tax: exemptions and support to pay').

Advice for older people

Contact your GP if you are concerned about:

- Mood swings.
- Agitation.
- Memory loss or confusion.
- Withdrawal.

You can also contact the NHS **111** service which is available 24 hours a day, 365 days a year.

You can speak to a trained adviser, supported by healthcare professionals. They will ask you questions to assess your symptoms and direct you to the best medical care.

You may find it useful to read about dementia (see page 81) and the signs that could be early symptoms of dementia. Spotting the signs of dementia early means you can get the right treatment and support as soon as possible.

The Message in a Bottle service encourages people living on their own to keep their basic personal and medical details in a small plastic bottle in the fridge. If the emergency services come to your home, they can quickly find vital information about your health. Bottles are funded by local Lions Clubs and are free to users. Ask your local GP surgery or pharmacy

for details or visit <https://lionsclubs.co> (search 'Message in a bottle').

Mental health issues if you're gay, lesbian, bisexual or trans

Mental health problems such as depression or self-harm can affect any of us, but they're more common among people who are lesbian, gay, bisexual or trans (LGBTQ+). The NHS website has advice, including a list of support organisations. Visit www.nhs.uk (search 'Mental health for LGBTQ+').

Men's health

The Men's Health Forum is a charity supporting men's health in England, Wales and Scotland. You can find fast, free independent advice online as well as manuals and free downloads. Visit www.menshealthforum.org.uk or call **0330 097 0654**.

ManGang is a network of men in Hampshire who believe that it is not weak to speak. Support is provided via regular group meet ups and Zoom meetings. Visit <https://mangang.org> or call **0330 043 6525**.

UK Men's Sheds are community spaces for men to connect, converse and create. Visit www.menssheds.org.uk to find a Men's Shed near you or call **0300 772 9626**.

Hospital stays

Whether you are admitted to hospital by appointment or following an accident or emergency, the clinical staff are there to make sure that you are well looked after and that you get the treatment you need. There are some standards which NHS hospitals must meet. The hospital staff must:

- Show respect for your privacy, dignity and religious and cultural beliefs.
- Handle your treatment with complete confidentiality.
- Look after you in a clean and safe environment.
- Provide a named nurse in charge of your care.

Patient advice services

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on

health-related matters. The service provides a point of contact for patients, their families and carers. You can find PALS officers in your local hospital.

Say It Once

Different health and social care professionals often ask you for the same information repeatedly. This wastes your time and theirs. Say It Once is run by a group of voluntary organisations in Hampshire who have developed easy-to-use forms for you to record and share your information. It may be a good idea to complete a personal profile before you go into hospital. Visit www.sayitonce.info/about.html

Help with transport to and from hospital

If you cannot use public transport, try contacting a wheelchair-accessible taxi firm or one of the voluntary organisations who can provide transport

for hospital appointments. Your GP surgery may have a list of local hospital transport schemes.

You can also use Hampshire County Council's community transport search and select the type of transport and area required. Furthermore, the Good Neighbours Support Service (Hampshire, including Portsmouth) and Communicare in Southampton have volunteers who may help with transport to and from hospital.

If you receive certain benefits or are on a low income, you may be able to get a refund of your transport costs under the Healthcare Travel Costs Scheme. This is not available for visitors.

Useful local contacts

Communicare

Tel: **023 8250 0050**

Web: **www.communicareinsouthampton.org.uk**

Community Transport Team – Hampshire County Council

Tel: **01962 846785**

Email: **connecttransport@hants.gov.uk**

Good Neighbours Network

Tel: **023 9289 9671**

Web: **www.goodneighbours.org.uk/groups-map**

Healthcare Travel Costs Scheme (HTCS)

Tel: **0300 330 1343**

Web: **www.nhs.uk** (search 'HTCS').

Your pension and benefits during hospital stays

Your State Pension stays the same no matter how long you are in hospital, but a prolonged stay may affect some benefits you are entitled to:

- If you receive an Attendance Allowance and you go into hospital, call the Attendance Allowance helpline on **0800 731 0122**.
- If you receive the Personal Independence Payment (PIP), you should contact the PIP enquiry line on **0800 121 4433**.

You should also contact the borough or district council that deals with your claims for Housing and Council Tax benefit. In most cases, your benefit

entitlement will be reassessed to take account of your new circumstances.

To find out if any other benefit you are claiming (e.g. Jobseeker's Allowance) is affected by a stay in hospital or if there are any benefits that you may now be entitled to, contact your local Jobcentre Plus.

Carers going into hospital

Carers often worry about what will happen if, at short notice, they are unable to care.

The Princess Royal Trust for Carers in Hampshire will help you to discuss, develop and implement your own emergency plan so that you can arrange care at short notice. See page 76 for contact details.

The Portsmouth Carers Centre can also offer information and support. Visit

<https://portsmouthcarersservice.co.uk> or call **023 9285 1864**.

Care of pets during hospital stays

If you have a pet and go into hospital, you will need someone to look after it while you are there. You can ask a family member, neighbour or friend to help to look after your pet in the short term, but you may need to contact a local cattery or kennel. You should find details of these in the telephone directory.

Other sources of help:

- Your vet may know of voluntary groups or sitters who can help.
- Your local Good Neighbour support group. See page 74 for contact details.
- The National Association of Registered Pet Sitters (NARPS) has details of registered sitters in your area. (These services are not free, and rates will vary). Call **0203 002 0065** or visit **www.narpsuk.co.uk**
- The Cinnamon Trust may have a volunteer who can foster your pet for a short while. Call **01736 757900**.

If you go into hospital in an emergency, you may not have time to make arrangements for your pet. Your local adult social care department may be able to help.

The local authority has a responsibility to see that your pet is looked after until you return home or can make other arrangements. You may be asked to make a reasonable contribution towards the cost of any temporary accommodation.

If you are unable to return home, someone from the local authority will talk to you, or to someone you have authorised to act on your behalf. It will then be agreed what is the best option for your pet. A decision to rehome your pet will not be made without consent from you or your authorised representative.

Leaving hospital and returning home

You may know you are going into hospital, or you may be admitted as an emergency. In either case, you should start thinking about what will happen when you leave.

If you do not yet know your discharge date, ask the health staff if they can tell you an estimated discharge date.

Important things for you and your family to consider and arrange before your discharge date:

- Will you have a key or will there be someone at home to let you in?
- Will you have clothes to go home in – shoes and a coat?
- Will there be food in the house?
- Will the house be warm enough?
- Who will be taking you home?
- Have you any close friends, relatives or neighbours who can help you if needed?

You may be medically fit to be discharged from hospital but need some extra support for a short while. If the hospital discharge team feels this is the case, they may ask the hospital social work team to speak with you to assess your needs, with your consent.

You may be offered a short-term service to support you. (Portsmouth and Southampton residents may be offered different services). For more information, refer to the contact details at the end of this section.

If you have someone who helps to look after you, their views, with your permission, will also be considered. They can have their own needs assessed through a carers' assessment. See page 75 for more information.

Before you leave hospital, make sure that you:

- Collect your discharge letter for your GP.
- Arrange your follow-up appointment, if you need one.
- Know how to use any equipment which you are sent home with.
- Ensure you have your medication.
- Get a copy of your care plan (if applicable).
- Ask for any medical certificates you may need.

You may feel that you are fine to return home but if you get home and find that you are having difficulty coping with tasks around the house or with getting out, you can find a lot of information which can help you in the managing at home (page 37), equipment and adaptations (see page 30) and getting out and about (page 22) sections of this Guide.

If you need further help and advice, contact your local adult social care department.

Useful local contacts

Hampshire County Council

Tel: **0300 555 1386**

Web: **www.hants.gov.uk** (search 'When you leave hospital').

Portsmouth City Council

Tel: **023 9268 0810**

Web: **www.portsmouth.gov.uk** (search 'Support after a fall or medical crisis').

Southampton City Council

Tel: **023 8083 3003**

Web: **www.southampton.gov.uk** (search 'Going home from hospital').

Medicines

Help from your local pharmacist

Getting advice from a local pharmacist is the best first step for a minor health concern. They can help you with:

- Common illnesses like sore throats, coughs, colds, stomach troubles and aches and pains.
- Stopping smoking and alcohol.

Most local pharmacists have consultation rooms for private conversations and are open until late and at weekends. You don't need an appointment – you can just walk in.

Find your local pharmacist and see what times they are open. Visit www.nhs.uk/service-search/find-a-pharmacy

Medication concerns and reminders

If you're worried about the side effects of medication you are taking, you can:

- Keep a list of the effects that you think are due to the medication and talk to your doctor or pharmacist about this.
- Contact the NHS **111** Service who will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

If you need help with remembering to take your medicines, ask your doctor or pharmacist for advice. There is also a variety of medication management tools available to purchase online.

New medicines and prescriptions

If you're prescribed a medicine to treat a long-term condition for the first time, you may be able to get extra help and advice about your medicine from your local pharmacist through a free scheme called the New Medicine Service (NMS). Ask about your eligibility.

If you are having problems with running out of your tablets or collecting your prescription, ask your local pharmacist if they offer a home delivery service. There are also many repeat prescription delivery services run by major pharmacies. Many of these let you order your repeat prescription online and will request your medicine from your GP and then deliver to your door.

Review your medicines as you get older

As you get older, the way medicines work in your body can change. Some medicines, or combinations of medicines, can make you sleepy or dizzy and can cause you to fall. Ask your GP, pharmacist or Community Matron to review all the medicines you take, even over-the-counter medicines.

Useful local contact

Here for you Hampshire

Provides advice on common symptoms, illnesses and injuries, as well as information on the support available to you when you are feeling unwell.

Web: www.hereforyouhampshire.nhs.uk

Retirement planning

Don't let retirement sneak up on you

After a busy career, retirement can be a big transition. The prospect of retiring can feel both exciting and overwhelming. Thinking ahead and planning for this next stage of life can help us all to make the most of retirement.

Pension and financial planning is very important. Visit www.moneyhelper.org.uk (search 'Pensions and retirement') or call **0800 011 3797**. But preparing for your retirement is about more than just your

finances. The following top tips can help you plan for a happy and healthy retirement.

Stay connected

Work offers many social opportunities. For some people, friends and social activities are very much connected with their job or workplace.

If this is the case for you, think about how you will fill your day in other ways and how you could build new connections.

Connecting with others outside of work can help you find new interests and stay social. Volunteering and getting involved in your local community is a great way to keep busy, helping you transition into retirement. It'll help you meet new people, share skills and expertise, continue learning and provide purpose. See this Guide's information about staying independent beginning on page 9 and volunteering on page 29.

Explore the huge variety of social clubs and groups to join by searching Connect to Support Hampshire's Community Directory. Visit **www.connecttosupporthampshire.co.uk/directories** (select 'Choose your category' then 'Community support/activities' and 'Social groups').

You can stay connected online too. Libraries run courses to help if you get stuck and have free-to-use computers. See this Guide's 'Embrace technology' section on page 9 for more information.

You could think about retiring gradually without giving up work altogether (often called 'phased retirement'). Or you could retire and find a part-time job. This could make the transition from working life to retirement easier, give you time to explore new ways of connecting and allow you to find the work/life balance that suits you.

Stay active

Whether you are retiring from work completely, or planning a phased retirement, it is helpful to think about how you will keep both your body and your mind active.

Consider scheduling in time for things that you couldn't prioritise whilst working. Maybe challenge yourself to learn a language or do a charity walk. Building new activities into a regular routine will help you stay motivated and find a sense of accomplishment.

Keep your mind active by learning new things. Local libraries offer many, often free, short courses and workshops. See this Guide's section on learning opportunities on page 28.

Plan regular time outside – being in nature improves our mood. Combine it with being physically active

for an extra boost. For example, you could join a local walking group or take up gardening (look for community gardening groups or become a volunteer gardener if you don't have a garden yourself).

Make time to move. Discover the many physical activity and exercise groups or clubs on offer. Visit **www.connecttosupporthampshire.co.uk/directories** (select 'Choose your category' then 'Community support/activities'). It is particularly important to focus on activities that increase strength and balance to stay steady and strong.

If you have any health concerns, or you have a disability or long-term condition, you can still enjoy a full and active retirement. See this Guide's 'Getting out and about' section starting on page 22 for help and ideas.

Do the things you love

Retirement is an opportunity to prioritise doing the things you love. This could mean spending more time on existing hobbies. You could join a group with others who share a particular interest. Or you may want to take up a new hobby and try something you have never tried before.

Connect to Support Hampshire's Community Directory has hundreds of groups and activities. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Community support/activities').

Stay positive and look after your wellbeing

It is important to stay as healthy as possible so that you can enjoy your retirement. Be proactive about looking after your health and wellbeing. Just as in every other stage of life it is important to eat well, not smoke, not drink too much and take up the offer of free NHS Health Checks and flu jabs. See this Guide's information on health and wellbeing starting on page 9.

Make the most of retirement. Feeling low or anxious is not a normal part of ageing. If things are making you feel down don't 'just get on with it'. Seeking early help can enable you to feel more like yourself again, and often it won't involve taking any medication. See this Guide's section on mental health starting on page 15 for more information.

Getting out and about

Driving and parking

Older drivers

Hampshire County Council's Road Safety Team offers the Driver Skills Scheme 60+ at a small cost. This is an independent, confidential driving appraisal that helps older drivers to prolong their fitness to drive. The appraisal is not a test but offers help and advice. You get a comprehensive written report together with helpful tips about driving techniques. The appraisal is done using your own car and takes approximately 90 minutes.

Hampshire and Isle of Wight Older Drivers Forum is a not-for-profit organisation made up of experts in road safety from across Hampshire and the Isle of Wight – from representatives from the emergency services to charities, local authorities and businesses specialising in keeping older people on the road. The forum is about keeping mature motorists on the road safely for longer. It can provide practical and informative help and support to enable older people to continue driving.

Useful local contacts

Driver Skills Scheme 60+

Hampshire County Council scheme.

Tel: **01962 846100**

Email: **road.safety@hants.gov.uk**

Web: **www.hants.gov.uk** (search 'Driver skills').

Older Drivers Forum

Web: **www.olderdriversforum.com**

You can apply for exemption from paying vehicle tax if you receive:

- The higher rate mobility component of Disability Living Allowance.
- Enhanced rate of the mobility component of Personal Independence Payment (PIP).
- Armed Forces Independence Payment.
- War Pensioner's Mobility Supplement.

The vehicle must be registered in the disabled person's name or their nominated driver's name. It must only be used for the disabled person's personal needs. It cannot be used by the nominated driver for their own personal use.

It is also possible to get help to buy or lease a car that has been specially adapted for your use through the Motability Scheme. If you do not qualify for this scheme, you can make your own arrangements to have a car adapted by contacting a local car dealer who does Motability work.

Useful local contacts

Driving Mobility

Tel: **0800 559 3636**

Web: **www.drivingmobility.org.uk**

Motability Scheme

Tel: **0300 456 4566**

Web: **www.motability.co.uk**

Disabled drivers

Disabled drivers can get practical advice about driving, an assessment of their capabilities, and advice about car adaptations and/or choice of car from Driving Mobility. The organisation offers professional, high-quality information, advice and assessment to individuals who are recovering from an accident or injury, or who have a medical condition which may affect their ability to drive or access a motor vehicle.

Blue Badges

Blue parking badges allow parking concessions for cars carrying people who have a permanent disability. They are also issued to those who are applying for a Blue Badge on behalf of a child under the age of three who, because of specific medical conditions, needs to travel with bulky medical equipment, needs to return to the vehicle for treatment or to reach a doctor or hospital quickly or is in a plaster cast due to hip dysplasia.

The Blue Badge scheme is run by the Department for Transport, but badges are issued by local authorities. The badge belongs to the disabled person who qualifies for it (who may or may not be a car driver) and can be used in any vehicle they are travelling in. Parents of a disabled child over two and under 16 can apply for a badge on their child's behalf. Find out more by contacting your local authority.

Hampshire County Council

Tel: **0300 555 1376**

Portsmouth City Council

Tel: **023 9284 1176**

Southampton City Council

Tel: **023 8083 3748**

Public and community transport

Where to find information

Hampshire County Council's Passenger Transport Service gives useful information about public, community and voluntary transport around the county. You can search for community transport schemes and wheelchair-accessible taxis in your area, including those offering transport for hospital and GP appointments. The service has also produced several useful travel guides.

Passenger Transport – Hampshire County Council

Tel: **0871 200 2233** (Traveline – for enquiries about public transport) or **01962 846785** (for enquiries about community transport).

Email: **ptgenquiries@hants.gov.uk**

Web:

www.hants.gov.uk/transport/publictransport

Public transport information for residents living in Portsmouth and Southampton can be found on each local authority's website. You can check out public transport information and plan your journey on the Traveline website. Visit **www.traveline.info**

For enquiries about train times, fares, season tickets and station information, call National Rail Enquiries on **0345 748 4950**. For information about concessionary travel and discounts, see page 24.

Low-floor bus services

Bus services are increasingly being operated by low-floor buses, many of which are accessible to wheelchair users. The driver can usually lower the front of the bus to make getting on and off easier. Ask your local bus company whether your service is operated by low-floor buses.

Bluestar

Tel: **01202 338421**

First Bus

Tel: **0345 646 0707**

Megabus

Tel: **0141 352 4444**

Email: **enquiries@megabus.com**

Mervyn's Coaches

Tel: **01962 774574**

More Bus

Tel: **01202 338420**

National Express

Tel: **0371 781 8181**

Email: **adtl@nationalexpress.com**

Portsmouth City Coaches

Tel: **01243 378337**

Reading Buses

Tel: **0118 959 4000**

Salisbury Reds

Tel: **01202 338420**

Stagecoach

Tel: **0345 241 8000**

Unilink

Tel: **023 8059 5974**

Wheeler's Travel

Tel: **023 8047 1800**

Xelabus

Tel: **023 8064 4715**



→ Safe travel in your wheelchair

Travelling in a road vehicle carries a risk for everyone despite the use of safety-designed car seats and compulsory seatbelts. People with disabilities seated in wheelchairs inside a vehicle are at even greater risk.

The safest way to travel is to transfer from the wheelchair to a seat in the vehicle. However, if this is not possible, the next best option is a 'crash tested' wheelchair, whether manual or powered, together with a suitable 'Wheelchair Tie-down and Occupant Restraint System' or WTORS.

Manufacturers should give clear information on whether their products should or should not be used whilst occupied in a vehicle. If they can be used occupied in a vehicle, then the manufacturer should give sufficient detail on how it should be done. This should include guidance on the recommended type or model of WTORS. This information could be available from either a wheelchair or a WTORS manufacturer.

If this information is not available from either manufacturer, report it to the Medicines and Healthcare products Regulatory Agency (MHRA), responsible for the regulation of medicines and medical devices. Call **020 3080 6000**.

Journey Assistance Cards

You may need a little extra help whilst making your journey on public transport. It could be, for example, that you have trouble seeing or hearing or you need time to reach your seat.

If you do not feel comfortable speaking to the driver in front of other people to ask for assistance, you may find it helpful to use a Journey Assistance Card. You can print out and use these cards to show the driver, in a discreet way, what help you may need.

Please note that Journey Assistance Cards are not 'official' cards recognised by all operators and it cannot be guaranteed that you will receive the assistance you are asking for. Some bus operators, however, such as the FirstGroup, do produce these cards and drivers have undertaken awareness training. Access the cards by visiting **www.connecttosupporthampshire.org.uk/transport**

If you are unable to find public or community transport solutions, your local Good Neighbours group (Hampshire, including Portsmouth) or Communicare in Southampton may have volunteer drivers who are able to help. See page 74 for contact details.

Concessions and discounts

Older residents and those with a disability can take advantage of free travel on local buses throughout Hampshire and the rest of England. In some cases, travel is within certain specified times. You will need to meet criteria on age or disability. You may also be entitled to a 'companion pass' if your disabilities mean that you are unable to travel unaccompanied. For more information about bus passes and travel vouchers contact your council.

Hampshire County Council

Tel: **0300 555 1376**

Portsmouth City Council

Tel: **023 9268 8575**

Southampton City Council

Tel: **023 8083 3008**

Train travel discounts

If you are aged 60 or over, you are eligible for a Senior Railcard which entitles you to one third off the price of most first class and standard rail fares. The card costs £30 and is valid for one year. You can buy a Senior Railcard online, at a staffed station ticket office or by calling **0345 300 0250**. You will need a valid passport or UK driving licence in order to prove you are eligible.

A Disabled Person's Railcard costs £20 for one year. It entitles you to a third off the price of most first class and standard rail fares and if you are accompanied by another adult, they can also travel at the same discounted fare. Application forms are available online and from rail stations. Alternatively, call the Disabled Person's Railcard Helpline on **0345 605 0525** or textphone **0345 601 0132**.

Discount coach card

National Express offers a Senior Coachcard for over 60s and a Disabled Coachcard for those who are registered disabled at a cost of £12.50 plus £2.50 postage and packaging per year. The concessionary passes entitle the traveller to one third off their travel on most National Express coach services. Call **0871 781 8181** or visit

www.nationalexpress.com/coachcards

Please give at least 24-hours' notice if you travel with a guide dog.

Leisure

Some districts and boroughs offer concessions to older and disabled people as well as to carers and people in receipt of benefits using leisure centre facilities. Contact your preferred leisure centre to enquire about activities suitable for your age group.

Use Connect to Support Hampshire's Community Directory to find leisure centres near you. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Community support/activities' and 'Sport/exercise').

Many other social and leisure outlets in Hampshire offer discounts to older or disabled people. Always ask if any concessions are offered.

If you are blind or severely sight impaired, you are entitled to a 50% discount on your TV licence. If you are over 75, you are currently entitled to a free TV licence if you, or your partner living at the same address, receive pension credit. Call **0300 790 6117** to request an application form or visit **www.tvlicensing.co.uk** for more information.

The UK Cinema Association offers the CEA card to disabled people. This entitles any accompanying carer to a free ticket at participating cinemas. The card is available to people receiving Disability or Attendance Allowance, Personal Independence Payment, Sight Impaired Registration (formerly registered blind) or holding a disabled person's railcard. A small processing fee is chargeable per card. For more information, call **01244 526016**, textphone **18001 01244 526016**, email **info@ceacard.co.uk** or visit **www.ceacard.co.uk**

Many entertainment and leisure venues offer free entry to carers who are accompanying a disabled person. Always check in advance.

There are discounts and exemptions available to disabled drivers and schemes to assist older and disabled drivers with driving and parking. See page 22 for more information.

For those living with a hidden disability, the Sunflower Lanyard was introduced at major UK airports in 2018 to allow passengers with hidden disabilities to indicate discreetly to staff that they may need additional support or help. The use of the lanyard has spread and is now available from several transport providers. It is also available in supermarkets such as Sainsbury's and Tesco.

Equipment and adaptations

You may be eligible for a Disabled Facilities Grant from your local borough or district council to pay for alterations (this is the council you pay your Council Tax to, not Hampshire County Council). Grants are means-tested, and applicants must have a permanent and substantial disability to be considered. An occupational therapy assessment is required to support the request for a grant.

If you are disabled, or have a long-term illness, you shouldn't have to pay VAT on disability-related equipment for your personal use. Equipment suppliers will advise you how to claim VAT relief. See further information and advice in the equipment and adaptations section of this Guide, beginning on page 30.

Proof of disability

Currently, there is no national scheme for disability registration. Organisations or outlets offering discounts and concessions to disabled people will usually accept a letter from the Department of Work and Pensions detailing a disability-related benefit, your Blue Badge* or your Disabled Bus Pass as proof of disability.

If you would like something simpler, which you can keep on you, you might consider applying for an Access Card. This costs £15 and is valid for three years. You will need to supply proof of your disability. Call **0330 808 5108**, Type talk **18001 0330 808 5108** or visit **www.accesscard.org.uk**

*Blue Badges are now available to people with hidden disabilities such as Autism Spectrum Condition and mental health conditions (eligibility criteria apply).

Shopping

Shopmobility

If you can go out to do your own shopping, Shopmobility may help. The scheme can provide manual or powered wheelchairs or powered scooters to people who are disabled or frail so that they can get easily around town to shop or sightsee. You do not need to be registered disabled to use Shopmobility schemes. The schemes are either free or have a nominal charge and can be used by anyone who is either permanently or temporarily disabled. Shopmobility schemes in Hampshire are listed as follows.

Andover

Bus Station, West Street SP10 1QP
Tel: **01264 352000**

Basingstoke

Church Street RG21 7QQ
Tel: **01256 476066**

Eastleigh

Unit 2, Swan Centre, Wells Place SO50 9SG
Tel: **023 8090 2402**

Fareham

Ground Level, Multi-Storey Car Park,
Osborn Road PO16 7DW
Tel: **01329 282929**

Petersfield

Central Car Park, Park Road GU32 3DL
Tel: **01730 710474**

Portsmouth

56 Arundel Street PO1 1NL
Tel: **07493 132948**

Southampton (City)

Bargate Car Park, 7 Castle Way SO14 2BX
Tel: **023 8063 1263**

Southampton (West Quay)

Level O, Podium Car Park,
Harbour Parade SO14 7EG
Tel: **023 8033 6815**

Winchester

Upper Parking Level,
The Brooks Shopping Centre SO23 8QY
Tel: **01962 842626**

Internet shopping

You can order almost anything on the internet, and have it delivered to your home. This includes food, clothes and equipment. All the major supermarkets now do home food deliveries. You can also set 'favourites' and save shopping lists. If you are an internet beginner, see page 9 for more information about getting online.

Accessibility and toilets

- AccessAble has online Access Guides to retail and shopping venues across Hampshire. Visit **www.accessable.co.uk**
- Morrisons has a 'Quieter Hour' in all its stores every Saturday for those who struggle with music and other noise. The National Autistic Society is encouraging other retailers and businesses to introduce a quiet hour. Visit **<https://my.morrisons.com/blog/community/quieter-hour>**
- The RADAR National Key Scheme gives you independent access to over 9,000 accessible toilets in the UK. Visit **www.disabilityrightsuk.org** (search 'Radar key').
- The Changing Places map shows accessible toilets in Hampshire. Click on the individual listings for full details of facilities available. Visit **www.changing-places.org/find** (search 'Hampshire').
- If you have a bladder or bowel condition which affects your ability to get to the toilet on time, a Just Can't Wait card may help. Some shops and public places have signed up to the scheme which means you can access their toilet when showing the card. Visit **www.bladderandbowel.org** (select 'Just can't wait card').

Help from your community and support organisations

If friends, relatives or neighbours are unable to help you with managing your shopping, you could:

- Contact Age Concern Hampshire for details of local voluntary groups who may be able to help. (**01962 868545**).
- Contact your local Good Neighbours Group (visit **www.goodneighbours.org.uk** or call **023 9289 9671**) – covering Hampshire, excluding Southampton).

- Contact Communicare in Southampton
(023 8250 0050).

You could also search the Marketplace Directory on Connect to Support Hampshire for paid-for service providers who can support you. Visit www.connecttosupporthampshire.org.uk/marketplace (select 'Choose your categories' then 'Home support').



Leisure activities

Day activities and clubs

Brendoncare Club Hampshire runs a network of friendship and wellbeing clubs across Hampshire. Call **01962 857099** for details.

MHA Communities are local groups and clubs aimed at supporting older people to maintain their independence by participating in, supporting or leading a range of different groups, clubs and activities. Call your local scheme to find out more:

Basingstoke and East Hampshire – **01256 346022**
Eastleigh – **07989 710620**
Gosport and Fareham – **01329 234409**
Hart and Rushmoor – **01252 758593**
New Forest – **07483 112138**
Portsmouth and Havant – **023 9247 1313**
Southampton – **07563 556090**
Test Valley – **023 8025 4847**
Winchester – **01962 890995**

You can also search the Community Directory on the Connect to Support Hampshire website for many more activities and clubs. Visit www.connecttosupporthampshire.org.uk/directories (select 'Choose your category' then select an option).

Sport and exercise

There are many local sports organisations, clubs and groups that cater for people of all ages, with all kinds of disabilities. There are also organisations which cater for people with specific disabilities (e.g. amputees).

Every district and borough council area in Hampshire has leisure centres or sports centres, many with a swimming pool. Most also have a fitness suite with a gym facility and aerobics studio, and they offer a variety of sports activities during the day and the evening. Most of these centres are wheelchair accessible and offer disabled facilities.

Use Connect to Support Hampshire's Community Directory to find leisure centres and other activities near you. Visit www.connecttosupporthampshire.org.uk/directories (select 'Choose your category' then 'Community support/activities' and 'Sport/exercise').

Cinema

As well as good wheelchair access, most cinemas now have audio description and subtitling facilities. A lot of cinemas now have cheaper senior citizen tickets for showings during the day. Contact your local cinema for details. The UK Cinema Association offers a concessions card for disabled people; see page 24 for more information.

Dimensions UK offers autism-friendly screenings at over 250 cinemas in partnership with Cineworld, Odeon, Showcase and Vue cinemas. Every month, each participating cinema shows a different film from a selection of new releases and classics including Pixar animations, Disney adventures and many more films suitable for all ages. Visit <https://dimensions-uk.org> (search 'Autism friendly cinema') for more information.

Holidays

Many kinds of holiday are organised specifically for disabled people, including accessible hotels and B&Bs which can accommodate people in

wheelchairs and where there are helpers and nurses available. You can get information from the specialist organisations listed in this section or

you can talk to your local travel agent about your options. It's also worthwhile contacting disability organisations to ask whether they run any adapted holiday accommodation.

Accessibility

National standards for disabled access and facilities in hotels and other holiday accommodation have been drawn up, with input from the Tourist Board and disability organisations. Travel agents and tour operators can give you details about the accommodation they deal with. When making your holiday arrangements you should also ask how easy it is to get to the amenities you wish to visit, perhaps the beach, tourist attractions, local shops or the town centre, from where you will be staying.

Specialist holiday directories

Disability Holidays Guide

Provides information about holidays and breaks for people of all disabilities, ages and levels of mobility. Web: www.disabilityholidaysguide.com

Disabled Holidays

A travel agent specialising in accessible holidays in the UK and worldwide. • Tel: **0161 260 0224**
Web: www.disabledholidays.com

Ski2Freedom

Provides information and advice about making

holidays possible for all. It has a focus on mountain and snow sports activities but will also accommodate non-sports holidays.

Web: <https://ski2freedom.com/en>

Tourism for All Travel Planner

A one-stop shop for accessible tourism in the UK providing you with a simple way to find accessible destinations and places to stay.

Tel: **0845 124 9971**

Web: www.tourismforall.co.uk

Visit South East England

A directory of accessible accommodation in Hampshire and South East England specifically.

Web: www.visitsoutheastengland.com/accommodation/accessible

Holidays for people with a sight impairment

The Royal National Institute of Blind People (RNIB) can advise on suitable holidays, hotels and 'activity weeks', for example, organised rambling or cultural holidays. For more information, call its helpline on **0303 123 9999**.

Specialist holiday providers and accommodation

For a comprehensive list of holiday and supported holiday providers, accommodation providers and short break/respite services, both locally and nationally, visit www.connecttosupporthampshire.org.uk/holidays

Learning and volunteering

Learning opportunities

Connect to Support Hampshire's Community Directory

Search the Community Directory at www.connecttosupporthampshire.org.uk/directories for adult learning activities and training courses in your area. Select 'Choose your category' then 'Education, Employment and Volunteering'.

Learning in Libraries

You can find events, classes and courses in Hampshire libraries. Facilities and services for older people and people with disabilities are also available. Visit www.hants.gov.uk/library or call **0300 555 1387**.

University of the Third Age

The University of the Third Age (U3A) has opportunities for anyone no longer in full-time employment to pursue learning in a friendly environment. Call **020 8466 6139** or visit www.u3a.org.uk

Online learning

The UK may have more internet users than any other EU country, but one in five adults still don't have the basic online skills to benefit from the web. The good news is that there are now lots of online resources, as well as courses available in your local

community, to help you make that first step.
See page 9 for more information.

Family history

Research your family history at Hampshire Records Office. Visit **www.hants.gov.uk/archives** or call **01962 846154**.



Volunteering opportunities

Volunteering makes a positive impact in your community, but it can also have many benefits for you. Volunteering can enable you to learn new skills and meet new people. You can also gain valuable experience that you can take into your future career. You can explore an area of work that interests you or try something completely different. Ideas for volunteering opportunities in Hampshire have been included in the remainder of this section of the Guide.

Volunteering opportunities in Hampshire

Search by postcode for the latest volunteering opportunities near you on the Get Volunteering website. You can choose to search by areas of interest or by skills. Visit **www.getvolunteering.co.uk**

Find local and national organisations looking for volunteers in Hampshire on Connect to Support Hampshire's Community Directory. Select 'Choose your category' then 'Education, Employment and Volunteering'. Visit **www.connecttosupporthampshire.org.uk/directories**

Useful local contacts

Age Concern Hampshire

Operates a team of nearly 400 dedicated volunteers from all walks of life to offer friendship, support and information to service users.

Tel: **01962 868545**

Web: **www.ageconcernhampshire.org.uk**
(search 'Volunteering').

Dementia Friendly Hampshire

Volunteer at a peer support group or become a Dementia Ambassador.

Tel: **07388 668332**

Web: **www.dementiafriendlyhampshire.org.uk**

Hampshire Good Neighbours Support Service

Supports independent voluntary groups that offer neighbourly help to people in their local communities.

Tel: **023 9289 9671**

Web: **www.goodneighbours.org.uk/volunteer**

Hampshire Libraries

Volunteers take books to people who are not able to make the journey for themselves, support children's literacy or provide customer service in branches.

Tel: **0300 555 1387**

Web: **www.hants.gov.uk/library** (select 'About us' then 'Volunteering').

MHA Communities

Provides care, activities and support services to older people throughout Hampshire and are always looking for volunteers.

Tel: **01332 296200**

Web: **www.mha.org.uk/communities/volunteering**

If you have internet access and are considering a volunteering role that may bring you into contact with potentially vulnerable people, try the Connect to Support Hampshire Trigger Tool e-learning course. Visit **<https://triggertool.connecttosupporthampshire.org.uk>**



Equipment and adaptations

Equipment around the house

There are numerous outlets with a huge range of equipment available to help you around the house. The choice and variety can be confusing but here are a few points to bear in mind:

- Equipment such as grab rails can be purchased through DIY stores.
- Equipment to help you with daily living can be purchased through major chemists or specialist companies.
- For larger items of equipment or adaptations, get at least two quotes.
- Where appropriate check warranties and servicing and maintenance requirements.
- Try out equipment wherever possible.

You may be able to obtain some equipment through an occupational therapist. See 'Help from occupational therapists' beginning on page 33. In addition, see 'Managing at home' beginning on page 37 for advice about staying safe in your home, including fire safety and smoke alarms.

Disabled Living offers free impartial information about services for disabled individuals, older people and those who support them. This includes information about products and equipment from the 'Equipz' team. Visit **www.disabledliving.co.uk** or call **0161 214 4590**.

The Disabled Living Foundation (DLF) offers independent, professional advice and information to help you find out what is available for private purchase. Its Living Made Easy website offers guidance on and information about products you can buy to help you with everyday tasks. Visit **www.livingmadeeasy.org.uk/** The DLF also has a helpline on **0300 123 3084** where you can discuss areas of daily living you find difficult with an experienced adviser.

Connect to Support Hampshire hosts an interactive 'Equipment House' on its website where you can find advice and suggestions on the right equipment to help you.
Web: **www.connecttosupporthampshire.org.uk/equipmentforhouse**

Care technology

Care technology (sometimes referred to as 'telecare') is monitoring and alert equipment that can help you to remain independent in your home and in the community. This equipment provides you, your carers, family and friends, with the reassurance that help is available 24 hours a day, seven days a week.

Care technology covers a wide range of equipment, such as alarm systems, motion sensors and GPS location trackers, which is connected to a team of fully trained advisers in a monitoring centre who will respond when an alarm is raised.

How does care technology work?

Your equipment is connected to your telephone system and linked to a monitoring centre by a unit with a built-in loudspeaker and a microphone. All alarm units work on mains electricity and have a

battery backup. The battery will automatically cut in if the power is disconnected or fails.

When the alarm is activated, either manually or via an automatic device, an adviser will speak to you through your unit. They will establish how you are and what kind of help you need before taking the appropriate action, such as contacting someone who you have assigned as a responder (a local family member, neighbour or friend) to visit and check that you are all right. If necessary, the adviser will contact the emergency services. Where possible, the adviser will stay on the line with you until help arrives.

Who is care technology for?

This equipment can help anyone who needs extra support to stay independent – older people as well as younger people with learning or physical disabilities.

Further information

The **Disabled Living Foundation** has more detailed information and advice about personal alarm systems and telecare. See page 30 for contact details.

Living Made Easy provides comprehensive information about different care technology products. See page 30 for contact details.

How do I get a care technology package?

You can purchase your own care technology package from a private provider. Prices will vary depending on the packages and products that you require. Hampshire County Council recommends Argenti.

Tel: **01962 670721** • Email: **hello@argenti.co.uk**
Web: **https://argenti.co.uk/hampshire**

Portsmouth and Southampton City Councils offer telecare services to their residents.

Portsmouth

Provided by **Safe at Home**. • Tel: **023 9283 4460**

Web: **www.portsmouth.gov.uk** (search 'Technology enabled care').

Southampton

Provided by **Careline**.

Tel: **0333 207 9937**

Web: **www.southampton.gov.uk** (search 'Careline').

Other providers are available with different options available in different parts of the county. You can search online for providers or equipment, or you can contact:

- Your housing association or your district or borough council (usually the housing department).
- Charities such as Age UK (**0800 011 3846** for telecare enquiries).
- The Telecare Services Association which has an online search for local providers.

Useful local contacts

Telecare Services Association

Tel: **01625 520320**

Web: **www.tsa-voice.org.uk/find-tec-services**

**Want to live
independently
at home?**



Your online one-stop-shop for information, advice and services to help you manage your care, stay independent and connect to your community.

ConnectToSupportHampshire.org.uk

**Connect to
Support
Hampshire**

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://asksara.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? ☐

Help from occupational therapists

Occupational therapists work with people of all ages, whose difficulties may have been present since birth or the result of an accident, illness, ageing or lifestyle. They can help you with all aspects of your daily life.

Occupational therapists can carry out an assessment of what you can and can't do in your everyday activities. They will create individual treatment programmes to help people carry out their daily tasks and with more confidence and independence. They may suggest changes to your environment, whether that be at home or at work, and may introduce the use of equipment which will help with some activities.

Occupational therapists review the treatments periodically, evaluate progress and make changes to the treatment as needed.

How do I access occupational therapy?

You can get a referral for free occupational therapy through your GP surgery, local integrated care board, local adult social care department or you can go private. The duration and severity of your condition

determines whether you can access care through your local authority or the NHS. In general:

- For short-term conditions, such as after an operation, occupational therapy is usually accessed through the NHS.
- For long-term conditions, such as a permanent physical disability, occupational therapy is usually accessed through your local authority.

You may wish to use the services of an independent occupational therapist who is in private practice. The Royal College of Occupational Therapists (RCOT) website has a specialist section for occupational therapists working in independent (private) practice. Visit **www.rcotss-ip.org.uk** or call **020 3141 4630**. All occupational therapists who are members of the RCOT Specialist Section Independent Practice are fully qualified and registered with the Health and Care Professions Council (HCPC).

If you would like to source equipment for yourself which could help you manage everyday tasks, see the information beginning on page 30.



Search for care in your area

www.carechoices.co.uk 

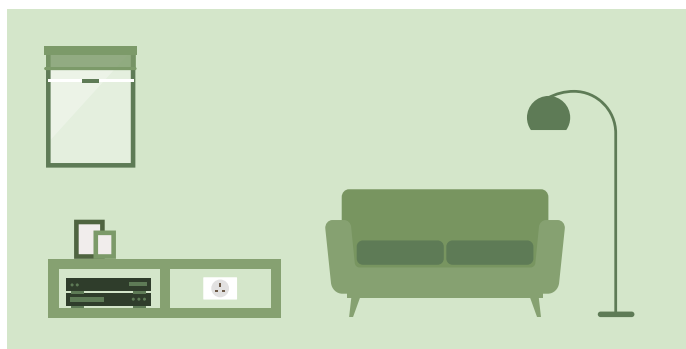
With so many providers to choose from, where do you start?

- 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

Making life easier at home

If you're having difficulties with everyday tasks, 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 you.



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 tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handed 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 45.

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, see page 30.

Hampshire County Council recommends **Argenti** for all your care technology needs (pendant alarms, environment sensors and more).

Tel: **01962 670721**

Email: **hello@argenti.co.uk**

Web: **<https://argenti.co.uk/hampshire>**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Mobility equipment

Before you are provided with equipment, or you buy it, it's worth getting independent advice to make sure that the type of equipment you're getting is the best to meet your needs. If buying yourself, you may be eligible for VAT relief on devices and services you buy specifically to help you cope with your long-term condition or disability. Your retailer will advise you if this is the case.

Disabled Living

Impartial advice about aids and equipment from the Equipz Team. • Tel: **0161 214 4590**

Web: **www.disabledliving.co.uk**

Research Institute for Disabled Consumers

Provides independent reports including several mobility and motoring guides.

Tel: **020 7427 2460**

Web: **www.ridc.org.uk/features-reviews**

Walking aids

For information on what's available and where to get it, you can speak to your GP or practice nurse, local pharmacist or social care staff.

If you prefer to buy your own walking aid, there are numerous outlets selling mobility equipment. You can search for 'Mobility equipment and services' on the Trading Standards-approved Buy With Confidence directory. Visit **www.buywithconfidence.gov.uk** or call **01392 383430** (Monday to Friday, 10.00am to 3.30pm).

An aid is only useful if you know how to use it properly and safely. Whenever you get new (or replacement) equipment, ask to be shown how it works. Over time, all aids need checking to see they still work. Make sure you know where to find new parts for an aid, or who to talk to about getting an aid repaired or replaced.

Manual wheelchairs

Permanent or regular use wheelchairs are available from the NHS Wheelchair Service. You will need to be referred by your GP for this service. Short-term loan wheelchairs are available from the British Red Cross, usually for a loan period of six weeks. This may be helpful while waiting for a permanent wheelchair to be issued.

British Red Cross

Tel: **0300 456 1914**

Web: **www.redcross.org.uk/get-help/hire-a-wheelchair**

Disabled Living Foundation

Offers advice if you are considering purchasing a wheelchair privately.

Tel: **0300 123 3084**

NHS Wheelchair Service

Web: **www.nhs.uk** (search 'Wheelchairs').

Which?

Offers guidance if you are thinking about buying your own wheelchair.

Web: **www.which.co.uk** (search 'Choosing a wheelchair').

Powered wheelchairs and mobility scooters

The Motability scheme allows some disabled people getting Disability Living Allowance (DLA), Personal Independence Payment (PIP) or War Pensioners Mobility Supplement (WPMS) to obtain a car, powered wheelchair or scooter. Call **0300 456 4566**.

You can rent or buy equipment from some commercial companies, but it's important to take independent advice to ensure you make the best choice. The number of people using powered wheelchairs and mobility scooters has increased in recent years. Before taking one of these vehicles out on to the road or pavement make sure that you have a good understanding of the rules concerning their use and that you undertake training.

GOV.UK

Guide to registering powered wheelchairs and mobility scooters.

Web: **www.gov.uk** (search 'Mobility scooters').



Adaptations to your home

Adapting for physical disabilities or illness

If you are finding it hard to manage in your current house or flat, you may want to consider altering or adapting it to suit your needs. You can get information, advice and help on all aspects of making alterations to your home from your local council's housing department. Some local councils may be able to help with discretionary grants for adaptations to support you, for example, to return home from hospital or to make things easier if you have been diagnosed with a terminal illness.

You may be eligible for a Disabled Facilities Grant from your local borough or district council to pay for alterations. See page 25 for more information. Depending on your specific circumstances, it may be possible to arrange for small adaptations or for the loan of certain equipment through your adult social care department. This will usually follow an assessment by an occupational therapist.

Age UK has some top tips on adapting your home. Visit www.ageuk.org.uk (search 'Top tips for a more comfortable home') or call the Advice Line on **0800 678 1602**. If your home needs major adaptations to accommodate your needs, you may wish to consider other housing options. See the 'Care homes and other housing options' section beginning on page 94.

Search **Connect to Support Hampshire's** Community Directory for organisations that can provide advice about making adaptations to your home.

Visit www.connecttosupporthampshire.org.uk/directories (select 'Choose your category' then 'Community support/activities' and 'House or garden help').

Adapting for dementia

Simple suggestions such as making your toilet bowl a different colour or even just using brighter lights could improve the quality of life of people living with dementia. Ensuring a colour contrast between the toilet seat, bowl and bathroom floor makes it easier for those with dementia to find the toilet, reducing their risk of incontinence. Yet, minimising colour differences between the kitchen and hall floors could lower the risk of tripping or falling.

A free app, developed by the University of Stirling, may make the above recommendations in just 20 minutes after it digitally assesses how dementia-friendly your home is. Visit www.stir.ac.uk (search 'Iridis'). The 'Iridis' app can be downloaded from the Apple iTunes and Google Play stores.

Managing at home

Looking after yourself

Personal care

If you find dressing and undressing difficult, there are several things you can try to remain independent. Choosing appropriate styles and fabrics, adapted clothing as well as using special techniques or equipment can all help to make dressing easier:

- Skirts and trousers with elasticated waistbands are often easier to manage than those with fasteners.
- Loose-fitting, stretchy clothing without fastenings, such as T-shirts, will often be easier to manage and eliminates the need to fasten buttons or zips.
- If choosing clothing with fasteners, make sure the fastener is easily accessible, such as being at the front.
- Magnetic or Velcro fasteners are usually easy to manage.
- Clothes made from knitted or 'jersey' fabrics are often easier to manage than more stiff, woven fabrics.
- Smooth, slippery fabrics such as silk are usually easier to get on and off, as they glide easily over your skin or other layers of clothing. →

- ➔ • Zip fastenings can be quicker and easier than buttons, although open-ended zips can be difficult to align and fasten if you have pain or stiffness in your fingers.
- Extended tabs or loops can be added to zip tags to make them easier to grip and fasten.

See 'Equipment and adaptations' beginning on page 30 for ideas and products which may help you.

If you are having difficulty getting in and out of a bath, standing in or using a shower and standing at the basin, there are a few things that you can do yourself:

- Put nonslip strips, mats or tiles in your tub and shower to help prevent falls. To combat tripping, secure any loose corners on mats.
- Be sure to keep the tub clean to counteract slippery soap scum or mould.
- Keep the bathroom floor dry, making sure it has no water on it. A weighted shower curtain will help ensure that no water leaks onto the floor.
- Your bathroom should be adequately lit during the day and night.
- Equip your shower with a handheld or adjustable shower head. You can manoeuvre it where you want it, minimising your movement in the shower.
- Put items you use regularly in easy reaching distance, so you don't have to stand on steps, bath edges or move around a lot to reach them.
- Take your time. The more you rush, the more likely you are to fall.

See 'Equipment and adaptations' beginning on page 30 for ideas and products which may help you.

If you are unable to have a bath at home, there may be an assisted bathing facility or service near you. Assisted bathrooms are equipped so that people with mobility issues can enjoy a bath in a safe, relaxing and homely environment. Age Concern Hampshire keeps a list of assisted bathing facilities in Hampshire. Call **01962 868545** for more information.

Toileting is a function that most people take for granted and if assistance is required it can cause distress. Here are some things you can try:

- Make sure the way to the toilet and the room is well lit at night.
- Consider if a special frame, rails or a higher seat would be best to help you get on and off the toilet.
- Never use a walking frame to hold onto whilst standing from a toilet, as it is not designed for this purpose and could easily tip over.
- Talk to your GP about any continence issues.

See 'Equipment and adaptations' beginning on page 30 for ideas and products which may help you. For support and advice about incontinence, see the information beginning on page 14.

If you would like to learn more about care agencies and Personal Assistants, see 'Buying care at home' starting on page 45 for information about paying for help with your personal care in your own home. ➔



AGE concern
Hampshire

Passionate about
supporting OLDER PEOPLE
in our community

Care & Wellbeing Centres
Person centred support for clients & valuable respite for family members & carers

- New Milton
- Dibden / Hythe
- Locks Heath
- Yateley

Help at Home
Friendly, reliable help around your home:

- Housework & Laundry
- Shopping
- Dog Walking
- Trips out
- Meal Preparation
- Companionship

Foot Care Clinics
Foot health checks and a professional toenail cutting:

- Havant • Locks Heath
- Basingstoke • Overton
- Odiham • Petersfield
- Andover • Winchester and beyond...

Additional Services
We also provide:

- Social Groups
- Hospital to Home
- Information Service

Please
GET IN TOUCH
to find out
MORE

call us on: **01962 868545**
enquiries@ageconcernhampshire.org.uk
www.ageconcernhampshire.org.uk

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Regular and reliable
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Contact your local branch today!

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Fareham
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Basingstoke
01256 274 913

Southampton
02382 558 915

Cosham
02382 554 672



for more details visit helpinghands.co.uk

→ Keeping warm in winter

Keeping warm helps prevent conditions such as hypothermia, bronchitis, chest infections and pneumonia. Those at particular risk include vulnerable people, such as the elderly, families on low income and people with long-term medical conditions.

Helping yourself:

- Heat your home to at least 18°C (65°F).
- If you can't heat all the rooms you use, heat the living room during the day and your bedroom just before you go to bed.
- Get your heating system and cooking appliances checked and keep your home well ventilated.
- Use your electric blanket as instructed and get it tested every three years. Never use a hot water bottle with an electric blanket.
- Do not use a gas cooker or oven to heat your home; it is inefficient and there is a risk of carbon monoxide poisoning and this can kill.
- If you are not on mains gas or electricity, make sure you have a good supply of heating oil, solid fuel, or Liquefied Petroleum Gas (LPG) to make sure you do not run out in winter.
- Fit draught proofing to seal any gaps around windows and doors.
- Make sure you have loft insulation. And if you have cavity walls, make sure they are insulated too.
- Insulate your hot water cylinder and pipes.
- Draw your curtains at dusk to help keep heat generated inside your rooms.
- Make sure your radiators are not obstructed by furniture or curtains.
- If possible, try to move around at least once an hour. But remember to speak to your GP before starting any exercise plans.
- Wear lots of thin layers: clothes made from cotton, wool or fleecy fibres are particularly good and maintain body heat.

Advice and financial assistance

If you are struggling to keep your home warm, and live in the Hampshire County Council area, visit the

Hitting the Cold Spots web page at **www.hants.gov.uk** (search 'Cold spots') or call the advice line on **0800 804 8601**. The friendly Hampshire-based team will be able to provide a range of advice and assistance including one-off emergency fuel vouchers for pre-payment meters for people who meet certain eligibility criteria.

Portsmouth residents

Switched on Portsmouth

Tel: **0800 260 5907**

Web: **www.switchedonportsmouth.co.uk**

Southampton residents

Environment Centre, The (TEC)

Tel: **0800 804 8601**

Web: **www.environmentcentre.com/southampton-healthy-homes**

If you are struggling with your winter fuel costs speak to your energy provider, who should be able to offer you a standard monthly direct debit charge to enable you to spread the cost of your energy over the year with fixed regular payments.

- If you were born before 26th September 1956 (for winter 23/24) you will qualify for a Winter Fuel Payment made every November to December. These are usually made automatically so you do not need to claim. Visit **www.gov.uk/winter-fuel-payment**
- You may also be eligible for a Cold Weather Payment for each week of very cold weather in your area if you're getting certain benefits. Again, this is paid automatically. Visit **www.gov.uk/cold-weather-payment**
- You might be able to get help for energy-saving improvements to your home, under the Affordable Warmth scheme, if you're on certain benefits and own or privately rent your home. Visit **www.gov.uk/energy-company-obligation**
- National Energy Action (NEA) offers a free support service using SignVideo for BSL users, providing advice on energy bills and keeping warm and safe at home, as well as several guidance videos. Call **0800 304 7159** (10.00am to 12.00pm, Monday to Friday) or visit **www.nea.org.uk** (search 'Videos').

If you are a pensioner, have a disability, are chronically sick or are hearing and/or visually impaired, your energy provider has an obligation to provide a range of free services, designed to make your life easier. You should contact your provider about its Priority Services Register to find out what is available.

Meal delivery services

Good food is essential for good health, whatever age you are. Eating a balanced diet will not only keep you healthy but also reduce your risk of heart disease, stroke and some cancers. See 'Think about what you eat and drink' on page 11 for more information and useful contacts. Meals on wheels services are offered by your local authority.

Hampshire County Council

Service run by Health & Independent Living Support (HILS).

Tel: **0330 2000 103**

Web: **www.hants.gov.uk** (search 'Meals on wheels').

Portsmouth City Council

Service run by Age UK Portsmouth.

Tel: **023 9288 3509**

Web: **www.portsmouth.gov.uk** (search 'Meals on wheels').

Southampton City Council

Service run by City Catering Southampton.

Tel: **023 8083 3866**

Web: **www.southampton.gov.uk** (search 'Meals on wheels').



House, garden and pet care

Repairs

You need to make sure that your home is maintained properly so that it is safe for you to live there. If it needs repairs, you can get advice and help. If you are elderly and/or disabled and have a low income, you can get advice and help from the housing department of your borough or district council. Whether you are a council tenant or own your own home, you will be advised whether you qualify for a grant to help pay for the work and if so, how to apply for one.

Your council can recommend a reliable building contractor and check that work has been done to a good standard. Your council will also be able to tell you whether there is a Home Improvement Agency or Handyperson/Handyman Scheme operating in your area.

If you are a private tenant, you should contact your landlord. If they are unwilling to carry out the work needed, you should contact your local council housing department which may help your landlord

carry out essential work. If you are a council or housing association tenant, you should contact your landlord.

If you are paying for repairs yourself, you can still get advice and information from your local council. Staff may also be able to suggest local builders who are expert in the kind of repair work that you need. Never agree to repairs to roofing or driveways offered at the door. Always go to a reputable trader.

For small repairs, find a reliable local trader through Hampshire Trading Standards Buy with Confidence scheme. All the businesses in this scheme have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way. Search for a trader or business online at **www.buywithconfidence.gov.uk** or call **01392 383430** (10.00am to 3.30pm, Monday to Friday) for a free directory.

Some smaller local providers may not be registered with Buy with Confidence. →

➔ If you cannot find anyone to help, you can also search the Marketplace Directory on Connect to Support Hampshire. Visit **www.connecttosupporthampshire.org.uk/marketplace** (select 'Choose your category' then 'Home support'). Please note, you will have to pay for any tradespeople you find through the above directories.

Help around the house

For paid help with housework, you can:

- Find reliable cleaning, ironing and laundry services, which have been checked and vetted by Hampshire Trading Standards, in the Buy with Confidence directory. Visit **www.buywithconfidence.gov.uk** or call **01392 383430** (10.00am to 3.30pm, Monday to Friday).
- Some smaller local providers may not be registered with Buy with Confidence. If you cannot find anyone on the above directory, you can also search Connect to Support Hampshire's Marketplace Directory. Visit **www.connecttosupporthampshire.org.uk/marketplace** (select 'Choose your category' then 'Home support').

If you are going to employ your own cleaner, rather than use an agency, always ask for and check references. You can also search Connect to Support Hampshire's Community Directory for community groups or organisations that may be able to offer you help with housework, pet care or minor repairs. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Community support/activities' and 'House or garden help').

You may find that there is equipment you can buy that will help you with domestic tasks such as cleaning, cooking and laundry. For more information, see 'Equipment and adaptations' beginning on page 30. Some of the home care agencies beginning on page 51 can provide domestic help within their services. However, if you only need domestic help, you may find it cheaper to use a domestic agency. You can employ these services to come in on a regular or one-off basis.

If you are unable to put your refuse/recycling containers out for collection because of your age

or disability, contact your local district or borough council and ask about Assisted Waste Collection. This is where the crew will come to your house to collect the bin and then bring the bin back to you. This service is usually only available if you can provide proof of disability and there is nobody else to help you.

Good Neighbours groups are independent voluntary groups which offer neighbourly help to people in their local communities. See page 74 for contact details.

Gardening

If you are finding it difficult to maintain your garden because of your age or disability, there are community organisations that may be able to help.

Basingstoke Voluntary Action

Tel: **01256 423816**

Web: **www.bvaction.org.uk**

Community First

Tel: **0300 500 8085**

Web: **www.cfirfirst.org.uk**

Fareham

163 West Street PO16 0EF

Havant

Leigh Park Community Centre, Dunsbury Way,
Leigh Park PO9 5BG

New Forest

Suites 3 and 4, Mead Court, Winsor Road,
Cadnam SO40 2HR

Gosport Voluntary Action

Tel: **023 9258 3836**

Hampshire Council for Voluntary Services (CVS)

Web: **www.hampshirecvs.org.uk**

Hart Voluntary Action

Tel: **01252 815652**

One Community (Eastleigh and Fareham)

Tel: **023 8090 2400**

Rushmoor Voluntary Services

Tel: **01252 398450**

Thrive

A national charity offering information and tips on making your garden easier to manage as well as details of the equipment and tools which will be particularly helpful.

Tel: **0118 988 5688** • Web: **www.thrive.org.uk**

Unity (Test Valley Community Services)

Tel: **0330 400 4116**

Web: **www.unityonline.org.uk**

Andover

Bus Station, West Street SP10 1QP

Romsey

Former Magistrates Court,
Church Street SO51 8AQ

Hampshire Trading Standards Buy with Confidence scheme has lists of reliable gardeners. Search online at **www.buywithconfidence.gov.uk** or call **01392 383430** (10.00am to 3.30pm, Monday to Friday). When asking for quotes, remember to ask if there is a cost to remove any garden refuse and if specific gardening equipment is needed. Find out exactly what they will and will not do (for example, not all gardening services offer hedge cutting).

Some smaller local gardeners may not be registered with Buy with Confidence. If you cannot find anyone to help, you can also search Connect to Support Hampshire's Marketplace Directory. Visit **www.connecttosupporthampshire.org.uk/marketplace** (select 'Choose your categories' then 'Home support').

Utility suppliers and household emergencies

- Southern Electric and Gas offers extra help and advice to customers who are elderly, disabled or have special medical needs. To join its Priority Service Register, call **0800 622 838**.
- British Gas offers priority services for people who are elderly or disabled. Call **0800 072 8625**.
- BT has online information and advice for people with a disability or impairment. Visit **www.bt.com/help/here-for-you** or call **0330 1234 150**.

- BT has a free Priority Fault Repair Scheme for people who rely on the telephone for health or mobility reasons. Call **0800 800 150**.
- Southern Water offers services for people who have extra needs and help for people having difficulty paying their bills. Call **0800 027 0800** (extra needs) or **0800 027 0363** (paying bills).
- South East Water offers a Priority Services Register as well as help for customers who are struggling to pay their bill. Call **0800 952 4000**.

Household emergencies – who to call

Bournemouth Water

Tel: **0344 346 2020**

Citizens Advice Consumer Helpline

Call for a local electrical contractor.

Tel: **0808 223 1133**

Floodline

Phone the Environment Agency's Floodline to sign up for flood warnings and get simple advice on what to do before, during and after a flood.

Tel: **0345 988 1188**

National Gas Emergency Number

Tel: **0800 111 999**

National Power Cut Helpline

Tel: **105**

Portsmouth Water

Emergency Line: **023 9247 7999**

South East Water

Emergency Line:

0333 000 0365

Southern Water

Emergency Line:

0330 303 0368

Caring for your pet

There is ample support available in Hampshire to ensure your pets are well looked after. See page 95 for a list of organisations that can help.

Staying safe in your home

Security

Tips and advice:

- Make sure you secure windows and doors before you leave the house.
- If you are in the garden or upstairs, make sure your downstairs doors are locked, and that you have a key with you to get in or out in a hurry.
- Fit window locks and keep the keys in a safe place.
- Keep tools and ladders securely locked away.
- Display your burglar alarm and neighbourhood watch sticker prominently.
- Put up a warning sign for visitors if you have a dog as this will deter thieves.
- Keep valuable items out of view. Don't leave keys under a doormat or on a string through the letterbox. Burglars expect this.

Hampshire & Isle of Wight Constabulary has comprehensive online advice and top tips about crime prevention. Visit **www.hampshire.police.uk** (search 'Crime prevention'). You can also receive free crime and community information about where you live by signing up to Hampshire Alert. Call **0115 924 5517** or visit **www.hampshirealert.co.uk**

If you have problems with home security, answering the door, fitting a door chain or a key safe, there are services that can help:

- The Hampshire Bobby Scheme provides free home security and safety checks to anyone in Hampshire who is vulnerable, disabled or over the age of 60. This service is also available to those most vulnerable due to disability or long-term illness. Call **0300 777 0157**. A police-approved key safe can also be fitted for a donation of £75.
- Your borough or district council's housing department can let you know if there is a local Home Improvement agency or Handyperson scheme that can help you.

Fire safety

Hampshire & Isle of Wight Fire & Rescue Service (HIWFRS) recommends that you have at least one

smoke alarm on every level of your home and ideally in all rooms except your kitchen and bathroom. It is important that you regularly check that alarms are not clogged by dust and that you test that their batteries work.

Plan how you would get out of the house in an emergency. Your working smoke alarm will give you early warning of a fire. You should get out of the house, call the Fire Service and stay out. Find out more about fire safety in the home. Visit **www.hantsfire.gov.uk/safety** and select 'At home'. You may be eligible for a Safe and Well visit from HIWFRS. Visit **www.hantsfire.gov.uk** (search 'Safe and well') to complete an online referral form or call the Community Safety Team on **023 8062 6751**.

If you are hard of hearing, or even a heavy sleeper, you should consider fitting strobe light and vibrating-pad smoke alarms. Contact the RNID information line on **0808 808 0123** or textphone **18001** then **0808 808 0123**. The Government has produced leaflets on fire safety for people with sight, hearing or mobility difficulties. Visit **www.gov.uk** (search 'Fire safety for disabled people').

Scams

Hampshire Trading Standards warns that an estimated three million people fall victim to scams each year. Scams such as bogus lotteries, prize draws and miracle health cures arrive by post or telephone and target older people and the vulnerable, often leading to debt and in some cases, depression.

Always be sceptical about any unsolicited offers and never part with money or give your bank or credit card details to obtain a prize or an offer that is too good to be true. Don't be rushed into making an instant decision and don't ring premium rate numbers (starting 09) to claim a prize or arrange a parcel delivery.

For further advice or if you are worried that you, or someone close to you, has been a victim of a scam, contact the Citizens Advice Consumer Helpline on **0808 223 1133**. See further information from Trading Standards. Visit **www.hants.gov.uk/business/tradingstandards** (select 'Consumer advice').

Hampshire & Isle of Wight Constabulary has further information about fraud and how you can report it. Visit **www.hampshire.police.uk** (search 'Fraud'). You can also receive free crime and community information about where you live by signing up to Hampshire Alert. See page 44.

Online fraud and cyber crime

As the internet has become part of our daily lives, online fraud has increased – from email scams to fake holiday sites to identity fraud. Read the information and advice from Hampshire & Isle of Wight Constabulary on how to protect yourself from these types of scams. Visit **www.hampshire.police.uk** (search 'Online fraud').

Cold callers and possible doorstep criminals

Hampshire Trading Standards has information about who might cold call at your door and how to protect yourself from rogue traders and doorstep criminals. It also has a poster which you can print and display in your home to discourage cold callers. Visit **www.hants.gov.uk/business/tradingstandards** (select 'Consumer advice' then 'Community support'). Hampshire & Isle of Wight Constabulary has advice and helpful videos on how to spot and report suspected doorstep criminals. Visit **www.hampshire.police.uk** (search 'Be aware of doorstep criminals').

Reducing nuisance junk mail and telephone calls

- You can reduce the amount of junk mail delivered to you by visiting the Mailing Preference Service website (**www.mpsonline.org.uk**) or by calling **0207 291 3310**.
- You can stop unaddressed leaflets being delivered by Royal Mail by completing an online form (**www.royalmail.com** – search 'Opt out') or calling **0345 266 0858**.
- You can stop unsolicited telephone calls by visiting the Telephone Preference Service (TPS) website (**www.tpsonline.org.uk**) or calling **0345 070 0707**. It may take a while for calls to reduce. If you continue to have a problem, call the TPS or the Information Commissioner's Office on **0303 123 1113**.

Equipment

There is a lot of equipment which can help you to feel safe in your home, as well as when you are going out, including care technology such as pendant alarms, sensors and GPS trackers.

See the 'Equipment and adaptations' section beginning on page 30.

Buying care at home

If you are looking for support with domestic tasks, see the information on 'House, garden and pet care' beginning on page 41. If you need more personal care to help you with everyday tasks (such as washing, dressing, preparing meals or going to the toilet), there are a lot of care providers and care services.

Probably the most important consideration is whether you want your care to be fully managed for you by someone else or whether you prefer to manage your own care.

Using a home care agency

Home care or 'domiciliary care' agencies can provide a 'fully managed' service. They directly employ, train and supervise the carers which they supply to you and take complete responsibility for the management of the care service.

Home care agencies are regulated and inspected by the Care Quality Commission (CQC) who inspect the services that are being offered and provide a quality rating. It is a good idea to read the latest inspection report for any agency you are considering using. Call **0300 061 6161** or visit **www.cqc.org.uk**

A list of all CQC registered home care agencies operating in Hampshire, Portsmouth and Southampton begins on page 51. If you would like some help to find the right home care for you, you could use a free care brokerage organisation such as CHS Healthcare. Call **0800 008 7193** or visit **www.carehomeselection.co.uk/home-care**

A useful checklist of questions to ask home care agencies has been included at the end of this section of the Guide; see page 49. →

→ **Employing or engaging a Personal Assistant (PA)**

If you would like to manage your own care, you could engage or employ a PA. You could:

- Directly employ your own PA.

You have full choice and control over who works for you. You will need to take on, and fully understand, the responsibilities of being an employer. You can find detailed information about this on the Hampshire PA Finder website (www.hampshirepafinder.org.uk/employingapa).

- Engage the services of a self-employed PA.

If you want to have choice and control over your care and support, but don't want to take on the responsibility of being an employer, you could engage or contract with a self-employed PA. People acting as self-employed PAs are in business for themselves. They offer an agreed set of services in exchange for a fee. If you want to engage or contract with a self-employed PA, they should send you a quote for their services, send you an invoice to take payment, say when they want to work and should bring their own equipment. They're also responsible for making their own tax and National Insurance contributions. You can read further guidance from Skills for Care (www.skillsforcare.org.uk – search 'Before your PA starts').

- Engage the services of a PA through, for example, an 'introductory agency' or matching service.

If you are finding it difficult to find a PA, you might choose to use an 'introductory agency' or online marketplace. Some home care agencies also offer an introductory service. Introductory agencies usually specialise in 'live-in carers' but some also offer home care packages. The carers they introduce to you will usually work on a self-employed basis, will take care of all their own tax affairs and are free to be registered with several care agencies. You will pay an 'introductory' fee to the agency.

Most introductory agencies will carry out checks and ask for references for any PAs on their books, but you should always ask what their recruitment processes are and check their full terms and

conditions. Introductory agencies are not regulated or inspected by the CQC as they do not have an ongoing role in the management of your care. You can read further guidance from Skills for Care (www.skillsforcare.org.uk – search 'Before your PA starts').

Will my local authority provide care for me?

Your local authority can only provide care services if you meet certain eligibility criteria. You will then have a financial assessment and you may have to pay for any care you receive. To find out more, contact the adult social care department of the local authority where you live.

Some people with long-term, complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS Continuing Healthcare (CHC). Before your local authority offers services, it will need to consider whether your primary need is health-related and whether you may be eligible for CHC. If you think you may be eligible, you can contact your integrated care board (ICB) directly for an assessment. Paying for care is explained in greater detail later in this Guide; see the information beginning on page 108.

What if I need to complain or have concerns about a service?

See the information on 'protecting adults at risk' (page 116) if you have any safeguarding concerns. If you are not happy with the service you are receiving from a home care agency, speak to the manager to try to resolve any problems or ask to see their complaints procedure. The CQC also provides information on how to complain about a care service. Visit www.cqc.co.uk (search 'Complain about a service or provider') or call **0300 061 6161**.

If you have employed or engaged a PA, see the information from Hampshire PA Finder on how to sort out problems. Visit www.hampshirepafinder.org.uk/employerquicklinks

You could also contact the Advisory, Conciliation and Arbitration Service (ACAS) helpline for advice. Call **0300 123 1100** (Monday to Friday, 8.00am to 6.00pm).



SUPPORTING OUR COMMUNITY

The Hub offers adult day care service from trained care staff along with a wide range of activities. The Hub has been designed to deliver both practical assistance and an opportunity for socialisation and mental stimulation.

Our service users will be able to enjoy a wide variety of activities including:

- Gentle Exercise
- Walks around Romsey
- Reminiscing
- Arts and Crafts
- Cinema afternoons
- Light gardening in our courtyard

The Hub will serve hot food and refreshments throughout the day. The on-site health clinic enables monitoring of blood pressure, glucose and weight, which includes BMI levels and cholesterol levels.

Fees apply for day care services which will be bookable Monday to Friday 9.30am to 3.30pm

In addition we also offer an hourly day care service.

For more information please contact **The Hub** on

01794 513 555

www.casbrookhomecare.co.uk/services/the-hub

No need to go into care, let care come to you...



Remain independent with in home care

With a care plan tailored to your needs within your own home, you can enjoy the safety, comfort and privacy of a familiar setting with friends, family and pets close by.

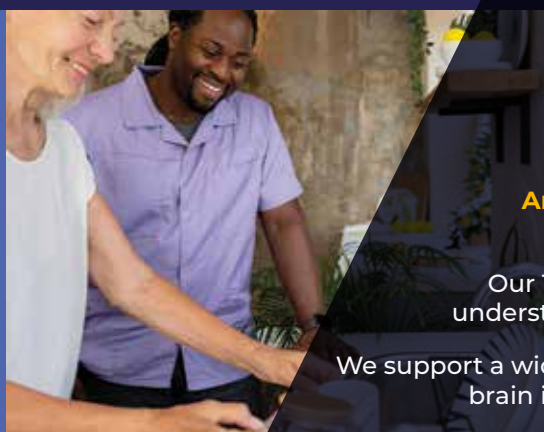
From only 30 mins to 24/7 Live in Care

Find branches across Hampshire, West Sussex & Surrey including: Havant/Waterlooville, Eastleigh, Fareham, Basingstoke, Haslemere & Chichester.

02393 880004

info@in-homecare.co.uk
www.in-homecare.co.uk

inhomecare
home is where the heart is



Your Independence is Our Priority

Amali Care provides care and support that places clients at the centre, to promote independent living in the community.

Our Team comprises of Social workers and Nurses who have good understanding of meeting eligibility criteria under the Care Act 2014.

We support a wide range of clients including people with physical disabilities, brain injuries, end of life, learning difficulties, autism and dementia.

Our Care

- Home help
- Personal care
- Companionship
- Medication administration
- Specialised falls response team
- Dementia and Alzheimer's care
- Visits from 1 hour to 24 hours
- Live-in support
- Home from hospital care
- Nurse lead care

Our Service

- **Complex Care**
We support you through complex and difficult times.
- **Living Care**
We support you to live independently in your own home.
- **Mental Health**
We support you to maintain a positive mental well-being.

0330 043 1134

info@amali.care

www.amali.care



Do you need a helping hand?

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



HOURLY VISITING CARE

Hourly visiting homework is a flexible care service for people who need some help to live independently at home.



AIM SUPPORTED LIVING SERVICES

We enable people to live in their own homes while they are being cared for full time.



RELATIVES LOGIN TO CARE NOTES VIA THEIR OWN PORTAL



RESPIRE CARE

We are always there to step in, when you need to make time for yourself from caring for your loved ones.

Our Carers receive the best specialised training and we match the best carers to your specific needs. We offer real care solutions, with care plans specifically tailored to support you and your family's needs.

For information on how we can help you please call:

Fareham: 01329 600 406 | Eastleigh: 02381 849 802

Visit: www.aimhomecare.co.uk

SERVICES

- Medication Reminders
- Staying Active
- Meal Prep & Groceries
- Transportation
- Light Housekeeping
- Personal Care & Hygiene
- Companionship
- Check-in Visits

info@aimhomecare.co.uk | www.aimhomecare.co.uk

Fareham: 01329 600 406 | Eastleigh: 02381 849 802

Inspected and rated

Good



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

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*See page 45.

ABClivein Care offer a variety of services to the community. Together we build the future of our community and keep everyone safe.



Inspected and rated

Good



WHAT WE OFFER

DOMICILIARY CARE

Our trained and experienced carers deliver a good quality of care, with kindness, compassion and respect making sure all our customers needs are met.

LIVE IN CARE

Live-in care workers provide support and encouragement that empowers the customer to lead an independent lifestyle.

Great British Care Awards:

ABClivein Care has been awarded winner for Care Assessor / Care Planner in the Southeast Region, celebrating the excellence.



Team of the year



Teamwork makes the Care work. Here we are recognising that developing both staff and service users, while overcoming challenges and demonstrating best practice results in an unparalleled strength. The ability to motivate and empower a team is not an easy task while contributing to making a difference in the care sector. This company is not afraid to work in partnership and share ideas.

Tel: 01252 448671

Email: contact@abcliveincare.co.uk

Web: www.abcliveincare.co.uk

Address: Unit 1, Suite C, Dares Farm Business Park, Ewshot, Farnham, GU10 5BB

27 Repton Gardens **HCA**

Southampton
Tel: 07988 992439

OP D PD MH

42 Alexandra Road

Farnborough
Tel: 07950 904023

OP D PD LDA MH YA

104 Belle Vue Road

Basingstoke
Tel: 07460 858811

OP D PD LDA MH SI YA

A&F Prime Care Ltd

Romsey
Tel: 023 8030 2121

OP D PD LDA SI YA

ABClivein Care Hampshire **HCA**

Farnham
Tel: 01252 448671

Advert page 50

OP D PD LDA MH SI YA

Abicare Service Ltd **HCA**

Basingstoke
Tel: 0330 128 9094

Advert page 52

OP D PD LDA MH SI YA

Abounding Support & Care Ltd

Bordon
Tel: 01420 362960

OP D PD SI YA

Absolute Healthcare Providers

Alton
Tel: 01420 769658

OP D PD LDA SI YA

Acorn Care Solutions Ltd

Gosport
Tel: 07368 387161

OP LDA MH YA

Acorns Health Care

Southampton
Tel: 01489 532099

OP LDA MH YA

Acqua Doria **HCA**

Alton
Tel: 01420 85202

OP D PD YA

Adelaide Health Centre/Western Community Hospital

Southampton
Tel: 023 805 40750

OP D PD LDA MH SI YA AD

Adelik Healthcare Ltd **HCA**

Liss
Tel: 07794 598019

OP D YA

Admiral Care Ltd **HCA**

Portsmouth
Tel: 023 9269 9661

HCA – Hampshire Care Association

OP D PD LDA MH SI YA AD

Advance Hampshire

Fareham
Tel: 07711 792278

OP PD LDA MH YA

Affinity Trust – Domiciliary Care Agency – South

Aldershot
Tel: 01252 916002

OP PD LDA SI YA

Age Concern Hampshire (ACH Care at Home) **HCA**

Southampton
Tel: 01962 868545

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OP D PD MH SI YA

Agincare

Southampton
Tel: 01305 232986

Advert page 54

OP D PD LDA MH SI YA AD

Agincare UK Andover

Andover
Tel: 01305 232986

Advert page 54

OP D PD LDA MH SI YA

Agincare UK New Milton

New Milton
Tel: 01305 232986

Advert page 54

OP D PD MH SI

AIM Homecare West

Fareham
Tel: 01329 600406

Advert page 48

OP D PD MH SI YA

Alas Healthcare

Southampton
Tel: 07459 666335

OP YA

Alexander's Supported Living Ltd

Farnborough
Tel: 01252 675674

OP D PD LDA MH SI YA AD

Alina Homecare – Andover

Andover
Tel: 01264 243222

OP D PD LDA YA

Alina Homecare Basingstoke

Basingstoke
Tel: 01256 247222

OP D PD LDA MH SI YA

Alina Homecare Chobham and Camberley

Camberley
Tel: 01276 903222

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

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 Stanbridge Earls
team for more details**

01794 338 163

info@audleycare.co.uk
www.audleycare.co.uk



Alina Homecare Ringwood

Ringwood

Tel: 01425 333222

OP D PD LDA MH SI YA AD

Alina Homecare Specialist Care

– Southampton and Hampshire

Eastleigh

Tel: 023 8082 1800

OP D PD LDA MH SI YA AD

All Care (GB) Ltd – Basingstoke Branch

Basingstoke

Tel: 01256 400020

OP D PD LDA YA

All Care (GB) Ltd – Southampton Branch

Southampton

Tel: 01489 795355

OP D PD LDA MH SI YA AD

All Seasons Alton HCA

Alton

Tel: 01420 590868

OP D PD LDA MH SI YA

Allerton C&S SC

Eastleigh

Tel: 023 806 13777

LDA MH

Allied Health-Services Liphook

Liphook

Tel: 01428 722848

OP D PD LDA MH SI YA

Allied Health-Services Southampton

Southampton

Tel: 023 8063 6400

OP D PD LDA MH SI YA

Alters Recruitment Ltd

London

Tel: 023 8055 5315

OP D PD LDA MH SI AD

Altogether Care LLP – Southampton Care at Home

Southampton

Tel: 023 8235 1800

OP D PD LDA MH SI YA

Altonian Care Ltd HCA

Alton

Tel: 01420 550161

OP D PD SI YA

Amazing Angels Care Ltd

Basingstoke

Tel: 07949 658337

OP D PD LDA MH YA

Amali Care

Southampton

Tel: 0330 043 1134

Advert page 47
OP YA**Amberley Care HCA**

Southampton

Tel: 01489 788160

OP D PD LDA MH SI YA AD

Anavec Healthcare Solution Ltd

Southampton

Tel: 07500 961976

OP D SI YA

Angelus Homecare

Basingstoke

Tel: 01256 830930

OP D PD LDA SI YA

Anytime Care 2020 (Hampshire)

Basingstoke

Tel: 01256 808656

OP D PD LDA MH SI YA AD

Apex Prime Care – Andover HCA

Andover

Tel: 01264 220996

Advert page 54

OP D PD LDA SI YA

Apex Prime Care – Basingstoke HCA

Basingstoke

Tel: 01256 841997

Advert page 54

OP D PD LDA MH SI YA

Apex Prime Care – Havant HCA

Havant

Tel: 023 9320 0149

Advert page 54

OP D PD LDA MH SI YA

Apex Prime Care – Newman Court

Basingstoke

Tel: 01256 585245

Advert page 54

OP D PD LDA MH SI YA

Apex Prime Care – Portsmouth HCA

Portsmouth

Tel: 023 9320 0125

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OP D PD LDA SI YA

Apex Prime Care – Southampton

Southampton

Tel: 023 8180 0131

Advert page 54

OP D PD LDA MH SI YA

Apex Prime Care Farnborough HCA

Farnborough

Tel: 01252 540277

Advert page 54

OP D PD LDA MH SI YA

Appletree Support Ltd HCA

Havant

Tel: 023 9245 5888

PD LDA SI YA

AQS Homecare – Hampshire East HCA

Fareham

Tel: 023 8063 6777

OP YA

AQS Homecare Hampshire HCA

Southampton

Tel: 023 8063 6777

OP D PD LDA MH SI YA AD

Aquarius Home Care HCA

Southampton

Tel: 07484 667752

OP D PD

ARCH Winchester

Winchester

Tel: 07967 738617

MH YA AD

See page 51 for the Service User Bands key

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



Striving for our client's
independence



Home Care Specialists

We are a family run company with over 20 years' experience in home care. We value our client's independence, and our specialised team of carers are always on hand to help.

Call us for a free quote today!

0330 2020 200

www.apexprimecare.org

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Agincare
Caring in your community



Ask us about
24-hour
live-in care

Affordable care in the
comfort of your own home
in Hampshire



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

01305 232986

agincare.com/live-in-care

Inspected and rated

Good



Crown
Home care
Caring hands

HAMPSHIRE HOMECARE PROVIDER OF THE YEAR
Winners 2023-2024

INSPECTED AND RATED



Homecare that's as individual as you
The care you need in the place you love... your home

We are passionate about you and your well-being

There comes a time in life when you may need the **support of care** which you can choose to have in your own home, for you or a loved one. This is one of the most important decisions that you may have to make. We want to offer you the care to **maintain your life style** no matter the level support you need.

- Daily Care
- Live In Care
- Respite Care
- Companionship Service
- Palliative Care
- Dementia Care
- Bespoke Care Packages



For more information, contact us:

Tel: 01252 844923

Email: info@crown-homecare.com

Web: www.crown-homecare.com



HAMPSHIRE HOMECARE
PROVIDERS & WORKERS WINNERS 2020



UNITED KINGDOM
HEALTHCARE ASSOCIATION



HAMPSHIRE DOMICILIARY
CARE PROVIDERS



247 Live-in Companions™

247 Live-in companions offers professional live-in carers to enable you to live as independent a life as possible in your home. If you are looking for 24 hour carers look no further than 247 Live-in Companions.

We cater for: **Dementia Care • Short term care • Nurse led care • Companionship • End of Life care • High Dependency Care** and a range of other needs. For more information please contact us, we would be happy to help.

0330 094 5767 • 07494 943307

info@247live-incompanions.com

www.247live-incompanions.com



Regulated by
Care Quality
Commission

CM supported living is an independent organisation formed by people with extensive experience in social and healthcare.



0238 1785 849
0777 4633 343

We provide support to young people and adults with a range of needs including physical, emotional and mental in order to develop their skills and enable them to live independently as much as possible.



We support each person, whatever their background or circumstances to stay safe, healthy, achieve their best potential and positively contribute to the society.

Our belief is that the rights of our users are paramount and their wishes and aspirations inform and shape the way we deliver services.



info@cmsupportedliving.com



www.cmsupportedliving.com

Regulated by
Care Quality
Commission

Ashbright Agency Ltd

Fleet

Tel: 07828 063547

OP D PD MH SI YA

Asisters Ltd

Winchester

Tel: 01962 777055

D PD MH SI

Assisted Care Solutions Ltd

Andover

Tel: 07775 993337

OP D PD MH SI YA

Aster Care Ltd

Portsmouth

Tel: 023 9269 4551

OP D PD YA

Auckland Care Ltd

Fareham

Tel: 023 8017 6805

OP LDA MH YA

Audley Care Stanbridge Earls HCA

Romsey

Tel: 01794 338163

Advert page 52
OP D PD SI YA**Avenues South Hampshire Services**

Fleet

Tel: 07880 737604

PD LDA SI YA

Awesome Healthcare Basingstoke

Basingstoke

Tel: 07761 425087

OP D PD LDA MH SI YA AD

Basingstoke Centre

Basingstoke

Tel: 01256 541121

OP D YA

Bayview Healthcare Ltd

Southampton

Tel: 023 8044 8187

OP D PD LDA MH SI YA

Beacon House

Fleet

Tel: 01252 615035

OP D

Beaumont Village

Aldershot

Tel: 01252 346777

OP D PD SI

Because We Do Care

Camberley

Tel: 07782 757772

OP D PD LDA SI YA

Beehive Project Head Office, The

Southampton

Tel: 023 8063 3999

OP PD MH YA

BeHappy@Home Southampton

Southampton

Tel: 01420 82705

OP D PD LDA MH YA

Beryl Care Services HCA

Andover

Tel: 01264 394616

OP D PD MH SI YA AD

Bethany Care Service

Tadley

Tel: 0118 970 1710

OP D PD

Big Hearts Recruitment Ltd

Andover

Tel: 01264 351519

OP D LDA MH YA

Bishopstoke Park

Eastleigh

Tel: 023 8064 5240

OP D PD SI YA

Blessings Healthcare Services Ltd HCA

Farnborough

Tel: 01252 444200

OP D PD LDA MH SI YA

Blossom Care For You Ltd

Southampton

Tel: 023 8023 1490

OP D MH YA

Blue Angel Care

Eastleigh

Tel: 01962 453553

OP D PD LDA SI

Blue Angel Care

Waterlooville

Tel: 07887 565828

OP D PD LDA SI YA

Blue Angel Care Ltd

Newbury

Tel: 01256 592593

OP D PD SI YA

Bluebury Health

Eastleigh

Tel: 07882 937034

OP D PD SI YA

Bluebird Care Alton & Bordon HCA

Alton

Tel: 01420 550777

OP D PD LDA SI YA

Bluebird Care

(Andover & Stockbridge) HCA

Andover

Tel: 01264 310888

OP D PD LDA SI YA

Bluebird Care (Fareham)

Southampton

Tel: 01329 832681

OP D PD LDA MH SI YA

Bluebird Care (New Forest)

Lymington

Tel: 01590 678340

OP D PD LDA SI YA

See page 51 for the Service User Bands key



Rated '**Good**' on CQC

WHERE QUALITY AND RELIABILITY COUNT

Casbrook Home Care is a Romsey based home care business established specifically for older and vulnerable people in the Hampshire areas.

We are focused on personalisation and putting people first to ensure you the individual decide how you would like to receive the care and support needed to live a better life.

Some examples of the services we provide are:

**Specialists in Dementia Care • Personal Care • Companionship •
Safety Checks • Short & Long Term Care • Direct Payment Support**

www.casbrookhomecare.co.uk



If you would like to find out more about our services please call, email or pop in to see us
20A The Hundred, Romsey, Hampshire SO51 8BW

01794 513 555 • 0845 474 5583
ask@casbrookhomecare.co.uk

Bluebird Care Petersfield, Liphook & Havant HCA

Petersfield

Tel: 01730 262578

OP D PD LDA SI YA

Bluebird Care (Portsmouth)

Portsmouth

Tel: 023 9200 6218

OP D PD LDA MH SI YA

Bluebird Care (Southampton)

Lymington

Tel: 023 8001 8221

OP D PD LDA SI YA

Bluebird Care (Totton)

Southampton

Tel: 023 8202 6500

OP D PD LDA SI YA

Bluebird Care (Winchester Eastleigh & Romsey) HCA

Winchester

Tel: 01962 856900

OP D PD LDA SI YA

Bluebird Care Gosport

Gosport

Tel: 023 9323 3922

OP D PD LDA MH SI YA AD

Bluebird Care North Hampshire & West Berkshire HCA

Newbury

Tel: 01256 762324

OP D PD LDA SI YA

Bluezone Care Ltd HCA

Basingstoke

Tel: 01932 361363

OP D PD SI YA

Brendoncare Knightwood Mews HCA

Eastleigh

Tel: 023 8024 7000

OP

Brendoncare Mary Rose Mews HCA

Alton

Tel: 01420 549797

OP

Brendoncare Otterbourne Hill HCA

Winchester

Tel: 01962 852133

OP D PD SI

Bridge-it Options Ltd

Thatcham

Tel: 0118 981 0138

OP D PD LDA YA

Brighter Care Agency Ltd HCA

Southampton

Tel: 07592 058770

OP D PD LDA SI YA

Brightspark Care Ltd

Farnborough

Tel: 01483 727401

OP D PD LDA MH SI YA

Brightwater

Eastleigh

Tel: 023 8060 2267

LDA YA

BS Care Ltd HCA

Havant

Tel: 023 9236 2222

Advert page 4

OP D PD LDA MH SI AD

Burleys Home Care HCA

Ringwood

Tel: 01425 470411

OP D PD LDA MH SI YA

Butterflies In Andover

Andover

Tel: 023 8001 5109

OP D PD YA

Butterflies In Romsey

Romsey

Tel: 023 8001 5109

OP PD LDA YA

Calida Care Ltd HCA

Basingstoke

Tel: 01256 700991

OP D PD SI YA

Canaan Healthcare Group Ltd HCA

Southampton

Tel: 023 8192 0541

OP D PD MH SI YA

Care Solutions Direct Head Office HCA

Southampton

Tel: 07478 738798

OP D

Care Opportunities Supported Living

Basingstoke

Tel: 01256 405460

OP LDA YA

Care Together Ltd – 1st Floor The Corner House HCA

Bransgore

Tel: 01425 672255

OP D PD MH SI YA

Carelife

Southampton

Tel: 07979 816606

OP D PD LDA MH SI YA

Caremaid Services Hampshire

Aldershot

Tel: 01252 985007

OP D PD LDA MH SI YA

Caremark (Winchester & Eastleigh) HCA

Eastleigh

Tel: 023 8065 2444

OP D PD LDA MH SI YA AD

Caremark Basingstoke and Deane HCA

Basingstoke

Tel: 01256 805669

OP D PD LDA MH SI YA AD

See page 51 for the **Service User Bands** key

Live well, *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.



Home Instead Southampton

Tel: 01489 345884

homeinstead.co.uk/southampton

Home Instead Basingstoke

Tel: 01256 840 660

homeinstead.co.uk/basingstoke

Home Instead Central Hampshire

Tel: 01962 736681

homeinstead.co.uk/centralhampshire

Home Instead East Hampshire & Midhurst

Tel: 01420 543214

homeinstead.co.uk/easthampshireandmidhurst

Home Instead Andover & East Wiltshire

Tel: 01672 555565

homeinstead.co.uk/andover-east-wilts

Home Instead Farnborough, Fleet & Farnham

Tel: 01252 758716

homeinstead.co.uk/farnborough-farnham-fleet

Home Instead Havant & Emsworth

Tel: 02393 190091

homeinstead.co.uk/havant

Home Instead Fareham & Gosport

Tel: 01329 282 469

homeinstead.co.uk/farehamandgosport

Home Instead Portsmouth

Tel: 023 9431 8319

www.homeinstead.co.uk/portsmouth

Caremark Southampton HCA

Southampton

Tel: 023 8017 5666

OP D PD LDA SI YA AD

Caremark Surrey Heath & Rushmoor

Farnborough

Tel: 01252 239003

OP PD YA

Caring at Home Your Way Ltd

Portsmouth

Tel: 023 9323 3182

OP D PD LDA MH SI YA

Caring for You Ltd – Portsmouth HCA

Southsea

Tel: 023 9273 8417

OP

Caring Hands Domiciliary Services Ltd HCA

Southampton

Tel: 01489 582926

OP D PD LDA MH SI YA

CAS Care Solutions

New Milton

Tel: 01425 600232

OP D PD LDA SI YA

Casbrook Home Care Ltd

Romsey

Tel: 01794 513555

Advert pages 47 & 56

OP D PD MH SI YA

Chessel Avenue

Southampton

Tel: 023 8043 5999

PD LDA MH YA

Chessel Support Services

Southampton

Tel: 07731 088990

OP LDA MH YA

Choice Support Havant

Havant

Tel: 023 9249 9485

PD LDA MH YA

Christie Care Services Ltd HCA

Southampton

Tel: 07445 555596

OP D PD MH SI YA

CM Supported Living Services HCA

Southampton

Tel: 023 8178 5849

Advert page 54

OP D PD LDA MH SI YA AD

Collingwood Care Services

Portsmouth

Tel: 023 9238 5407

OP D PD SI YA

Community Independence Service

Portsmouth

Tel: 023 9268 8459

OP D PD MH SI YA AD

Community Response Team Mid Hants

Winchester

Tel: 01962 846973

OP D PD MH SI YA AD

Community Response Team North

Basingstoke

Tel: 01256 362008

OP YA

Community Response Team South

Gosport

Tel: 01329 316863

OP D PD MH SI YA AD

Community Response Team West

Southampton

Tel: 023 8087 7550

OP D PD YA

Compassion Care 24/7 Supported Living Ltd HCA

Portsmouth

Tel: 07412 444757

OP D LDA MH YA

Competent Healthcare Ltd

Basingstoke

Tel: 0203 393 2651

OP D PD LDA SI YA

Consensus Community Support South

Liss

Tel: 01730 893166

LDA YA

Conquest Care and Support Agency Ltd Hampshire

Basingstoke

Tel: 0208 795 2055

OP YA

Crescent Office

Southsea

Tel: 023 9273 8398

OP D PD LDA MH SI YA AD

Crofton Care Partnership HCA

Fareham

Tel: 01329 663984

OP D PD LDA MH SI YA

Crown Home Care Ltd HCA

Hook

Tel: 01252 844923

Advert page 54

OP D PD LDA MH YA

Cumberland House

Southampton

Tel: 07475 189603

OP D YA

Daniel's Special Care Ltd

Fareham

Tel: 01329 422596

Advert page 60

OP D PD LDA YA

Daily Comfort Healthcare Ltd HCA

Southampton

Tel: 023 8192 4908

OP D PD MH SI YA

Dimensions Portsmouth Domiciliary Care Office

Fareham

Tel: 0300 303 9008

LDA

Dimensions South Hampshire Domiciliary Care Office

New Milton

Tel: 0300 303 9007

LDA YA

See page 51 for the Service User Bands key

Daniel's Special Care is a **domiciliary** care provider offering care visits for people living in their own home. We provide services for the elderly and those living with dementia, learning difficulties and physical disabilities.

Our domiciliary care service covers the areas of Fareham & Gosport and the surrounding villages. We offer care visits from as little as 30 minutes a week to full-time 24 hour care.



Please give us a call on:




01329 422 596









info@danielsspecialcare.uk



Forest Care provides 24 hour individualised support in a form tailored to your needs. Whether you are returning home following a stay in hospital and need help getting back on your feet, considering residential care but wish to remain in your home and need help with daily living to do so, or have complex healthcare needs, we have a tailored care package that could be right for you.

-  **Hourly visiting support and other services**
-  **Live - in care**
-  **Respite and re-ablement**

At **Forest Care** we cater for:

-  **Older People**
-  **Physical Disabilities**
-  **Adults with Learning Disabilities**
-  **Terminally ill – end of life**
-  **Adults with mental health problems**
-  **People of all ages living with long term illness**



Contact Head Office

Call Us on: 01425 620 906 or visit
www.thecontemplationgroup.co.uk

1st Floor Office, Alderson House, 15-21 Old Milton Road, New Milton, Hampshire BH25 6DQ

Contemplation Home Care



Dimensions Southampton Domiciliary Care Office

Southampton
Tel: 0300 303 9008

OP LDA YA

Dolphin Homes Ltd Supported Living**Services Office** HCA

Havant
Tel: 023 9247 5219

OP PD LDA SI YA

Dom Care Services HCA

Southampton
Tel: 07459 392518

OP D PD LDA MH SI YA AD

Domiciliary Care – Hampshire

Fareham
Tel: 01329 668248

LDA YA

Dominic Care Ltd

Fleet
Tel: 01252 319315

OP D LDA YA

Down 2 Care Ltd

Fleet
Tel: 07380 363619

OP D PD MH YA

Eleanor Nursing and Social Care Portsmouth

Portsmouth
Tel: 07393 207321

OP D PD LDA MH YA

Elite Livein Care Ltd HCA

Eastleigh
Tel: 0330 133 0235

OP D PD SI YA

Enable Ability

Portsmouth
Tel: 023 9267 1846

PD LDA SI YA

Enchanting Care

Waterlooville
Tel: 023 9400 1150

OP D PD LDA MH SI YA

Enham Trust – Care & Support at Home

Andover
Tel: 01264 345800

OP D PD LDA MH SI YA

Enthuse Care

Southampton
Tel: 023 9238 6176

OP D PD MH SI YA AD

Enthuse Care New Forest

New Milton
Tel: 01425 621001

OP D PD MH SI YA AD

Everycare Winchester HCA

Winchester
Tel: 01962 842548

OP D PD LDA MH SI AD

See page 51 for the **Service User Bands** key

Farmhouse Home Care

Provides domiciliary, home care services to clients in and around Christchurch, New Milton & Barton on Sea, Burton, Highcliffe and surrounding areas.

There is nothing more important to us than the health and wellbeing of our clients and we pride ourselves on achieving positive outcomes. We work closely with every client, their health professionals, and their families, to shape a bespoke care plan to suit their individual needs.



If you have any specific questions about what we do, or you require more information, please don't hesitate to contact us and we will be happy to have a chat about your specific needs.

Tel: **01202 375945** • **www.farmhousecareagency.co.uk**





Flame Lily

Delivering Person-Centred Quality Care

Delivering
Person-Centred
Quality Care

Flame Lily provide comprehensive care and support to adults aged between 18-65 years of age and older people over 65 years of age.

We provide care mainly to those living in Hampshire, Berkshire, Wiltshire and surrounding areas.



Services we provide:

- Reablement packages
- Palliative care
- Sleep in service
- Respite cover
- Home care
- Medication assistance
- Dementia care
- Rapid response care
- Sit in service
- 24 hour live in service
- Companionship
- Shopping service and errands

To See How We Can Help Get In Touch Today On **01264 749747**

info@flamelilyindependentliving.co.uk

www.flamelilyindependentliving.co.uk



Offering the very highest standards of home care services on Hayling Island



Helping Hands Allcare has been looking after Hayling residents for over 30 years. We are a completely local and independent service.

Our person centred care approach works with our clients, helping them to live comfortably and safely at home.

We provide a flexible home care service that can be adapted to our clients needs. Our experienced and qualified carers also provide emotional support.

- ♥ Personal care
- ♥ Dementia care
- ♥ Palliative care
- ♥ Sitting service
- ♥ Holiday cover



Celebrating over
30 YEARS
1989-2021



Call us today on **02392 463 330**
www.helpinghandsallcare.co.uk



Follow us



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Helping Hands Allcare
Supporting living at home



Start Your Care Journey With Us
Serenity Care Solent is an independent home care provider supporting adults with person centred home care to the highest standards, allowing them to remain in the comfort of their own home and continue to lead an independent life

Serenity Care Can Support With
Alzheimer's Care | Companionship | Home Care
Condition Lead Care | Dementia Care | Home Help
Respite Care | Overnight Care | Personal Care
Emergency Care | Shopping

Providing Quality Care In Your Own Home

02393 812565

enquiries@serenitycaresolent.co.uk | www.serenitycaresolent.co.uk



Serenity Care Solent
Merlin House
Meteor Way
Lee-on-the-Solent
PO13 9FU



Heart And Hands

We are locally owned and run, with over 27 years of delivering quality care to Hampshire and Surrey.



Personal Care



Tailored Service



Quality Homecare

01252 673658



Independent Care Provider

Enquire today: **07846 495521**

Our aim is to enhance peoples lives and assist them to be independent as well as enjoying daily living. We ensure that no matter what your needs are, our services fulfil and enrich your everyday life.

We specialise in:

- Mental health
- Autism
- Learning disabilities
- Live in care
- Supported living
- Deep Cleaning
- Supporting Hoarders
- Companionship and accessing the community



www.sparrowhealthcare.co.uk



WHY CHOOSE US

Our experienced and well-trained staff provide community care and live-in services for elderly people and people with physical disability.

We see each contract as an agreement not between a business and its customers, but between partners who wish to create a close and mutually beneficial long-term relationship, and we strive for 100% customer satisfaction.



Reliable friendly & experienced domiciliary care, to assist you with...
Elderly care • Personal care • Complex care • End of life care • Companionship
Dementia Medication attendance • Food preparation • Basic house chores

07585 157 191
01252 417 025

www.orchidwellnesscare.co.uk
Supporting clients 18 years old and upwards

Expert Care Solutions Ltd Fleet

Fleet

Tel: 07429 864177

OP D PD LDA SI YA

F&A Care and Support Services Ltd

Portsmouth

Tel: 023 9227 0280

OP YA

Firefly Club Care Home, The HCA

Bordon

Tel: 01730 777055

OP D PD LDA MH SI YA

Flame Lily Independent Living HCA

Andover

Tel: 01264 749747

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OP D PD LDA MH SI YA

FOCUS-ON-CARE Ltd HCA

Basingstoke

Tel: 01256 809605

OP D PD LDA MH

Fordingbridge

Fordingbridge

Tel: 01425 657329

OP D PD LDA SI YA

Forest Care HCA

New Milton

Tel: 01425 620906

Advert page 60

OP D PD LDA SI YA

Forever Caring Ltd HCA

Basingstoke

Tel: 07900 246408

OP D SI YA

Genesis International Solutions

Farnborough

Tel: 0203 771 1640

OP D PD LDA MH YA

Glyn Domiciliary

Lymington

Tel: 01425 614595

PD LDA SI YA

Godfrey Olsen House

Eastleigh

Tel: 023 8062 9610

OP PD LDA SI YA

Good Oaks Home Care (New Forest)

New Milton

Tel: 01425 837270

OP D PD SI YA

Good Oaks Southampton and Winchester HCA

Southampton

Tel: 023 8254 4044

OP D PD MH SI YA

Goodness & Mercy Healthcare Ltd HCA

Aldershot

Tel: 01252 444513

OP D PD YA

Goodwill and Hope Ltd

Farnborough

Tel: 01252 209515

OP D PD YA

Grove Place Retirement Village

Southampton

Tel: 023 8074 3593

OP PD SI

Guardian Angel Carers Eastleigh & Hedge End

Eastleigh

Tel: 023 8198 0011

OP D PD YA

Guardian Angel Carers Fareham & Gosport

Fareham

Tel: 01329 690096

OP D PD MH SI YA

Guardian Angel Carers Farnham Fleet Farnborough

Farnham

Tel: 01252 239090

OP D PD SI YA

Hallmark Healthcare Services

Southampton

Tel: 023 8057 2549

OP D PD LDA MH SI YA

Hampshire – Domiciliary Service

Fareham

Tel: 01489 880881

OP PD LDA MH SI YA

Hampshire Lakes

Yateley

Tel: 01252 864600

OP D PD SI

Handle With Care

Portsmouth

Tel: 023 9265 2625

OP D PD YA

Hants Healthcare HCA

Southampton

Tel: 023 8087 9327

OP D PD LDA MH SI YA

Happy Dayz Domiciliary Care Ltd

Fareham

Tel: 01329 510039

OP D PD LDA MH SI YA AD

Havant Homecare

Havant

Tel: 0330 043 1535

OP D PD SI YA

Haven247 Healthcare – Hants

Basingstoke

Tel: 07810 597041

OP D PD LDA SI YA

Havesters Care Ltd HCA

Portsmouth

Tel: 023 9265 4577

OP D PD MH SI YA

Healing Touch Care Ltd HCA

Andover

Tel: 01264 568123

OP D PD MH SI YA

Health and Social Care Centre

Fareham

Tel: 0330 002 0773

OP D PD LDA MH SI YA AD

See page 51 for the **Service User Bands** key



Vine Social Care Agency provides home care services in the following areas:
 Fleet, Hook, Farnborough, Camberley, Blackwater, Aldershot, Frimley, Yateley, Basingstoke and Hartley Wintney.

Services
 Emergency Home Care, Night Care, Day Care, Live-in Care, End-of-life care and many more.

Finding the best care for individual family needs is vital. All staff are highly trained, empathetic, passionate, understanding, and able to provide highly person-centred care.

01252 542 783 57 Lynchford Road, Farnborough, GU14 6J
 info@vinesocialcare.co.uk www.vinesocialcare.co.uk

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 Dedicated Care Professionals, 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

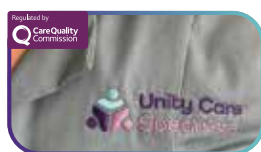


01243 960123
 info@unitycarespecialists.co.uk
 www.unitycarespecialists.co.uk

Based in the heart of Emsworth, **Unity Care Specialists** support our community, with care in the comfort of your own home, to live a fulfilled life with personalised support that empowers independence and choice.

Our Services Include:

- Personal Care
- Meal prep
- Medication support
- Social engagement
- Domestic / light household tasks



27 North Street, Emsworth, Hampshire, PO10 7BY

Round the clock care, 24 hours a day, starting at 30 minute visits to full day and night support



Home care visits tailored to your needs.

01329 448 286 | admin@kanyuchild.co.uk

We believe in going the extra mile to make every visit count.

At Kanyuchi home-care we will look after you in your own home, with the care and support available as you need it. We will provide friendly, professional, quality care and you will be supported with kindness, respect, and dignity. We have been providing invaluable care and support to people in since 2016.

Live In Care Service

Care home or residential homes are not for everyone, and we understand that due to several reasons you may prefer to be cared for at home and have a dedicated carer to support you round the clock in the comfort of your own home. Our Live in carer will be centred around your individual needs, routines, and preference.

Personal Care

We can assist with all aspects of Personal Care, including washing, dressing, support with food and nutrition, support with medication and more.

Whether it is to support you with Personal Care preparation of meals, light domestic cleaning assisting with medication, attending hospital or medical appointments social/leisure and to help with shopping or running errands.



Dementia Care | Elderly Care | End Of Life | Respite | Domestic Care | Companionship

Homecare Fareham, Gosport & the Surrounding areas.

www.kanyuchi.co.uk



Healthcare Employment Partners Ltd

Eastleigh

Tel: 01733 972109

OP D PD LDA YA

Heart and Hands Homecare

Aldershot

Tel: 01252 673658

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OP D PD SI YA

Heart and Hands South

Southampton

Tel: 023 8017 3535

OP D PD MH YA

Heart2Heart Homecare Services

Southampton

Tel: 07889 584932

OP D PD LDA SI YA

Heavenly Touch Care Ltd

Andover

Tel: 07412 379749

OP D PD MH YA

Hebron Court

Derby

Tel: 023 8071 5100

OP D PD SI

Helping Hands Allcare Ltd HCA

Hayling Island

Tel: 023 9246 3330

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OP D PD SI YA

Helping Hands Basingstoke

Basingstoke

Tel: 01256 588 573

Advert page 39

OP D PD LDA MH SI YA

Helping Hands Cosham

Portsmouth

Tel: 023 9200 9344

Advert page 39

OP D PD LDA SI YA

Helping Hands Fareham

Fareham

Tel: 01329 640 196

Advert page 39

OP D PD SI YA

Helping Hands Havant

Portsmouth

Tel: 0808 274 2935

Advert page 39

OP D PD LDA MH SI YA

Helping Hands New Milton HCA

New Milton

Tel: 01425 529 159

Advert page 39

OP D PD LDA MH SI YA

Helping Hands Southampton

Alcester

Tel: 02380 084064

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OP D PD LDA MH SI YA

Highlands Care Solutions HCA

Southampton

Tel: 023 8254 3790

OP D PD LDA MH SI YA

Home Instead Andover & West Wiltshire

Andover

Tel: 01672 555565

Advert page 58

OP D PD LDA MH SI YA

Home Instead Basingstoke HCA

Basingstoke

Tel: 01256 840660

Advert page 58

OP D PD LDA MH SI YA

Home Instead Senior Care Central Hampshire HCA

Alresford

Tel: 01962 736681

Advert page 58

OP D PD LDA MH SI YA

Home Instead East Hampshire & Midhurst

Alton

Tel: 01420 543214

Advert page 58

OP D PD LDA MH SI YA

Home Instead Fareham & Gosport HCA

Fareham

Tel: 01329 282469

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OP D PD MH SI YA

Home Instead Farnborough, Farnham and Fleet HCA

Farnborough

Tel: 01252 758716

Advert page 58

OP D PD LDA MH SI YA

Home Instead New Forest

Lymington

Tel: 01590 637250

Advert page 58

OP D PD MH SI YA

Home Instead Portsmouth HCA

Cosham

Tel: 02394 318319

Advert page 58

OP D PD LDA MH SI YA

Home Instead Senior Care

Alton

Tel: 01420 543214

Advert page 58

OP D PD LDA MH SI YA

Home Instead Senior Care Havant

Hayling Island

Tel: 02393 190091

Advert page 58

OP D PD LDA MH SI YA

Home Instead Southampton

Fareham

Tel: 01489 345 884

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OP D PD SI YA

In Home Care (Hindhead)

Hindhead

Tel: 023 9388 0004

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OP D PD LDA MH SI YA

In Home Care (Waterlooville)

Waterlooville

Tel: 023 9388 0004

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OP D PD LDA MH SI YA AD

In Home Care (Eastleigh)

Eastleigh

Tel: 023 8212 3300

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OP D PD MH YA AD

In Home Care (Fareham)

Fareham

Tel: 01329 623456

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OP D PD MH YA AD

See page 67 for the **Service User Bands** key

Inspected and rated

Outstanding ☆



Heartfelt home care in Hampshire

From compassionate companionship to heartfelt and respectful personal care, our committed team will be by your side to support you and your loved ones in their own home.

Our live-in and visiting care services are regulated by the Care Quality Commission. We're delighted to have achieved an 'Outstanding' rating.

Contact our team to explore all the options available to you:

01252 759829

www.trinityhomecare.co.uk



Live-in home care

- Bespoke full-time support
- Specially trained carers for complex medical conditions
- Personally matched to your lifestyle
- Available across all mainland England

Visiting home care

- Local Trinity carers
- Once a week to multiple visits a day
- Companionship and personal care
- Available in Surrey, and parts of Berkshire and Hampshire

In Home Care Basingstoke

Basingstoke

Tel: 07922 219018

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OP D PD MH YA

In Home Care Fleet & Farnborough

Fleet

Tel: 07802 870073

Advert page 47

OP D PD MH YA AD

In Home Care Ltd

Waterlooville

Tel: 0800 098 8685

Advert page 47

OP D PD LDA MH SI YA AD

Infinite Social Care Ltd

Southampton

Tel: 07482 513525

OP D PD LDA MH SI YA

Infinity Care Ltd HCA

Andover

Tel: 01264 363090

OP D PD MH SI

Integrated Case Management Ltd

Romsey

Tel: 01202 978900

OP PD SI YA

Invictus Complex Care

Romsey

Tel: 0300 030 0121

D PD LDA SI

Isobelles Care Ltd

Southampton

Tel: 07737 732421

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OP YA

Ivory Homecare

Fleet

Tel: 01252 762218

OP D PD YA

Ivy Homecare Ltd HCA

Portsmouth

Tel: 07580 086682

OP YA

J & K Care Specialists HCA

Basingstoke

Tel: 01256 300099

OP D PD LDA MH SI YA

Jaysh Care Services HCA

Liss

Tel: 01730 893002

OP D PD SI YA

Josben Care Southampton HCA

Southampton

Tel: 023 8254 4001

OP D PD LDA MH SI YA

Kanyuchi Healthcare

Fareham

Tel: 01329 448286

Advert page 64

D PD MH SI

Kare Plus Hampshire HCA

Portsmouth

Tel: 023 9229 2965

OP D PD SI YA

Keble Court

Fleet

Tel: 0300 123 7241

OP D PD MH SI YA

Kimberley Care Ltd

Eastleigh

Tel: 023 8062 9072

OP D PD LDA MH SI

Kingfisher Home Care Ltd

Lymington

Tel: 01590 644456

OP D PD YA

Kivernell Care Ltd HCA

Lymington

Tel: 01590 670440

OP D PD SI YA

LAF Care Ltd

Waterlooville

Tel: 07379 674957

OP YA

Lapis Domiciliary Care HCA

Southampton

Tel: 01489 890016

OP D PD LDA SI YA

LCS Portsmouth

Portsmouth

Tel: 023 9431 8970

OP D PD LDA MH SI YA AD

Learning Disabilities & Autism, Bespoke Health and Social Care

Southampton

Tel: 0800 731 5685

OP PD LDA MH SI YA

Liberty Choice

Winchester

Tel: 01962 790824

OP D PD MH SI



Speak to a member of our team: **023 8251 1088** or email angela@walfinch.com

www.walfinch.com/homecare/southampton

Walfinch Southampton provides homecare services from highly-trained carers local to you, whatever your care needs.



Every individual's care requirements are different. Whether you have a complex condition requiring full-time care or you just need some extra support at home. Our professionally trained carers are here to help you maintain your independence and provide comfort and peace of mind for you and your family.

HOME AND LIVE-IN CARE FOR YOUR LOVED ONES

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

Liberty Choice Southern Ltd

Winchester

Tel: 01962 790824

OP D PD

Life Premier Care

Portsmouth

Tel: 023 9279 9667

OP D PD SI YA

Lifeline Agency Ltd

Southampton

Tel: 07551 395365

OP D PD MH SI YA

Light Care Services Ltd Hampshire

Havant

Tel: 01582 510795

OP D PD YA

Lighthouse Bespoke Healthcare Ltd HCA

Fleet

Tel: 01252 761267

OP D PD MH SI YA AD

Lillyfields Care HCA

Farnborough

Tel: 01252 961666

OP D PD MH SI YA

Lillyfields Care HCA

Petersfield

Tel: 01730 233500

OP D PD MH SI YA

Lillyfields Care HCA

Waterlooville

Tel: 023 9247 1555

OP D PD MH SI YA

Liss Business Centre

Liss

Tel: 01730 858200

OP D PD YA

Live In Care Ltd

Farnborough

Tel: 01252 220207

OP D YA

Lopen Care Agency Ltd

Eastleigh

Tel: 01329 757461

OP D YA

Lovedean Homecare Ltd HCA

Waterlooville

Tel: 023 9225 0227

OP D PD SI YA

Lumiere Care

Farnborough

Tel: 07915 196733

OP D YA

Luv To Care Home Care Ltd HCA

Southampton

Tel: 07768 970292

OP D PD SI YA

Magnificent Care Ltd Registered Office

Portsmouth

Tel: 023 9237 0504

OP D PD LDA MH YA

Maycare

Basingstoke

Tel: 01256 841040

OP PD LDA MH SI YA

Mayfair Homecare – Basingstoke

Basingstoke

Tel: 01256 474020

OP D PD LDA MH SI YA

Mayfair Homecare – Farnborough

Farnborough

Tel: 01252 546600

OP D PD LDA MH SI YA

Mayfair Homecare – Portsmouth

Portsmouth

Tel: 023 9269 3344

OP D PD LDA MH SI YA

Mayfair Homecare – Southampton

Southampton

Tel: 023 8022 7775

OP D PD LDA MH SI YA

Melody Care Aldershot Ltd HCA

Aldershot

Tel: 01252 265265

OP D PD LDA MH SI YA AD

Melody Care Alton HCA

Alton

Tel: 01420 613121

OP D PD LDA MH YA

Melody Care Farnborough Ltd HCA

Farnborough

Tel: 01252 220080

OP D YA

Melody Care Winchester HCA

Winchester

Tel: 01962 458088

OP D PD LDA MH YA

MemoryJane Healthcare Ltd HCA

Southampton

Tel: 023 8218 2841

OP YA

Mercy Home Care Services Ltd

Basingstoke

Tel: 01256 320182

OP D PD LDA MH SI YA

Meridian Case Management Services Ltd

Fareham

Tel: 07867 123099

OP D PD LDA MH SI YA AD

Mindful Care & Support HCA

Southampton

Tel: 023 8001 2222

OP D PD MH SI YA

Minstead Trust New Forest Supported Living HCA

Lyndhurst

Tel: 023 8081 2297

OP LDA YA

Moore Care and Support HCA

Southampton

Tel: 023 8076 6008

OP D PD LDA MH SI YA AD

See page 67 for the **Service User Bands** key

Mushavi Private Ltd

Waterlooville

Tel: 023 9206 5830

OP D

New Forest Homecare Ltd HCA

Lymington

Tel: 01425 621461

OP D PD LDA MH SI YA AD

New Pathways Healthcare Ltd HCA

Andover

Tel: 07473 132321

OP D PD SI YA

Nezrachi Healthcare Ltd HCA

Southampton

Tel: 07475 520507

OP D PD LDA MH SI YA

Nightingales Golden Care Ltd HCA

Portsmouth

Tel: 023 9270 4190

OP D PD SI YA AD

Nobilis Care Southampton

Southampton

Tel: 0845 680 0225

OP D PD LDA MH YA AD

Northbrook

Southampton

Tel: 023 8017 6295

LDA MH YA

Numada Homecare HCA

Gosport

Tel: 023 9252 0011

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OP D PD LDA MH SI YA

Nurse Plus UK – Southampton

Southampton

Tel: 023 8063 8232

Advert page 64

OP D PD LDA MH SI YA AD

Nurseplus UK

Andover

Tel: 01264 335007

Advert page 64

OP D PD LDA MH SI YA AD

Nurseplus UK

Gosport

Tel: 023 9400 1359

Advert page 64

OP D PD LDA MH SI YA AD

Oakhaven Care Ltd

Lymington

Tel: 01590 646440

OP D PD SI YA

Oaklea

Eastleigh

Tel: 023 8044 6451

LDA YA

Oasis Professional Care Services Ltd

Southampton

Tel: 07463 584008

OP D PD YA

On Time Care Ltd

Basingstoke

Tel: 01256 338422

OP D

One Community

Eastleigh

Tel: 023 8090 2400

OP D PD LDA

OneCare Southampton

Southampton

Tel: 023 8104 0040

OP D PD LDA MH SI YA

Opportunities for Adults and Children

Andover

Tel: 01264 321840

OP D PD LDA MH SI YA

Orchid Wellness Ltd

Fleet

Tel: 01252 417025

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OP D

Optimal Choice Healthcare

Southampton

Tel: 07960 888773

OP D PD YA

Outreach and Domiciliary Care Services

Southampton

Tel: 023 8038 6902

PD LDA MH YA

Passionate About Care Ltd

Petersfield

Tel: 023 9259 3989

OP D PD SI YA

Parkside (Aldershot & District Learning Disability)

Aldershot

Tel: 01252 313103

OP D PD LDA MH SI YA AD

Pathways Support

Portsmouth

Tel: 023 9287 3005

OP D PD LDA MH SI YA

PBS4 Office HCA

Southampton

Tel: 023 8098 7462

OP LDA YA

Peartree House HCA

Southampton

Tel: 023 8044 8168

OP PD SI YA

Perfect Call Health Care Main Office

Southsea

Tel: 023 9217 6113

OP D PD YA

Pines Home Care, The

Ringwood

Tel: 01425 471255

OP D PD LDA MH SI AD

Platinum Care At Home Ltd HCA

Waterlooville

Tel: 023 9225 1478

OP D PD MH SI YA

Platinum Care Solutions

Fareham

Tel: 023 9222 1505

OP D PD LDA MH SI YA AD

See page 71 for the Service User Bands key

Polly Care Services Ltd

Fleet

Tel: 020 8685 1777

OP D PD SI YA

Poplars Domiciliary Care

Southampton

Tel: 023 8067 7831

OP D PD SI YA

Portsmouth Rehabilitation and Reablement Team (ILS)

Portsmouth

Tel: 023 9268 4961

OP D PD SI YA

Portsmouth Sitting Service and Community Care Service Ltd, The HCA

Portsmouth

Tel: 023 9275 2910

OP D PD MH SI YA AD

Prados Home Help Services

Fareham

Tel: 01489 605459

OP

Progression Care Ltd

Southampton

Tel: 023 8087 3865

OP D PD LDA MH SI YA

Purple Lilac Healthcare Ltd HCA

Southampton

Tel: 07774 088968

OP D PD LDA MH SI YA AD

Qualitcare24-7 Ltd HCA

Portsmouth

Tel: 07789 887526

OP D PD LDA MH SI YA

Quality Healthcare Professionals Ltd

Southampton

Tel: 023 8001 3779

OP D PD LDA YA

Radfield Home Care Fareham, Gosport and Warsash

Fareham

Tel: 07704 429719

OP D PD SI YA

Radis Community Care (Fareham)

Fareham

Tel: 07784 298172

OP D YA

Radis Community Care (Fernhill Court ECH)

Eastleigh

Tel: 023 8027 5914

OP D PD YA

Radis Community Care (Laburnum House ECH)

Southampton

Tel: 01489 785852

OP D PD YA

Radis Community Care (Rowan Court ECH)

Eastleigh

Tel: 023 8026 9320

OP D PD YA

Radis Community Care (Surrey Court ECH)

Eastleigh

Tel: 023 8027 5820

OP D PD YA

Rainbow Trust Children's Charity 5

Southampton

Tel: 023 8023 2129

Ranger Home Care – Main Office

Camberley

Tel: 01252 850040

OP YA

Ravenscroft House

Southampton

Tel: 023 8040 7102

LDA

Recruit4care

Portsmouth

Tel: 023 9217 6767

OP D PD LDA SI YA

Reedsfield Care Hampshire

Fareham

Tel: 01489 357155

OP D

Remarkable Care

Farnborough

Tel: 07482 476066

OP YA

Request Services Ltd

Alton

Tel: 01252 320007

OP D PD LDA SI YA

Richmoe Healthcare

Fleet

Tel: 07847 112373

OP D PD LDA MH YA

Right at Home – Mid Hampshire HCA

Eastleigh

Tel: 023 8000 9595

Advert page 6

OP D PD SI YA

Right at Home Alton and Bordon

Bordon

Tel: 01420 481716

Advert page 6

OP D PD SI YA

Right at Home Basingstoke & District

Basingstoke

Tel: 01256 830670

Advert page 6

OP D PD SI YA

Right at Home Havant and Petersfield

Havant

Tel: 023 9387 8777

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OP D PD SI YA

Right at Home Portsmouth HCA

Portsmouth

Tel: 023 9323 3186

Advert page 6

OP D PD SI YA

See page 71 for the **Service User Bands** key

Right at Home Solent HCA

Fareham

Tel: 01329 233755

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OP D PD SI YA

Rose Road Association, The

Southampton

Tel: 023 8072 1234

PD LDA SI YA

Rosemary Foundation (Office), The

Petersfield

Tel: 01730 266329

OP D PD LDA MH SI

Royal Mencap Society – Central Hampshire

Fareham

Tel: 01329 826422

LDA YA

Safe Harbour Home Care (Petersfield)

Petersfield

Tel: 01730 239718

D PD LDA MH SI AD

Sagecare (Havant)

Havant

Tel: 023 9271 4952

OP D PD LDA MH SI YA

Sanctuary Supported Living (98 Old Milton Road)

New Milton

Tel: 01425 638212

PD LDA YA

Sarum Home Care Ltd HCA

Romsey

Tel: 01794 521102

OP D PD SI

SCA Care HCA

Southampton

Tel: 023 8036 6663

OP D PD LDA MH YA

SeeAbility – Aldershot Support Service

Aldershot

Tel: 01252 947515

OP PD LDA MH SI YA

SeeAbility Dorset and Hampshire Support Services

Southampton

Tel: 07999 041571

OP LDA MH SI YA

Selective Care

Southampton

Tel: 023 8023 0821

OP D PD LDA MH SI

Seremed Healthcare

Winchester

Tel: 01794 874581

OP D PD LDA MH SI YA

Serendip Home Care

Lymington

Tel: 01590 642121

OP D PD MH SI AD

Serenity Care Solent Ltd HCA

Lee-on-the-Solent

Tel: 023 9381 2565

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OP D PD MH SI YA

Sevenstarcare Ltd

Basingstoke

Tel: 01256 541121

OP D YA

Sisterly Care Ltd HCA

Havant

Tel: 023 9245 4222

OP D PD SI YA

SM Voice Advocacy Ltd

Basingstoke

Tel: 07838 814669

OP D PD LDA MH SI YA

Snowfields Care Head Office

Southampton

Tel: 023 8202 1560

PD LDA MH SI YA

South East Supported Living

Wickham

Tel: 01329 834801

OP D PD LDA MH SI

Southern Healthcare Specialists HCA

Southampton

Tel: 07766 828317

PD LDA YA

Southvale Care

Southampton

Tel: 023 8206 4718

OP D PD LDA MH SI YA AD

Sparrow Health Care Ltd HCA

Aldershot

Tel: 07846 495521

Advert page 62

OP D PD MH SI YA AD

Spectrum Continuing Care CIC HCA

Southampton

Tel: 023 8020 2633

OP D PD LDA MH SI YA

Sportfit

Southampton

Tel: 07990 040683

PD LDA SI YA

St George's Home Care HCA

Lymington

Tel: 01590 644258

OP D PD SI YA

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

St John's Almshouses HCA

Winchester

Tel: 01962 854418

OP D YA

St John's Dementia Support Service

Winchester

Tel: 023 8184 9803

OP D YA

Standards Care Ltd HCA

Southampton

Tel: 023 8184 9803

OP D PD LDA MH YA

Starlight Healthcare Ltd HCA

Southampton

Tel: 023 8122 7446

OP D PD MH YA

Steady Care Services Ltd

Winchester

Tel: 01962 658218

OP YA

Sunnylives Support Ltd HCA

Southampton

Tel: 023 8019 9919

OP D YA

Surrey Care – Fleet HCA

Fleet

Tel: 01252 761004

OP D PD LDA SI YA

Swivel Healthcare Southampton Office

Southampton

Tel: 07710 280186

OP D PD LDA MH SI YA

Tapvim Care Services Ltd HCA

Fleet

Tel: 07403 251207

OP YA

Tailor Care Southampton Ltd

Southampton

Tel: 023 8155 0008

OP D PD LDA YA

Team Brain Injury Support Ltd

Eastleigh

Tel: 023 8078 3775

OP D PD LDA MH SI YA AD

Trafalgar House Business Centre

Portsmouth

Tel: 07809 672371

OP D PD MH YA

Treloar College

Alton

Tel: 01420 547400

PD LDA SI YA

Tru Caring HCA

Southampton

Tel: 01489 808090

OP D PD LDA MH SI YA

Trustmark Care HCA

Portsmouth

Tel: 023 9345 0451

OP D PD MH YA

Tuella Ltd Domiciliary Care HCA

Eastleigh

Tel: 07801 431183

OP D YA

UKG Care Havant HCA

Havant

Tel: 023 9298 7009

OP D PD YA

Ultimate Care Agency Ltd

Portsmouth

Tel: 023 9217 0216

OP D PD LDA SI YA

Unity Care Solutions Ltd – Southampton

Wadhurst

Tel: 0333 366 1020

OP D PD LDA MH SI YA

Unity Care Specialists HCA

Emsworth

Tel: 01243 960123 **Advert page 64**

OP D PD SI YA

Unity in Care Ltd HCA

Farnborough

Tel: 01252 544423

D PD MH SI YA

Universal Care Agency Ltd

Portsmouth

Tel: 023 9200 6489

OP D PD LDA SI

Urgent Response Service

Southampton

Tel: 023 8044 3044

OP D PD MH SI YA

V&J Care Ltd

Portsmouth

Tel: 023 9279 6814

OP D PD SI

Verina Daly Care Ltd HCA

Southampton

Tel: 023 9263 2393

OP D PD MH SI YA

Versita Care Ltd

Basingstoke

Tel: 07727 667369

LDA YA

VidaCare Head Office HCA

New Milton

Tel: 01425 546277

OP D PD YA

Vine Social Care HCA

Farnborough

Tel: 01252 542783

Advert page 64
OP D LDA MH YASee page 73 for the **Service User Bands** key

Vine Social Care Agency Ltd

Basingstoke

Tel: 01252 542783

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OP D PD MH SI YA

Virtuous Health Group

Andover

Tel: 01264 512456

OP D PD LDA SI YA

Voyage (DCA) Hampshire

Eastleigh

Tel: 07595 204557

OP PD LDA MH SI YA

Waincare Hampshire

Fleet

Tel: 07449 484387

OP D PD MH YA

Walfinch Southampton

Southampton

Tel: 023 8251 1088

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OP D PD MH SI YA

Waterside Homecare Services Ltd

Southampton

Tel: 07526 221029

OP D PD SI YA

We Care 24x7 Ltd

Havant

Tel: 07459 165660

OP YA

We Care Together Southampton

Southampton

Tel: 023 8178 0708

OP D PD MH YA

Wellesley Court

Waterlooville

Tel: 023 9223 7100

OP PD SI YA

Wessex Regional Care Domiciliary Service HCA

Southampton

Tel: 023 8040 7048

OP LDA YA

Whispers Care Solutions Ltd HCA

Winchester

Tel: 023 8001 0600

OP D PD LDA MH SI YA

White Bird Care and Nursing Agency

Aldershot

Tel: 01276 685415

OP D PD MH YA

Willow Brook

Fareham

Tel: 01329 310825

OP LDA MH YA

Willows Domiciliary Care Ltd, The

Lymington

Tel: 01425 464043

OP D PD MH SI

YoD Care Services (Hampshire)

Basingstoke

Tel: 07886 269128

OP YA

YOU Trust, The HCA

Fareham

Tel: 01329 825930

OP PD LDA MH SI YA

Your Dom Care Ltd

Fareham

Tel: 01329 510307

OP PD LDA SI YA AD

Your Life (Basingstoke)

Basingstoke

Tel: 01256 479522

OP PD SI

Your Life (Eastleigh)

Eastleigh

Tel: 023 8064 1087

OP PD SI

Your Life (Lymington)

Lymington

Tel: 01590 679900

OP PD SI

Your Life (Southsea)

Southsea

Tel: 023 9286 5962

OP D PD SI

YourCare Support Ltd

Southampton

Tel: 07546 625683

OP D PD MH SI YA

YourLife (Alresford)

Alresford

Tel: 01202 362303

OP D PD SI

Yourlife (Alton)

Alton

Tel: 01420 80163

OP D PD SI

YourLife (Fleet)

Fleet

Tel: 01252 623571

OP D PD SI

For more information about home care and how it can help you, see page 45.

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

Support and advice

Carers are people who provide unpaid practical or emotional support to a family member, a friend or another person who needs help or support to manage daily activities. A carer may be looking after:

- An older person.
- Someone who has a mental health condition.
- Someone living with a disability.
- Someone with a long-term medical condition.
- Someone with a terminal illness.

Carers may be adults caring for other adults. They may be parents looking after children who have a medical condition or disability. There are also young carers (under 18) caring for, or involved in the care of, relatives or friends.

The closeness of the relationship means that care can include emotional support for the person they support. Some carers do not call themselves carers. They just see themselves as a husband, wife, parent, relative, friend or neighbour. Sometimes there can be more than one carer supporting someone as part of a family or community network. At times, the carer may not be recognised as a carer by the person they are caring for.

Caring for someone can be tiring and stressful. Carers can focus so much on the needs of the person they are caring for that they neglect their own health and wellbeing. If you are a carer, it is very important that you also look after yourself. This section of the Guide gives you information about the support that is available to you.

Local support

Connect to Support Hampshire's Community Directory contains details of many local and national organisations providing support to carers. These include general carers' organisations and those related to specific conditions or disabilities. Visit www.connecttosupporthampshire.org.uk/directories (select 'Choose your category' then 'Support for carers').

Andover Mind

Provides a carers' support service for all carers living in Hampshire.

Tel: **01264 332297** (option three).

Email: enquiries@andovermind.org.uk

Carers Together

Tel: **01794 519495**

Carers Active Listening Line: **0800 032 3456**
(Monday to Friday, 10.00am to 8.00pm; and Bank Holidays and Weekends, 10.00am to 4.00pm).

Email: admin@carerstogether.org.uk

Community Mental Health Teams

Provides access to mental health professionals.

Tel: **0300 555 1386**

Web: www.hants.gov.uk (search 'Mental health').

Good Neighbours Support Service

This is an umbrella organisation for several voluntary groups that offer neighbourly help to people in their local communities.

Tel: **023 9289 9671**

Web: www.goodneighbours.org.uk

Hampshire County Council

Information for young carers.

Tel: **0300 555 1384**

Web: www.hants.gov.uk (search 'Young carers').

Princess Royal Trust for Carers in Hampshire

Offers information, support, advice and emergency respite services for all carers in Hampshire.

Tel: **01264 835246** • Email: info@carercentre.com

Portsmouth Carers Service

Provides advice and support to unpaid carers living in Portsmouth. • Tel: **023 9285 1864**

Unpaid Carers Support Southampton

Supports all unpaid adult carers, from 18 years upwards, across Southampton.

Tel: **023 8083 2253**

Email: support@unpaidcarers.org.uk

Web: <https://unpaidcarerssupport.org.uk>

National support

Carers UK provides a wealth of online information and support at www.carersuk.org as well as an advice line at **0808 808 7777**.

Registering as a carer with your GP

You can register your details with your doctor's practice so that your notes are tagged to indicate that you are a carer or that the patient is a cared-for person. It will help your GP if they are aware of your caring responsibilities and the potential impact of your caring responsibilities on your own health. The doctor's receptionist can then also take account of your needs as a carer when trying to arrange appointment times that fit in with your caring responsibilities. You do not need a specific form to fill in, but you can find a useful GP letter and registration form at www.connecttosupporthampshire.org.uk/carersupport

Planning for the future

It is natural to worry about what will happen to the person you care for if or when you are no longer able to care for them. No one likes to think about a time when they may no longer be able to carry out a caring role. But planning how the person you support should be cared for in the future can give you, and them, peace of mind so do not be afraid to start a conversation.

It may help to explore the other care options discussed in this Guide. See page 45 for information about home care, page 46 for information about Personal Assistants, page 101 for information about Extra Care housing and page 94 for information about care homes. If the person you care for is not currently receiving any paid-for care services, but might do in the future, you should also read this Guide's information about paying for care, beginning on page 108.

Advance health care planning

Advanced care plans can be completed with the person you are caring for so they can express their wishes for the future. Advanced care plans are voluntary and are not legally binding but can be a helpful tool to help consider the future. Useful resources include:

- The Future Planning: My Wishes template from Southern Health can ensure that the

things that matter to your loved one, their preferences and wishes relating to their medical care are recorded so that, if they are taken ill, health professionals can make better, more informed decisions about how to support them. Visit www.southernhealth.nhs.uk (search 'Future planning').

- My Living Will consists of both an Advance Decision to refuse treatment and an Advance Statement of your preferences and wishes. Visit www.mylivingwill.org.uk
- NHS – Planning ahead for end of life. Visit www.nhs.uk (search 'Why plan ahead?').

Making future decisions

The person you care for may consider making a Lasting Power of Attorney (LPA) which gives another person legal authority to make decisions on their behalf. A property and financial affairs LPA can either take effect immediately or when a person loses mental capacity to make decisions about their property and finance and this can be specified. The health and welfare LPA can only be used when they lose mental capacity to make those decisions. More information about making a Lasting Power of Attorney can be found on page 92.

Making a will

If you don't have a will, your money, belongings and property will be split up under the Rules of Intestacy. Writing a will is the only way to say who benefits after your death. A will can also help you make provision for a dependant who is unable to care for themselves. You can find out how to make a will on the Citizens Advice website (www.citizensadvice.org.uk – search 'Wills').

Help from your local authority

Your local authority can carry out a carers' assessment. These are usually carried out by the adult social care department or sometimes by an organisation on its behalf. Some offer the choice of an initial online self-assessment. These assessments look not only at the support available from your council but also from a range of private and voluntary organisations. For more information, visit your local authority's website.



→ Hampshire County Council

Tel: **0300 555 1386** • Web: **www.hants.gov.uk**
(search 'Carer's assessment').

Southampton City Council

Tel: **023 8083 2253**

Web: **www.southampton.gov.uk** (search 'Carer's assessment').

Portsmouth City Council

Tel: **023 9285 1864** • Web: **www.portsmouth.gov.uk**
(search 'Support for carers').



Breaks and emergency help

Carers often worry about what will happen if, at short notice, they are unable to care. The Princess Royal Trust for Carers in Hampshire can support you with emergency planning. See page 74 for more information. Once your Emergency Plan has been completed and signed it is backed up by:

- A 24-hour telephone line on **0800 169 1577**.
- Information about other services available.
- Up to 48 hours of care services free of charge in the event of an emergency.
- A carers' emergency card.

Carers' emergency card

This card, which includes emergency contact numbers, should be carried in your bag or wallet. In the event of an accident, this would help alert police officers, the ambulance service or other emergency response staff to the fact that there is also someone else in need of help. Print and complete the carers' emergency card now by visiting **www.connecttosupporthampshire.org.uk/breaksforcarers** (you do not need to have a Princess Royal Trust emergency plan).

The Herbert Protocol

Hampshire Search and Rescue, Hampshire & Isle of Wight Constabulary and Alzheimer's Society launched the Herbert Protocol to help those who care for vulnerable people who may go missing. You are asked to download and complete a 'Life History Questionnaire' and to record a range of information about the person you care for. You then keep this in a safe place so that it can be made immediately available to police and search teams if the person goes missing. For more information, visit **www.hantsar.org/herbert-protocol**

Getting a break and having a life alongside caring

There is a range of options available to ensure that carers can maintain a healthy and happy lifestyle when they are not caring for a loved one:

- Short break services and day opportunities (search Connect to Support Hampshire's Community Directory and Marketplace Directory – visit **www.connecttosupporthampshire.org.uk**).
- Community activities (search Connect to Support Hampshire's Community Directory).
- Care at home (you could contact local home care agencies beginning on page 51 and ask if they provide a 'sitting service'. You could also ask if 'live-in care' is offered; this would enable you to go away overnight or for a longer break).
- Personal Assistant (see page 46 for more information).
- Holidays (see page 27 for more information).
- Leisure activities (see page 27 for more information).
- Local care homes (many offer short-stay care if you need a break. Use the list of CQC-registered residential care providers beginning on page 124. You can also ask about day care for non-residents. This might be informal day care, joining in with the daily activities of the residents, or formal, organised day care services).
- Activities and events which offer carers of adults with learning disabilities an opportunity to take a break (visit **www.connecttosupporthampshire.org.uk/LDEvents**).

Moving and handling

Back care for carers

Without the right support, carers may be prone to back injuries and back pain, especially if they are caring for someone who needs moving on a regular basis. Older carers are particularly vulnerable. Your doctor can give you help and advice if your own health is suffering as a result of looking after someone else.

BackCare, the charity for healthier backs, provides information about the causes, treatment and management of back pain. It has published a 'Carers guide to safer moving and handling of people' which you can purchase, along with a DVD, for £4.95. Visit <https://backcare.org.uk/i-have-back-or-neck-pain/carers>

BackCare

Tel: **0208 977 5474** • Web: **www.backcare.org.uk**

Further support

Ask your doctor for advice about lifting and for relevant training. Your doctor may also arrange for an assessment of the mobility needs of the person you are caring for and provide appropriate mobility aids.

If this does not resolve the difficulties, then an occupational therapist could carry out a moving and handling assessment at the person's home. See page 33 for more information about occupational therapists.

Living Made Easy provides practical advice about equipment for moving and handling.

Tel: **0300 123 3084**

Web: **www.livingmadeeasy.org.uk** (select 'Access and mobility').

Financial support for carers

Carer's Allowance

Carer's Allowance is paid to people who look after someone with substantial caring needs. You do not have to be related to or live with the person you care for and you may qualify if:

- You are aged 16 or over.
- You spend at least 35 hours looking after someone who gets Attendance Allowance or the middle or higher rate of Disability Living Allowance.

For more information, visit **www.gov.uk/carers-allowance** or contact the Carer's Allowance Unit.

Carer's Allowance Unit

Tel: **0800 731 0297**

Carer's Credit

Carer's Credit is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record. To qualify for Carer's Credit, you must be looking after one or more people for a total of at least 20 hours per week. Each person you care for must get one of the following:

- Disability Living Allowance care component at the middle or highest rate.
- Attendance Allowance.

- Constant Attendance Allowance.
- Personal Independence Payment – daily living component, at the standard or enhanced rate.
- Armed Forces Independence Payment.

For more information, visit **www.gov.uk/carers-credit** or call the Carer's Allowance Unit.

Council Tax help

There are several ways you may be able to get help with your Council Tax. See further information about Council Tax/Rate relief from Carers UK.

Financial help for the person you are looking after

See this Guide's information about benefits beginning on page 110 to make sure that the person you are caring for is receiving all the benefits and discounts that they are entitled to.

The following organisations offer help and advice on a range of financial issues affecting carers.

Carers UK

Tel: **0808 808 7777** • Web: **www.carersuk.org/help-and-advice** (see 'Financial support').

Turn2us

Tel: **0808 802 2000** • Web: **www.turn2us.org.uk/Your-Situation** (select 'Carer').

Conditions, disabilities and end of life care

Autism

Autism is a lifelong developmental condition, sometimes referred to as Autistic Spectrum Disorder (ASD). Many people with ASD will share some difficulties but it will affect them in different ways. Asperger syndrome is a diagnosis previously given to certain Autistic people. ASD is now the most common diagnosis. Some people with ASD may also have other conditions. This may include a learning disability or Attention Deficit Hyperactivity Disorder (ADHD).

Difficulties faced by people with Autism

ASD will affect people in different ways. But people with Autism share four main areas of difficulty:

- Social communication – they have difficulty understanding facial expressions or tone of voice. They can take common phrases or sayings like ‘It’s raining cats and dogs’ literally.
- Social interaction – they have difficulty making friends. They do not understand the rules of social contact.
- Social imagination – they have difficulty understanding and interpreting thoughts, feelings and actions of others. They can also find it hard to predict what will happen next. This makes it challenging for them to prepare for change and plan for the future.
- Sensory processing and integration – they are likely to have difficulty in sensory processing. This is the way the nervous system receives messages from the senses and turns them into appropriate responses. This affects emotions and the ability to perform certain tasks and manage behavioural and emotional responses. They may also present sensory seeking or sensory avoiding behaviour.

Getting a diagnosis

A diagnosis is the formal identification of Autism. This will be by a health professional such as a paediatrician or psychiatrist. Having a diagnosis is helpful for two reasons:

- It helps people with Autism, and their families, to understand why they may experience certain difficulties and what they can do about them.

- It enables people to access services and support.

You can find out more about diagnosis on the NHS website. Visit **www.nhs.uk** (search ‘Getting diagnosed as Autistic’). Your GP, Community Mental Health Team or adult social care department can refer you to Autism Hampshire for diagnosis and support. An information line is available Monday to Friday, 9.00am to 5.00pm to offer advice, support and signposting. Call **023 8076 6162**.

Social activities and shopping

For local groups and activities aimed specifically at people with Autism, Connect to Support Hampshire’s Community Directory can help. Visit **www.connecttosupporthampshire.org.uk/directories** (select ‘Choose your category’ then ‘Specific needs’ and ‘Autism/Asperger syndrome’).

Other opportunities include:

- Dimensions UK offers Autism-friendly film screenings. See page 27 for more information.
- The Mayflower Theatre offers a number of ‘relaxed performances’ designed for people with Autism, learning difficulties or other sensory and communication needs. There is also a video, developed with Autism Hampshire, about a trip to the theatre at **www.mayflower.org.uk/your-visit/accessibility**
- Morrisons has introduced a ‘Quieter Hour’ in all their stores every Saturday for those who struggle with music and other noise. Visit **<https://my.morrisons.com/blog/community/quieter-hour>**
- The National Autistic Society offers specific advice on how to deal with a range of everyday activities. Visit **www.autism.org.uk** (search ‘Leisure’).
- The Sunflower Lanyard. See page 25 for more information.

Staying safe from crime and abuse

A hate crime is when someone commits a crime against you because of your disability, gender

identity, race, sexual orientation, religion, or any other perceived difference. Mate crime is the exploitation, abuse or theft from any vulnerable person by those they consider to be their friends. Those that commit such abuse or theft are often referred to as 'fake friends'. Mate crime is most prevalent when the victim has a mental disability and is especially common when that disability is Autism.

Useful to know:

- Hampshire Police offers guidance on how to prevent and deal with hate crime or mate crime. Visit **www.hampshire.police.uk/advice** (search 'Hate crime').
- You can also report hate crime or hate incidents to a community organisation in your area, if you do not feel comfortable contacting the police. Visit **www.hampshire-pcc.gov.uk** (search 'Hate crime quiz').
- Safe Place is a scheme to help people with learning disabilities. You can go to a Safe Place if you get lost, scared or upset when you are out on your own. There are safe places around Hampshire and Southampton. Visit **www.hants.gov.uk** (search 'Safe place') or **www.southampton.gov.uk** (search 'Safe places').
- Hampshire Safeguarding Adults Board (HSAB) has a website with resources and guidance about staying safe and mate crime. Visit **www.hampshiresab.org.uk**

Staying safe from crime and abuse is covered more generally in the 'Protecting adults at risk' section of the Guide, beginning on page 116.

Autism Hampshire

Provides a range of services for people with Autism and their families. This includes the Local Autism Directory; the Autism Alert Programme; and the Spectra5 Autism Assistance app. The organisation also has an Autism e-learning course aimed at everyone coming into regular contact with people on the spectrum and their families. It takes approximately one hour to complete.

Tel: **023 8076 6162**

Web: **www.autismhampshire.org.uk** or **www.autismhampshire.org.uk/free-e-learning-autism-training**

Hampshire Autism Partnership Board (HAPB)

The HAPB was set up in 2010, in response to the Government's National Autism Strategy. Its role is to address the issues specific to Autism in Hampshire.

Web: **www.hampshireautismvoice.org.uk/HampshireAutismPartnershipBoard**

National Autistic Society, The

Provides help and advice and has an online national directory of Autism services, support and training from providers across the UK.

Web: **www.autism.org.uk**

Learning disabilities

A learning disability is a permanent condition. It affects a person's ability to understand information, learn new skills or communicate. It can also affect how they manage daily living. A learning disability can be genetic. It could be due to illness or physical damage to brain development either before or during birth or as a young child.

Learning disabilities can be mild, moderate or severe. Some people with learning disabilities may also have other needs. Other needs may arise from physical disabilities, long-term health conditions, Autism or mental health. A diagnosis is the formal identification of learning disability. This is by a health professional such as a clinical psychologist.

Having a diagnosis may be helpful for two reasons:

- It helps those with learning disabilities to understand why they may experience some difficulties and what they can do about them.
- It enables people to access services and support.

Please contact your GP if you would like more information or help with a diagnosis. →



→ Healthcare and mental health

People with learning disabilities will need health care in the same way as everyone else. Some people with a learning disability will have additional health needs. For example, people with a learning disability are more likely to have epilepsy, they may need more support to understand information about their health and they may need help to communicate symptoms and concerns and to manage their health.

Anyone who is on their GP's learning disability register can have a free health check once a year. You can ask to go on this register if you think you have a learning disability. For more information, visit **www.nhs.uk** (search 'Annual health checks').

Anxiety UK

Provides information and advice to anyone suffering from anxiety, or their families or carers.

Tel: **0344 477 5774**

Web: **www.anxietyuk.org.uk**

EasyHealth

Its website has over 300 leaflets, and some videos, about physical and mental health for people with learning disabilities.

Web: **www.easyhealth.org.uk**

Health Swap app

An easy and fun way for people with a learning disability, and their parents or carers, to make positive changes to their lifestyle. It helps you find ways to eat more healthy food and to track activity whilst also improving your digital skills.

Tel: **0333 121 2300**

Web: **www.dsactive.org.uk/healthy-living**

Mencap

It is estimated that 40% of adults with a learning disability also have a mental health problem.

Mencap can offer information and advice about mental health issues.

Tel: **0808 808 1111**

Web: **www.mencap.org.uk** (search 'Mental health').

Southern Health NHS Foundation Trust

Runs learning disability services in Hampshire.

Tel: **023 8231 9913**

Web: **www.southernhealth.nhs.uk** (search 'Learning disability services').

Advocacy

An advocate is a person who supports and helps you to explain things. Advocacy is discussed in more detail later in this Guide, beginning on page 92.

Advocacy People, The

An independent charity providing free, independent advocacy to help sort out issues or concerns you may have. This could be about your health and wellbeing or your health and social care services.

Tel: **0330 440 9000**

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

Hampshire Advocacy Partnership

Provides independent advocacy for vulnerable adults and children in Hampshire who are not eligible for the commissioned advocacy services.

Tel: **023 8078 3715**

Web: **www.hampshireadvocacy.org.uk**

Staying safe from abuse or hate crime

If you are living with Autism, see the information beginning on page 78. Staying safe from crime and abuse is covered more generally in the 'Protecting adults at risk' section of the Guide, beginning on page 116.

Relationships and sex

- The British Institute of Learning Disabilities (BILD) has information about friendships and relationships, including sexual relationships, to support people to live well. Call **0121 415 6960** or visit **www.bild.org.uk/healthysexandrelationships**
- Mencap has information and advice about relationships and sexuality, including a list of recommended resources. Call **0808 808 1111** (10.00am to 3.00pm, Monday to Friday) or visit **www.mencap.org.uk** (search 'Sexuality and relationships').
- Disability, Pregnancy & Parenthood, a user-led registered charity, promotes better awareness and support for deaf and disabled people during pregnancy and as parents. For more information, visit **www.disabledparent.org.uk**

Care technology

Care technology solutions are increasingly being used to help adults with learning disabilities.

See more information about care technology beginning on page 30.

Services, support and information

You can search Connect to Support Hampshire's Community Directory for local groups, services and activities for people with a learning disability. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Specific needs' and 'Learning disabilities').

British Institute of Learning Disabilities (BILD)

Works with people and their families to help them get the support they need to lead their own lives, including sex and relationships.

Tel: **0121 415 6960**

Web: **www.bild.org.uk**

Down's Syndrome Association

Helps people with Down's Syndrome as well as their families and carers.

Tel: **0333 121 2300**

Web: **www.downs-syndrome.org.uk**

Foundation for People with Learning Disabilities

Works with people and their families to make their lives better. It has a free guide with tips on how to

stay safe on social media and online.

Web: **www.learningdisabilities.org.uk/learning-disabilities** (search 'Staying safe on social media').

Hampshire County Council

Services for adults with learning disabilities.

Tel: **0300 555 1386**

Web: **www.hants.gov.uk** (search 'Help for people with learning disabilities').

Mencap

Provides support and information. You can also use its website to search for a Mencap group in Hampshire.

Tel: **0808 808 1111**

Web: **www.mencap.org.uk**

Portsmouth City Council

Services for adults with learning disabilities.

Tel: **023 9268 0810**

Web: **www.portsmouth.gov.uk** (search 'Learning disability').

Southampton City Council

Tel: **023 8083 3003**

Web: **www.southampton.gov.uk** (search 'Learning disability').

Dementia

Dementia is not a specific disease. It's a term that describes a wide range of symptoms associated with a decline in memory or other thinking skills. It is called dementia if the decline is severe enough to reduce a person's ability to perform everyday activities.

Alzheimer's disease accounts for 60 to 80% of dementia cases. Vascular dementia, which occurs after a stroke, is the second most common dementia type. There are many other conditions that can cause symptoms of dementia. Some of these are reversible, such as thyroid problems and vitamin deficiencies.

Dementia affects around 850,000 people in the UK. It usually occurs in people aged over 65, but it's not a natural part of ageing. Dementia need not stop you living a full and fulfilling life. Many people with dementia continue to work, have hobbies and socialise.

Further information about types of dementia is available from Alzheimer's Society. Call **0333 150 3456** or visit **www.alzheimers.org.uk** (select 'About dementia' then 'Types of dementia').

Dementia symptoms

Dementia is often associated with memory loss, but different types of dementia can have a variety of symptoms. These are some of the possible symptoms of dementia:

- Memory loss.
- Difficulty with tasks that need organisation and planning.
- Becoming confused about place or time, particularly in unfamiliar environments.
- Difficulty finding the right words or following conversations.



- • Changes in personality and mood.
- Difficulty judging distance or seeing objects differently to how they are.
- Hallucinations and delusions.
- Muscle wasting, changes to balance and posture or difficulty in physical movement.

You can find more information about the symptoms of each type of dementia on the NHS website. Visit **www.nhs.uk** (search 'Dementia').

The Alzheimer's Research UK website has a helpful visual diagram that allows you to tour the brain. You can find out how dementia can affect different areas of the brain. Visit **www.alzheimersresearchuk.org** (search 'Brain tour').

If you are worried about memory loss

It is important to know that there are many reasons for memory loss apart from dementia. Many of us become more forgetful as we get older and need a bit longer to remember things. For most people, these changes will be the result of normal ageing and won't be down to dementia. Stress, tiredness, illness and some medication can also affect your memory.

If you are concerned about memory loss, you should visit your GP. Dementia is a progressive disease; the symptoms get worse over time. It is important to get a diagnosis as soon as possible. You may be able to get treatment to slow down the progress of the disease. This will also allow you more time to plan for the future and to access support to help you live well with the condition.

Your GP may want to refer you on for further tests. This referral could be to a Community Mental Health Team made up of several different specialists. They may carry out a scan or more in-depth memory tests.

If you are diagnosed with dementia, they will be able to plan your care with you. This could include medication, memory courses and signposting to other services. Your GP will also be informed about your assessment and will then carry out a yearly review with you.

If you are worried that someone you know may have dementia, the NHS and Alzheimer's Society have tips for starting a conversation with them about

your concerns. Visit **www.nhs.uk** (search 'Worried someone has dementia') or **www.alzheimers.org.uk** (search 'Concerned about someone else').

There may be equipment (particularly care technology such as GPS trackers and memory aids) which may help you with memory loss. See the information beginning on page 30.

If you have been diagnosed with dementia

If you, or a friend or relative, have recently been diagnosed with dementia, you may be feeling scared, anxious or sad. There is currently no 'cure' for dementia but there are several treatments available that could help. Call **0300 111 5111** or visit **www.alzheimersresearchuk.org** (select 'Dementia information' then 'Need to know more?' and 'Frequently asked questions'). It is important to know that many people who have the condition lead active, fulfilling lives.

Volunteering in the community to support people living with dementia

Anyone who is keen to make a positive difference to the lives of people living with dementia can get involved with the work of Dementia Friendly Hampshire. Call **07388 668332** or visit **www.dementiafriendlyhampshire.org.uk**

You could also learn more about dementia and become a Dementia Friend. Dementia Friends help people living with dementia by taking actions – both big and small. These actions don't have to be time-consuming. From visiting someone you know with dementia to being more patient in a shop queue, every action counts.

Dementia Friends can also get involved with things like volunteering, campaigning or wearing a badge to raise awareness. For more information, visit **www.dementiafriends.org.uk**

Alzheimer's Society

Offers a telephone support line and online advice. It also has an online discussion forum, Talking Point, for anyone affected by dementia. Tel: **0333 150 3456** • Web: **www.alzheimers.org.uk**

Council Tax and dementia

Some people affected by dementia are eligible for a discount on their Council Tax bill.

Contact your local council for more information or read the fact sheet about this from the Alzheimer's Society website. • Tel: **0333 150 3456**
Web: **www.alzheimers.org.uk** (search 'Council Tax and dementia').

Connect to Support Hampshire's Community Directory

Local and national support available for people living with dementia.

Web: **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Specific needs' and 'Dementia').

Dementia Friendly Hampshire

Produced by this Guide's publisher, Care Choices, Dementia Friendly Hampshire offers a practical guide to living with dementia. Available to read online or in hard copy format. • Tel: **01223 207770**
Web: **www.carechoices.co.uk/publication-type/dementia-guides**

Dementia Support Hampshire & IOW

Provides free emotional support, information and signposting to anyone and everyone living with dementia in Hampshire and the Isle of Wight.

Tel: **0344 324 6589**

Web: **www.mydementiasupport.org**

Hampshire Carer Support and Dementia Advice Service

Available to residents living in the Hampshire County Council area who have received a diagnosis of dementia. The service, provided by Andover Mind, focuses on wellbeing rather than illness and offers support and advice.

Tel: **01264 332297** (option three).

Web: **www.hants.gov.uk** (search 'Dementia advice service').

Iridis app

This app, developed by the University of Stirling, can make simple suggestions about adaptations to your environment that can improve the quality of life for people living with dementia.

Web: **www.stir.ac.uk** (search 'Iridis').

My House of Memories app

An easy-to-use app designed for, and with, people living with dementia and their families and carers. It allows you to explore objects from the

past and share memories together.

Web: **www.liverpoolmuseums.org.uk** (search 'My house of memories app').

Remind Dementia Service

If you have been diagnosed with dementia and live in the PO1 to PO6 area or have a GP within PO1 to PO6, this service can help you.

Tel: **0330 332 4030**

Web: **www.solentmind.org.uk/support-for-you** (select 'Our services' then 'Remind').

Southern Health NHS Foundation Trust

Provides multi-professional assessment and treatment for people living with dementia across Hampshire. Runs Memory Matters courses for people with dementia and their carers living in Hampshire and Southampton.

Web: **www.southernhealth.nhs.uk/our-services** (select 'Mental Health Services' then 'Memory matters courses').

Sunflower Lanyard

The Sunflower Lanyard was introduced at major UK airports in 2018 to allow passengers with hidden disabilities to indicate discreetly to staff that they may need additional support or help. The use of the lanyard has spread and it is now available from several transport providers. You can pick up a free lanyard at Tesco or M&S. Alternatively, search 'Sunflower lanyard for hidden disabilities' in any online search engine.

This is me

A simple leaflet for anyone receiving professional care who is living with dementia or experiencing other communication difficulties. It can be used to record details about a person who can't easily share information about themselves.

Tel: **0333 150 3456**

Web: **www.alzheimers.org.uk** (search 'This is me').



Run by our family for your family

Our comfortable and caring home is where the needs and the choices of our Residents are always our top priority. All our staff are well trained, including Dementia Care, and are kind and considerate. Our rooms are as individual as our Residents with their choice of colours and soft furnishings making it feel like home. We have lovely, bright and airy social spaces and a great garden. We also accommodate beloved pets.

Please call to arrange a visit to discuss your individual needs.

290 Brook Lane Sarisbury Green Southampton SO31 7DP
E: brooklane@btconnect.com • www.brooklaneresthome.co.uk Telephone: **01489 576010**

Physical disabilities

A physical disability is any type of physical condition that significantly affects the way you can carry out certain everyday tasks or activities. The types of physical disabilities, their causes, and the way in which they impact a person's life are wide-ranging.

Physical disabilities can be the result of congenital birth issues, accidental injury or illness. If you would like to learn more about a specific disability or related condition, a good source of information is the A-Z on the NHS website (www.nhs.uk/conditions).

You may have more than one physical condition. Additionally, a particular condition might be disabling to one person but not the next. The key aspect in defining physical disability is not whether you have a specific condition, it is how that physical condition affects your daily life.

Living with a physical disability

If your condition is affecting your mobility or your ability to carry out certain daily tasks, there is a lot of support, information and advice available:

- Visit Connect to Support Hampshire's Community Directory for local and national activities and support (www.connecttosupporthampshire.org.uk/directories – select 'Choose your category' then 'Specific needs' and 'Physical disabilities').
- See the section in this Guide on 'Looking after yourself' for information and advice about help with personal care (page 37).
- Find out about help available with 'House, garden and pet care' (page 41).
- Read this Guide's information on 'Buying help at home' (page 45).

- See how specialist 'Equipment around the house' (page 30) or 'Care technology' (page 30) and 'Mobility equipment' (page 36) can help you.
- Find out about occupational therapy (page 33) and 'Adaptations to your home' (page 37).
- Find out about help you can get with 'Getting out and about' (page 22).
- Read the section on 'Money matters' (page 108) to find out about benefits and paying for care.

Disability Rights UK

A campaigning organisation providing information, services and products for disabled people. It also runs the RADAR National Key Scheme for disabled toilets; see page 14.
Tel: **020 3687 0790** (Shop).

Web:

www.disabilityrightsuk.org/how-we-can-help

GOV.UK

Disability information about employment, health, education and benefits and more.

Web: www.gov.uk (search 'Disability').

NHS website, The

Information about living with disability.

Web: www.nhs.uk (search 'Social care and support guide').

SPECTRUM Centre for Independent Living

Run and controlled by disabled people in Hampshire, it provides services and support to make use of current provisions to enable you to live independently.

Tel: **023 8033 0982** • Minicom: **023 8020 2649**

Web: www.spectrumcil.co.uk

Hearing loss and deafness

Hearing loss may be caused by several factors. This includes genetics, old age, exposure to noise, some infections, birth complications, trauma to the ear and certain medications or toxins. Deafness is usually used to refer to those with only little or no hearing.

Hearing loss can be temporary or permanent and can affect all age groups. You can find out more

about causes of hearing loss on the NHS website. Visit www.nhs.uk (search 'Hearing loss').

Hearing loss may be gradual, for example in age-related hearing loss. You may start to notice that you need to turn up the volume on the television. You may find it difficult to hear and understand people when you're in a noisy place.

Hearing loss can also be sudden, for example if it's caused by a viral infection of the inner ear. Some people find that their hearing loss is associated with a continual ringing in their ears (tinnitus).

If you have an infection, you may have some other symptoms, such as earache and discharge from your ears. If you think that your hearing is getting worse, you should see your GP. If you have sudden hearing loss in one or both ears, seek immediate advice. You may need urgent treatment.

Hearing tests at home

If you are housebound, or have difficulty getting to the audiology department, discuss this with your GP. They can write to the NHS audiology department and request for an audiologist to come to your home if needed.

If you get your hearing aid privately you can find a hearing aid dispenser who will do a home visit. You can search the British Society of Hearing Aid Audiologists website (www.bshaa.org/find-an-audiologist). Some offer free home testing, so ask before you make an appointment. Many high street retailers, such as Specsavers, can also offer home hearing tests.

RNID offers an automated telephone hearing check. Visit www.rnid.org.uk (search 'Hearing test'). This is designed to help identify if you have hearing loss and encourage you to act.

Equipment to help you

There is a wide range of aids and equipment that can make everyday activities and tasks easier. The RNID has information about assistive devices and technology to help you. Call **0808 808 0123** or visit www.rnid.org.uk (search 'Technology and assistive devices').

The Living Made Easy website has practical advice on equipment and adaptations if you have hearing loss. Call **0300 123 3084** or visit <https://livingmadeeasy.org.uk> (select 'Communicating').

Information and support

Visit Connect to Support Hampshire's Community Directory for details of local and national support. Visit www.connecttosupporthampshire.org.uk/directories and select 'Choose your category' then 'Specific needs' and 'Sight or hearing loss'.

Deaf Action – South of England Office

Aims to enable deaf, deafened, deafblind and hard-of-hearing people to maintain their independence.

Tel: **023 8022 0225** • Web: www.deafaction.org

Deafblind UK

Offers information and support for people who are deafblind and their families.

Tel: **0800 132 320**

Web: www.deafblind.org.uk/get-support

DeafPlus

Offers an online information and advice hub (information in BSL and text).

Tel: **020 7790 8478**

Email: advice@deafplus.org

Web: www.deafplus.info

Hampshire County Council

Provides teams to help with sensory loss, can carry out assessments and provide training to help you find practical solutions to problems arising from hearing loss.

Tel: **0300 555 1386** • Textphone: **0300 555 1390**

Web: www.hants.gov.uk (search 'Sight or hearing loss').

Hearing Link

Provides information, advice and community support for people with hearing loss, their families and friends. • Tel: **01844 348111**

Email: helpdesk@hearinglink.org

Web: www.hearinglink.org

Portsmouth City Council

Provides teams to help with sensory loss, can carry out assessments and provide training to help you find practical solutions to problems arising from hearing loss.

Tel: **023 9268 0810** • Text: **07931 806986**

Web: www.portsmouth.gov.uk (search 'Hearing or sight loss').

RAD (Royal Association for Deaf People)

Provides a wide range of services for deaf people in their first or preferred language, usually British Sign Language (BSL).

Tel: **0300 688 2525** • Email: info@royaldeaf.org.uk

Web: www.royaldeaf.org.uk →

→ RNID

Provides support, advice and training for people with hearing loss and tinnitus.

Tel: **0808 808 0123**

Text: **07360 268988**

Web: **www.rnid.org.uk**

Sense

Offers information and support for people who are deafblind and their families.

Tel: **0300 330 9256**

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

Web: **www.sense.org.uk**

Southampton City Council

Provides teams to help with sensory loss, can carry out assessments and provide training to help you find practical solutions to problems arising from hearing loss. • Tel: **023 8083 3003**

Web: **www.southampton.gov.uk** (search 'Hearing impairment').



Deaf sign language users

Hampshire County Council's Deaf Services Team is a specialist team of social workers and care managers with sign language skills. For more information, visit **www.hants.gov.uk** (search 'Help with sight or hearing loss') or refer to the following contact details.

Tel: **01962 846601**

Email: **deaf.services.team@hants.gov.uk**

SMS: **07507 309322**

Minicom: **01794 515462**

Fax: **01962 814607**

Search Connect to Support Hampshire's Community Directory to find listings for local Deaf Clubs.

Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Specific needs' and 'Sight or hearing loss'). Advice videos in BSL:

- NHS 111 BSL service (**www.signvideo.co.uk/nhs111**).
- Sign Health – library of health videos (**www.signhealth.org.uk/health-video-library**).
- Benefits advice in BSL from the Department for Work & Pensions (DWP) (**www.youtube.com/user/dwpsign/videos** – search 'Benefits advice').
- Dementia Guide from Alzheimer's Society (**www.youtube.com/c/alzheimerssociety** – search 'Dementia guide').
- BT SignVideo interpreting service (**bt.com/bsl**).

- BT information about using the telephone, internet and TV (search 'Including You: BT's guide to helping you communicate' in any online search engine).

Interpreting services

Deaf Action provides communication support. It has qualified interpreters, communicators, note-takers (both electronic and manual) and lip-speakers. The organisation covers a wide range of bookings. This includes medical appointments, job interviews and conferences, weddings and funerals. For more information, call **0800 014 1401** or visit **https://deafaction.org** (search 'Interpreting agency').

Hospital and doctor interpreting service

If you have an appointment with your GP or hospital and you need a BSL interpreter, contact your GP/hospital to book. Please give the GP notice to book a BSL interpreter. This is funded by the local NHS trust. It is your right to have a qualified interpreter for medical appointments.

Police

For people who are deaf, hard of hearing, speech impaired or deafblind, Hampshire Constabulary offers alternative ways to get in touch. Police Link Officers are also available with sign language, lip-speaking and deafblind manual skills. They communicate with people to give information and advice and to provide a link to other police departments. Visit **www.hampshire.police.uk** (search 'Visual impairment, deaf or hard of hearing').

Sight loss and blindness

People with sight loss are sometimes known as blind or partially sighted. The more modern term is sight impaired or severely sight impaired. Sight loss can be caused by a variety of conditions such as macular degeneration, glaucoma, diabetes, cataracts, visual cortex disorder, genetic defects or an injury.

Different eye conditions create different difficulties. Few people are totally blind. A few have perception of light only; some have a loss of vision in the centre of their eye, others have no side vision. Some people with sight loss see everything as a blur while others have blank spots. Some have enough vision to read but may have difficulty with night vision. Sight loss can make everyday tasks harder, but help is available.

If you are having problems with your sight, go to your GP or optician as soon as possible. If necessary, they may refer you to an eye clinic or a consultant ophthalmologist. They will examine your eyes and look at possible treatments for your problem.

- Search for an NHS optician near you (www.nhs.uk/service-search/find-an-nhs-sight-test).
- NHS website: blindness and vision loss (www.nhs.uk/conditions/vision-loss).

Many local opticians will visit you in your home to carry out an eye test. Home visits to carry out an eye test are only available free on the NHS if you are unable to visit a community optometrist on your own. Find out more and search for home visit opticians in Hampshire by visiting www.mylocaloptician.co.uk

Equipment to help you

There is a wide range of aids and equipment that can make everyday activities and tasks easier. The Living Made Easy website has practical advice on equipment and adaptations if you have sight or hearing loss. Visit www.livingmadeeasy.org.uk and select 'Communicating' from the menu at the top or you can call the helpline for advice on **0300 123 3084**.

There are also many apps to help people with sight loss or blindness which you can download to a

smartphone or tablet. For example:

- Dolphin EasyReader app (www.yourdolphin.com – search 'Easyreader app').
- Recommended apps from the RNIB (www.rnib.org.uk – search 'Helpful apps').

Information and support

Go to Connect to Support Hampshire's Community Directory to find local and national support. Visit www.connecttosupporthampshire.org.uk/directories (select 'Choose your category' then 'Specific needs' and 'Sight or hearing loss').

Hampshire County Council

Provides teams to help with sensory loss, and can carry out assessments and provide training to help you find practical solutions to problems arising from sight loss.

Tel: **01962 846601**

Email: deaf.services.team@hants.gov.uk

SMS: **07507 309322**

Minicom: **01794 515462**

Web: www.hants.gov.uk (search 'Help with sight or hearing loss').

Macular Society, The

Has information and local support groups for people who have been diagnosed with age-related macular degeneration.

Tel: **0300 303 0111**

Email: help@macularsociety.org

Web: www.macularsociety.org

Open Sight

Provides advice and information, home visits and phone support in Hampshire.

Tel: **023 8064 1244**

Email: info@opensight.org.uk

Web: www.opensight.org.uk

Partially Sighted Society, The

Helps you to make the most of your remaining sight.

Tel: **01302 965195**

Email: reception@partsight.org.uk

Web: www.partsight.org.uk



→ **Portsmouth City Council**

Provides teams to help with sensory loss, and can carry out assessments and provide training to help you find practical solutions to problems arising from sight loss.

Tel: **023 9268 0810** • Text: **07931 806986**

Web: **www.portsmouth.gov.uk** (search 'Hearing or sight loss').

Royal National Institute for the Blind, The (RNIB)

Offers information, services and support for people with sight loss.

Tel: **0303 123 9999** • Web: **www.rnib.org.uk**

Southampton City Council

Provides teams to help with sensory loss, can carry out assessments and provide training to help you find practical solutions to problems arising from sight loss. • Tel: **023 8083 3003**

Web: **www.southampton.gov.uk** (search 'Visual impairment').

Books, documents, TV and cinema

Most libraries have books in large as well as standard print and a range of audio books. Audio described DVDs and a range of audio newspapers and magazines are also available. Find out more by visiting your local authority's website.

Talking Newspapers are available at your library or can be sent to you directly.

Find out if your local newspaper is available in audio format here (**www.tnf.org.uk/find-a-talking-newspaper**). Alternatively, you can call **01793 497555** or email **enquiries@tnf.org.uk**

Also, see the information about apps and technology in the 'Equipment to help you around the house' section, included earlier in this Guide on page 30.

You may find it easier to have audio versions (tape or CD), Braille, or large print versions of any documents you receive (for example, from your bank or building society). Speak to the organisation that has produced them and ask for the document to be provided in your preferred format.

If you are struggling to see what is on your television, audio description (AD) can help you. AD is commentary that describes body language, expressions and movements, making the programme clear through sound. Broadcasters (like the BBC, Channel 4 and Sky) must add AD to 20% of their programmes.

Many cinemas are also equipped with a system that delivers audio description (AD) through a headset, which is provided when you collect your ticket. You can find out more from the RNIB. Visit **www.rnib.org.uk** (search 'Audio description'). Alternatively, you can call the helpline on **0303 123 9999** or email **helpline@rnib.org.uk**

Training and employment

Getting help and advice

Your physical and learning disabilities need not prevent you finding a rewarding job. There are organisations that can help you to find training and employment opportunities.

Useful national contacts

Disability Rights UK

Has information covering all aspects of employment for disabled people.

Web: **www.disabilityrightsuk.org/careers-and-work-disabled-people**

FutureLearn

Offers several online courses, including how to succeed at interviews.

Web: **www.futurelearn.com/courses/interviews**

GOV.UK

The Government has information about support, programmes and grants to help you find work if you are disabled. Programmes include Access to Work and Specialist Employability Support.

Web: **www.gov.uk/looking-for-work-if-disabled**

Job Centre Plus

You can get help and advice from the Disability Employment Adviser at your Job Centre Plus.

Web: **www.jobcentreguide.co.uk**

Learndirect

Has details of hundreds of online courses that can be undertaken at a time or place to suit your needs. • Tel: **01202 006464**

Web: **www.learndirect.com**

Mencap

Offers support, and easy read guides, for people with a learning disability looking for work.

Tel: **0808 808 1111**

Web: **www.mencap.org.uk** (search 'Finding a job').

Mutually Inclusive

Has a number of resources, including Easy Read guides, aimed at supporting people with learning disabilities to explore entrepreneurship and self-employment.

Web: **www.mutuallyinclusive.co.uk**

Prince's Trust, The

Offers support to all young people aged 18-30, wanting to start a business. • Tel: **0800 842 842**

Web: **www.princes-trust.org.uk** (search 'Support starting business').

RNIB

The RNIB can help you to prepare for and look for work if you have sight loss.

Tel: **0303 123 9999** • Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.uk/living-with-sight-loss**

Useful local contacts

Connect to Support Hampshire's Community Directory

You can find listings for organisations in Hampshire offering employment support.

Web: **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Education, Employment and Volunteering' and 'Employment support').

Enham Trust

Offers a wide range of services for people with disabilities, including learning programmes and employment opportunities. • Tel: **01264 345800**

Web: **www.enhamtrust.org.uk**

Stable Family Home Trust, The

Runs a personal development programme which aims to help adults with learning disabilities to gain skills.

Tel: **01425 478043** • Web: **www.sfht.org.uk**

Yateley Industries

Provides supported training and employment for people with disabilities. • Tel: **01252 872337**

Web: **www.yateleyindustries.org**

Hampshire Futures

Hampshire Futures is Hampshire County Council's apprenticeship training provider, supporting young people and adults in Hampshire to successfully take part in education, training and employment.

As a nationally approved employer training provider, on the Government's national register of approved training providers, Hampshire Futures plays a key role in the delivery of high-quality apprenticeships across all the County Council's departments, as well as Hampshire's maintained schools. For more information, visit **www.hants.gov.uk** (search 'Participation and lifelong learning').

Volunteering

Volunteering can be a great way of undertaking training and learning transferrable skills for future employment opportunities. See page 29 for more information about volunteering in Hampshire.

Computer equipment for disabled people

The use of specialist equipment can make it easier for disabled people to use a computer for work or educational activities. The Disabled Living Foundation's website Living Made Easy has information about computers and other equipment to assist you. Call **0300 123 3084** or visit **www.livingmadeeasy.org.uk** and select 'Communicating'.

AbilityNet is a national charity that helps disabled people to use computers and the internet by adapting and adjusting their technology. It also has a set of guides 'My Computer My Way' for setting up adapted modes (such as text to speech, large print and switch access). For more information, call **0800 048 7642** or visit **https://mcmw.abilitynet.org.uk**

Everyone Can provides free and impartial advice and support on technology for disabled people. Call **0808 800 0009** or visit **www.everyonecan.org.uk** for more information. Some equipment may qualify for VAT relief. The supplier will be able to tell you.

Other job sites:

- Council jobs in Hampshire (**www.hants.gov.uk/jobs**).
- Jobs in education in Hampshire (**www.hants.gov.uk/jobs/education-jobs**).
- Apprenticeships (**www.hants.gov.uk/jobs/apprenticeships**).
- National Careers Service (**https://nationalcareers.service.gov.uk** or call **0800 100 900**).

End of life care

The NHS website has an end of life guide for people who are approaching the end of their life (www.nhs.uk – search ‘End of life care’). This includes how and where you want to be cared for, financial issues, planning ahead and searching for local hospices (www.nhs.uk – search ‘Hospice care’). Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan in advance for their end of life care.

You can also find information about your rights and choices, including refusing treatment, setting down your wishes for your future treatment and how to give someone the legal right to make decisions for you if you are no longer capable. The guide also contains information about talking to your family and carers about dying and about your wishes.

Hampshire Libraries have launched five Death Positive Hubs in Hampshire, which aim to remove the barriers to talking about death and dying. Visit www.hants.gov.uk (search ‘Death positive libraries’).

End of life support

Connect to Support Hampshire’s Community Directory contains details of many local and national organisations providing end of life support services. Visit www.connecttosupporthampshire.org.uk/directories (select ‘Choose your category’ then ‘Specific needs’ and ‘End of life’).

In addition, many of the home care agencies listed in this Guide, beginning on page 51, may be able to offer end of life or ‘palliative’ care.

Macmillan Cancer Support

Offers information and support to anyone who has been diagnosed with cancer, their families and carers. If you need to talk, call the free helpline.

Tel: **0808 808 0000**

Web: www.macmillan.org.uk

Macmillan in Hampshire

Offers practical and financial support locally. This includes Information and Support Centres at Southampton General Hospital and Queen

Alexandra Hospital which provide complimentary treatments, advice and information and volunteers to lend a listening ear.

Web: www.macmillan.org.uk (search ‘Local support’).

Southampton General Hospital

Macmillan support

Tel: **023 8120 6037**

Email: macmillancentre@uhs.nhs.uk

Queen Alexandra Hospital Macmillan support

Tel: **023 9228 3323**

Email: macmillancentre@porthosp.nhs.uk

Marie Curie Cancer Care

A charity dedicated to the care of people with terminal illness. Marie Curie provides high-quality end of life care through its Marie Curie Nursing Service and Hospices. If you are living with a terminal illness and need support, you can call the support line. If you would like a Marie Curie nurse to provide care to you at home, speak to your GP or District Nurse. • Tel: **0800 090 2309**

Web: www.mariecurie.org.uk

Rowans Hospice Charity – Living Well Centre

The Living Well Centre supports people aged 18 and above, who live in Portsmouth and South East Hampshire and are living with a life-limiting and progressive illness, regardless of diagnosis. Services also include support to friends and family members during any stage of illness, including bereavement. The team of nurses, complementary therapists and trained volunteers offer guidance and support, workshops, classes and treatments. This is a drop-in service, and no referral is needed. Open 10.00am to 4.00pm from Monday to Sunday.

Purbrook Heath Road, Waterlooville PO7 5RU

Tel: **023 9224 8011**

Email: lwc@rowanshospice.co.uk

Web: www.rowanshospice.co.uk



Bereavement

Registering a death

Dealing with the loss of a loved one is one of the most painful things most of us will face. There are, however, certain people and organisations that need to be told and specific documents and practical arrangements that need to be completed.

You will need to register a person's death at a register office in the district where the death occurred within five days, unless there are exceptional circumstances, or the coroner is involved. For more information, visit **www.hants.gov.uk** (search 'Register a death') or call **0300 555 1392**.

The Bereavement Advice Centre supports and advises people on what they need to do after a death. Call **0800 634 9494** or visit **www.bereavementadvice.org**

The Bereavement Register is a free service to remove the name and address of someone who has passed from mailing lists to prevent junk mail. Call **0800 082 1230** (automated telephone line registration service) or visit **www.thebereavementregister.org.uk**

Bereavement support

Everyone deals with bereavement differently and you may experience a whole range of emotions. Support is available to help you through this difficult time.

Connect to Support Hampshire's Community Directory

Local and national bereavement services can be found online.

Web: **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Specific needs' and 'Bereavement').

Cruse Bereavement Care

Provides practical advice and support to help bereaved people and enables anyone bereaved to understand their grief and cope with their loss.

Tel: **0808 808 1677**

Web: **www.cruse.org.uk**

GOV.UK

You may be eligible for funeral or bereavement payments.

Web: **www.gov.uk/browse/benefits/bereavement**

Independent Age

Produces an advice guide on coping with bereavement. • Tel: **0800 319 6789**

Web: **www.independentage.org** (search 'Coping with bereavement').

NHS website, The

Advice on coping with bereavement from the NHS.

Web: **www.nhs.uk** (search 'Bereavement').

Samaritans

Volunteers are available 24 hours a day to talk to you if you are feeling distressed. Call the free telephone number. • Tel: **116 123**

Simon Says

Hampshire charity offering support to children who have been bereaved. • Tel: **023 8064 7550**

Web: **www.simonsays.org.uk**

Veterans Bereavement Support

Provides free advice and information for Emergency Services and ex-service personnel.

Tel: **07885 498462** • Email:

info@veteransbereavementsupport.co.uk

Web: **www.veteransbereavementsupport.com**

WAY Widowed & Young

A charity supporting bereaved partners aged 50 and under. • Tel: **0300 201 0051**

Web: **www.widowedandyoung.org.uk**



Advocacy and Powers of Attorney

Advocacy services

An advocate is a person who supports and helps you to explain and say what you want if you find it difficult to do by yourself. Advocates can help you:

- Access information and services.
- Be involved in decisions about your life.
- Explore choices and options.
- Defend and promote your rights and responsibilities.
- Speak out about issues that matter to you.

Finding an advocate

Hampshire Advocacy Partnership provides independent advocacy for vulnerable adults and children in Hampshire who are not eligible for the commissioned advocacy services. Discuss your referral with a senior member of the team. Call **023 8078 3715**, email **hello@hampshireadvocacy.org.uk** or visit **www.hampshireadvocacy.org.uk**

Statutory advocacy services

Local authorities and health providers have a duty to provide access to advocacy services under the Care Act (to enable everyone to be involved in the social care process) and under the Mental Capacity Act (to help certain people to make specific decisions) and can refer you to one of these services.

Hampshire County Council

Web: **www.hants.gov.uk** (search 'Advocacy under the care act' and 'Advocacy under the mental capacity act').

Portsmouth City Council

Web: **www.portsmouth.gov.uk** (search 'Mental capacity act').

Southampton City Council

Web: **www.southampton.gov.uk** (search 'The care act' and 'Types of advocacy').

Powers of Attorney

Making future decisions

You may wish to prepare for a time when you can no longer manage the running of your day-to-day affairs or make decisions about your property and finances, or about your health and welfare. You can make a Lasting Power of Attorney (LPA) and can choose one or more people you trust to deal with all or some of your property and financial affairs or health and welfare when, and if, it becomes a problem for you. You must apply for an LPA while you have 'capacity' to do so.

People often appoint more than one 'attorney' to act for them. This guards against abuse of the wide powers over property and finance that the Power of Attorney gives. It can also be a good idea because people may have different skills relating to property, finance or health and welfare. Attorneys may act 'jointly' (where they must all sign all transactions) or 'jointly and severally' where only one person needs to sign. If you change your mind later about the

person or people you have chosen, you can revoke the document.

There are two types of LPA:

- LPA for financial decisions.
- LPA for health and care decisions.

Enduring Power of Attorney (EPA) was replaced by LPA in October 2007. If you have already made an EPA or are acting on behalf of someone under an EPA, it will still be valid under the new legislation unless the person who made it decides to destroy it and replace it with an LPA. An EPA must be registered when the person loses mental capacity to make decisions about their property and finances if it is to be used.

LPA for financial decisions

An LPA for financial decisions can be used while you still have mental capacity, or you can state that you

only want it to come into force if you lose capacity. An LPA for financial decisions can cover things such as:

- Buying and selling property.
- Paying the mortgage.
- Investing money.
- Paying bills.
- Arranging repairs to property.

You can restrict the types of decisions your attorney can make or let them make all decisions on your behalf. If you're setting up an LPA for financial decisions, your attorney must keep accounts and make sure their money is kept separate from yours. You can ask for regular details of how much is spent and how much money you have. These details can be sent to your solicitor or a family member if you lose mental capacity. This offers an extra layer of protection.

LPA for health and care reasons

It is a common belief that the person nominated as our 'next of kin' can make decisions for us if we are unable to make them for ourselves. However, in law 'next of kin' has no legal standing and such decisions cannot be made by our friends or family unless we have put the appropriate legal arrangements in place.

A Lasting Power of Attorney (LPA) for Health and Welfare is a legal document which can be made to cover a loss of mental capacity in relation to decisions about health and welfare on a temporary or permanent basis.

It is important to plan ahead and set up a Lasting Power of Attorney now to enable a person of your choosing to make health and welfare decisions on your behalf should you lose mental capacity to make these decisions for yourself. An attorney can generally make decisions about things such as:

- Where you should live.
- Your medical care.
- What you should eat.
- Who you should have contact with.
- What kind of social activities you should take part in.

You can also give special permission for your attorney to make decisions about life-saving treatment.

How to arrange an LPA

You don't have to use a solicitor to create an LPA. There is an online service on the Government's website (**www.gov.uk** – search 'Make a lasting power of attorney') guiding you through the process of making an LPA. If you need help deciding whether to make an LPA, call **0300 456 0300**.

It is free to complete your LPA online, but your LPA cannot be used until it's registered. There's an £82 application fee to register each LPA. If the donor has an income of below £12,000, or gets certain benefits, they might qualify for a lower fee, or the fee might be waived altogether.

For an LPA to be valid it needs to be signed and witnessed by all people mentioned on the LPA. The online tool (**www.gov.uk** – search 'Make a lasting power of attorney') makes it simpler to do the first part, the filling in of the form, but you will need to print the form out to get the necessary signatures. A printed, signed LPA has to be registered with the Office of the Public Guardian before it can be used.

If you want to make a property and financial affairs LPA and a health and welfare LPA these will form two separate documents. If you want to use a solicitor, you'll need to pay them to complete the form for you. Fees for creating an LPA vary, so you might want to contact a few to compare their fees and the service they offer. An LPA can take effect:

- Immediately or when you lose mental capacity to make the decisions about your property and finance and this can be specified (property and financial affairs LPA).
- Only when you lose mental capacity to make those decisions for yourself (health and welfare LPA).

The Court of Protection

The Court of Protection (**www.gov.uk** – search 'Court of protection') can make decisions about the finances and welfare of people who cannot make decisions for themselves. If someone only has income from benefits and no capital, then their affairs can be managed by an Appointee – through

the Department for Work and Pensions. If they have capital (e.g. savings) then a court-appointed deputy will be required. You can apply to the Court of Protection if your friend or relative:

- Is mentally incapable of managing their own financial or welfare affairs.
- Has not made an Enduring or Lasting Power of Attorney (EPA) and is now mentally incapable of doing so.
- Has assets that need to be used for his or her

benefit or administered in some way or has complex welfare decisions that cannot be resolved in any other way.

The Court will either make a one-off decision or they will appoint a Deputy to manage and administer the person's property and financial affairs. Please note, the Court of Protection does not offer legal advice. For help in understanding the contents of this section of the Guide, you should contact a solicitor.

Care homes and other housing options

About care homes and nursing homes

Considering your options

Finding the right care is important. The decision to move into residential care is often made at a time of crisis or when it seems that you have exhausted all other options. But moving into a care home is a big step. It is important that you research all the available care and support options before making a final decision.

A short stay, or trial period, in a care home may give you time to think. You can arrange this directly with the care home. If you are having difficulty managing at home due to a recent hospital stay or illness, a short-term service from your local authority to help you get back on your feet and doing things for yourself again, may be all you need. See page 19 for more information about leaving hospital and returning home. Considering your options:

- Have you considered all the benefits and drawbacks of home care versus a care home?
- Have you thought through all the financial implications of moving to a care home: How much will it cost? How will you pay? Will you have to sell your home? What will happen if your money runs out? See 'Paying for care' beginning on page 108.
- Did you know you might be able to have your home adapted to make it easier to get around? See 'Adaptations to your home' beginning on page 37.
- Are you in a position to consider downsizing? This could release equity making it easier to afford some help with housework and maintenance.

- Have you investigated all the support options available to help you look after yourself as well as your house, garden and pets? See the 'Managing at home' section beginning on page 37.
- Have you explored what equipment is available which may help you to manage daily tasks? See 'Equipment and adaptations' beginning on page 30.
- Have you considered all the care technology you can have installed in your home to keep you safe? There are pendant alarms, falls detectors, motion sensors and much more. See 'Care technology' beginning on page 30.
- Have you found out what support is available for specific conditions and disabilities? See 'Conditions, disabilities and end of life care' beginning on page 78.
- Have you researched other residential options where care is available? Such as Extra Care (see page 101)? See 'Other housing options' beginning on page 102.
- Have you considered employing a Personal Assistant? See page 46.
- Have you searched Connect to Support Hampshire's Community Directory for local support groups and services? Visit www.connecttosupporthampshire.org.uk/directories

National Careline, The

Provides support and information to the elderly, their carers and families on a range of issues.

Helpline: **0800 069 9784**

Email: **office@thenationalcareline.org**

Web: **www.thenationalcareline.org**

When a care home is the best choice

If you, or the person you care for, is no longer able to live at home and to stay safe – even with the help of family, friends and paid carers – it may be time to think about a care home. This can often be a very difficult decision, especially for relatives. But it is important to remember that you are acting in the best interests of the person you support.

There can also be many positives to living in a care home or nursing home. A care home will have staff who can provide continuous, 24-hour support. A care home with nursing will also have a registered nurse on site 24 hours a day. There are also important social benefits of living in a care home. Residents can meet one another and join in group activities.

You can contact your local adult social care department for further advice. It can carry out a care needs assessment and will be able to advise you if residential care is the most suitable option. If you would like some help in finding the right care home for you, you could use a free care brokerage organisation such as CHS Healthcare. Call **0800 008 7193** or visit **www.carehomedselection.co.uk**

Choosing the right home

You will want to consider:

1. Your care needs – The most important factor you will want to consider is the ability of the home to meet your care needs:
 - What type of care do you need – e.g. for old age, physical disability, dementia, learning disability? Focus on homes that are registered for these specific needs.
 - Will you need nursing care – now or in the future? Some residential care homes offer nursing care, and some do not, so it is important to understand whether you need this. Talk to your doctor or hospital consultant for professional advice if you think you may need nursing care.

2. Inspection reports:

- All care homes and nursing homes must be registered with the Care Quality Commission (CQC) who regulate and inspect them. Before arranging to visit any homes, search for the home on the CQC website (**www.cqc.org.uk**). Check that they are still registered with CQC and read their latest inspection report.

3. Long- and short-stay care:

- As well as providing residential care, some homes offer short-term stays for convalescence care, or to give you or your carer a break. Residential care can often last a long time, so you need to bear in mind the implications of any move including its financial impact at the beginning.
- You may want to think about looking for homes that offer both personal and nursing care. That way you could stay in the same home if you need nursing care in the future.

4. Where you live:

- Choosing a care home in the area you currently live in would mean that you would still be able to see your friends and keep your doctor. If your family live in another area, you might want to move to a home nearer to them.

5. The size of the home and facilities and services offered:

- Care homes vary greatly in their size. Some have as many as 100 people with many facilities and activities while others are more like a small family home with just one or two residents. There are also some homes that are willing to accommodate couples in their double rooms.

6. Pets:

- You may have a pet that you would like to take with you. You need to check whether this would be possible. If not, ask if the home will allow others to bring pets in to visit you. If you cannot keep your pet with you, you might ask a family member, neighbour or friend to help.
- Other sources of help include the RSPCA (call **0300 123 4999** or visit **www.rspca.org.uk/home**), Dogs Trust (call **0300 303 2188** or visit **www.dogstrust.org.uk**) and The Cinnamon Trust (call **01736 757900** or visit **www.cinnamon.org.uk**). →



Promoting independent living, preserving dignity and privacy at all times

Putting our Residents First

Every resident is an individual, with individual needs that require specific care and attention. For this reason, we believe in taking a collaborative approach to decision making. Respecting the privacy and dignity of our residents is essential, not just when they first enter our home, but at all times during their stay.

Within our nursing homes we aim to provide care to all our residents to a standard of excellence which embraces fundamental principles of good care practice.

We have specially trained and experienced nursing and care staff to support individuals with complex and long term daily living and health care needs and those requiring enabling services or rehabilitation that promote independence:

- 🌳 **Residential and Nursing Care**
- 🌳 **Physical Disabilities**
- 🌳 **Palliative Care**
- 🌳 **Complex long term conditions**
- 🌳 **Specialist Dementia Care**
- 🌳 **Focused reablement and rehabilitation services**



Beechcroft Manor	Beechcroft Green	Northcott House
1 Beechcroft Rd, Alverstoke, Gosport, Hampshire, PO12 2EP beechcroft.manor@contemplation.group	1 Anglesey Rd, Alverstoke, Gosport, Hampshire, PO12 2EG beechcroft.green@contemplation.group	1 Bury Hall Lane, Alverstoke, Gosport, Hampshire, PO12 2PP northcott.house@contemplation.group
Tel: 023 9258 3908	Tel: 023 9258 5512	Tel: 023 9251 0003

Acacia House Nursing Home	Southlands Nursing Home	Two Beeches Nursing Home	Woodlands Ridge Nursing Home
33 Portsmouth Rd, Horndean, Waterlooville, Hampshire, PO89LN acacia.house@contemplation.group	17-19 Bellair Road, Havant, Hampshire, PO9 2RG southlands@contemplation.group	2 Wallis Road, Waterlooville, Hampshire, PO7 7RX two.beeches@contemplation.group	191 Woodlands Rd, Woodlands, Southampton, Hampshire, SO40 7GL woodlands.ridge@contemplation.group
Tel: 023 9259 4138	Tel: 023 9248 3036	Tel: 023 9223 2706	Tel: 023 8029 2475



→ Visiting a care home

1. Before you visit, speak to the manager and check:

- They offer the kind of care you want.
- They are registered to provide the type of care you need.
- What their charges are and what they cover.
- They have the kind of room you are looking for.
- Whether they have a vacancy.
- Whether they are happy to arrange a trial period.

2. Book a visit:

Arrange to visit the home. This will give you a chance to meet the staff and residents and talk to them about the home. It is essential that you are happy in the home you choose to live in. If you are not physically well enough to visit the home, you should ask someone who knows what you want to visit on your behalf.

3. Plan your questions:

You will have a lot to think about on your first visit. Your first impressions of staff and residents are important. You'll also want to note the physical features of the building, details of the rooms, arrangements about personal possessions and day-to-day life as well as financial matters. It is a good idea to think of all the questions you may have before you go and to take them with you when you visit. This Guide includes a checklist of useful questions to consider asking of a care home before you make any final decisions; see page 105.

Contracts and agreements

You should make sure that before you move into a home you are given a contract or resident's agreement. This should be signed by you or your representative and by the homeowner or manager, or his or her representative.

The contract should confirm exactly what you will be paying each week and what that charge covers. For example, it might tell you that laundry for bedding and clothes is included, but that any dry cleaning would be charged extra. You need to be clear about all extra charges before you move in, and how and

when the price you pay will be reviewed. You should always ask to see a copy of the home's standard contract/agreement when you visit and discuss how and when the price you pay will be reviewed. The contract should also tell you:

- When you should pay your fees or other costs – for example, monthly in advance or after you have received an invoice.
- How you can pay the fees – for example, by standing order.
- What happens if you have to go into hospital.
- When and how the contract/agreement can be ended.
- What you should do if you have complaints about the home or about the way you are treated.

Arrange a trial period

If you are planning to give up your home and move into a care home, don't make a hasty decision. When you have found what you think is the right home for you, arrange to spend a trial period there for a few weeks before you make your final decision.

Even if you go into a home in an emergency, you should still think about your first four weeks as a trial period. You should not arrange to sell or give up the tenancy on your existing home until after the trial period and when you are sure that you have found the right care home for you.

Living in a care home

Once you have moved into a care home, it can take a while to settle in as this will have been a major change in your life. It will take some time for you, the staff and other residents to get to know each other and for you to get used to new routines and activities. You will also need to know what you should be able to expect from the care home and what to do if you are worried about your or someone else's safety.

If you are unsure or worried about anything, try to talk to a member of staff about your concerns. If you are a relative or friend of someone living in a care home and have concerns about the care they are receiving, try talking to the manager or whoever is in charge.





Live Safe & Well

Avery Healthcare is a leading national care provider with a portfolio of five exceptional care homes in Hampshire. Within a safe and supportive environment, residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

Residential, nursing, dementia, and respite care • Nutritionally balanced seasonal menus
Stimulating schedule of daily activities and entertainment
Spacious, beautifully decorated bedrooms • Highly trained staff teams

For the best in Hampshire, look no further.

averyhealthcare.co.uk



Fleet | Farnborough | Basingstoke | Bassett | Winchester



➔ All care providers must have procedures for handling complaints. If you are not satisfied with the way your complaint has been handled, you can ask the Local Government and Social Care Ombudsman (LGO) to investigate.

Helpline: **0300 061 0614** (Monday, Tuesday, Thursday and Friday, 10.00am to 1.00pm; and Wednesday, 1.00pm to 4.00pm).

Web: **www.lgo.org.uk**

If you are worried about someone's safety, make your concerns known to a person in authority who you feel comfortable talking to. If you have concerns or want to report abuse, contact your adult social care department or call the police on **101**. In an emergency, or if you or someone else is in immediate danger, phone **999**. Hampshire Safeguarding Adults Board (HSAB) has information about Safeguarding Adults in Hampshire, including advice, leaflets and policy documents. Visit **www.hampshiresab.org.uk**

Your rights

The Care Quality Commission (CQC) monitors, inspects and regulates health and social care services, protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

The CQC outlines its fundamental standards of care online (**www.cqc.org.uk** – search 'The fundamental standards') or call **0300 061 6161**.

Moving to a care home in another area when your council is funding your care

If your council has agreed to fund you in a care home you are free to choose a home anywhere in England, Wales, or Scotland. For example, you may wish to move to be near your family or back to the area where you were brought up. If you move to another area, you will need to arrange for a cross-border placement with the council. If a council is paying your fees, and you move to a different area, you will always be paid for by the council that originally assessed your needs.

The Care Act ensures that people receive proper 'continuity of care' when they move from one place to another. This 'continuity' means that a person receiving care and support in one area will continue to receive care on the day of their arrival in the new area. If you want to move to another area, you (or someone on your behalf) must tell the council where you plan to live in future (known as the 'second council') about your intentions.

After the second council has been informed and is satisfied that the intention to move is genuine, ➔



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.

Call to find out how we can help.



barchester.com/Hamps

Nursing care • Dementia care • Respite breaks

Orchard House • 01983 623 406
Fairlee Road, Newport, Isle Of Wight, PO30 2EP

Vecta House • 01983 623 407
Atkinson Drive, Newport, Isle of Wight, PO30 2LJ

→ it must then inform the council where you are currently living, or which is responsible for paying towards your care and support at the current time (known as the ‘first council’). Your local council is only obliged to pay enough to cover the cost of the care you need in the area you require. It is therefore important to find out the cost of care homes in that area. You could also find out how much the local council in that area pays for places which it is funding.

Care homes will sometimes charge a different rate if a person is being paid for by the council compared with a person who is paying his/her own fees.

Therefore, when you are looking for a care home place, it is important to tell the care home that your fees will be the responsibility of your local council. First Stop provides a telephone advice line for older people, their families and carers about housing and care options for later life. Call **0800 377 7070**.

Paying for care in a care home

It is very important that you consider all the financial aspects of moving into a care home, whether you are funding the costs yourself or you are eligible for funding from the NHS or your local authority. It is strongly advised that you read the ‘Paying for care’ information beginning on page 108.

Advice for carers, families and friends

Making the right decision

Many people arrange their own care but often it is a family member or friend who asks the questions and becomes closely involved in helping someone move into residential care. You may be trying to make arrangements from a distance, or you may be living with a person who has many care needs, and it may be difficult for you to come to the decision that residential care is what your relative or friend needs.

Before making a final decision and looking for a care home, it’s a good idea to explore other options as there may be an alternative. See the information in the ‘Managing at home’ information section beginning on page 37.

Financial implications

Residential care can often last a long time, so it is important that your relative or friend (or their legal representative) considers the implications of any move, including its financial consequences, at the beginning so as to try to avoid a move at a later date. See the information on paying for care in the ‘Money matters’ information section beginning on page 108.

Continuing to care

You will want to continue supporting your friend or relative when they are living in a care home. Here are some things to think about:

- Your relative or friend should get an annual review of the care they need, so ask to be present at discussions.

- If you want to do an activity with your friend or relative talk to the home about the best way you can do this.
- Keep an eye on the inspection reports.
- Ask when the inspectors are making their next visit so that you can meet them and talk to them.

Useful contact

Care Rights UK

Provides information, advice and support to people using care services, and their relatives and friends.

Helpline: **0207 359 8136** (Monday to Friday, 9.30am to 1.00pm; and Thursday, 6.00pm to 8.00pm).

Email: **helpline@carerightsuk.org**

Web: **www.carerightsuk.org**

You may also find the ‘Carers’ information section beginning on page 74 helpful.



Extra Care housing

Extra Care housing is designed for people who need some extra help to look after themselves, but not at the level provided by residential care homes. People living in Extra Care housing enjoy the freedom and independence of having their own front door, with the reassurance that care staff are available.

The type of care and housing offered will vary from scheme to scheme. Care staff will usually be on call 24 hours a day, to provide personal care as and when you need it. Personal care includes things like washing and dressing, but not medical care that would need to be provided by a qualified nurse.

Extra Care accommodation can be provided by a local council, a housing association or a private company. You can rent, buy, or part-own it, either by yourself or as a couple.

Key features of Extra Care Housing

- Residents are usually aged 55 or over and can live safely on their own with some support.
- The accommodation consists of self-contained adapted flats or bungalows.
- Care and support staff are available up to 24 hours a day, often based on site, and provide personal care and domestic support such as cleaning and laundry services.
- Emergency alarms are placed throughout the properties and site so residents can call for help, day or night.
- There are some communal facilities and shared services, such as a lounge, dining area and garden.

Care and support

Care and support will be provided to residents in Extra Care housing. The type of help you get will depend on your needs. Some residents will be fairly independent, while others will need more regular help. If your condition changes, or you tend to have good days and bad days, the care you receive should be tailored to this.

The care provided might include help with washing, getting dressed and using the toilet, or reminders

to take medication. You may also be able to get help with shopping, laundry or other domestic tasks. The care staff may be commissioned by your local adult social care department, the housing provider or private home care agencies.

Nursing care, such as having wounds dressed, catheter care or being given medication, will not be provided by the care staff in the scheme. If you need nursing care, this may be provided by a community NHS service, such as district nurses.

Who can get Extra Care housing?

There are a limited number of Extra Care housing schemes, so you'll normally need to meet certain eligibility criteria. Privately run schemes are likely to have fewer criteria than council-run schemes. If you are purchasing an Extra Care apartment or bungalow yourself from a private provider, you may only need to meet the age criteria. If you are looking for a place in a council-run scheme, you will need:

- To be on your local council's housing register.
- To have eligible care needs as assessed by your adult social care department.

To find out about being on the housing register, you should contact the housing department of your local council (this is the council that collects your Council Tax, not Hampshire County Council). Details about council-commissioned schemes, for those with eligible care needs, can be found in the following section.

Extra Care schemes in Hampshire

Elderly Accommodation Counsel (EAC) has details of Extra Care housing schemes in Hampshire. It also offers a self-help tool called HOOP (Housing Options for Older People). This has been designed to help older people access information on a range of housing-related matters including:

- Accessing services to help you live safely and well at home.
- Adapting and improving your home to make it suitable for you.
- Exploring the options available if you wish to move.



→ Complete the online questionnaire, marking any concerns you have with your current home, and at the end you will receive personalised suggestions of local services and recommendations for further reading. If you need more support, there is the option to submit your details to EAC to ask for further advice.

Elderly Accommodation Counsel – Housing

Housing Options for Older People (HOOP).

Web: **www.housingcare.org/help**

If you have an older relative or friend who is unable to access information online, they may wish to speak to an EAC adviser on **0800 377 7070** (9.00am to 3.00pm, Monday to Friday).

Independent Age

Offers a fact sheet on Extra Care housing which can be read online or printed off.

Tel: **0800 319 6789**

Web: **www.independentage.org** (search 'Extra Care housing').

Council-commissioned schemes

Hampshire County Council

Tel: **0300 555 1386**

Email: **extracare@hants.gov.uk**

Web: **www.hants.gov.uk** (search 'Extra Care housing').

Portsmouth City Council

Tel: **023 9283 4989**

Email: **housing.options@portsmouthcc.gov.uk**

Web: **www.portsmouth.gov.uk** (search 'Sheltered housing and extra care').

Southampton City Council

Tel: **023 8083 3006**

Web: **www.southampton.gov.uk** (search 'Housing support for older people').



Other housing options

Suitable housing

If you are finding it hard to manage in your current house or flat, you may want to consider altering it to suit your needs. See the 'Equipment and adaptations' information section beginning on page 30. If you would like information and advice on housing options for older people, Elderly Accommodation Counsel (EAC) offers a self-help tool called HOOP (Housing Options for Older People). See above.

Shelter

Gives practical housing advice and support online, in person and by phone. Expert advisers give free, confidential advice 365 days a year, helping with everything from mortgage arrears to finding a place to sleep.

Tel: **0808 800 4444** (emergency helpline).

Web: **<https://england.shelter.org.uk>**

Citizens Advice

Offers information and advice about housing issues, your rights and responsibilities, renting or buying a home or finding somewhere to live,

landlords, eviction and mortgage payments and help to avoid losing your home.

Tel: **0800 144 8848** (national advice line).

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

Council housing

You can apply for council housing through your local council's housing department (this is your borough, district or city council, not the County Council). You will usually have to join a waiting list and you are not guaranteed to get a property.

Housing associations

Housing associations are private, non-profit-making organisations that provide low-cost housing for people in need of a home. Although independent, they are regulated by the Government and often receive public funding. Many housing associations also run shared ownership schemes to help those who cannot afford to buy a home outright.

You can apply directly to a housing association, or often through your local council. You can apply to more than one housing association at a time.

Once you apply, you will be put on a waiting list. Housing associations normally offer housing to people most suited to that particular property. You may have to wait a long time for a suitable property to become available. More about housing association homes is provided by the Government. Visit **www.gov.uk/housing-association-homes**

Sheltered housing

Sheltered housing is mainly for older people and usually takes the form of a group of small bungalows or flats supervised by a scheme manager, who may or may not live on site, and who can give help and support in an emergency. Sheltered housing can be bought or rented privately, or it may be provided by a local authority, subject to eligibility.

To find out more about local authority funded sheltered housing, contact your local council's housing department. You can also search for advice on housing matters using Connect to Support Hampshire's Community Directory. Visit **www.connecttosupporthampshire.org.uk/directories** and select 'Choose your category' then 'Housing/ Accommodation' and 'Advice'.

Supported Housing/Shared Living

There are some 'group living' schemes which offer communal accommodation to small groups of people in a similar situation – a kind of house-share.

Supported Housing or Shared Living can be in a service supporting usually between one and four people, though larger services do exist. Levels of support can vary from a few hours a week to 24-hour support. Basically, it is a form of support that provides a range of options for adults with intellectual disabilities to be supported in their own home with a tenancy by a qualified contracted provider.

These schemes are mainly for people with learning disabilities and for people with mental health problems. Schemes are run largely by voluntary organisations or housing associations. Generally, these schemes deliver the same kind of services as in sheltered housing. The only difference is that sheltered housing is normally associated with older people.

The objective is to provide a warm and supportive home, with the opportunity for individuals to live a more independent life and become part of a community. For more information on these schemes, please contact your adult social care department. You can also search for supported living schemes in Connect to Support Hampshire's Community Directory. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Housing/ Accommodation' and 'Supported living/Retirement housing').

Shared Lives

For those assessed as eligible by their local adult social care department, Shared Lives schemes provide a permanent home, a short stay, or day care in an ordinary home setting in the community. Shared Lives started as a scheme for adults with learning disabilities but is increasingly becoming an option for older people as well as those with physical disabilities and mental health conditions. Shared Lives schemes are always interested in hearing from those who would like to be a Shared Lives carer.

If you are interested in the Shared Lives scheme, contact your local authority or visit its website as follows and search 'Shared Lives'.

Hampshire County Council

Tel: **0300 555 1386** • Web: **www.hants.gov.uk**

Portsmouth City Council

Tel: **023 9261 6706**

Email: **shared.lives@portsmouthcc.gov.uk**

Web: **www.portsmouth.gov.uk**

Southampton City Council

Tel: **023 8091 7616**

Email: **shared.lives@southampton.gov.uk**

Web: **www.southampton.gov.uk**



NUMADA healthcare

1 Fort Road, Alverstoke, Gosport, PO12 2NJ

Tel: **023 9251 0344** • www.numadahealthcare.co.uk



Carleen Nursing Care Home

Portchester, Fareham PO16 8PT

Tel: **01329 232418**

Enquiries to Suman Mathew

E: carleen@numadahealthcare.co.uk

Ground floor rooms open out on to attractive gardens and now registered for dementia.



Thalassa Nursing Care Home

Alverstoke, Gosport PO12 2NF

Tel **023 9258 2382**

Enquiries to Alex Sturmey

E: thalassa@numadahealthcare.co.uk

Excellent ground floor facilities including large communal areas, assisted bathrooms and hairdressing room and now registered for dementia.



Merlin Park Residential Care Home

Alverstoke, Gosport PO12 2NJ

Tel: **023 9252 4366**

Enquiries to Lisa Gascoigne

E: merlin@numadahealthcare.com



Bury Lodge Nursing Care Home – for Dementia

Gosport PO12 3PR

Tel **023 9252 8135**

Enquiries to Vidul Mohan

E: burylodge@numadahealthcare.co.uk

Other services:

Redclyffe House

Gosport, PO12 2JX

Enquiries to Kerrie Hill

T: **023 9252 5546**

E: manager@redclyffehouse.co.uk

Numada Homecare

Gosport, PO12 1SE

Enquiries to Shelley Harlin

T: **023 9251 0011**

E: shelley.harlin@numadahomecare.co.uk



**numada
homecare**

Our group of homes are owned and run as a family business which ensures a personal touch for residents and staff. We have over 20 years of experience in the care home industry. Our overall aim has always been to provide a high quality service for residents.

We employ professionals with a wealth of experience to help us achieve high standards. This includes a Director of Operations, a Director of Care and the home Managers. In addition, we work alongside a consultant for guidance and support. We are proud of our in house training department that ensures all staff receive a full induction and training. All our staff either work towards the Care Certificate or have a qualification in health and social care which ensures staff are well trained to carry out their role.

We continually invest in each of our homes to make sure that they are well furnished, comfortable and well equipped.

Within our group of homes we offer residential care, nursing care for older people including those who are terminally ill or have a physical disability, care for those living with dementia and Redclyffe House specialising in supporting people with Learning Disabilities.

In addition to the residential care we provide we also have a community based Homecare service.

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. 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 95.



Woodside Lodge



Residential Care Home • 01425 673030

Specialists in dementia and residential care



Woodside Lodge Residential Care Home is set in the beautiful village of Bransgore, at the heart of the tranquil New Forest. Established in 1983 we are a family run, and privately owned Residential Care Home with a highly esteemed reputation for offering **bespoke quality Dementia and Residential Care**. Boasting fantastic CQC reviews, and award-winning cuisine, enquire today to find out more about long term and respite care.



Our oath to our Residents is to provide you with **care and support appropriate to your needs**, in a clean, comfortable, friendly, **warm and supportive atmosphere**, ensuring that the Care Service is delivered flexibly, attentively and in a non-discriminate fashion, while respecting each resident's own right to privacy, dignity, fulfilment and the rights to make informed choices. We will assist you to live with as much independence as possible with qualified staff trained in their role as Carers.

You are amongst friends

01425 673030

woodsidelodge@woodsidelodge.co.uk

www.woodsidelodge.co.uk

Woodside Lodge
160 Burley Road, Bransgore
Nr. Christchurch BH23 8DB

Inspected and rated

Good



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 105. 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 95.

Money matters

Paying for care

Who pays for care?

There are three ways that care in your home, or in a care home, may be paid for:

- The person being cared for (or their family or a friend) pays all the costs for their care. This is called 'self-funding'.
- The local authority pays for some or all of the care.
- Sometimes the NHS may also contribute to the cost of all or some of the care.

How much does care at home cost?

Some care and support services are provided free of charge, but you may need to pay for other types of services. See Hampshire County Council's information on which services you might have to pay for by visiting www.hants.gov.uk (search 'What you might have to pay for').

The cost of care delivered in your home by a home care agency (sometimes called a domiciliary care agency) depends on the level of care you need. As a rough guide, the cost of a home care agency for a self-funder in the Hampshire County Council area is likely to be at least the minimum rate of £20+ per hour, and potentially more*.

If you employ a Personal Assistant yourself, you could expect to pay £11 to £15 per hour. You would be responsible for other costs associated with being an employer. See Hampshire PA Finder for more information by visiting www.hampshirepafinder.org.uk

24-hour live-in care costs vary greatly according to needs. As a general guideline, many live-in care providers charge between £800 and £1,500 per week*. This care cost will rise if there are two or more people that need caring for at the same time.

*Source: www.which.co.uk (search 'Home care fees').

How much does a care home or nursing home cost?

The costs of care homes vary greatly and will depend on whether it is a residential home or a nursing home, whether you have complex needs

or dementia, whether you have a single or shared room, whether you have an en-suite bathroom and many other factors. For a guide to current average costs in the south east, use the residential care costs calculator on the Paying for Care website. Visit www.payingforcare.org/calculators/residential-care-costs

What if I am paying my care home or nursing home fees myself?

If you have more than £23,250 in assessable savings (usually including the value of your home), you will need to pay the full cost of care yourself. It is very important that you and your family consider what will happen if your savings were to fall below the 'capital threshold' of £23,250.

Your local authority's adult social care department will assess your care and support needs. You will always be offered at least one care home place that will meet your eligible needs. However, it will not necessarily pay for your current accommodation if this is more expensive than the authority would usually expect to pay in order to meet your assessed needs.

If you wish to stay in your current accommodation, you might need to ask your family or another third party to pay a 'top-up' fee to the care home. A top-up is where a third party (or, in some very limited circumstances, you) pay the difference between what the council would reasonably expect to pay, and the rate charged by your chosen care home.

You may have been assessed as having to pay the full cost of your care yourself, but you cannot access your capital as it is tied up in your home. If you are finding it difficult to sell your home, or don't wish to sell your home, you can request a long-term loan from your local authority known as a 'deferred payment agreement'.

When will my local authority pay for my care?

Firstly, your local authority will need to carry out an assessment of your care needs. If you have

'eligible care needs' that qualify for help from your adult social care department, it will then carry out an assessment of your finances. The financial assessment is a detailed process, and every case is assessed individually. As a general guide, if you have:

- More than £23,250 in assessable savings*, you will need to pay the full cost of care yourself.
- Between £14,250 and £23,250 in assessable savings, the local authority will look at your savings and assessable income to work out what, if any, contribution you will pay towards your care costs.
- Less than £14,250 in assessable savings, the local authority will take into account any assessable income you have to work out what contribution you will pay towards the cost of your care.

*The value of your home is usually taken into account if you are being assessed for residential care. There are times when the value of your home is not taken into account, such as a temporary stay in a care home or if a dependent relative is living in your home. Before your local authority offers services, it will need to consider whether your primary need is health-related and whether you may be eligible for NHS Continuing Healthcare (see below).

When will the NHS pay for my care?

You may be eligible for funding through a health fund called NHS Continuing Healthcare (CHC). This is care that is arranged and funded solely by the NHS for individuals who are not in hospital but have been assessed as having a 'primary health need'. There are very strict eligibility criteria for this payment.

If you think you may be eligible for CHC, you can contact your local integrated care board (ICB) directly for an assessment. This will be Hampshire and Isle of Wight ICB (for all residents living within the Hampshire County Council, Portsmouth City Council and Southampton City Council areas).

Hampshire and Isle of Wight ICB

Tel: **0300 561 2561**

Web: **www.hantsiowhealthandcare.org.uk**
(search 'All age continuing care').

Hampshire

Tel: **0300 123 4448**

Email: **hiowicb-hsi.continuingcare1@nhs.net**

Portsmouth

Tel: **023 9243 7963**

Email: **continuingcare117@portsmouthcc.gov.uk**

Southampton

Tel: **023 8072 5650**

Email: **hiowicb-hsi.continuinghealthcare@nhs.net**

If you are not eligible for NHS Continuing Healthcare, you may still be eligible for NHS-funded Nursing Care if:

- You have been assessed as needing care from a registered nurse.
- You live in a nursing home.

The NHS pays a flat rate directly to the nursing home towards the cost of your nursing care. It won't pay for the other care home costs, such as the accommodation.

Can I avoid paying for care?

It is against the law to intentionally give away or decrease your savings or property (your assets) in order to avoid paying your care fees. →

Long Term Care Fees and Wealth Management Advice

David Butler

Succession Wealth



Provides specialist advice to help clients plan for Care Fees and to achieve their retirement lifestyle ambitions.

Offering help and advice in:

- Entitlements and allowances
- Preservation of capital where possible
- Paying care fees
- Mitigating Inheritance Tax Liability

Whether you are in care, about to go into care, or acting on behalf of someone else, we can advise the most appropriate course of action for your individual circumstances.

Please contact:

David Butler Chartered Financial Planner and Care Fees Specialist

T: **07830 533288**

E: **david.butler@successionwealth.co.uk**



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→ Local authorities will only fund care after a thorough financial assessment, and they can refuse to fund care if they believe that ‘deprivation of assets’ has taken place. Read more about deprivation of assets from Age UK by visiting **www.ageuk.org.uk** (search ‘Deprivation of assets’) or call **0800 678 1602** for information or to request a factsheet.

Will I have to sell my home?

The idea of selling your own home to pay for the cost of a care home is something which concerns most people. An independent financial adviser will be able to discuss your situation with you in detail.

Independent Age

Provides a factsheet about selling your property to pay for care home fees and outlines alternative options such as the deferred payment agreement.

Tel: **0800 319 6789** (for advice or to request a factsheet). • Web: **www.independentage.org** (search ‘Care home fees and your property’).

Paying for Care

Explores the option of renting out your property to fund your care fees. • Web:

www.payingforcare.org/rent-your-home-out

Getting independent financial advice

Paying for care can be an expensive and open-ended commitment. If you are paying the full cost of care yourself, you should seek independent financial advice. Look for a financial adviser with specialist qualifications on advising on the funding of long-term care. They will be able to explain all the costs and risks involved and should be able to help with other things such as setting up a Lasting Power of Attorney. If you are currently receiving care, it is still advisable to seek specialist information and advice as there may be options available to you to protect your interests and those of your family.

Benefits

If you are state pension age, physically or mentally disabled, and need someone to help look after you, you may be entitled to Attendance Allowance. You do not have to have someone caring for you to claim. If you are under state pension age and have a disability or long-term health condition which means you have difficulties with daily living or getting around, you may be entitled to Personal

Money Helper

Gives advice about all aspects of paying for care.

Tel: **0800 138 7777**

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

Society of Later Life Advisers (SOLLA)

A not-for-profit consumer organisation that aims to assist consumers and their families in finding accredited independent financial advisers who understand financial needs in later life.

Tel: **0333 202 0454**

Web: **www.societyoflaterlifeadvisers.co.uk**

Planning for your future

Good planning will help make sure you or your family are ready to meet any of the costs that might arise. It will also allow you to provide for your loved ones and ease the burden on them. Comprehensive advice is available from Money Helper about planning for illness, old age and death including information about how to fund your long-term care. See the previous section for contact details. This Guide’s information about Powers of Attorney may be useful. See page 92.

It may also be a good idea to think about advance health care planning. Anyone can plan for their future care, whether they are approaching the end of life or not. Advance care planning can let people know your wishes and feelings while you’re still able to. The NHS website has information about planning ahead for the end of life. Visit **www.nhs.uk** (search ‘End of life care’).

Further information and advice

Information on paying for permanent residential care and paying for care and support at home is available from Age UK. Call **0800 678 1602** or visit **www.ageuk.org.uk** (search ‘Paying for care’).

Independence Payment.

You may also be able to claim a discount on your Council Tax or apply for a grant or other benefits. There are online benefits calculators to help you work out which benefits you can claim. For more information and signposting, visit **www.gov.uk/benefits-calculators**

Alternatively, contact your local Jobcentre Plus to check you are receiving the right benefits. There's a limit on the total amount of benefit that most people aged 16 to 64 can get. This is called the benefit cap. For more information, visit **www.gov.uk/benefit-cap**

Carers UK

Provides information about Council Tax discounts for carers and for those with severe mental impairment and disability-related Council Tax reduction.

Tel: **0808 808 7777** • Web: **www.carersuk.org**

GOV.UK

Provides information about benefits entitlement, Council Tax, death and bereavement benefits, disability equipment and transport benefits, benefits for people with disabilities, benefits for students with disabilities, extra money to pay for university, heating and housing benefits, low-income benefits, tax credits, pensions and pension credits. • Web: **www.gov.uk**

Help with claiming benefits and form filling

If you need extra help or support, the Department for Work and Pensions (DWP) Visiting Team can visit you at home (or somewhere else, such as in hospital) to help you with your benefit claim. You cannot book a visit yourself. Tell the DWP if you need help to claim benefits by calling the number of the benefit you're applying for. If you're eligible, the DWP will arrange a support visit (see benefits information on page 110). Alternatively, visit **www.gov.uk/support-visit-benefit-claim**

Your local Citizens Advice can provide expert advice on benefits. Some may be able to assist with form-filling. Find your local branch using the following contact details.

Basingstoke and Tadley

Tel: **0808 278 7829** (Basingstoke).

Tel: **0808 278 7987** (Tadley).

Citizens Advice

Tel: **0800 144 8848** (national advice line).

Tel: **18001 0800 144 8848** (text relay).

East Hampshire (Alton, Petersfield and Whitehill & Bordon) • Tel: **0808 278 7901**

Eastleigh • Tel: **0808 278 7862**

Fareham • Tel: **0808 278 7964**

Gosport • Tel: **0808 278 7903**

Hart • Tel: **0808 278 7864**

Havant • Tel: **0808 278 7809**

New Forest (Hythe, Lymington, New Milton, Ringwood and Totton) • Tel: **0808 278 7860**

Portsmouth • Tel: **023 9400 6600**

Rushmoor • Tel: **0808 278 7912**

Southampton • Tel: **0808 278 7863**

Test Valley (Andover, Romsey, Stockbridge and surrounding areas) • Tel: **0808 278 7862**

Winchester • Tel: **0808 278 7861**

Carers Together in Hampshire provides benefits advice and help with form-filling for older people and carers. Visit **www.carerstogether.org.uk** or call **01794 519495**.

Southampton Advice & Representation Centre Ltd (SARC) in Southampton provides advice and representation in welfare benefits and employment. Visit **www.sarc.org.uk** or call **023 8043 1435**.

Further advice and guidance

Several organisations can give you advice if you want to apply for benefits, including:

- Age UK – Tel: **0800 678 1602**.
- Turn2us – Tel: **0808 802 2000**. Web: **www.turn2us.org.uk** (search 'Claiming benefits – what are benefits?').
- Veterans Welfare Service – Tel: **023 9270 2232** or **0808 191 4218**.
- SSAFA (for former and serving members of the Armed Forces) – Tel: **0800 260 6767**.

Guidance in relation to specific disabilities:

- National Autistic Society (Autism) – Web: **www.autism.org.uk/advice-and-guidance**
- Mencap (learning disabilities) – Tel: **0808 808 1111**.
- Dementia UK (dementia) – Tel: **0800 888 6678**.
- Mind (mental health) – Tel: **0300 123 3393**.

Cost of living and money worries

Information and advice

For help and advice use the following contact details.

Citizens Advice

Tel: **0800 144 8848** (national advice line).

Tel: **18001 0800 144 8848** (text relay).

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

Portsmouth City Council

Tel: **023 9279 4340** (Advice Portsmouth) or

023 9284 1047 (Cost of Living Hub).

Web: **www.portsmouth.gov.uk** (search 'Money advice').

Southampton City Council

Tel: **023 8001 0883** (weekdays, 10.00am to 12.30pm; and 1.30pm to 4.00pm).

Web: **www.southampton.gov.uk** (search 'Welfare rights and money advice').

Help with food

If you can't afford to buy enough food, you may be able to get some short-term help from your local food bank. You will need a voucher to use a food bank. To find out where you can get a voucher, contact your local food bank or phone the Citizens Advice national phone service on **0800 144 8848**. A list of local food banks can be found online at **www.connecttosupporthampshire.org.uk/financesupport** or you can refer to the following contact details.

Alton Food Bank

15 Market Square GU34 1HD • Tel: **07773 034447**

Andover Food Bank

St John the Baptist RC Church,
Alexandra Road SP10 3AD • Tel: **01264 362111**

Basingstoke Food Bank

Tel: **07722 673645 / 07941 336464**

Brighton Hill

Basingstoke Baptist Church,
Gershwin Road RG22 4HL

Buckskin

Buckskin Evangelical Church,
Chiltern Way RG22 5BB

Popley

St Gabriel's Church, Tewksbury Close RG24 9DU

Sarum Hill

The Sarum Hill Centre,
Hope Community Church RG21 8SR

Tadley

Tadley Common Methodist Church, Newchurch
Road RG26 3BF

Town Centre

St Michael's Church, Church Cottage, Church
Square RG21 7QW

Winklebury

Church of the Good Shepherd, Winklebury Centre,
RG23 8BU

Bordon Food Bank

Pinehill Road GU35 0BS
Tel: **07708 653218 / 07563 545811**

Eastleigh Basics Bank

Unit G6, Wells Place SO50 5PP
Tel: **07563 609994**

Fareham and Gosport Basics Bank

Aspect House, Westbury Road, Fareham PO16 7XU
Tel: **01329 822204**

Unit 1, The Old Railway, Spring Garden Lane,
Gosport PO12 1FQ
Tel: **07826 305900**

Farnborough Food Bank

Christ Church, 55 Cove Road, Cove GU14 0EX
Tel: **07783 821356**

Hart Food Bank

Darby Green

St Barnabas Church, Brinns Lane GU17 0BT
Tel: **07858 759218**

Fleet

Fleet Baptist Church, 115 Clarence Road GU51 3RS
Tel: **07926 806256**

Hook

Life Church Centre, Elms Road RG27 9DX
Tel: **07849 198179**

Odiham All Saints

c/o Oslers Place, Deer Park View RG29 1JY
Tel: **07387 116947**

Meon Valley Food Bank

Wickham Community Centre, Mill Lane, Wickham,
Fareham PO17 5AL • Tel: **07956 375447**

Netley Abbey Food Bank

The Haven, 30 Queens View SO31 5EA
Tel: **07485 007800**

New Forest Basics Bank

Cannon Street East Car Park, Lymington SO41 9BR
Tel: **01590 610008**

Petersfield Food Bank

Methodist Church, Station Road GU32 3EB
Email: **info@pactfoodbank.org.uk**

Portsmouth Food Bank

Central

The King's Centre and Church, Fraser Road,
Southsea PO5 4QA
Tel: **023 9298 7976**

Portsea

Harbour Church Gunwharf (Portsea),
St Georges Square PO1 3AT
Email: **foodbank@harbourchurchuk.org**

Romsey Food Bank

Freedom Centre, Unit 6,
Greatbridge Business Park, Budds Lane SO51 0HA
Tel: **07761 405870**

North Baddesley

Community Life Centre,
Fleming Avenue SO52 9AQ
Tel: **07761 405870/023 8041 0648**

Southampton Food Bank

Tel: **023 8055 0435**

Bitterne

The Old Chemist, 16 Manor Farm Road SO18 1NP

City Centre

Above Bar Church, Ogle Road SO14 7FE

Lordshill

Lord's Hill Church SO16 8HY

Shirley

Shirley Baptist Church, Church Street SO15 5LG

Sholing

St Mary's Church, 49 St Monica Road SO19 8ES

Waterlooville Food Bank

Wecock Church, Kite Close PO8 9UJ
Tel: **07342 745798**

Waterside Food Bank

193-195 Hampton Lane, Blackfield,
Southampton SO45 1XA • Tel: **07768 713329**

Winchester Basics Bank

New Alresford

St Gregory's Church, Grange Road,
Alresford SO24 9HD • Tel: **07581 370020**

Penton Place

21a Penton Place, Milland Road,
Highcliffe SO23 0PZ
Tel: **01962 855774 / 07581 370020**

St Barnabas Church

Fromond Road, Weeke SO22 6DS
Tel: **07581 370020**

Winchester Vineyard Church (The Storehouse)

Unit A, Bar End Industrial Estate,
Bar End Road SO23 9NR • Tel: **01962 863217**

Connect to Support Hampshire's Community Directory contains details of local lunch clubs. Visit **www.connecttosupporthampshire.org.uk/directories** (select 'Choose your category' then 'Community support/activities' and 'Lunch clubs').

The Smart Living website has tips and ideas for making the most of the food you have and avoiding waste. Visit **www.hants.gov.uk** (search 'Smart living').

Tax

- Get help with paying your taxes from the Government by visiting **www.gov.uk/tax-help**
- Tax Help for Older People is a service from the charity Tax Volunteers providing free, independent and expert help and advice for older people on lower incomes who cannot afford to pay for professional tax advice. Visit **www.taxvol.org.uk** or call **01308 488066**. →

→ Debt and money management

The following organisations offer free, impartial advice on debt and budgeting.

Business Debtline

Debt help for the self-employed and small businesses. • Tel: **0800 197 6026**
Web: **www.businessdebtline.org**

Christians Against Poverty

Debt counselling for anyone, regardless of faith.
Tel: **0800 328 0006** • Web: **www.capuk.org**

Citizens Advice

Debt and money advice – budgeting, debt and general financial advice.
Tel: **0800 144 8848** (national advice line) or **0800 240 4420** (debt helpline).
Tel: **18001 0800 144 8848** or **18001 0800 240 4420** (text relay).
Web: **www.citizensadvice.org.uk/debt-and-money**

Gamcare

Offers support and advice to those affected by gambling, including specific advice regarding money management.
Tel: **0808 8020 133**
Web: **www.gamcare.org.uk**

Income Max

Help to maximise income and improve finances.
Tel: **0300 777 7772**
Web: **www.incomemax.org.uk**

Money Helper

Advice and tools to help improve your finances.
Tel: **0800 138 7777**
Web: **www.moneyhelper.org.uk**

National Debtline

Confidential debt advice. • Tel: **0808 808 4000**
Web: **www.nationaldebtline.org**

Pay Plan

Advice, guidance and support for anyone struggling with debt.
Tel: **0800 280 2816** • Web: **www.payplan.com**

Step Change

Advice on problem debt.
Tel: **0800 138 1111** • Web: **www.stepchange.org**

Surviving Economic Abuse

Information and advice for victims of domestic abuse who are in financial difficulty.
Tel: **0808 196 8845** (financial support line – Monday to Friday, 9.00am to 1.00pm; and 2.00pm to 5.00pm).
Web: **www.survivingeconomicabuse.org**

Money worries and mental health

The NHS has practical advice on coping with financial worries. Visit **www.nhs.uk** (search ‘Coping with financial worries’).

Mind

Offers practical tips on managing your money and improving your mental health.
Tel: **0300 123 3393**
Web: **www.mind.org.uk** (search ‘The link between money and mental health’).

Money Saving Expert

Supported by Mind, Rethink, CAPUK and others, Money Saving Expert has developed a guide for people in debt with mental health problems and those caring for them.
Web: **www.moneysavingexpert.com** (search ‘Mental health and debt’).

If you are receiving mental health crisis treatment and struggling with problem debt, the Government’s Mental Health Breathing Space scheme has been set up to create time and space for you to get the treatment you need, without having to worry about your debts growing or your creditors contacting you during treatment. The National Debtline has a useful fact sheet. Visit **www.nationaldebtline.org** (search ‘Breathing space’) or call **0808 808 4000**.

See also the ‘Mental health’ section beginning on page 15.

Short-term grants and advances

The Department for Work and Pensions provides grants and short-term advances for people who already claim benefits, such as:

- Maternity grants (call **0800 169 0140** or visit **www.gov.uk/sure-start-maternity-grant**).
- Short-term benefit advances (**www.gov.uk/short-term-benefit-advance**).

- Budgeting loans (call **0800 169 0140** or visit **www.gov.uk/budgeting-help-benefits**).
- Budgeting advances (call **0800 328 5644** or visit **www.citizensadvice.org.uk** – search ‘Universal credit budgeting advance’).

You can check you are receiving the right benefits:

- Use an online benefits calculator (**www.gov.uk/benefits-calculators**).
- Contact Jobcentre Plus (**www.gov.uk/contact-jobcentre-plus**).

Free school meals

Eligibility for free school meals depends on the circumstances of the parents or carers. Find out more from your local authority.

Hampshire County Council

Tel: **0300 555 1375**

Web: **www.hants.gov.uk** (search ‘Free school meals’).

Portsmouth City Council

Tel: **023 9283 4962**

Web: **www.portsmouth.gov.uk** (search ‘School meals’).

Southampton City Council

Tel: **023 8083 3000**

Web: **www.southampton.gov.uk** (search ‘Free school meals’).

Housing advice

Your local district, borough or city council in Hampshire will be able to give you general advice about housing, housing benefits and homelessness. If you are having problems paying your rent or are worried about mortgage or Council Tax payments, the following organisations may be able to help.

Citizens Advice

Tel: **0800 144 8848** (national advice line).

Tel: **18001 0800 144 8848** (text relay).

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

Shelter

Tel: **0808 800 4444** (urgent helpline).

Web: **<https://england.shelter.org.uk>** (click ‘Housing advice’).

Keeping your home warm

If you are struggling to keep your home warm, and live in the Hampshire County Council area, visit **www.hants.gov.uk** (search ‘Cold spots’) or telephone **0800 804 8601** (9.00am to 5.00pm, Monday to Friday).

Your call will be answered by a member of the friendly and knowledgeable Hampshire-based team from the Environment Centre. This organisation will be able to provide a range of advice and assistance including one-off emergency fuel payment vouchers for people who meet certain eligibility criteria.

Gosport residents (PO12 and PO13 postcodes)

Tel: **0800 804 8601**

Web: **www.switched-on-gosport.co.uk**

Portsmouth, Gosport and Havant residents (PO1 to PO6 postcodes)

Tel: **0800 260 5907**

Web: **www.switchedonportsmouth.co.uk**

Southampton residents

Tel: **0800 804 8601**

Web: **www.environmentcentre.com/southampton-healthy-homes**

If you claim benefits, you may be able to claim discounts or grants to help heat your home. For more about keeping warm in winter, see the information on page 40.

Furniture

Use the internet to search for reuse organisations that may sell second-hand furniture and appliances. The following are some websites or organisations you could try.

Community Furniture Project, The

Sells a wide range of used furniture in Basingstoke. Units 11 and 12, Joule Road RG21 6XH

Tel: **01256 320700** (9.00am to 5.00pm, Monday to Saturday. Closed for lunch, 12.30pm to 1.00pm, Saturday). • Web: **www.n-c-r-c.org**

Emmaus Hampshire

A social enterprise which helps people out of homelessness.

Tel: **01962 868300**

Web: **www.emmaus.org.uk/hampshire** →

→ Furniture Helpline, The

Provides affordable household goods, household furniture and white goods at very low prices to those with a need in Alton.

Tel: **01420 489000**

Web: **www.furniturehelpline.co.uk**

Gumtree

For second-hand furniture and appliances for sale.

Web: **www.gumtree.com**

Jacob's Well Care Centre

Aims to provide furniture to those in need in the Gosport area.

Toronto Place PO12 4UZ

Tel: **023 9258 3050**

Web: **www.jacobswellcarecentre.co.uk**

Charity shops, such as the British Heart Foundation, are also a good place to start if you want to buy second-hand goods for the home at affordable prices. Some household waste recycling centres have sections where you can buy second-hand furniture.

Financial help from charities

Some charities provide financial help such as subsidised care in a care home or help with care fees as well as crisis grants. Often these charities are concerned with particular groups such as nurses or ex-service people.

Turn2us

Use the search tool to find out what charitable funds you may be eligible for.

Tel: **0808 802 2000**

Web: **www.turn2us.org.uk**

Broadband tariffs

If you are on benefits and struggling to pay your monthly broadband costs, contact your provider to see if you are eligible to move to a social tariff. Social tariffs are low-cost broadband deals offered to customers on benefits and cost about £15 per month.

Broadband providers are not obliged to offer social tariffs but have been encouraged to do so by the government and Ofcom. All those receiving Universal Credit are eligible, although some providers extend eligibility to those in receipt of other benefits, such as Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support.

Ofcom

Tel: **0300 123 3333** • Web: **www.ofcom.org.uk**

TV Licence

The Simple Payment Plan was created for those in financial difficulty and who meet certain eligibility criteria. Qualifying customers can choose from either a fortnightly or monthly payment plan that spreads the cost of a TV licence over 12 months. This means you make smaller payments more frequently. The Simple Payment Plan offers flexibility if a payment is missed, as it can be spread across the remainder of the plan instead of having to pay double the amount next time. If payments are missed three months in a row, customers are removed from the Simple Payment Plan.

TV Licencing

Tel: **0300 555 0299** • Web: **www.tvlicencing.co.uk** (search 'Simple Payment Plan').

Protecting adults at risk

Abuse

Abuse is something that is done to another person, without their full understanding or consent, that harms them in some way. It may consist of a single act or repeated acts. Abuse or neglect may be deliberate, or the result of negligence or ignorance. Unintentional abuse or neglect arises, for example, because pressures have built up and/or because of difficult or challenging behaviour

which is not being properly addressed. Abuse and neglect can take many forms. Abuse can include one or more of the following:

- **Physical abuse** – includes hitting, pinching, pushing, misuse of medication or physically restraining someone in an inappropriate way. For example, being locked in or force-fed.

- **Financial/material abuse** – includes theft, fraud, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. For example, having money or property stolen, being pressured into giving people money or changing a will, misuse of benefits, not being allowed access to money.
- **Sexual abuse** – includes rape and sexual assault or sexual acts to which the adult has not consented and may not understand or was pressured into consenting. For example, being made to touch or kiss someone else, being made to listen to sexual comments or forced to look at sexual acts or materials.
- **Psychological abuse** – can happen where someone is isolated, verbally abused or threatened. It includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Discriminating abuse** – includes any type of abuse on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment. For example, ignoring spiritual or religious beliefs, comments or jokes about a person's disability, age, race, sexual orientation, or gender/gender identity, ignoring cultural needs.
- **Exploitation** – includes unfairly manipulating someone for profit or personal gain; it can be either opportunistic or premeditated.
- **Neglect and acts of omission** – includes ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Institutional abuse** – can occur in a social or health care establishment such as a hospital or care home and includes from poor practice to neglect, ill treatment and gross misconduct. This may range from isolated incidents to continuing ill-treatment. For example, lack of individual care, no flexibility of bedtimes or waking, deprived environment and lack of stimulation.
- **Mate crime** – occurs when a person is harmed or taken advantage of by someone that they thought was their friend.
- **A hate incident** – any incident that the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. Not all hate incidents will amount to criminal offences, but those that do become hate crimes.

Where can abuse happen?

People who need support need to trust and depend upon a wide range of people who offer them help in many forms. Abuse can happen anywhere. It could take place:

- In your own home.
- In someone else's home.
- At a day centre or college.
- In a residential or nursing home.
- In a hospital or GP surgery.
- At work.
- In a public place.

Who might carry out abuse?

Unfortunately, it is known that abuse can be carried out by anyone such as:

- Family, friends, neighbours.
- Paid staff, carers, volunteers.
- Other service users or tenants.
- Strangers.

What to do if you suspect abuse

If you think you are being abused, or another vulnerable adult you know is being harmed in any way by another person, please do not ignore it. In an emergency, or if you suspect you or someone else is in immediate danger, phone **999**. If you have concerns, or want to report abuse, phone your local authority social care department or the police on **101**. ➔



→ Hourglass

Operates an elder abuse response helpline.
Tel: **0808 808 8141** (24-hours).

Hampshire Police

Offers guidance on how to prevent and deal with hate crime or hate incidents. You can also report hate crime or hate incidents to a community organisation in your area, if you do not feel comfortable contacting the police. See page 79 for contact details.
Web: **www.hampshire.police.uk** (search 'What is hate crime?').

Hampshire Safeguarding Adults Board

Has information about Safeguarding Adults in Hampshire, including advice, leaflets and policy documents.
Web: **www.hampshiresab.org.uk**

Respond

Exists in order to lessen the effect of trauma and abuse on people with learning disabilities, their families and supporters.
Tel: **020 7383 0700**
Web: **www.respond.org.uk**

Domestic abuse

What is domestic abuse?

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background. Domestic abuse is not always physical violence. It can also include:

- Coercive control and 'gaslighting'.
- Economic abuse.
- Online abuse.
- Threats and intimidation.
- Emotional abuse.
- Sexual abuse.

What signs to look for

If you believe that you or someone else could be a victim of domestic abuse, there are signs that you can look out for including:

- Being withdrawn or being isolated from family and friends.
- Having bruises, burns or bite marks.
- Having finances controlled, or not being given enough to buy food or pay bills.
- Not being allowed to leave the house or stopped from going to college or work.
- Having your internet or social media use monitored, or someone else reading your texts, emails or letters.
- Being repeatedly belittled, put down or told you are worthless.
- Being pressured into sex.
- Being told that abuse is your fault, or that you're overreacting.

Help if you are not in immediate danger

If you, or someone you know, is being abused there is help and support available.

Citizens Advice

Information to help you with finding somewhere safe to stay, getting legal protection and taking legal action. • Tel: **0800 144 8848** (national advice line – 9.00am to 5.00pm, Monday to Friday). • Web: **www.citizensadvice.org.uk** (search 'Domestic abuse').

Galop

Operates a national LGBT+ domestic violence helpline.
Tel: **0800 999 5428** • Email: **help@galop.org.uk**
Web: **www.galop.org.uk**

Hampshire Domestic Abuse Service

Tel: **0330 016 5112** • Web: **www.hants.gov.uk** (search 'Domestic abuse').

Hampshire Libraries

Offer information and support for people at risk.
Web: **www.hants.gov.uk** (search 'Domestic abuse support').

National Domestic Abuse Helpline

Tel: **0808 200 0247** (available 24 hours a day).

Respect Phoneline

Provides support for domestic violence perpetrators.
Tel: **0808 802 4040**

Respect Men's Adviceline

Help for male victims of domestic abuse.
Tel: **0808 801 0327**

Codeword scheme

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately but also phonetically sounds like the name Annie. If a pharmacy has the ANI logo on display, it means they are ready to help. The pharmacy will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.

Help if you are in immediate danger

- Call 999 and ask for the police – if you are in danger and unable to talk, call **999** and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset.
- Call 999 from a mobile – if prompted, press **55** to 'make yourself heard' and this will transfer you to the police. Pressing 55 only works on mobiles and does not allow police to track your location.
- Call **999** from a landline – if the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again. When **999** calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.
- If you are deaf or can't verbally communicate – you can register with the emergency SMS service. Text 'REGISTER' to **999**. You will get a text which tells you what to do next. Do this when it is safe so you can text if you are in danger.

Suicide prevention

Understanding suicidal feelings

Suicidal feelings can affect anyone at any time. Feeling suicidal is not a character defect and it doesn't mean that you are crazy, weak or flawed. It only means that you have more pain than you can cope with right now. Samaritans tell us that most people who feel suicidal do not actually want to die; they do not want to live the life they have. That is why it's so important to seek help and talk through your options. With time and support, you can overcome your problems and the pain and suicidal feelings will pass.

Getting help if you are feeling suicidal

1. If you're feeling suicidal at this moment, please follow these five immediate steps:
 1. **Promise not to do anything right now** – even though you're in a lot of pain, give yourself some distance between suicidal thoughts and suicidal action. Make a promise to yourself: 'I will wait 24 hours and won't do anything drastic during that time.' Or wait a week. Thoughts and actions are two different things – your suicidal thoughts do not have to become a reality. There is no deadline, no one's pushing you to act on these thoughts immediately. Wait and put some distance between your suicidal thoughts and actions.
 2. **Avoid drugs and alcohol** – suicidal thoughts can become even stronger after taking drugs or alcohol. It's important to avoid non-prescription drugs or alcohol when you feel hopeless or suicidal.
 3. **Make your home safe** – remove things you could use to hurt yourself, such as pills, knives or razors. If you are unable to do so, go to a place where you can feel safe. If you are thinking of taking an overdose, give your medicines to someone who can return them only when you need them.
 4. **Don't keep these suicidal feelings to yourself** – many of us have found that the first step to coping with suicidal thoughts and feelings is to share them with someone we trust. It may be a family member, friend, therapist, member of the clergy, your GP or an experienced counsellor at the end of a helpline. Find someone you trust and let them know how bad things are. Don't let fear, shame, or embarrassment prevent you from seeking help. If the first person you reach out to doesn't seem to understand, try someone else. Just talking about how you got to this stage in your life can release a lot of the pressure that's building up and help you find a way to cope. ➔

→ 5. **Take hope** – people do get through this. Even people who feel as badly as you are feeling now manage to survive these feelings. Take hope in this. There is a very good chance that you are going to live through these feelings, no matter how much hopelessness or isolation you are currently experiencing. Just give yourself the time needed and don't try to go it alone.

2. Reach out for help. Even if it doesn't feel like it right now, there are many people who want to support you during this difficult time. Reach out to someone. Do it now. If you promised yourself 24 hours or a week in step 1, use that time to tell someone what's going on with you. Find someone who will simply listen and be there for you. This could be a family member or friend, or one of the following helplines.

CALM (Campaign Against Living Miserably)

Runs a confidential helpline as well as web chat support.

Helpline: **0800 585858** (Monday to Sunday, 5.00pm to 12.00am).

Web: **www.thecalmzone.net**

National Suicide Prevention Helpline UK

Offers a supportive listening service to anyone with thoughts of suicide.

Tel: **0800 689 5652**

(6.00pm to 12.00am, daily).

Papyrus

Runs a helpline for children and young people under 35.

Tel: **0800 068 4141** (24-hours).

Text: **07860 039967**

Email: **pat@papyrus-uk.org**

Web: **www.papyrus-uk.org**

Samaritans

24-hour confidential emotional support to anyone who needs it.

Tel: **116 123**

Email: **jo@samaritans.org**

Shout

Crisis text support if you need immediate assistance.

Text: 'SHOUT' to **85258**.

Silence of Suicide

Support and someone to talk to or just listen.

Tel: **0808 115 1505** (Monday to Friday, 8.00pm to 12.00am; Saturday to Sunday, 4.00pm to 12.00am).

3. Find online information and support as follows.

Getselfhelp has useful distraction techniques and coping strategies.

Web: **www.getselfhelp.co.uk/suicidal.htm**

Grassroots Suicide Prevention has a 'Stay Safe' suicide prevention toolkit for people with learning disabilities.

Web: **www.prevent-suicide.org.uk** (search 'Stay Safe').

Kooth is an online counselling and emotional wellbeing support service for 11–25-year-olds.

Web: **www.kooth.com**

Mind has advice to help you plan for a mental health crisis.

Web: **www.mind.org.uk** (search 'Planning for a mental health crisis').

Staying Safe has information and videos to help you make a safety plan.

Web: **https://stayingSAFE.net**

How can I know if someone else might be feeling suicidal?

Everyone is different, but here are some general signs that may suggest a person needs help. For some people, several of these signs might apply – for others just one or two, or none:

- Feeling restless and agitated.
- Feeling angry and aggressive.
- Feeling tearful.
- Being tired or lacking in energy.
- Not wanting to talk to or be with people.
- Not wanting to do things they usually enjoy.
- Using alcohol or drugs to cope with feelings.
- Finding it hard to cope with everyday things.
- Not replying to messages or being distant.

- Talking about feeling hopeless, helpless or worthless.
- Talking about feeling trapped by life circumstances they can't see a way out of or feeling unable to escape their thoughts.
- A change in routine, such as sleeping or eating more or less than normal.
- Engaging in risk-taking behaviour, like gambling or violence.
- Self-harming.

Again, everyone is different, but here are some common situations that may lead to someone having suicidal thoughts:

- Loss, including loss of a friend or a family member through bereavement.
- Suicide or attempted suicide of family member, friend or public figure.
- Relationship and family problems.
- Housing problems.
- Financial worries.
- Job-related stress.
- College or study-related pressures.
- Bullying, abuse or neglect.
- Loneliness and isolation.
- Challenging current events.
- Depression.
- Painful and/or disabling physical illness.
- Heavy use of or dependency on alcohol or other drugs.

How can I help someone who is feeling suicidal?

We all have a role to play in suicide prevention. About 70% of people who commit suicide give some sort of verbal or non-verbal clue about their intention to end their life. That means you could be in a position to guide someone to get help before they commit the one action that can never be taken back. Things you can do:

- Understand the facts around suicide and suicidal thoughts – look out for possible signs.

- Find out how you can have a conversation with and support someone. Samaritans (www.samaritans.org – search 'Myths about suicide' or call **116 123**) and Rethink Mental Illness (www.rethink.org – search 'How to support someone' or call **0808 801 0525**) provide helpful guidance.
- Build your confidence by doing some online suicide awareness training (contact details below).

Organisations offering helplines are listed on page 121.

If the person is in need of urgent help and cannot keep safe:

- Call an ambulance on **999** or help them to get to the nearest A&E department.
- Stay with them and continue to talk to them if you can.

If the person can keep safe for a short while but is still in need of urgent help, you could:

- Dial **111**. This is a free service and is open 24/7.
- Contact their GP and ask for an emergency appointment.

Online training

Zero Suicide Alliance

Offers free online training to help understand the signs to look out for and the skills required to approach someone who is struggling with suicidal thoughts.

Web: www.zerosuicidealliance.com/training



Self-neglect and hoarding

What is self-neglect?

Self-neglect is an extreme lack of self-care that puts your health, safety or wellbeing at risk. It is sometimes associated with hoarding or may be a result of other causes such as dementia, obsessive compulsive disorder, a physical illness, addiction or traumatic life changes. Hoarding and self-neglect do not always appear together, and one does not necessarily cause the other. Self-neglect could be neglecting to care for your personal hygiene, your health or surroundings.

What is hoarding?

Hoarding is different to 'clutter'. Hoarding is keeping an excessive amount of any material to the point that it prevents a living space from being used for its intended purpose. Hoarding is not a lifestyle choice.

Hoarding disorder is having a persistent difficulty in throwing away or parting with possessions, most of which have little or no monetary value. A person with a hoarding disorder may experience distress at the thought of getting rid of items, or they may be physically unable to due to a health-related factor.

A hoarding disorder usually has harmful effects – emotional, physical, social, financial and even legal – for someone who hoards and their family members.

How to recognise the signs of hoarding in yourself and others

Someone who has a hoarding disorder may:

- Keep or collect items that may have little or no monetary value, such as junk mail and carrier bags, or items they intend to reuse or repair.
- Find it hard to categorise or organise items.
- Struggle to manage everyday tasks, such as cooking or cleaning.
- Become extremely attached to items, refusing to let anyone touch or borrow them.

It's possible to hoard anything physical, such as clothes or shoes, drawings or photographs, books, newspapers, storage containers, post, bills and other paperwork. Animals such as cats and dogs and digital files can also be hoarded.

Why is hoarding a problem?

A hoarding disorder can take over a person's life. It can be difficult to get around your house, maintain personal hygiene and can cause relationships to suffer.

A living space could become very difficult to clean, leading to unhygienic conditions and encourage rodent or insect infestations. It is a fire risk due to the volume of items hoarded and exits being blocked. It can lead to trips and falls, or items could collapse and fall on you or others if kept in large piles.

Support with hoarding

Hoarding is not easy to treat. People who hoard may not recognise it as a problem. Even if someone does agree that they need support they may find it difficult to accept help. Information about how to treat hoarding with help from a GP is available from the NHS (www.nhs.uk – search 'Hoarding disorder').

Hoarding UK

Offers information and advice to help people who hoard.

Web: www.hoardinguk.org (select 'About hoarding').

Mind

Provides information to help people who hoard and their family members.

Web: www.mind.org.uk (search 'Hoarding').

You can search for organisations that support people with a hoarding disorder using Connect to Support Hampshire's Community Directory (www.connecttosupporthampshire.org.uk/directories – search 'Hoard'). You can also search the Marketplace for organisations that can help with deep cleaning and hoarding (www.connecttosupporthampshire.org.uk/marketplace – search 'Deep clean' or 'Hoarding').

If you are concerned that someone you know is self-neglecting or hoarding to the point you believe they are unsafe, you should contact your local authority's adult social care department.



Hampshire Care Association

Do you know the benefits of becoming a member of Hampshire Care Association (HCA)?

HCA membership consists of care providers across Hampshire, Southampton and Portsmouth that offer Residential, Nursing, Domiciliary, Learning Disabilities and Mental Health services.

The Executive Committee at HCA work on behalf of its members with:

- Hampshire County Council (HCC).
- Portsmouth City Council (PCC).
- Southampton City Council (SCC).
- All Integrated Care Boards (ICBs) across the systems.

HCA also continue to negotiate passionately with all of the above for a **Fair Price for Care**.

What we offer our members:

- Regular communications and newsletters.
- Networking meetings.
- **FREE** admission to HCA conferences and workshops.
- **FREE** support helpline.
- **FREE** job listings.
- **FREE** business listings.
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- Discounted rates on training courses.
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UNTIL MARCH
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knowing that we
are on the other
end of the phone
to offer expert
advice.

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visit our website or contact us:

Tel: 023 8025 5794

info@hampshirecare.org
www.hampshirecare.org

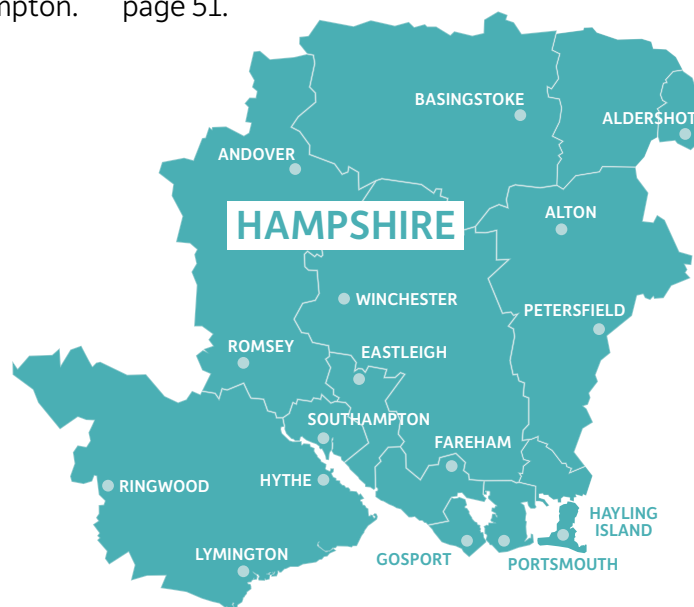


Residential care in Hampshire

This Guide is divided into the geographical areas listed on this map, including Portsmouth and Southampton.

Home care providers can be found beginning on page 51.

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abbotswood.enquiries@cinnamoncc.com

Sunnybank House Eastleigh, SO50 7AP
sunnybank.enquiries@cinnamoncc.com

Hartwood House Lyndhurst, SO43 7DP
hartwood.enquiries@cinnamoncc.com

Netley Court Netley, SO31 5DR
netley.enquiries@cinnamoncc.com

Wellington Vale Waterlooville, PO7 7TY
wellington.enquiries@cinnamoncc.com

Mornington Court New Milton, BH25 5HL
mornington.enquiries@cinnamoncc.com

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*Nursing care only available at Sunnybank House and Wellington Vale



Aldershot care homes

Dimensions 1-2 Westbury Way

1 Westbury Way, Aldershot GU12 4HE
Tel: 01252 311852

LDA

Remyck House

5 Eggars Hill, Aldershot GU11 3NQ
Tel: 01252 310411

OP D

SeeAbility Fairways Residential Care Home

Bradbury Lodge, 10 Victoria Road, Aldershot GU11 1FG
Tel: 01252 947519

OP PD LDA SI YA

For information on different types of care home, see page 94.

Aldershot care homes with nursing

HCA – Hampshire Care Association

Maple House HCA

23 Manor Road, Aldershot GU11 3DG
Tel: 01252 325753

OP D PD YA

Ticehurst Care Home With Nursing HCA

Whitchurch Close, Aldershot GU11 3RX
Tel: 01252 311832

OP D YA

Alton care homes

Advertisers are highlighted

Ashdale

1 Rakemakers, Holybourne GU34 4ED
Tel: 01420 549048

LDA YA

Tudor Rose

23 Borover Lane, Alton GU34 1PB
Tel: 01420 544697

LDA YA

Belford House

Lymington Bottom, Four Marks, Alton GU34 5AH
Tel: 01962 773588

OP D YA

Borover

10 Borover Lane, Alton GU34 1PD
Tel: 01420 554728 **Advert page 127**

OP D PD

Cloverdale

95 Anstey Lane, Alton GU34 2NJ
Tel: 01420 542370

LDA YA

Jasmine House HCA

4A Geales Crescent, Alton GU34 2ND
Tel: 01420 823690

PD LDA YA

Lawn Residential Care Home, The

119 London Road, Holybourne, Alton GU34 4ER
Tel: 01420 841620

OP D YA

Oakcroft

8 Winston Rise, Four Marks GU34 5HW
Tel: 01420 563442

LDA YA

Pax Hill Residential Home EMF Unit HCA

Pax Hill, Bentley,
Farnham GU10 5NG **Advert Adjacent & page 140**
Tel: 01420 525882

OP D YA

Westlands Retirement Home

Westlands House, Headmoor Lane Four Marks,
Alton GU34 3EP
Tel: 01420 588412

OP D PD MH YA

Winchester Road HCA

52 Winchester Road, Four Marks,
Alton GU34 5HR
Tel: 01420 564028

LDA YA

See the checklist on page 105 for useful questions to ask when looking at care homes.

01420 525882

www.paxhill.co.uk



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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

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10 Borovere Lane, Alton, GU34 1PD



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Alton care homes with nursing

HCA – Hampshire Care Association

Brendoncare Alton **HCA**

Adams Way, Alton GU34 2UU
Tel: 01420 549797

OP D

Treloar College

Powell Drive, Holybourne, Alton GU34 4GL
Tel: 01420 547400

PD LDA SI YA

Marlfield Care Home With Nursing **HCA**

Gilbert White Way, Alton GU34 2LF
Tel: 01420 593960

OP D YA

See page 108 for more information on paying for care homes in Hampshire.

Alverstoke care homes

Hazeldene Residential Care Home **HCA**

20 Bury Road, Gosport PO12 3UD
Tel: 023 9252 7153

OP D YA

Park View **HCA**

26 Crescent Road, Gosport PO12 2DJ
Tel: 023 9250 1482

PD LDA SI YA

Alverstoke care homes with nursing

Advertisers are highlighted

Alverstoke House Nursing Home **HCA**

20 Somervell Close, Alverstoke, Gosport PO12 2BX
Tel: 023 9251 0254 **Advert adjacent**

OP PD YA

Beechcroft Green Nursing Home **HCA**

1 Anglesey Road, Alverstoke, Gosport PO12 2EG
Tel: 023 9258 5512 **Advert page 96**

OP D PD

Northcott House Residential Care and Nursing Home **HCA**

Bury Hall Lane, Gosport PO12 2PP
Tel: 023 9251 0003 **Advert page 96**

OP D PD SI YA

Alverstoke House
Care Home with Nursing



Alverstoke House is a purpose built, family run nursing home specialising in Caring for the Elderly who have complex nursing care needs.

We also specialise in end of life care and respite care.

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info@alverstokehouse.com
www.alverstokehouse.com

20 Somervell Close, Alverstoke, Gosport PO12 2BX

See page 126 for the **Service User Bands** key

Thalassa Nursing Home **HCA**

79 Western Way, Gosport PO12 2NF

Tel: 023 9258 2382 **Advert page 104** **OP D PD YA**

Woodcot Lodge **HCA**

12 Rowner Road, Gosport PO13 OEW

Tel: 02392 601402 **OP D PD SI YA**

Andover care homes

Arbory Residential Home **HCA**

London Road, Andover Down,

Andover SP11 6LR

Tel: 01264 363363 **Advert page 4** **OP D PD MH YA**

Clifford House Residential Care Home **HCA**

Clifford House, 11 Alexandra Road,

Andover SP10 3AD

Tel: 01264 324571 **OP D**

Copper Beeches Care Home

Woodlands Way, London Road, Andover SP10 2QU

Tel: 01264 353703 **OP D YA**

**Enham Trust – Care Home Services
(Michael/Elizabeth & William Houses)**

Macallum Road, Enham Alamein,

Andover SP11 6JR

Tel: 01264 345827 **PD LDA YA**

Homewood Care Home **HCA**

Enham Lane, Charlton, Andover SP10 4AN

Tel: 01264 324200 **LDA**

Ravenna Lodge

East Anton Farm Road, Andover SP11 6RD

Tel: 0203 019 0607 **OP MH YA**

Andover care homes with nursing

Andover Nursing Home **HCA**

Weyhill Road, Andover SP10 3AN

Tel: 01264 333324 **OP D PD MH SI YA**

Ashbourne Court Care Home

13 Salisbury Road, Andover SP10 2JJ

Tel: 01264 355944 **OP**

Harrier Grange **HCA**

Hawker Siddeley Way, Andover SP11 8BF

Tel: 01264 252555 **OP D PD MH SI**

Millway House **HCA**

Amesbury Road, Weyhill, Andover SP11 8DE

Tel: 01264 773737 **OP D PD**

Rothsay Grange

Weyhill Road, Weyhill, Andover SP11 OPN

Tel: 01264 253 657 **Advert below** **OP D PD YA**

Willow Court Nursing Home **HCA**

Charlton Road, Andover SP10 3JY

Tel: 01264 325620 **OP D YA**



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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

Beech Court

2A Beech Road, Ashurst, Southampton SO40 7BE
Tel: 023 8029 1080

LDA YA

Oak Tree Lodge HCA

114 Lyndhurst Road, Ashurst,
Southampton SO40 7AU
Tel: 023 8029 2311

OP D MH

Oakhurst Lodge

137 Lyndhurst Road, Ashurst, Southampton SO40 7AW
Tel: 0203 802 93589

LDA YA

Woodlands House

205 Woodlands Road, Woodlands,
Southampton SO40 7GL
Tel: 023 8029 2213

OP D

Ashurst care home with nursing

Advertisers are highlighted

Woodlands Ridge Nursing Home HCA

191 Woodlands Road, Woodlands,
Southampton SO40 7GL
Tel: 023 8029 2475 **Advert page 96**

OP D PD

If moving into residential care is the best way of meeting your care and support needs, see the information beginning on page 94 to review your accommodation options.

Barton-on-Sea care homes

Beach Crest Residential Home HCA

40 Marine Drive East, Barton-on-Sea,
New Milton BH25 7DX
Tel: 01425 612506

OP D MH

Bethel House

28 Beach Avenue, Barton On Sea, New Milton BH25 7EJ
Tel: 01425 610453

OP D

GateHouse Residential Care Home, The HCA

64 Becton Lane, Barton-on-Sea, New Milton BH25 7AG
Tel: 01425 613465

OP D

Moorland House HCA

20 Barton Court Avenue, Barton-on-Sea,
New Milton BH25 7HF
Tel: 01425 614006 **Advert below**

OP D MH

Mornington Court

7 Barrs Avenue, New Milton BH25 5HL
Tel: 01425 460883 **Advert page 125**

OP D PD SI YA



01425 614006



*inspection pending

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“There would be no hesitation on our part in recommending Moorland House to families of those looking for care for their relatives.”



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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Applelea HCA

Harrow Way, Brighton Hill, Basingstoke RG22 4BB
Tel: 01256 364044

LDA

Applewood Care Home

Coopers Lane, Bramley, Basingstoke RG26 5BZ
Tel: 01256 881756

OP D YA

Ashley Lodge Residential Care Home HCA

Odiham Road, Winchfield, Hook RG27 8BS
Tel: 01252 843172

LDA

Basingfield Court Residential Care Home

Huish Lane, Old Basing, Basingstoke RG24 7BN
Tel: 01256 321494

OP PD SI YA

Baytrees HCA

246 Old Worting Road, South Ham,
Basingstoke RG22 6PD
Tel: 01256 466274

LDA

Berehill House Care Home

Jobson Close, Newbury Road, Whitchurch RG28 7DX
Tel: 0208 605 1221

OP D PD SI

Bethany Care Service HCA

17A Pamber Heath Road, Tadley,
Basingstoke RG26 3TH
Tel: 0118 970 1710

OP D PD

Broadmead Rest Home

Broadlayings, Woolton Hill, Newbury RG20 9TS
Tel: 01635 253517

OP D MH YA

Conifers, The

228 Kempshott Lane, Basingstoke RG22 5LR
Tel: 01256 869949

LDA

Cornfields HCA

98 Roman Road, Winklebury, Basingstoke RG23 8HD
Tel: 01256 844603

LDA

Cornview HCA

124 Roman Road, Winklebury, Basingstoke RG23 8HF
Tel: 01256 350827

LDA

Dimensions 21 Searing Way

21 Searing Way, Tadley RG26 4HT
Tel: 0118 981 7929

LDA

Eastrop House and Lodge

Eastrop House, Chequers Road, Basingstoke RG21 7PY
Tel: 01256 819566

LDA YA

Enbridge House Care Home

Church Road, Woolton Hill, Newbury RG20 9XQ
Tel: 01635 254888

OP

Fairview HCA

2 Pinks Lane, Baughurst, Tadley RG26 5NG
Tel: 0118 981 4280

LDA

Glebelands HCA

14 Wallis Road, FairFields, Basingstoke RG21 3DN
Tel: 01256 844607

LDA

Heatherside Care Home HCA

Scures Hill, Nately Scures, Basingstoke RG27 9JR
Tel: 01256 762233

OP YA

Hindson House HCA

Warwick Road, Winkleberry,
Basingstoke RG23 8EA
Tel: 01256 332215

OP PD LDA SI YA

Karibu Place

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Tel: 0118 981 2244

OP LDA SI YA

Liaise Loddon Ltd – 3 to 5 Kennet Way HCA

Oakley, Basingstoke RG23 7AP
Tel: 01256 352291

LDA

Limes, The

Beverley Close, Basingstoke RG22 4BT
Tel: 01256 363451

LDA YA

Linnet House

168 Kempshott Lane, Basingstoke RG22 5LA
Tel: 01256 352720

LDA YA

Martin Close

36 Martin Close, Oakridge, Basingstoke RG21 5JZ
Tel: 01256 327894

LDA YA

Oakley Lodge

500 Worting Road, Basingstoke RG23 8PU
Tel: 01256 465111

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

Old Raven House

London Road, Hook RG27 9EF
Tel: 01256 762880

OP D

Stokelodge HCA

85 Cliddesden Road, Basingstoke RG21 3EY
Tel: 01256 842446

LDA

Red Roof

Pinks Lane, Baughurst, Tadley RG26 5NG
Tel: 0118 981 0973

OP LDA YA

Sycamore Cottage Rest Home Ltd

Skippetts Lane West,
Basingstoke RG21 3HP
Tel: 01256 478952

OP D MH YA

Roman House

Winklebury Way, Basingstoke RG23 8BJ
Tel: 01256 328329

OP PD LDA SI YA

Wavelly House

7a Wavel Close, Basingstoke RG22 6EQ
Tel: 01256 333773

MH

Royal Mencap Society – 17 Flaxfield Road

17 Flaxfield Road, Basingstoke RG21 8SE
Tel: 01256 328273

LDA

Willow Tree Lodge HCA

189 Kempshott Lane,
Basingstoke RG22 5NA
Tel: 01256 346241

LDA

Sansa House HCA

39 Cliddesden Road,
Basingstoke RG21 3DT
Tel: 01256 352291

LDA YA

Worting Road (The Whispers)

358 Worting Road, Basingstoke RG22 5DY
Tel: 01256 329372

LDA YA

SeeAbility – Fir Tree Lodge Residential Home

Fir Tree Lodge, Heather Drive,
Tadley RG26 4QR
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PD LDA SI YA

Worting Road, 70-72

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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



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Bramley Green, RG26 5GF
01256 449 593

Marnel Lodge
Carter Drive, off Popley Way,
Basingstoke, RG24 9US
01256 449 594

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HCA – Hampshire Care Association

Advertisers are highlighted

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Beech Tree Care Home

Sprents Lane, Overton, Basingstoke RG25 3HX

Tel: 01256 771353 OP YA

Cherry Blossom Manor

German Road, Bramley, Tadley RG26 5GF

Tel: 01256 449 593 **Advert page 132** OP D YA

Crossways Nursing Home

Greywell Road, Up Nately, Basingstoke RG27 9PJ

Tel: 01256 763405 OP D

Dashwood Manor

Bradley Way, Basingstoke, RG23 7GF

Tel: 0330 058 3251 OP D PD YA

Grange Nursing Home, The

Vyne Road, Sherborne St John, Basingstoke RG24 9HX

Tel: 01256 851191 OP D PD SI YA

Homefield House Nursing Home

Homefield Way, Aldermaston Road,

Basingstoke RG24 9SE

Tel: 01256 333433 OP D MH

Marnel Lodge Care Home

Carter Drive, Basingstoke RG24 9UL

Tel: 01256 449 594 **Advert page 132** OP YA

Maryfield Care Home HCA

London Road, Hook RG27 9LA

Tel: 01256 762394 OP D PD

Oak Lodge HCA

Rectory Road, Oakley,

Basingstoke RG23 7EL

Tel: 0333 305 1785 **Advert page 131** OP

Oakridge House Care Home with Nursing HCA

Jefferson Road, Basingstoke RG21 5QS

Tel: 01256 303920 OP D YA

Pemberley House HCA

Grove Road, Basingstoke RG21 3HL

Tel: 01256 632000 **Advert page 98** OP D PD MH SI YA

Rowan Lodge HCA

Crown Lane, Newnham, Nr Hook RG27 9AN

Tel: 0333 305 1785 **Advert page 131** OP D MH

SeeAbility – Heather House Nursing Home

Heather House, Heather Drive, Tadley RG26 4QR

Tel: 0118 981 7772 PD LDA SI YA

St Thomas

St Thomas Close, Basingstoke RG21 5NW

Tel: 01256 449 592 **Advert page 132** OP D

Wessex Lodge Nursing Home

Jobson Close, Newbury Road, Whitchurch RG28 7DX

Tel: 01256 895982 OP D

Bishops Watham care homes

Bishops Waltham House Care Home HCA

Free Street, Bishop's Waltham,

Southampton SO32 1EE

Tel: 01489 892004 OP D YA

Fountain View HCA

Upham Street, Lower Upham, Southampton SO32 1JD

Tel: 01489 860926 LDA YA

White House (Curdrige) Ltd, The

Vicarage Lane, Curdrige,

Southampton SO32 2DP

Tel: 01489 786633 OP D MH YA

See the checklist on page 105 for useful questions to ask when looking at care homes.

Bordon care homes

Ashley House Residential Care Home

Forest Road, Bordon GU35 0XT

Tel: 01420 489877 OP PD SI YA

Corbiere HCA

Firgrove Road, Whitehill, Bordon GU35 9DT

Tel: 01730 894256 PD 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

Cordwainers

Chase Lane, Off Chase Road, Lindford GU35 0RW
Tel: 01420 472459 **PD LDA SI YA**

Daffodils

31 Liphook Road, Lindford Bordon GU35 0PU
Tel: 01420 487309 **LDA YA**

Deja Vu

14-16 Liphook Road, Lindford GU35 0PX
Tel: 01420 477863 **LDA YA**

Firefly Club Care Home, The HCA

Lynton Road, Bordon GU35 0AY
Tel: 017307 77055 **OP D PD LDA MH SI YA**

Forrest Road, 19 HCA

19 Forest Road, Bordon GU35 0BJ
Tel: 01420 488428 **LDA YA**

Lindhurst HCA

Windsor Road, Lindford, Bordon GU35 0RZ
Tel: 01420 488360 **OP D PD LDA SI YA**

Ling Crescent

2-4 Ling Crescent, Headley Down GU35 8AY
Tel: 01428 713014 **LDA YA**

Liphook Road

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Tel: 01420 476144 **LDA YA**

Bordon care homes with nursing

Advertisers are highlighted

Green Gables Nursing Home

(Downing Green Gables Ltd)

Church Lane, Grayshott, Hindhead GU26 6LY
Tel: 01428 604220 **Advert below right OP D PD SI**

Kenton House

Beech Hill,
Headley Down GU35 8NL
Tel: 01428 713634 **PD LDA SI YA**

Brookhurst care homes with nursing

See page 135 for the **Service User Bands** key

Forest Oaks HCA

The Rise, Brockenhurst SO42 7SJ
Tel: 01590 622424 **Advert below OP YA**

Woodpeckers HCA

Sway Road, Brockenhurst SO42 7RX
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See the checklist on page 105 for useful

suggestions of questions to ask when looking at care homes.

Chandler's Ford care homes

HCA – Hampshire Care Association

Brendoncare Knightwood **HCA**

Shannon Way, Chandler's Ford, Eastleigh SO53 4TL

Tel: 023 8024 7000 **OP**

Redlands

246 Leigh Road, Chandler's Ford, Eastleigh SO53 3AW

Tel: 023 8027 1222 **LDA**

Valley Lodge Care Home

3 & 5 Valley Road, Chandler's Ford, Eastleigh SO53 1GQ

Tel: 023 8025 4034 **OP D**

For information on different types of care home, see page 94.

Chandler's Ford care homes with nursing

Baroda Care **HCA**

34 Merton Avenue, Chandler's Ford, Eastleigh SO53 1EP

Tel: 023 8026 1764 **OP MH YA**

Chandler's Ford Care Home

88 Winchester Road, Chandler's Ford, Eastleigh SO53 2RD

Tel: 023 8026 7963 **OP D YA**

Challoner House

175 Winchester Road, Chandler's Ford, Eastleigh SO53 2DU

Tel: 023 8008 9028 **Advert page 134** **OP P D YA**

If you are considering a care home offering dementia care, see the checklist on page 107.

Eastleigh care homes

Athelstan Place

6 Stoneham Lane, Southampton SO16 2NL

Tel: 023 8055 8809 **LDA MH YA**

Brightwater **HCA**

3-4 Otter Close, Bishopstoke, Eastleigh SO50 8NF

Tel: 023 8060 2267 **LDA YA**

Brookdale House Care Home

31 Hursley Road, Chandler's Ford, Eastleigh SO53 2FS

Tel: 023 8027 1509 **OP D**

Gables, The **HCA**

13 St Marys Road, Netley Abbey, Southampton SO31 5AT

Tel: 023 8045 2324 **OP D**

Godfrey Olsen House

Flats 1-4 Godfrey Olsen, Yonge Close, Eastleigh SO50 9ST

Tel: 023 8062 9610 **OP P D LDA SI YA**

Leighside **HCA**

19a Kenilworth Gardens, West End, Southampton SO30 3RE

Tel: 023 8046 2221 **LDA YA**

Orchard Gardens

Bishopstoke Park, Garnier Drive, Eastleigh SO50 6HE

Tel: 023 8098 3969 **Advert page 160** **OP D P D SI**

Rowan Close

10-11 Rowan Close, Bursledon, Southampton SO31 8LF

Tel: 023 8040 7870 **LDA**

Serenity House **HCA**

40 The Quadrangle, Eastleigh SO50 4FW

Tel: 023 8061 4055 **LDA MH YA**

Southview

34 Yew Tree Close, Fair Oak, Eastleigh SO50 7GP

Tel: 023 8060 1805 **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

Stoke Knoll Rest Home HCA

142 Church Road, Bishopstoke, Eastleigh SO50 6DS
Tel: 023 8061 2402 OP D MH

Woodrow Cottage

Hill Close, Fair Oak, Eastleigh SO50 7HJ
Tel: 023 8069 3957 LDA YA

Winfrith House

4 Winfrith Way, Nursling SO16 0XB
Tel: 023 8073 9500 LDA YA

For information on different types of care home, see page 94.

Eastleigh care homes with nursing

Advertisers are highlighted

Alston House Care Home HCA

18-24 Leigh Road,
Eastleigh SO50 9DG
Tel: 023 8001 7900 **Advert page 5** OP D

Home Park Nursing Home HCA

Home Park Knowle Lane,
Horton Heath, Eastleigh SO50 7DZ
Tel: 023 8069 2058 D

Fleming House Care Home with Nursing HCA

Heron Square, Eastleigh SO50 9JD
Tel: 023 8061 2538 OP D YA

Sunnybank House HCA

Botley Road, Fair Oak, Eastleigh SO50 7AP
Tel: 0238 060 3120 **Advert page 125** OP D YA

Emsworth care homes

Brighton Lodge HCA

40 New Brighton Road, Emsworth PO10 7QR
Tel: 01243 373539 OP PD LDA YA

Oaks Care Home, The

46 New Brighton Road, Emsworth PO10 7QR
Tel: 01243 372155 OP D MH

Fairlea HCA

46 Fairlea Road, Emsworth PO10 7SX
Tel: 01243 376916 LDA YA

White Lodge Care Home HCA

67 Havant Road, Emsworth PO10 7LD
Tel: 01243 375869 OP D MH YA

Myrtle Cottage HCA

123 New Brighton Road, Emsworth PO10 7QS
Tel: 01243 370500 LDA

See page 108 for more information on paying for care homes in Hampshire.

Emsworth care homes with nursing

See page 135 for the **Service User Bands** key

Emsworth House Care Home with Nursing HCA

Emsworth House Close, Havant Road,
Emsworth PO10 7JR
Tel: 01243 373016 OP D YA

Springfield Nursing and Residential Care Home HCA

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OP LDA MH YA

Avenue Care Home, The

36 The Avenue, Fareham PO14 1NY
Tel: 01329 235557 **Advert page 136**

OP D MH YA

Blackbrook House Care Home

31 Blackbrook House Drive, Fareham PO14 1NX
Tel: 01329 280573

OP D

Broadview

22 Kiln Road, Fareham PO16 7UB
Tel: 01329 829177

LDA YA

Care Management Group – 32 Mays Lane

32 Mays Lane, Stubbington, Fareham PO14 2EW
Tel: 01329 668833

LDA YA

Care Management Group – 78 Stubbington Lane

78 Stubbington Lane, Stubbington PO14 2PE
Tel: 01329 668701

LDA YA

Care Management Group – 97 Old Street

97 Old Street, Stubbington, Fareham PO14 3HG
Tel: 01329 668319

PD LDA YA

Care Management Group – 231 Brook Lane

231 Brook Lane, Sarisbury Green,
Southampton SO31 7DS
Tel: 01489 589028

LDA YA

Cordelia House Ltd

8 Nashe Close, Fareham PO15 6LT
Tel: 01329 846765

OP D PD MH SI YA

Coveberry Ltd – 66 Park Lane

66 Park Lane, Fareham PO16 7LB
Tel: 01329 221265

OP MH YA

Croft Manor Residential Home

28 Osborn Road, Fareham PO16 7DS
Tel: 01329 233593

OP D MH YA

Crofton Lodge

21 Crofton Lane, Hill Head, Fareham PO14 3LP
Tel: 01329 668366

OP LDA MH YA

Ellerslie House HCA

72 Down End Road, Fareham PO16 8TS
Tel: 01329 233448

LDA MH SI YA

Fernes, The

6 Samuel Mortimer Close, Fareham PO15 5NZ
Tel: 01329 655 852 **Advert page 139**

OP D PD YA

Florence Court Care Home

243 Segensworth Road, Fareham, PO15 5FF
Tel: 01329 655 854 **Advert page 139**

OP D YA

Foxhills Farm

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LDA

Glen Cottage

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Tel: 01489 574214

LDA YA

Highlands Road

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Tel: 01329 282252

LDA YA

Hunters Lodge Care Home HCA

39 Kiln Road, Fareham PO16 7UQ
Tel: 01329 285257

OP D MH YA

Kiln Lodge HCA

66 Kiln Road, Fareham PO16 7UG
Tel: 01329 233808

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Laurels, The

St Margaret's Lane, Titchfield, Fareham PO14 4BL
Tel: 01329 841919

OP LDA YA

Newcroft HCA

Heath Road, Locks Heath, Southampton SO31 6PJ
Tel: 01329 280600

OP PD LDA YA

Newgate Lane

7 Newgate Lane, Fareham PO14 1BQ
Tel: 01329 667041

PD LDA SI

Quayside

99a Gosport Road, Fareham PO16 0PY
Tel: 01329 232852

MH YA

Ranvilles Nursing & Residential Care Home HCA

5-7 Ranvilles Lane, Titchfield, Fareham PO14 3DS
Tel: 01329 842627 **Advert inside front cover**

OP D MH

RedHouse Care Home, The

2 Southampton Road, Fareham PO16 7DY
Tel: 01329 287899

OP D PD MH

Redlands Lane

91 Redlands Lane, Fareham PO14 1HG
Tel: 01329 829661

LDA YA

Rivers Reach

Fontley Road, Titchfield, Fareham PO15 6QX
Tel: 01329 842759

LDA YA

See page 135 for the **Service User Bands** key

Segensworth Road

123 Segensworth Road, Titchfield,
Fareham PO15 5EG
Tel: 01329 843934

PD LDA YA
Solent Lodge

105 Stubbington Lane, Fareham PO14 2PG
Tel: 01329 662038

OP PD LDA SI YA
St Andrews **HCA**

114 Kiln Road, Fareham PO16 7UN
Tel: 01329 827323

LDA YA
Stokewood **HCA**

204 Hunts Pond Road, Titchfield Common,
Fareham PO14 4PJ
Tel: 01489 584759

MH
Three Oaks Residential Care Home

Southwick Road, North Boarhunt, Fareham PO17 6JF
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OP D
Titchfield Lodge

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LDA YA
White Hart House

Castle Street, Portchester PO16 9QQ
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PD LDA YA
Whiteoaks Rest Home **HCA**

56-58 The Avenue, Fareham PO14 1NZ
Tel: 01329 232860 **Advert page 139**

OP
Willow Brook

104 Highlands Road, Fareham PO15 6JG
Tel: 01329 310825

LDA MH YA
Willow Tree Lodge **HCA**

74 Kiln Road, Fareham PO16 7UJ
Tel: 01329 237681

OP D
Winscombe Care Home **HCA**

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Fareham PO17 6JF
Tel: 01329 834188

PD YA
Woodland Court Residential Home **HCA**

134 Portchester Road,
Fareham PO16 8QP
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OP D PD
Fareham care homes with nursing

 See page 140 for the **Service User Bands** key

Ancasta Grove

123 Barnes Lane, Sarisbury Green,
Southampton SO31 7BH
Tel: 023 8098 4057

OP D PD YA
Hawthorne Court Nursing Home **HCA**

21 Hamilton Road, Sarisbury Green,
Southampton SO31 7LX
Te: 01489 556720

OP D YA
Cams Ridge

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Fareham PO16 8RT
Tel: 01329 238156

OP PD YA
Parker Meadows

7 Parker View, Fareham PO16 0AF
Tel: 01329 558700

OP D PD SI YA
Peel House Nursing Home

Woodcote Lane, Fareham PO14 1AY
Tel: 01329 667724

OP D MH
Carleen Nursing and Residential Care Home **HCA**

38 Portchester Road,
Fareham PO16 8PT
Tel: 01329 232418 **Advert page 104**

OP D PD
Ranvilles Nursing & Residential Care Home **HCA**

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Tel: 01329 842627 **Advert inside front cover** **OP D MH**

Hamble Heights

71-73 Botley Road, Park Gate,
Southampton SO31 1AZ
Tel: 01489 554000

OP D PD YA
Solent Cliffs Nursing Home Ltd **HCA**

2 Cliff Road, Hill Head,
Fareham PO14 3JS **Advert inside front cover**
Tel: 01329 662047 **OP D PD YA**

Hartwell Lodge Residential Home **HCA**

30 Kiln Road,
Fareham PO16 7UB
Tel: 01329 230024

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OP PD LDA SI YA

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Tel: 01252 372057

LDA

Dimensions 87 Hazel Avenue

87 Hazel Avenue, Farnborough GU14 0DW

Tel: 01252 510751

LDA

Park View Residential Home **HCA**

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Tel: 01252 507940

OP D MH YA

Primrose House **HCA**

19 Sand Hill Court, Farnborough GU14 8EP

Tel: 01252 514795

OP LDA YA

Rivers, The

88 Rectory Road,

Farnborough GU14 7HT

Tel: 01252 516723

LDA YA

Tall Oaks **HCA**

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OP PD LDA SI YA

Victoria House

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OP D

Lavender Lodge Care Home

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Farnborough GU14 6PR

Tel: 01252 490796 **Advert page 98**

OP D PD SI YA

Farnham care homes

Hill Brow **HCA**

Beacon Hill Road, Ewshot, Farnham GU10 5DB

Tel: 01252 850236 **Advert outside back cover** **OP D**

If you are considering a care home offering dementia care, see the checklist on page 107.

Farnham care homes with nursing

Bentley Lodge Care Home

Alton Road, Bentley, Farnham GU10 5LW

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OP D PD SI YA

Hill House **HCA**

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Pax Hill Nursing Home **HCA**

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Farnham GU10 5NG

Tel: 01420 525882

Advert page 126 & adjacent

OP D PD MH YA

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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

Fleet care homes

HCA – Hampshire Care Association Advertisers are highlighted

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OP MH YA

Beacon House HCA

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OP D

Derriford House HCA

Pinewood Hill, Fleet GU51 3AW
Tel: 01252 627364 **Advert below**

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Dimensions 2 Farnham Road

2 Farnham Road, Fleet GU51 3JD
Tel: 01252 623248

LDA

Elliott House HCA

Reading Road North, Fleet GU51 4AW
Tel: 01252 628588

LDA YA

Fleet Hall Care Home

22-26 Church Road, Fleet GU51 4NB
Tel: 01932 871100 **Advert page 98**

OP D

Willow Gardens Care Home

Hampshire Lakes, Oak Leigh Square Hammond Way,
Yateley GU46 7AG
Tel: 01252 864700

OP D PD SI

Woodlands HCA

174-178 Reading Road South,
Church Crookham, Fleet GU52 6AE
Tel: 01252 850236 **Advert outside back cover**

OP D

See the checklist on page 105 for useful suggestions of questions to ask when looking at care homes.

DERRIFORD HOUSE Fleet, Hampshire

Peace of mind for you and your relative

Permanent & Respite Residential Care

call: 01252 627364

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Care Quality Commission

Rated GOOD by CQC

Derriford House, Pinewood Hill, Fleet, GU51 3AW

info@derrifordhouse.co.uk

Fleet care homes with nursing

Bourley Grange

2 Bourley Road, Church Crookham, Fleet GU52 8AD
Tel: 01252 917100

OP D PD SI YA

Freelands Croft Bupa Care Home HCA

Redfields Lane, Church Crookham,
Fleet GU52 0RB
Tel: 01252 855340 **Advert page 158**

OP D

Marlborough House

241 Aldershot Road, Church Crookham,
Fleet GU52 8EJ
Tel: 01252 617355

OP

Orangery Care Home

116 Church Lane East, Aldershot GU11 3HN
Tel: 01252 319738

OP D YA

Fordingbridge care homes

Allenbrook Nursing Home

34 Station Road, Fordingbridge SP6 1JW
Tel: 01425 656589

OP PD

Glynn Court Residential Home

Fryern Court Road, Burgate, Fordingbridge SP6 1NG
Tel: 01425 652349

OP D PD MH SI YA

Heywood Sumner House HCA

Cuckoo Hill, South Gorley,
Fordingbridge SP6 2PP
Tel: 01425 655736

LDA MH YA

See page 142 for the **Service User Bands** key

Allenbrook Nursing Home

34 Station Road, Fordingbridge SP6 1JW

Tel: 01425 656589

OP PD

Fordingbridge Care Home HCA

Station Road, Fordingbridge SP6 1JW

Tel: 01425 333101

OP D PD YA

Gosport care homes

Advertisers are highlighted

Autism Hampshire – 102a Brockhurst Road HCA

102a Brockhurst Road, Gosport PO12 3DG

Tel: 023 9258 0605

LDA

Oakwood House

46 Brockhurst Road,

Gosport PO12 3DE

Tel: 023 9258 1830

LDA YA

Brookfield Residential Home HCA

1 Clayhall Road, Alverstoke, Gosport PO12 2BY

Tel: 023 9258 1103

OP D

Portchester Lodge

90 Fareham Road, Gosport PO13 0AG

Tel: 01329 284065

MH YA

Brooklands Care Ltd

22 Brockhurst Road, Gosport PO12 3DE

Tel: 023 9264 7674

LDA

Redclyffe House HCA

63 The Avenue, Gosport PO12 2JX

Tel: 023 9252 5546 **Advert page 104**

OP D LDA YA

Care Management Group – 59 Bury Road

59 Bury Road, Gosport PO12 3UE

Tel: 023 9258 7329

LDA YA

Royal, The

37B Stoke Road, Gosport PO12 1LS

Tel: 023 9217 9044

OP PD LDA SI YA

Dibden View HCA

Bedenham Lane, Gosport PO13 0LW

Tel: 01329 287046

LDA MH YA

Russell Churcher Court HCA

Melrose Gardens, Off Station Road,

Gosport PO12 3BE

Tel: 023 9252 7600

OP D PD

Dormy Way

12 Dormy Way, Rowner, Gosport PO13 9RF

Tel: 01329 231737

OP PD LDA

St Vincent House – Gosport HCA

St Vincent House, Forton Road,

Gosport PO12 4TH

Tel: 023 9235 8062

OP D PD

Elizabeth Lodge HCA

29 Beech Grove, Alverstoke, Gosport PO12 2EJ

Tel: 023 9258 0802

D

Merlin Park HCA

1 Fort Road, Alverstoke, Gosport PO12 2NJ

Tel: 023 9252 4366 **Advert page 104**

OP D MH YA

Warnford Close HCA

18 Warnford Close,

Gosport PO12 3RT

Tel: 023 9260 1533

MH

Gosport care homes with nursing

Beechcroft Manor Nursing Home HCA

1 Beechcroft Road, Gosport PO12 2EP

Tel: 023 9258 3908 **Advert page 96**

OP D PD

Langdale Nursing Home HCA

11 The Avenue, Alverstoke,

Gosport PO12 2JS

Tel: 023 9258 1754

OP PD

Bury Lodge Nursing Home HCA

77 Bury Road, Alverstoke,

Gosport PO12 3PR

Tel: 023 9252 8135 **Advert page 104**

OP D YA

St Benedicts Ferndale House

38 Grove Road, Gosport PO12 4JL

Tel: 023 9260 1220

OP D MH 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

Belmont Castle Care Home

Portsdown Hill Road, Bedhampton, Havant PO9 3JY

Tel: 023 9247 5624

OP D PD

Brendon Lodge HCA

27 Southleigh Road, Warblington,

Havant PO9 2QG

Tel: 023 9249 8585

OP PD LDA YA

Community Integrated Care (CIC)

– 2 Seafarers Walk

2 Seafarers Walk, Sandy Point,

Hayling Island PO11 9TA

Tel: 023 9246 8343

LDA YA

Cornerleigh

1 Fourth Avenue, Denvilles, Havant PO9 2QU

Tel: 023 9247 0457

PD LDA

Cross Way House Care Home HCA

59 Crossway,

Havant PO9 1NG

Tel: 023 9247 9714

Advert inside front cover

OP D YA

Dolphin Court

9 Bulbeck Road, Havant PO9 1HN

Tel: 023 9245 1093

LDA

Hill Lodge HCA

42 Bedhampton Hill, Havant PO9 3JW

Tel: 023 9248 0164

LDA

Lodge Retirement Home, The HCA

8-10 Lower Road, Bedhampton,

Havant PO9 3LH

Tel: 023 9245 2644

OP

Malmesbury Lawn Care Home HCA

Woolston Road, Leigh Park,

Havant PO9 4JY

Tel: 023 9224 4900

OP D YA

Oaks, The HCA

91 Hulbert Road, Bedhampton,

Havant PO9 3TB

Tel: 023 9247 4476

OP PD LDA SI

Orchard Lodge HCA

22 Orchard Road, Havant PO9 1AU

Tel: 023 9247 1913

OP PD LDA

Penk Ridge 26

26 Penk Ridge, Havant PO9 3LU

Tel: 023 9248 3074

LDA YA

Stonecroft

8 Leigh Road, Havant PO9 2ET

Tel: 023 9247 2061

LDA YA

West Street Care Home, 110 HCA

110 A-C West Street,

Havant PO9 1LN

Tel: 023 9249 8333

LDA

Havant care homes with nursing

Bedhampton Nursing Home &

Specialist Care Unit

55 Hulbert Road, Havant PO9 3TB HCA

Tel: 023 9247 5125

OP D PD SI YA

Beechwood House HCA

Woodberry Lane,

Rowlands Castle PO9 6DP

Tel: 023 9241 3153 Advert inside front cover

OP D

Southlands Nursing Home HCA

17-19 Bellair Road, Havant PO9 2RG

Tel: 023 9248 3036 Advert page 96

OP D PD



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

Alton House Care Home – Hayling Island **HCA**

37 St Leonards Avenue,
Hayling Island PO11 9BN
Tel: 023 9246 2910

OP D MH YA

Blossom House **HCA**

1-3 Beech Grove, Hayling Island PO11 9DP
Tel: 023 9246 2905

OP D PD MH

Bryony Lodge

19 St Marys Road, Hayling Island PO11 9BY
Tel: 023 9246 0358

OP PD LDA YA

Cheybassa Lodge Rest Home **HCA**

2 Chichester Avenue, Hayling Island PO11 9EZ
Tel: 023 9246 2515

OP D PD

Community Integrated Care (CIC)

– 4 Seafarers Walk

4 Seafarers Walk, Sandy Point,
Hayling Island PO11 9TA
Tel: 023 9246 7430

LDA

Mengham Avenue

14 Mengham Avenue, Hayling Island PO11 9JB
Tel: 023 9246 1533

LDA

Oak View Residential Care Home **HCA**

47-49 Beach Road, Hayling Island PO11 0JB
Tel: 023 9246 5473

OP D MH YA

Orchard Close Care Home **HCA**

28 Westfield Avenue, Hayling Island PO11 9AG
Tel: 023 9246 8313

LDA

Park House Rest Home

220 Havant Road,
Hayling Island PO11 0LN
Tel: 023 9246 5274

OP D MH YA

Saltmarsh House Residential Care Home **HCA**

12 Saltmarsh Lane, Hayling Island PO11 0JT
Tel: 023 9246 2183

OP D

Sea Breeze **HCA**

50 Salterns Lane, Hayling Island PO11 9PJ
Tel: 023 9246 7349

PD LDA SI YA

St Leonards Rest Home

38 St Leonards Avenue,
Hayling Island PO11 9BW
Tel: 023 9246 3077

OP D MH

Wedge Residential Home, The **HCA**

8 Park Road, Hayling Island PO11 0HU
Tel: 023 9246 5225

OP

Wimborne

Selsmore Road, Hayling Island PO11 9JZ
Tel: 023 9280 0256 **Advert below**

OP D

Hayling Island care home with nursing

Gorseway Nursing Home

Advert page 139

354 Sea Front, Hayling Island PO11 0BA
Tel: 023 9200 5871

OP D PD MH SI YA

See the checklist on page 105 for useful suggestions of questions to ask when looking at care homes.



WIMBORNE
BARCHESTER HEALTHCARE

Selsmore Road,
Hayling Island, PO11 9JZ
barchester.com

Everyone deserves uncompromising care.

That's why at Wimborne 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 023 9280 0256 to find out how we can help.

Residential Care • Dementia Care • Respite Breaks



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

Falcon Lodge

1 Falcon Way, Botley, Southampton SO32 2TE
Tel: 01489 785209

LDA YA

Hibernia

Dodwell Lane, Bursledon,
Southampton SO31 1AR
Tel: 023 8040 7354

LDA YA

Hollybank Rest Home HCA

41 Winchester Street, Botley,
Southampton SO30 2EB
Tel: 01489 784144 **Advert below**

OP D PD

Laurels, The HCA

1 Lower St Helens Road, Hedge End SO30 0NA
Tel: 01489 799119

PD LDA YA

Lower St Helens

30 Lower St Helens Road, Hedge End,
Southampton SO30 0LU
Tel: 01489 787449

LDA YA

Mimosa Lodge

Winchester Road, Botley, Southampton SO32 2DH
Tel: 01489 789612

LDA YA

Snowdrop Place Care Home

Snowdrop Place, Pavilion Road, Hedge End,
Southampton SO30 2ZS
Tel: 023 8008 5130

Advert below

OP D YA

West Road

2 West Road, Hedge End, Southampton SO30 4BD
Tel: 023 8047 0557

LDA YA

Hedge End care homes with nursing

See page 144 for the **Service User Bands** key

Bonhomie House HCA

Dodwell Lane, Bursledon, Southampton SO31 1DJ
Tel: 023 8040 2168

OP PD LDA MH YA AD

Grange Nursing Home, The

72 Upper Northam Road, Hedge End,
Southampton SO30 4EB
Tel: 01489 790177

OP D PD

Maypole Bupa Care Home

Lower Northam Road, Hedge End,
Southampton SO30 4FS
Tel: 01489 782698 **Advert page 158**

OP PD YA

See the checklist on page 105 for useful questions to ask when looking at care homes.



Rest Home, Botley

We are an independent rest home set in an 1883 Victorian House, we have renovated to a luxury modern interior with a beautiful garden to provide the very best for our residents.

OUTSTANDING CARE MEETS LUXURY LIFESTYLE

Let us support you to live the life you want. Every aspect of your care and lifestyle is designed around you, giving you choice, variety and luxury for a happy and rewarding life at Hollybank.




OUR CARE AND FACILITIES

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- DEMENTIA CARE
- HOME COOKED MEALS
- MEDICAL FACILITIES
- QUALITY ACCOMMODATION
- RESIDENTIAL CARE
- RESPITE CARE

Tel: **01489 784144** • Email: manager@hollybankresthome.co.uk
Web: www.hollybankresthome.co.uk





SNOWDROP PLACE
BARCHESTER HEALTHCARE

Pavilion Road,
Hedge End, SO30 2ZS
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Everyone deserves uncompromising care.

That's why at Snowdrop 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 023 8008 5130 to find out how we can help.

Residential Care • Dementia Care • Respite Breaks



Horndean care homes

HCA – Hampshire Care Association

Caroline House **HCA**

191 London Road, Horndean PO8 0HJ
Tel: 023 9259 2502

PD LDA YA

Durlands Road

6 Durlands Road, Horndean PO8 9NT
Tel: 023 9259 1915

LDA YA

Mullion, The

230 Portsmouth Road, Horndean PO8 9SY
Tel: 023 9259 6820

LDA

Nightingale Court Care Home **HCA**

63-65 Silvester Road, Waterlooville PO8 8TR
Tel: 023 9225 9786

OP D PD MH SI

Whitehaven Residential Home **HCA**

22 Whitehaven, Horndean, Waterlooville PO8 0DN
Tel: 023 9259 2300

OP D

See the checklist on page 105 for useful questions to ask when looking at care homes.

Horndean care homes with nursing

Advertisers are highlighted

Acacia House Nursing Home **HCA**

33 Portsmouth Road, Horndean, Waterlooville PO8 9LN
Tel: 023 9259 4138 **Advert page 96**

OP D PD

Pear Tree Court

33 Portsmouth Road, Horndean, Waterlooville PO8 9LN
Tel: 023 9298 1992

OP D PD MH YA

Wisteria Lodge **HCA**

82 London Road, Horndean, Waterlooville PO8 0BU
Tel: 023 9259 8074 **Advert adjacent**

OP D

Day Care Service also available
Monday - Saturday 10:00-5:00



Wisteria Lodge is a family owned luxury Care Home with nursing care for the elderly and mentally frail over the age of 60. Our modest size empowers us to truly listen and get to know and value each one of our residents, enabling bespoke, individualised care meant for the most fulfilling life possible.



02392 598074 Wisteria Lodge, 82 London Road, Horndean, Hampshire PO8 0BU
www.wisterialodge.co.uk info@wisterialodge.co.uk

Hythe care homes

See page 147 for the **Service User Bands** key

Ashlett Dale Rest Home **HCA**

Stonehills, Fawley, Southampton SO45 1DU
Tel: 023 8089 2075

OP D PD SI

Badgers Holt Residential Care Home **HCA**

Butts Ash Lane, Hythe, Southampton SO45 3QY
Tel: 023 8084 9310

OP D

Dryad Spinney

West Common, Langley, Southampton SO45 1XP
Tel: 023 8089 7120

LDA YA

Oaklands Rest Home **HCA**

Veals Lane, Marchwood, Southampton SO40 4WW
Tel: 023 8084 5759

OP D

Sundial Cottage Residential Care Home **HCA**

Badminton Drove, Fawley, Southampton SO45 1BW
Tel: 07786 836065

OP D PD MH SI

West Cliff Hall

West Street, Hythe, Southampton SO45 6AA
Tel: 023 8084 4938

OP D PD SI YA

BERE GROVE
BARCHESTER HEALTHCARE

Bere Grove, Gales Rise,
Horndean, PO8 0WU
barchester.com

Luxury New Care Home – Now Welcoming Residents –

Bere Grove is a place where care is uncompromising and every individual is valued as a true one off. Each menu is an experience and the wide range of activities bring joy and happiness to the people we care for.

Call **023 8008 2342** to find out more.

Residential Care • Dementia Care • Respite Breaks



Carthia Grange

2 Southampton Road, Hythe,
Southampton SO45 5GQ
Tel: 0333 321 8379

OP D PD YA

Little Haven HCA

Beaulieu Road, Dibden Purlieu,
Southampton SO45 4JF
Tel: 023 8084 7222 **Advert page 134**

OP YA

Lee-on-the-Solent care homes

Care Management Group – 16 Kings Road

16 Kings Road, Lee-on-the-Solent PO13 9NU
Tel: 023 9255 3068

LDA YA

Shangri-La Residential Home

17 Milvil Road, Lee-on-the-Solent PO13 9LU
Tel: 023 9279 9859

OP D MH

Warren Residential Lodge, The HCA

Cherque Lane, Lee-on-the-Solent PO13 9PF
Tel: 023 9255 2810

OP D PD MH SI YA

See page 108 for more information on paying for care homes in Hampshire.

Lee-on-the-Solent care home with nursing

Canford Manor Nursing Home

38 Manor Way, Lee-on-the-Solent PO13 9JH
Tel: 023 9255 0437

OP D

See page 107 for a residential dementia care checklist.

Liphook care homes

Bramshott Grange

Cannaught Drive, Hewshott Lane, Liphook GU30 7DZ
Tel: 01428 778500

OP D PD SI YA

Donec Mews

Headley Road, Grayshott, Hindhead GU26 6DP
Tel: 01428 605525

PD LDA SI

Greenbanks Care Home

29 London Road, Liphook GU30 7AP
Tel: 01428 727343

OP D PD YA

See the checklist on page 105 for useful questions to ask when looking at care homes.

Liphook care home with nursing

Bramshott Grange

Cannaught Drive, Hewshott Lane, Liphook GU30 7DZ
Tel: 01428 778500

OP D PD SI YA

For information on different types of care home, see page 94.

Liss care homes

East Hill House Residential Care Home HCA

East Hill Drive, Hillbrow Road, Liss GU33 7RR
Tel: 0808 223 5356 **Advert page 124**

OP D YA

Forest Brow Care Home

63 Forest Road, Liss GU33 7BL
Tel: 01730 893342

OP D

Rotherbank HCA

Rotherbank Farm Lane, Liss Forest, Liss GU33 7BJ
Tel: 01730 892081

OP D

Whitegates & The Cottage

Whitegates, Farnham Road, Liss GU33 6JE
Tel: 01730 239330

PD LDA 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

Blenheim Court Care Home **HCA**

Farnham Road, Liss, Hampshire GU33 6JA
Tel: 01730 606530

OP D PD YA

Grange, The **HCA**

Farnham Road, Liss GU33 6JE
Tel: 01730 895590

PD LDA YA

Locks Heath care homes

Advertisers are highlighted

Avon Park Residential Home **HCA**

66 Southampton Road, Park Gate,
Southampton SO31 6AF
Tel: 01489 574616 **Advert page 3**

OP YA

Bonhomie Sarisbury Green **HCA**

Glen Road, Sarisbury Green,
Southampton SO31 7FD
Tel: 01489 602222

LDA MH YA AD

Brook Lane Rest Home

290-292 Brook Lane, Sarisbury Green,
Southampton SO31 7DP
Tel: 01489 576010 **Advert page 83 & adjacent**

OP D

Firs, The

83 Church Road, Locks Heath,
Southampton SO31 6LS
Tel: 01489 574624

OP D MH

Little Brook House **HCA**

Brook Lane, Warsash, Southampton SO31 9FE
Tel: 01489 582821

OP D MH

Rose Villa **HCA**

138 Brook Lane, Sarisbury Green,
Southampton SO31 7EW
Tel: 01489 885323

OP D



Our comfortable and caring home is where the needs and the choices of our Residents are always our top priority. All our staff are well trained, including Dementia Care, and are kind and considerate. Our rooms are as individual as our Residents with their choice of colours and soft furnishings making it feel like home. We have lovely, bright and airy social spaces and a great garden. We also accommodate beloved pets.

Please call to arrange a visit to discuss your individual needs.

290 Brook Lane Sarisbury Green Southampton SO31 7DP
E: brooklane@btconnect.com • www.brooklaneresthome.co.uk Telephone: 01489 576010

Lymington care homes

Freegrove Care Home **HCA**

60 Milford Road, Pennington, Lymington SO41 8DU
Tel: 01590 673168

OP D

Holly Lodge **HCA**

6 Milford Road, Pennington, Lymington SO41 8DJ
Tel: 01590 670019

LDA MH YA

Little Orchard

17 Lavender Road, Hordle, Lymington SO41 0GF
Tel: 01425 638967

PD LDA YA

Solent Mead Care Home **HCA**

Church Lane, Lymington SO41 3RA
Tel: 01590 674687

OP D YA

Sway Place

Sway Place, Church Lane, Sway, Lymington SO41 6AD
Tel: 01590 684900

OP D

Thornfield Care Home – Lymington

8 Milford Road, Lymington SO41 8DJ
Tel: 01590 676191

OP D MH

Lymington care homes with nursing

See page 149 for the **Service User Bands** key

Belmore Lodge

Milford Road, Lymington SO41 8DJ
Tel: 01590 674700

OP YA

Court Lodge

Court Close, Lymington SO41 8NQ
Tel: 01590 673956

OP D PD YA

Birchy Hill Care Home **HCA**

Birchy Hill, Sway, Lymington SO41 6BJ
Tel: 01590 682233 **Advert page 149**

OP D MH YA

Linden House

New Street, Lymington SO41 9BP
Tel: 01590 647500

OP D YA

BIRCHY HILL

Care Home

A Love For Inspiring Care

Birchy Hill is a 60 bedded care home with nursing dedicated to dementia care, divided into five units. Each unit has its own special identity and devoted team of staff who aim to create a warm inviting homely environment and atmosphere with a compassionate feel making each person's stay as happy and comfortable as possible.

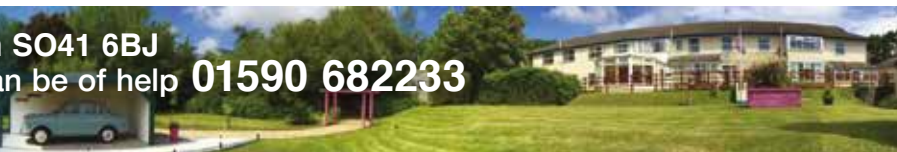


Hampshire Care Association



1949 - 2021

Birchy Hill, Sway, Nr Lymington SO41 6BJ
Please talk to or visit us if we can be of help **01590 682233**
mark@angelcareplc.co.uk



Lyndhurst care homes

HCA – Hampshire Care Association

Cranleigh Paddock Care Home

Calpe Avenue, Lyndhurst SO43 7EP
Tel: 023 8028 3602

OP D YA

Ocknell Park

Stoney Cross, Lyndhurst SO43 7GN
Tel: 023 8081 4255

LDA MH YA

Minstead Trust HCA

London Minstead, Minstead, Lyndhurst SO43 7FT
Tel: 023 8081 2297

LDA YA

See page 107 for a residential dementia care checklist.

Lyndhurst care homes with nursing

Advertisers are highlighted

Hartwood House

Bournemouth Road, Lyndhurst SO43 7DP
Tel: 0238 028 4555 **Advert page 125**

OP D YA

New Forest Nursing Home HCA

Fritham House, Fritham, Lyndhurst SO43 7HH
Tel: 023 8081 3556

OP PD

Milford-on-Sea care home

Hillyfield Rest Home Ltd

Barnes Lane, Milford-on-Sea, Lymington SO41 0RP
Tel: 01590 642121

OP

Milford-on-Sea care home with nursing

St George's Nursing Home and Home Care HCA

De La Warr Road, Milford-on-Sea, Lymington SO41 0PS
Tel: 01590 648000

OP D PD SI YA

Netley Abbey care homes

Abbey House HCA

93 Station Road, Netley Abbey,
Southampton SO31 5AH
Tel: 023 9247 5219

PD LDA SI

Netley Court

Victoria Road, Netley, Southampton SO31 5DR
Tel: 0238 045 0320 **Advert page 125**

OP D PD SI

Woolston Road

28-30 Woolston Road, Netley Abbey,
Southampton SO31 5FQ
Tel: 023 8045 7524

PD 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

Netley Abbey care home with nursing

Abbey House Nursing Home

2 Abbey Hill, Netley Abbey, Southampton SO31 5FB

Tel: 023 8045 4044

OP PD

For more information about care homes with nursing, see page 94.

New Milton care homes

HCA – Hampshire Care Association

Ashfield Care Homes Ltd HCA

99 Ashley Road, Ashley, New Milton BH25 5BJ

Tel: 01425 628308

LDA YA

Ashfield House – New Milton HCA

105 Ashley Road, Ashley, New Milton BH25 5BL

Tel: 01425 619256

LDA YA

Ashley Arnewood Manor HCA

32 Ashley Road, New Milton BH25 6BB

Tel: 01425 611453

OP

Barton Lodge HCA

Barton Common Road, New Milton BH25 5PR

Tel: 01425 617111

OP D PD SI YA

Carlton House Rest Home Ltd HCA

15 Barton Court Road, New Milton BH25 6NN

Tel: 01425 612218

OP D PD MH SI YA

Chestnut Court Care Home HCA

9 Copse Road, New Milton BH25 6ES

Tel: 01425 620000

OP D LDA YA

Deerhurst HCA

20 Deerleap Way, New Milton BH25 5EU

Tel: 01425 619952

OP PD LDA MH SI YA

Denehurst HCA

7 Manor Road, New Milton BH25 5EW

Tel: 01425 612842

OP PD LDA MH SI YA

Engleburn Care Home HCA

Milford Road, New Milton BH25 5PN

Tel: 01425 610865

OP D

Five-Ways HCA

42 Albert Road, New Milton BH25 6SP

Tel: 01425 617051

OP PD LDA MH SI YA

Forty4 HCA

44 Manor Road, New Milton BH25 5EW

Tel: 01425 619938

OP PD LDA MH SI YA

Grey Gables (New Milton) Ltd

29 Kennard Road, New Milton BH25 5JR

Tel: 01425 610144

OP D YA

Hazelgrove & Martingrove HCA

34-36 Lymington Road,

New Milton BH25 6PY

Tel: 01425 611901

LDA

Oakside

86 Brook Avenue North,

New Milton BH25 5HQ

Tel: 07394 288799

PD LDA SI YA

Ocean Breeze Residential Care Home HCA

22 Barton Wood Road, Barton On Sea,

New Milton BH25 7NN

Tel: 01425 621863

OP D YA

Osborne Lodge Rest Home

30 Osborne Road, New Milton BH25 6AD

Tel: 01425 618248

OP

Penny Farthing House

Fernhill Lane, New Milton BH25 5SX

Tel: 01425 611840

LDA YA

Quaker House

40-44 Barton Court Road,

New Milton BH25 6NR

Tel: 01425 617656

OP

Summerwood HCA

113 Ashley Road,

New Milton BH25 5BL

Tel: 01202 485597

LDA YA

Twynham HCA

Christchurch Road,

New Milton BH25 6QB

Tel: 01425 618950

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

Ashley Lodge Bupa Care Home HCA

Golden Hill, Ashley Lane,
New Milton BH25 5AH

Tel: 01425 611334 **Advert page 158**

OP D PD YA

Kingfishers

The Meadows, New Milton BH25 7FJ

Tel: 01425 626700

OP YA

White Rock Nursing Home Ltd

15 Chestnut Avenue, Barton-on-Sea,
New Milton BH25 7BQ

Tel: 01425 613627

OP D

Windy Ridge Care Home HCA

32 Barton Lane, Barton-on-Sea, New Milton BH25 7PN

Tel: 01425 610529 **Advert below**

OP D



Windy Ridge Care Home *A Love For Inspiring Care*

Our aim is to promote and maintain the well being of the residents in a friendly and caring environment. We strive to provide a Home that meets each resident's needs, valuing and respecting their personal needs, in a safe, secure & homely environment.

The residents and their families are consulted and involved in the planning and reviewing of care of each patient. This results in a 'package of care' which meets the needs of each individual. Walking distance to Barton-on-Sea. *Please talk to or visit us if we can be of help.*

01425 610529 Email: windy.manager@angelcareplc.co.uk
32 Barton Lane, Barton-on-Sea, New Milton BH25 7PN



Petersfield care homes

Dove House HCA

Brewells Lane, Rake GU33 7HZ
Tel: 01730 894841

LDA

Sanctuary Supported Living – 26 Tilmore Gardens HCA

26 Tilmore Gardens, Petersfield GU32 2JQ
Tel: 01730 233124

LDA YA

Downs House HCA

Reservoir Lane, Petersfield GU32 2HX
Tel: 01730 261474

OP D PD

Stroud House HCA

2 Rothercombe Lane, Petersfield GU32 3PQ
Tel: 01730 265691

OP D PD MH

Petersfield care homes with nursing

Chatterwood Nursing Home

Huntsbottom Lane, Hillbrow, Liss GU33 7PA
Tel: 01730 893943

OP D PD YA

Steep House Nursing Home

Tilmore Road, Petersfield GU32 2HS
Tel: 01730 260095

OP D PD MH

Eastfield Nursing Home HCA

Hillbrow Road, Liss GU33 7PS
Tel: 01730 892268

OP D PD

See page 108 for more information on paying for care homes in Hampshire.

Portsmouth: Central care homes

Bluewater Care Home

143-147 Kingston Road, Portsmouth PO2 7EB
Tel: 023 9200 8855

OP D

Hartford Court

Catherington Place, Portsmouth PO3 6GN
Tel: 01256 383370

OP D PD SI YA

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



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Our brand new care home is located in Portsmouth, the Home of the Royal Navy. We offer state-of-the-art facilities, including support for those living with dementia, all within a caring environment which reinforces the camaraderie and shared experience of a life of service in the Royal Navy and Royal Marines.

For further information or to arrange a visit,
call us on **02392 000996** or visit the RNBT website **rnbt.org.uk/ajh**



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Mary Rose Manor **HCA** **Advert inside front cover**
Copnor Road, Portsmouth PO3 5GA
Tel: 023 9269 9612 **OP D PD MH SI YA**

If you are considering a care home offering dementia care, see the checklist on page 107.

Portsmouth: Cosham care homes

Alexandra Rose Residential Care Home **HCA**

358 Havant Road, Farlington,
Portsmouth PO6 1NE
Tel: 023 9238 2944 **OP D**

Meadow House Residential Home

47-51 Stubbington Avenue, North End,
Portsmouth PO2 0HX
Tel: 023 9266 4401 **OP D PD MH SI**

East Cosham House

91 Havant Road, Cosham, Portsmouth PO6 2JD
Tel: 023 9232 1805 **OP D MH**

Russets

Gatcombe Drive, Hilsea, Portsmouth PO2 0TX
Tel: 023 9266 3780 **LDA YA**

Kinross Residential Care Home

201 Havant Road, Drayton, Portsmouth PO6 1EE
Tel: 023 9232 5806 **OP D YA**

For more information about care homes with nursing, see page 94.

Portsmouth: Cosham care homes with nursing

Cosham Court Nursing Home

2-4 Albert Road, Cosham, Portsmouth PO6 3DD
Tel: 023 9232 4301 **OP D PD YA**

Hamilton House

6 Drayton Lane, Portsmouth PO6 1HG
Tel: 023 9238 5448 **OP D YA**

Portsmouth: Southsea care homes

Admiral Jellicoe House

Admiral Jellicoe House, Locksway Road,
Southsea PO4 8JW **Advert page 152**
Tel: 023 9200 0996 **OP D PD LDA MH SI YA**

Beaconsfield Residential Care Home **HCA**

13 Nelson Road, Southsea PO5 2AS
Tel: 023 9282 4094 **LDA MH**

Albert Lodge **HCA**

21 Victoria Road North, Southsea PO5 1PL
Tel: 023 9283 7545 **LDA MH**

Braemar Care Home **HCA**

24-26 Wimbledon Park Road, Southsea PO5 2PU
Tel: 023 9281 1399 **OP D**

Alton Manor Care Home – Portsmouth **HCA**

8-12 Herbert Road, Southsea PO4 0QA
Tel: 023 9286 2904 **OP D MH**

Clarendon Care Home

64-66 Clarendon Road, Southsea PO5 2JZ
Tel: 023 9282 4644 **OP D**

Auckland House

55 St Ronans Road, Southsea PO4 OPP
Tel: 023 9273 9600 **LDA MH**

Downham Lodge **HCA**

29 St Edwards Road, Southsea PO5 3DH
Tel: 023 9282 8124 **OP MH YA**

Autumn Vale Rest Home **HCA**

The Circle, 26 Clarendon Road, Southsea PO5 2EE
Tel: 023 9282 6034 **OP MH YA**

Elizabeth House Care Home Adults

59-61 St Ronans Road, Southsea,
Portsmouth PO4 OPP
Tel: 023 9273 3044 **LDA MH 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

Festing Grove

47 Festing Grove, Southsea PO4 9QB
Tel: 023 9283 2427

PD LDA YA
Seaview Residential Home Ltd

67-69 Festing Grove, Southsea PO4 9QE
Tel: 023 9282 5097

OP D MH YA
Haven Rest Home, The

191 Havant Road, Drayton,
Portsmouth PO6 1EE
Tel: 023 9237 2356

OP D PD SI
Shearwater

Moorings Way, Milton, Portsmouth PO4 8QW
Tel: 023 9277 6130

OP D
Oakland Grange

10 Merton Road, Southsea PO5 2AG
Tel: 023 9282 0141

OP D PD LDA YA
St Vincent House – Southsea HCA

St Vincent House, 20-21 Clarence Parade,
Southsea PO5 3NU
Tel: 023 9235 8062

OP D PD
Ormsby Lodge HCA

1 Ormsby Road, Southsea PO5 2AL
Tel: 023 9273 8752

OP PD LDA YA
Victoria Lodge HCA

19 Victoria Road North, Southsea PO5 1PL
Tel: 023 9275 4411

MH YA
Royal Mencap Society – 145 Kingsley Road

145 Kingsley Road, Portsmouth PO4 8HN
Tel: 023 9229 4649

LDA
You Trust, The – 34-36 Shaftesbury Road HCA

Southsea, Portsmouth PO5 3JR
Tel: 023 9229 4414

MH

Portsmouth: Southsea care homes with nursing

Harry Sotnick House

Cranleigh Avenue, Portsmouth PO1 5LU
Tel: 023 9282 0703

OP D PD SI YA
St Ronans Nursing and Residential Care Home HCA

23-31 St Ronans Road, Southsea, Portsmouth PO4 0PP
Tel: 023 9273 3359

OP D PD LDA MH SI YA

Ringwood care homes

Advertisers are highlighted

Hightown Road

75 Hightown Road, Ringwood BH24 1NH
Tel: 01425 461269

PD LDA
Whitegates Care Home

Gravel Lane, Ringwood BH24 1LL
Tel: 01425 472302

OP PD
Northfield House

144 Northfield Road, Poulner, Ringwood BH24 1SU
Tel: 01725 475628

PD LDA SI
Woodside Lodge HCA

160 Burley Road, Bransgore, Christchurch BH23 8DB
Tel: 01425 673030 **Advert page 106**

OP D MH
Oak Mount Care Home HCA

Narrow Lane, Ringwood BH24 3EN
Tel: 01425 479492

OP D MH
St Elmo Care Home HCA

Gorley Road, Poulner, Ringwood BH24 1TH
Tel: 01425 472922 **Advert adjacent**

OP D
Stables Flat

The Stable Family Home Trust, The Stables Bisterne,
Ringwood BH24 3BN
Tel: 01425 485192

LDA


St Elmo Care Home



St Elmo Care Home is a 23 bedded home nestled in the Ringwood area with close access to the New Forest, Ringwood and the town's facilities.

The care home provides Residential care, and specialises in providing care for people living with dementia, with a reputation for the excellent quality of care it provides.

For more information, please contact **Lesley Hatton** on **01425 472922** or visit **www.stelmocare.co.uk**

St Elmo Care Home, Gorley Road, Ringwood, Hampshire BH24 1TH

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

Ringwood care homes with nursing

HCA – Hampshire Care Association

Bickerley Green Care Home with Nursing HCA

Kingsbury Lane, Ringwood BH24 1EL

Tel: 01425 473312

OP D YA

Gorselands Nursing Home HCA

Coach Hill Lane, Burley Street, Ringwood BH24 4HN

Tel: 01425 402316

OP D PD

St Martha's

Linford Road, Linford, Ringwood BH24 3HX

Tel: 07384 518905

OP D PD MH YA

For more information about care homes with nursing, see page 94.

Romsey care homes

Advertisers are highlighted

Abbotswood Court

Minchin Road, Romsey SO51 0BL

Tel: 01794 528700 **Advert page 125** OP D PD SI YA

Greenview Residential Care Home HCA

Lockerley Green, Lockerley, Romsey SO51 0JN

Tel: 01794 341200

OP D MH

Marika House HCA

Stonemmarsh, Michelmersh, Romsey SO51 0LB

Tel: 0845 094 9295

LDA SI YA

Timaru HCA

Great Bridge Road, Romsey SO51 0HB

Tel: 01794 523731

LDA

Woodley Grange HCA

Winchester Hill, Romsey SO51 7NU

Tel: 01794 523100

OP D PD SI

See the checklist on page 105 for useful questions to ask when looking at care homes.

Romsey care homes with nursing

Cedar Lawn Nursing Home HCA

Cedar Lawn, Braishfield Road,

Romsey SO51 7US

Tel: 01794 523300

OP PD YA

Dunwood Manor Nursing Home HCA

Sherfield English, Romsey SO51 6FD

Tel: 01794 513033

OP D PD

Durban House HCA

33 Woodley Lane, Romsey SO51 7JL

Tel: 01794 512332

OP D PD

Fryers House – Care Home with Nursing Physical Disabilities

Fryers Close, Romsey SO51 5AD

Tel: 01794 526200

OP PD LDA YA

Kingfisher Court

Rownhams Lane, North Baddesley,

Southampton SO52 9LP

Tel: 023 8073 9006

OP PD LDA MH SI YA

Knights' Grove Bupa Care Home

Thomas Road, North Baddesley,

Southampton SO52 9EW

Tel: 0238 074 1342 **Advert page 158**

D YA

Marie Louise House Nursing Home HCA

Newton Lane, Romsey SO51 8GZ

Tel: 01794 521224

OP D

Waverley Lodge Nursing Home HCA

Sherfield English, Romsey SO51 6FD

Tel: 01794 513033

OP PD

Southampton: Bassett care homes

Bassett House

1 Bassett Avenue, Southampton SO16 7DP

Tel: 023 8076 9432

LDA

Keychange Charity Fair Havens Care Home

468 Winchester Road, Bassett, Southampton SO16 7DD

Tel: 023 8079 0874

OP D PD

Mercury House

85 Mercury Close, Southampton SO16 8BJ

Tel: 023 8073 9500

LDA YA

Poplars Care Home HCA

4 Glen Eyre Way, Bassett, Southampton SO16 3GD

Tel: 023 8067 7831

OP D

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



Tailored Residential Care for older people at Speedwell Court, Southampton

We provide care for older people in our beautifully appointed, purpose-built care home in West End, Southampton. We offer long term, respite and post-operative care, for older people and those who live with dementia, providing caring support within a friendly environment and a high level of additional facilities and services.

To arrange a guided tour of our home, call 023 8235 6990

Speedwell Court

Mansbridge Road, West End, Southampton SO18 3HW
Telephone: 023 8235 6990 email: speedwell@abbeyfield.com
www.abbeyfield.com

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Inspected and rated

Good



Parkview

159A Burgess Road,
Southampton SO16 7AA
Tel: 023 8033 5305

OP LDA YA

Squirrels

The Squirrels, Manor Road, Chilworth,
Southampton SO16 7JE
Tel: 023 8235 1805

LDA YA

Southampton: Bassett care home with nursing

Advertisers are highlighted

Southampton Manor Care Home

111 Burgess Road, Southampton SO16 7AG
Tel: 023 8070 6050 **Advert page 98** OP D PD SI YA

See the checklist on page 105 for useful suggestions of questions to ask when looking at care homes.

Southampton: Bitterne care homes

HCA – Hampshire Care Association

Appleton House HCA

26 Chafen Road, Southampton SO18 1BB
Tel: 0203 195 0118

MH YA

Oakwood Residential Home

192 West End Road, Bitterne, Southampton SO18 6PN
Tel: 023 8046 6143

OP D

Chesham House HCA

194 West End Road, Bitterne,
Southampton SO18 6PN
Tel: 023 8047 2912

MH YA

Retreat House

9 Montague Avenue, Southampton SO19 0QH
Tel: 023 8044 2860

LDA MH YA

Cwello Lodge HCA

17 Cobbett Road, Southampton SO18 1HJ
Tel: 023 8055 9628

LDA MH

Speedwell Court HCA

Mansbridge Road, West End, Southampton SO18 3HW
Tel: 023 8235 6990 **Advert page 156** OP D PD SI YA

Holcroft House HCA

Holcroft Road, Thornhill, Southampton SO19 6HA
Tel: 023 8040 2689

OP D

St Katherine Care Home HCA

9 Cobbett Road, Southampton SO18 1HJ
Tel: 023 8055 6633 **Advert below**

OP D MH



ST KATHERINE
CARE HOME

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Care Quality Commission

9.5
carehome.co.uk

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- Introducing the St Katherine Luxury Suites
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- St Katherine Care Home now provides accommodation for up to 24 residents

stkatherine@bitterne.care
www.stkatherinecarehome.co.uk



Log my Care

Hampshire Care Association

Oak Lodge Bupa Care Home

45 Freemantle Common Road,
Southampton SO19 7NG
Tel: 02380 425560 **Advert below**

D

Peartree House **HCA**

8a Peartree Avenue, Bitterne,
Southampton SO19 7JP
Tel: 023 8044 8168

OP PD SI YA

Southampton: Central care homes

Brooke House

123 Millbrook Road East, Freemantle,
Southampton SO15 1HQ
Tel: 023 8023 5221

LDA MH YA

Crowlin House

Calmore Road, Calmore, Southampton SO40 2RA
Tel: 023 8086 0898

MH AD

Devon Lodge

23a Grange Road, Hedge End,
Southampton SO30 2FL
Tel: 01489 772820

LDA YA

Natalie House

34-36 St Mary's Road, St Marys,
Southampton SO14 0BG
Tel: 0300 304 5466

MH AD

Roberts Lodge

20 Roberts Road, Southampton SO15 5DE
Tel: 023 8033 5305

OP LDA YA

Rose Road Association, The

Bradbury Centre, 300 Aldermoor Road,
Southampton SO16 5NA
Tel: 023 8072 1234

PD LDA SI YA

Seventrees

Blackfield Road, Fawley, Southampton SO45 1EH
Tel: 023 8089 2671

LDA MH



Your local Bupa care homes in Hampshire

We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.

Call us for advice on care today
0808 278 0653

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.
Closed Sunday and bank holidays. We may record or monitor our calls.
Phone calls are free to 0808 numbers.



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



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Q122076 CS 02455

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

St Annes Nursing Home

1-3 Lawn Road, Southampton SO17 2EX
Tel: 023 8058 5032

OP D PD

Wilton Manor Bupa Care Home

Wilton Avenue, Southampton SO15 2HA
Tel: 02380 230555 **Advert page 158**

D MH

Southampton: Portswood care homes

HCA – Hampshire Care Association

Brookvale House HCA

4 Brookvale Road, Portswood,
Southampton SO17 1QL **Advert inside front cover**
Tel: 023 8032 2541

OP D PD MH

Dimensions 53 Cambridge Road

53 Cambridge Road, Southampton SO14 6UT
Tel: 023 8055 0309

LDA

Greensleeves Residential Care Home HCA

8 Westwood Road, Portswood,
Southampton SO17 1DN
Tel: 023 8055 3668

OP D

Harefield Lodge

6 Westwood Road, Portswood,
Southampton SO17 1DN
Tel: 023 8055 5802

LDA YA

Holmhurst Care Home

28 Gordon Avenue, Portswood,
Southampton SO14 6WD
Tel: 023 8055 7999

OP MH YA

Ivydene

70 Belmont Road, Portswood, Southampton SO17 2GE
Tel: 023 8058 6376

OP LDA YA

Lawn House

4 Lawn Road, Southampton SO17 2EY
Tel: 023 8058 4911

LDA MH YA

Lawnbrook Care Home HCA

15 Lawn Road, Southampton SO17 2EX
Tel: 023 8057 7786

OP D PD MH

Mayflower Court

62-70 Westwood Road, Southampton SO17 1DP
Tel: 023 8098 2774 **Advert page 160**

OP D YA

Shaftesbury Rest Home HCA

49 Shaftesbury Avenue, Highfield,
Southampton SO17 1SE
Tel: 023 8058 4478

OP D MH

White Lodge Rest Home

79-83 Alma Road, Southampton SO14 6UQ
Tel: 023 8055 4478

OP D MH

Southampton: Shirley care homes

Abbey Retirement Home HCA

348 Winchester Road, Southampton SO16 6TW
Tel: 023 8070 2671

OP D MH

Ashwood Rest Home HCA

10-12 Shirley Avenue, Shirley, Southampton SO15 5NG
Tel: 023 8078 0232

OP D PD MH SI

Dimensions 1 Michigan Way

1 Michigan Way, Totton, Southampton SO40 8XE
Tel: 023 8086 5753

OP D PD LDA SI

Fritham Lodge HCA

36 Shirley Park Road, Shirley, Southampton SO16 4FU
Tel: 023 8077 4221

MH YA

Haven Rose Residential Care Home Ltd HCA

33 Landguard Road, Southampton SO15 5DL
Tel: 023 8032 2999

OP D PD MH SI YA

Respite Unit for Adults with Learning Disabilities

32 Kentish Road, Southampton SO15 3GX
Tel: 023 8091 7611

LDA YA

Rowan House HCA

9 Darwin Road, Shirley, Southampton SO15 5BS
Tel: 023 8022 5238

OP D MH

Stanwell Rest Home HCA

72-76 Shirley Avenue, Southampton SO15 5NJ
Tel: 023 8077 5942

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

9.7

Average Group
Review score 2023
carehome.co.uk**

*T&C's apply. Please see website for details

**carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 10/07/2023.



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3 weeks for 2 on respite care*

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Orchard Gardens
BISHOPSTOKE | HAMPSHIRE

Mayflower Court luxury care home

Orchard Gardens luxury care home

62-70 Westwood Road, Southampton,
Hampshire, SO17 1DP

1 Garnier Drive, Bishopstoke, Eastleigh,
Hampshire, SO50 6HE

02380 982 774

02380 983 969

www.MayflowerCourt.org.uk

www.OrchardGardens.org.uk

Southampton: Shirley care homes with nursing

Advertisers are highlighted

Hampton Lodge (St Basils)

33 Hill Lane, Southampton SO15 5WF
Tel: 023 8022 6976

OP D YA

St Johns Nursing Home

Rownhams Lane, Rownhams, Southampton SO16 8AR
Tel: 023 8073 2330

OP D PD YA

Northlands House Bupa Care Home

6 Westrow Road, Southampton SO15 2LY
Tel: 02380 989164 **Advert page 158** OP PD LDA YA

For more information about care homes with nursing, see page 94.

Southampton: Woolston care homes

HCA – Hampshire Care Association

Aspen Lodge Care Home HCA

222 Weston Lane, Southampton SO19 9HL
Tel: 023 8042 1154 OP D PD MH SI YA

Buttercup House Care Home HCA

12 Radstock Road, Woolston, Southampton SO19 2HP
Tel: 023 8044 8982 OP D MH

Chessel Avenue

1 Chessel Avenue, Bitterne, Southampton SO19 4DY
Tel: 023 8043 5999 PD LDA MH YA

Delrose

99 Portsmouth Road, Southampton SO19 9BE
Tel: 023 8043 7673 OP LDA YA

Lavender House Care Home

166 Newtown Road, Southampton SO19 9HR
Tel: 023 8254 4650 OP D

Linden House

44-46 Station Road, Sholing, Southampton SO19 8HH
Tel: 023 8042 2279 OP D MH YA AD

Oaklea HCA

29 Oak Road, Woolston, Southampton SO19 9BQ
Tel: 023 8044 6451 LDA YA

Rosewood Care Home HCA

131a Swift Road, Woolston, Southampton SO19 9ES
Tel: 023 8068 5224 OP D

Springfield House Care Home HCA

95-97 Portsmouth Road, Woolston, Southampton SO19 9BE
Tel: 023 8044 2873 OP D PD YA

St Elizabeth HCA

115 Swift Road, Southampton SO19 9ER
Tel: 0203 8042 1212 OP D

St James Care

106-108 Radstock Road, Woolston, Southampton SO19 2HU
Tel: 023 8044 5310 OP D MH AD

Starboard House

105 Obelisk Road, Woolston, Southampton SO19 9DN
Tel: 023 8043 4317 LDA

Weston Court

Kingsclere Avenue, Southampton SO19 9LB
Tel: 07598 810893 OP LDA YA

Southampton: Woolston care homes with nursing

Hawthorns Care Centre, The

76 St Annes Road, Southampton SO19 9FF
Tel: 023 8044 3061 OP D YA

South Haven Lodge Care Home

69-73 Portsmouth Road, Woolston SO19 9BE
Tel: 023 8068 5606 OP D MH 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

Avondale Lodge Care Home

Hythe Road, Marchwood, Southampton SO40 4WT
Tel: 023 8066 6534 **OP D MH**

Care Management Group Ltd – 23 Valley Road

23 Valley Road, Totton, Southampton SO40 9FP
Tel: 023 8178 8184 **LDA YA**

Dimensions 123 Calmore Road

123 Calmore Road, Calmore,
Southampton SO40 2RA
Tel: 023 8066 7893 **LDA**

Farmhouse Care Home **HCA**

87 Water Lane, Totton, Southampton SO40 3DJ
Tel: 023 8086 8895 **Advert below** **OP D**

Forest Edge **HCA**

Southampton Road, Cadnam,
Southampton SO40 2NF
Tel: 023 8081 3334 **OP D PD MH SI**

Jacob's Lodge **HCA**

Jacob's Gutter Lane, Hounsdown, Totton SO40 9FT
Tel: 01329 854812 **LDA YA**

Jaden House

33 Hammonds Lane, Totton, Southampton SO40 3LF
Tel: 023 8086 7680 **LDA MH SI**

Poplars, The

347 Salisbury Road, Totton, Southampton SO40 3NF
Tel: 023 8086 9477 **OP LDA**

Tendring Care Homes Ltd

Ringwood Road, Netley Marsh,
Southampton SO40 7DY
Tel: 023 8086 4571 **OP D**

Woodlands **HCA**

375 Woodlands Road, Woodlands, Netley Marsh,
Southampton SO40 7GB
Tel: 023 8087 1704 **LDA YA**

Farmhouse Care Home

We specialise in the care of elderly people, especially those with dementia.



The **Farmhouse Care Home** is a friendly, family-run rest home situated in Totton, Southampton. It is easily reached by car, by frequent buses and is a short distance from rail links.

Being a family business, we are able to offer those little extra flourishes, so often absent in large anonymous corporations. When arranging residential care for yourself or a loved one, we offer the same informal 'hands on' service.

Farmhouse Care Home has always been synonymous with high quality services and value for money. Our policy is to invest in the best people for the job and give them the resources to do it.

We aim to exceed your expectations...always!

Please don't hesitate to contact us and we will be happy to have a chat about your specific needs.

Tel: **023 8086 8895** • **www.farmhouse.care**

87 Water Lane | Totton | Southampton | Hampshire | SO40 3DJ



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

Birches Nursing Home, The

239 Water Lane, Totton, Southampton SO40 3GE
Tel: 023 8066 7141

OP PD

Colbury House HCA

Hill Street, Calmore,
Southampton SO40 2RX
Tel: 023 8086 9876

OP D PD YA

Forest Court Nursing Home HCA

Forest Way, Tatchbury Mount,
Calmore, Southampton SO40 2PZ
Tel: 023 8066 4770

OP D YA

Laurel Care Home HCA

Salisbury Road, Calmore, Southampton SO40 2RW
Tel: 023 8086 9861

OP D PD

Waterlooville care homes

See page 162 for the **Service User Bands** key **Advertisers are highlighted**

Bayith Rest Home HCA

18-20 Bevan Road, Waterlooville PO8 9QH
Tel: 023 9259 7388

OP D MH YA

Care Management Group – Winston Lodge

362 London Road, Waterlooville PO7 7SR
Tel: 023 9264 7895

LDA YA

Denmead Grange

Parklands Business Park, Forest Road, Denmead,
Waterlooville PO7 6XP
Tel: 023 8008 9118

Advert page 164

OP D YA

Easterlea HCA

Easterlea Rest Home, Hambledon Road,
Denmead, Waterlooville PO7 6QG
Tel: 023 9226 2551

OP

Green Meadows Care Home HCA

Green Lane, Denmead, Waterlooville PO7 6LW
Tel: 023 9225 5328

OP D YA

Hart Plain Care HCA

79 Silvester Road, Cowplain, Waterlooville PO8 8TR
Tel: 023 9225 7995

OP LDA YA

Holmside

Hambledon Road, Denmead, Waterlooville PO7 6PS
Tel: 023 9225 5364

OP LDA YA

Linda Grove

17a Linda Grove, Cowplain, Waterlooville PO8 8UX
Tel: 023 9226 2356

LDA

Oakdene Residential Home HCA

Oakdene, 197 London Road,
Waterlooville PO7 7RN
Tel: 023 9264 0055 **Advert below**

OP D

Oaklands Care Home

216 Stakes Hill Road,
Waterlooville PO7 5UJ
Tel: 023 9226 6343

OP D YA

Parkwood Lodge HCA

181 London Road, Waterlooville PO7 7RL
Tel: 023 9226 8073

MH

Purbeck House Care Home HCA

135 London Road, Waterlooville PO7 7SH
Tel: 023 9325 6553

OP D PD MH

Royal Mencap Society – 178 London Road

178 London Road,
Waterlooville PO7 5SP
Tel: 0207 454 0454

LDA

Wellington Vale Care Home

Darnel Road, Waterlooville PO7 7TY
Tel: 02392 240486 **Advert page 125**

OP D PD SI YA


Woodlands Care Home HCA

19-23 Lovedean Lane, Lovedean,
Waterlooville PO8 8HJ **Advert inside front cover**
Tel: 023 9259 4427

OP D MH

OAKDENE

RESIDENTIAL HOME



Inspected and rated
Good
Care Quality
Commission

Oakdene is a family run home with a large, beautiful landscaped garden situated on the old A3 between Cowplain and Waterlooville, near bus routes.

Our well trained staff are there to provide a high standard of care within a happy home.

We not only respect our residents' independence, but actively encourage them to be as independent as possible.

We are proud to offer high quality Day Care and specialist dementia care in a friendly environment. We provide a range of daily activities and regular outings for our residents, so there is never a dull moment.

For more information, contact us:
T: 02392 640055
197 London Road, Waterlooville, PO7 7RN

Everyone deserves uncompromising care.

That's why at Denmead Grange 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 023 8008 9118 to find out how we can help.

Residential Care • Dementia Care • Respite Breaks



Waterlooville care homes with nursing

HCA – Hampshire Care Association

Advertisers are highlighted

Latham Lodge Nursing and Residential Care Home **HCA**

137-139 Stakes Road, Purbrook PO7 5PD
Tel: 023 9225 4175

OP YA

Two Beeches Nursing Home **HCA**

2 Wallis Road,
Waterlooville PO7 7RX
Tel: 023 9223 2706 **Advert page 96**

OP D PD

South Africa Lodge

43 Stakes Hill Road, Waterlooville PO7 7LA
Tel: 023 9225 5556

OP D PD MH YA

Wellington Vale Care Home

Darnel Road, Waterlooville PO7 7TY
Tel: 023 9224 0486 **Advert page 125** **OP D PD SI YA**

West End care homes

Dawson Lodge

Botley Road, West End, Southampton SO30 3RS
Tel: 023 8046 5707

OP D

Telegraph Road

4A Telegraph Road, West End,
Southampton SO30 3EJ
Tel: 023 8184 9897

LDA YA

Pinewood Rest Home

34 Telegraph Road, West End, Southampton SO30 3EX
Tel: 023 8047 2722

OP D

Sennen Lodge **HCA**

Kanes Hill, West End, Southampton SO19 6AJ
Tel: 023 8047 1725

LDA YA

Sunnycroft Residential Care Home **HCA**

143 Moorgreen Road, West End,
Southampton SO30 2HG
Tel: 023 8047 2503

OP D



West End care home with nursing

Oaklands House Care Centre

Allington Lane, West End,
Southampton SO30 3HP
Tel: 023 8047 2581

OP D MH

**If moving into residential care is the best way
of meeting your care and support needs, see
the information beginning on page 94 to review
your accommodation options.**

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

Otterbourne House

Otterbourne Road, Compton, Winchester SO21 2BB
Tel: 01962 715634 **LDA YA**

Shawford Springs Care Home

Otterbourne Road, Compton,
Winchester SO21 2RT
Tel: 01962 383 115 **Advert page 166** **OP D YA**

Shedfield Lodge **HCA**

St Annes Lane, Shedfield,
Southampton SO32 2JZ
Tel: 01329 833463 **OP D MH**

For more information about care homes with nursing, see page 94.

Wickham care home with nursing

Kitnocks House

Wickham Road, Curdridge,
Southampton SO32 2HG
Tel: 01489 798244 **OP D PD MH SI YA**

If you are considering a care home offering dementia care, see the checklist on page 107.

Winchester care homes

Brackenlea Care Home **HCA**

Pearson Lane, Shawford,
Winchester SO21 2AG **Advert inside front cover**
Tel: 01962 713242 **OP D PD MH**

Brendoncare Meadway **HCA**

Mead Road, St Cross, Winchester SO23 9RF
Tel: 01962 865784 **OP**

Cambria House **HCA**

24 St Peters Street, Winchester SO23 8BP
Tel: 01962 865226 **LDA**

Compton House **HCA**

Otterbourne Road, Compton, Winchester SO21 2BB
Tel: 0203 195 3565 **LDA YA**

Kirtling House

14 Compton Road, Winchester SO23 9SL
Tel: 01962 862580 **MH**

Old Alresford Cottage **HCA**

Old Alresford, Alresford SO24 9DH
Tel: 01962 734121 **OP D LDA MH YA**

Otterbourne Grange Residential Care Home

Grange Drive, Otterbourne, Winchester SO21 2HZ
Tel: 023 8025 3519 **OP D YA**

Ridgemede Care

Bishops Waltham, Southampton SO32 1DX
Tel: 01489 892511 **OP D PD**

St Cross Grange

140 St Cross Road, Winchester SO23 9RJ
Tel: 01962 854865 **OP D PD MH SI YA**

Tegfield House

24 Chilbolton Avenue, Winchester SO22 5HD
Tel: 01962 854600 **OP**

Upton Grey Close Care Home **HCA**

23 Upton Grey Close, Winchester SO22 6NE
Tel: 01962 886361 **LDA**



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

Abbotts Barton

40 Worthy Road, Winchester SO23 7HB
Tel: 01962 626800

OP YA

Brendoncare Otterbourne Hill HCA

Otterbourne Hill, Otterbourne, Winchester SO21 2FL
Tel: 01962 852133

OP D PD SI

Brendoncare Park Road HCA

Park Road, Winchester SO23 7BE
Tel: 01962 869287

Dower House Nursing Home, The HCA

Springvale Road, Headbourne Worthy,
Winchester SO23 7LD
Tel: 01962 882848

Flowerdown Care Home

50 Harestock Road, Winchester SO22 6NT
Tel: 01962 383141 **Advert below**

OP YA

St Catherine's View

212 Stanmore Lane, Winchester SO22 4BL
Tel: 01962 892200

OP D YA

Sutton Manor Care Home HCA

Sutton Scotney,
Winchester SO21 3JX
Tel: 01962 760188

OP PD SI

Westacre Nursing Home HCA

Sleepers Hill,
Winchester SO22 4NE
Tel: 01962 855188

OP D YA

OP

Westholme Care Home HCA

55 Harestock Road, Winchester SO22 6NT
Tel: 01962 881481

OP D YA

Winchester Heights Care Home

Stockbridge Road,
Winchester SO22 5JH
Tel: 01962 814400

Advert page 98

OP D PD SI YA

See the checklist on page 105 for useful suggestions of questions to ask when looking at care homes.



FLOWERDOWN
BARCHESTER HEALTHCARE

50 Harestock Road,
Winchester, SO22 6NT
barchester.com

Everyone deserves uncompromising care.

That's why at Flowerdown 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 01962 383141 to find out how we can help.

Nursing Care • Respite Care & Short Breaks




SHAWFORD SPRINGS
BARCHESTER HEALTHCARE

Otterbourne Road,
Compton, SO21 2RT
barchester.com

Luxury New Care Home – Now Welcoming Residents –

Shawford Springs is a place where care is uncompromising and every individual is valued as a true one off. Each menu is an experience and the wide range of activities bring joy and happiness to the people we care for.

Call 01962 383 115 to find out more.

Residential Care • Dementia Care • Respite Breaks



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

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