Buckinghamshire Care Services Directory

> Home support  > Specialist care  > Care homes  > Useful contacts

The independent guide to choosing and paying for care
At Centurion Care we aim to provide a quality service to meet residents' individual care needs – social, emotional, spiritual and physical. Our approach is one that allows residents to retain the right to dignity, privacy, choice, independence and fulfilment.

Penley Grange
Residential care home for adults with PMLD (profound and multiple learning disabilities), LD, Autism, Mental Health and Sensory Impairment.

New 8 Bed Unit opening in Summer 2017
• Person centred specialist care with positive behaviour approach to overcome barriers to living in an homely environment.
• Holistic approach in designing individualised care that focuses on the potential and ability to build confidence, improve self-esteem and encourage community integration, through group learning and active sport and leisure.
• We endeavour to empower our residents by enabling them to make informed choices to exercise their rights and make informed choices.
• Supported by a friendly professional team who are fully trained, qualified and well supported.

Referrals Please mail: Ferida.akhtar@centurioncare.co.uk
Marlow Road, Stokenchurch, Buckinghamshire HP14 3UW

Chartridge Lane
Residential care for adults with learning disabilities
• Person-centred approach
• Residents are actively supported to maintain their skills
• Promotes “self direction, social inclusion and participation”
• Empowering individuals to make informed decisions

69 Chartridge Lane, Chesham, Bucks HP5 2RG

Telephone: 01494 810117

Brook House
24 hour nursing care
• Qualified nursing staff and Personalised Care Plans
• 35 bedrooms offer all the facilities to ensure comfort and care
• Positive approach to individual care
• Nurse call systems are fitted in all bedrooms
• Varied activities programme
• Home cooked meals prepared by our chef

28 The Green, Wooburn Green, Buckinghamshire HP10 0EJ

Telephone: 01628 528228

www.centurioncare.co.uk
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.

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

Alternative formats

This Directory is available electronically at www.carechoices.co.uk where there is a Browsealoud option for those requiring the information in spoken word.
Introduction

Welcome to this edition of the independent Buckinghamshire Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There’s a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local Adult Social Care department to establish your specific needs. This is free, irrespective of your income and available to all. More details are provided on page 11. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 21 for those paying for care at home and 37 for those paying for residential care.

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 5 and a list of local home care providers begins on page 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 28) or residential care. Comprehensive lists of care homes and care homes with nursing in Buckinghamshire start on page 47.

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.

Finding care options in your area

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented.

Please call 0800 389 2077 or visit www.carechoices.co.uk

For assistance with finding care and support, call Care Choices on 0800 389 2077
Milton Keynes and Buckinghamshire Care Association

MKB Care Association exists to support the care sector in Buckinghamshire and Milton Keynes. MKBCare is made of care providers (private, voluntary or charitable) who work together to share information, training, support and guidance and best practice to promote high standards of care within the county.

For further details please visit:
www.mkbcare.org.uk
Tel: 01753 790839
Email: training@mkbcare.org.uk

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:
- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring.

You can find local day opportunities by exploring
www.careadvicebuckinghamshire.org

Meals on wheels

Some services are able to deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

apetito provides this service on behalf on Buckinghamshire council. You don’t have to go via the council for apetito meals, but if you’ve been assessed by Buckinghamshire County Council as needing a hot meal or tea time meal, the cost may be subsidised. Call 01296 383204 to arrange an assessment.

Visit www.carechoices.co.uk for further assistance with your search for care
Alternatively, you could arrange to have meals delivered privately. You may find a service by word of mouth or using the internet – your local library may be able to help here – or you can contact apetito without being assessed by the council.

Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

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

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

apetito Ltd, Unit 6 Garside Way, Stocklake, Aylesbury HP20 1BH
Tel: 0800 090 3622
Email: buckinghamshire.office@apetito.co.uk
Web: www.apetito.co.uk

For further information about, and contact details for, local HIAs, visit www.housingcare.org or contact your local council.

Aylesbury Vale District Council
Tel: 01296 585605

Chiltern and South Bucks District Councils
Tel: 01494 732013

Wycombe District Council
Tel: 01494 421728

For assistance with finding care and support, call Care Choices on 0800 389 2077
Making life easier at home

In the living room

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Chair raisers

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### WHAT IS DIFFICULT?  
### SIMPLE SOLUTIONS  
### COMPLEX SOLUTIONS

| GETTING IN/OUT OF CHAIRS | • Block of foam in chair base  
|                          | • Buy ready-made chair raisers  
|                          | • Buy a chair at the right height  
|                          | • Take regular, gentle exercise  
|                          | • Buy an electric riser chair  
| OPENING/CLOSING WINDOWS | • Move furniture out of the way  
|                          | • Install/purchase a fan  
|                          | • Buy a tool to open/close windows  
|                          | • Install environmental controls or air-conditioning  
|                          | • Install new windows  
| CONTROLLING THE HEATING | • Change the switches for ease of use  
|                          | • Fit a timer switch  
|                          | • Purchase a standalone heater  
|                          | • Move the heating controls  
|                          | • Install new or additional heating system  
| KEEPING WARM             | • Use a trolley to transport the fuel for your fire  
|                          | • Replace the fire with a heater  
|                          | • Apply for a winter fuel payment  
|                          | • Insulate your house  
|                          | • Swap to a cheaper heating system  
|                          | • Change to a simpler heating system  
| TURNING LIGHTS ON/OFF    | • Install a light switch toggle  
|                          | • Purchase a socket extension  
|                          | • Purchase handi-plugs  
|                          | • Move the light switches  
|                          | • Replace the light switches  
|                          | • Install environmental controls  
| HEARING THE TV           | • Use subtitles  
|                          | • Purchase wireless headphones  
|                          | • Request an assessment for a hearing aid  
|                          | • Install a room loop  

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

### WHAT IS DIFFICULT?  
**SIMPLE SOLUTIONS**  
**COMPLEX SOLUTIONS**

**GETTING IN AND OUT OF BED**
- Learn new ways of moving safely
- Purchase a leg lifter
- Raise the bed
- Fit grab rails

- Use a transfer board
- Buy an electric adjustable bed
- Install a hospital bed
- Use a hoist

**SITTING UP IN BED, TURNING OR ROLLING OVER**
- Change to less heavy bedding
- Learn new ways of moving safely
- Purchase a pillow raiser
- Change the mattress

- Buy a bed cradle/bed ladder
- Use a bed lever
- Buy a specialised mattress
- Install a drop-down rail
- Install an over-bed pole

**KEEPING WARM IN BED**
- Buy a heavier duvet
- Buy thermal clothing

- Buy an electric blanket (make sure it’s tested regularly)

**GETTING DRESSED**
- Learn new ways of dressing
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handled shoe horn; dressing stick; button hook
- Contact (see below) for an assessment

- Consider home support

**CUTTING YOUR NAILS**
- Buy easy grip scissors

- See a podiatrist

**TAKING YOUR TABLETS**
- Ask for an easy-open bottle
- Keep a note of when you take a tablet
- Get a pill dispenser

- Get an automatic pill dispenser
- Ask someone to prompt you

**READING THE TIME**
- Buy a clock with large numbers

- Buy a clock that ‘speaks’

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Buckinghamshire Council: 01296 383204

For assistance with finding care and support, call Care Choices on 0800 389 2077
### In the kitchen

#### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

**REACHING INTO CUPBOARDS**
- Rearrange your cupboards/surfaces
- Buy an Easi-Reach or Handi-Reach
- Alter the spring in the doors
- Lower or raise the cupboards

**USING TAPS AND SWITCHES**
- Fit tap turners
- Purchase Handi-Plugs
- Change switches
- Raise or reposition taps
- Fit lever taps or new taps
- Alter the kitchen

**PREPARING/COOKING FOOD**
- Sit at a table
- Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper
- Use a food processor
- Purchase a perching/high stool
- Buy a trolley
- Raise/lower work surface
- Make space under worktop for your knees when sitting

**MOVING AROUND KITCHEN**
- Re-organise the furniture
- Review mobility equipment
- Adapt the kitchen

**EATING AND DRINKING**
- Use large handled cutlery
- Use a non-slip mat
- Use a lightweight cup/mug
- Use a cup with two handles
- Contact Buckinghamshire Council: 01296 383204 (see below) for an assessment
- Buy a trolley
- Consider home support for meal times

**LAUNDRY/IRONING**
- Install a wall-fixed ironing board
- Raise/lower washing machine

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

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
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<tr>
<td>WASHING HANDS, FACE AND BODY</td>
<td>• Install tap turners</td>
<td>• Install lever taps or new taps</td>
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<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Purchase a stool</td>
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<tr>
<td></td>
<td>• Purchase a flannel strap</td>
<td>• Raise or lower basin</td>
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<tr>
<td></td>
<td>• Contact Buckinghamshire Council: 01296 383204 (see below) for an assessment</td>
<td>• Consider home support</td>
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<tr>
<td></td>
<td>• Install lever taps or new taps</td>
<td></td>
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<tr>
<td></td>
<td>• Purchase a stool</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Raise or lower basin</td>
<td></td>
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<tr>
<td></td>
<td>• Consider home support</td>
<td></td>
</tr>
<tr>
<td>HAVING A BATH</td>
<td>• Purchase a non-slip mat</td>
<td>• Install a bath lift</td>
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<tr>
<td></td>
<td>• Buy a long-handled sponge</td>
<td>• Use a hoist</td>
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<tr>
<td></td>
<td>• Use a half-step</td>
<td>• Replace the bath with a shower</td>
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<tr>
<td></td>
<td>• Install grab rails</td>
<td>• Convert to a wet room</td>
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<tr>
<td></td>
<td>• Use a bath board or bath seat</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>• Install lever taps or new taps</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Purchase a stool</td>
<td>• Consider home support</td>
</tr>
<tr>
<td>DRYING YOURSELF</td>
<td>• Use a non-slip mat</td>
<td>• Change the floor covering</td>
</tr>
<tr>
<td></td>
<td>• Purchase a towelling gown</td>
<td>• Purchase a hot air body dryer</td>
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<tr>
<td>USING THE TOILET</td>
<td>• Install a raised toilet seat</td>
<td>• Review mobility equipment</td>
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<tr>
<td></td>
<td>• Use a combined toilet seat and support frame</td>
<td>• Consider home support</td>
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<td></td>
<td>• Install a flush lever extension</td>
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<td></td>
<td>• Contact Buckinghamshire Council: 01296 383204 (see below) for an assessment</td>
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<tr>
<td>CLEANING TEETH</td>
<td>• Purchase a toothbrush gripper</td>
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<tr>
<td></td>
<td>• Buy an electric toothbrush</td>
<td></td>
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<td></td>
<td>• Use a stool</td>
<td></td>
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<tr>
<td>HAVING A SHOWER</td>
<td>• Have a strip wash</td>
<td>• Use a shower board</td>
</tr>
<tr>
<td></td>
<td>• Use non-slip mats</td>
<td>• Use a shower chair or stool</td>
</tr>
<tr>
<td></td>
<td>• Purchase a half-step</td>
<td>• Replace shower controls</td>
</tr>
<tr>
<td></td>
<td>• Contact Buckinghamshire Council: 01296 383204 (see below) for an assessment</td>
<td>• Consider home support</td>
</tr>
</tbody>
</table>

Buckinghamshire Council: 01296 383204

For assistance with finding care and support, call Care Choices on 0800 389 2077
Telecare

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

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you’re eligible through an assessment (see below), Buckinghamshire Council may be able to provide it for you. For further information, please visit www.safeandwell.co.uk/buckinghamshire

Where do I start?

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adult Social Care, which is responsible for this process. Call 01296 383204.

Once Adult Social Care has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 37 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the
council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Personal Budgets cannot currently be used to pay for residential care.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult Social Care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services, if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall, or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or care manager if you think you might benefit from reablement. They can put you in touch with the right services if they feel that reablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending...
on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

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

**NHS Continuing Healthcare**

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person’s own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 38 for more information.

**Personal health budgets**

A personal health budget is an amount of money to support a person’s identified health needs. It is planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.
Who is a carer?

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help they give doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

Having a carer’s assessment

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

A carer’s assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adult Social Care.

Carers’ Personal Budgets

The carer’s Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

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

Respite at home

Home-based respite services give carers a break from their caring responsibilities.

A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.
Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget (see page 11) for their own needs they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £62.70 per week but this may change over the life of this Directory.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government website, www.gov.uk has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check.

You can find out more about what organisations support carers in Buckinghamshire by exploring www.careadvicebuckinghamshire.org

Carers Bucks

Carers Bucks is a local organisation supporting carers in Buckinghamshire. It supports both adult and young carers, and has various support groups and services to help carers in their role.

Tel: 0300 777 2722
Email: mail@carersbucks.org
Web: www.carersbucks.org

Resource for those supporting disabled children

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

www.myfamilyourneeds.co.uk

To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a bit of help.

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

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

How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

Finding the right support

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented. Call 0800 389 2077 or visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 42.
The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

• assessing your care needs and tailoring a plan to meet those needs;
• advertising, interviewing and screening suitability of workers;
• arranging necessary insurance cover;
• providing training and development for care workers;
• managing workers’ pay, including compliance with the National Minimum Wage;
• managing employment relationships, including sickness, absence and disciplinary matters; and
• managing health and safety issues.

Living with dementia at home

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

The various types of support available to you and your carer are likely to involve NHS services, Adult Social Care and voluntary agencies. Some examples of services and support to help people living with dementia include:

• specialist day centres;
• respite care or short breaks;
• assistive technology and community alarms;
• home care;
• meals at home;
• community equipment;
• extra care sheltered housing; and
• carers’ support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

• support to live their life;
• reassurance that they are still valued and that their feelings matter;

Visit www.carechoices.co.uk for further assistance with your search for care
• freedom from as much external stress as possible; and
• appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends
People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care
Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 11 for information on assessments.

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

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

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 61.

Alzheimer’s Society
This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 61 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 5.00pm, Monday to Friday and 10.00am to 4.00pm, Saturday and Sunday.
Home care agency checklist

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We suggest that you have paper with you when speaking with home care agencies so you can make notes.

### 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

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

### Notes

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

*See page 42.

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

Live-in Care

A Class Care is a specialist provider for Live-In Care services and a company that recognise the importance of remaining in your own home. We are passionate about enabling our clients to retain their independence by remaining safely, securely and within their familiar surroundings.

Services we provide:
- 24 Hour Live in care
- Waking nights, sleeping nights
- Short Term Care
- Respite care
- Palliative care
- End of life care
- Hospital Discharge Care/Re-ablement
- Elderly care
- Mental health Companionship
- Medication Administration
- Personal Care
- House Keeping
- Chaperone Service

Areas of Specialism:
- Dementia Alzheimer’s specialist care
- Palliative care
- Peg feed
- Training for Family members
- Advice centre for care needs

You can rest assured that you are with a quality provider with a high CQC rating, an award nominated organisation and a company that is passionate about providing quality care. To find out more contact our friendly team on 01223 864 066.

An Alternative to Residential Care
Low cost does not compromise on quality

Actually, we offer anything you need to stay in your home for longer

For assistance with finding care and support, call Care Choices on 0800 389 2077
Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult Social Care when your savings are likely to fall below this amount.

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Services can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

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

If you need care or support, you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64.

There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk

Other ways to fund your care and support
It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

The Money Advice Service
A free and impartial money advice service set up by the Government. It offers free and unbiased advice.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

Further information on paying for care can be found beginning on page 37.

Visit www.carechoices.co.uk for further assistance with your search for care
A more caring approach to care at home.

Have you ever wondered if there's an alternative to residential or respite care for a loved one?

With EdenCare there is.

We offer quality care at home for you, or your loved one, whether a child, young adult or an elderly person.

We are a local and independent provider of care and understand the importance of choice.

If you would like further details of our individually tailored care-at-home packages please contact us for a no obligation chat or visit our website.

We provide:

Domiciliary care services
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• 24hr Live-In Carers
• Supported Living

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• Learning Disabilities
• Challenging Behaviour
• Mental Health Support
• Palliative Care
• Physiotherapy

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email: mail@chilternhsupport.com
www.chilternhsupport.com

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Audley Care Chalfont St Peter
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Everyone has differing care needs. With Audley Care Chalfont St Peter, you can have as little or as much as you want.

Personal Care
Domestic Support
Health Management

No job is too small. We are on-call every minute of every day.

If you would like to discuss the ways we can help support you or a loved one, we are happy to visit you in the comfort of your own home if you find it easier to speak to someone face-to-face.

Audley Care acquired Red Kite Home Care in October 2016.

Call us today on
01494 877 402
or email info@audleycare.co.uk

Audley Care Chalfont St Peter
Rickmansworth Lane, Chalfont St Peter SL9 0LX
www.audleycare.co.uk

For assistance with finding care and support, call Care Choices on 0800 389 2077
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Visit www.carechoices.co.uk for further assistance with your search for care
For assistance with finding care and support, call Care Choices on 0800 389 2077

The Hub is different...

Please contact us to find out why:
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www.hubcaresupport.co.uk

Our range of services are:
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- Recuperation after a fall or hospital stay
- Live in care
- Temporary Support
- Support in emergencies (once registered with us)
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www.mandkc-personnel.co.uk
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info@ancocare.co.uk – www.ancocare.co.uk
117 Langcliffe Drive, Heelands, Milton Keynes MK13 7LD

We offer low cost staffing solutions for care homes and agencies.
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If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Buckinghamshire from 30 minutes per week to full-time live-in care.

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<td><strong>YOUR OWN HOME CARE</strong></td>
<td>OP YA</td>
<td></td>
</tr>
<tr>
<td>Berkhamsted</td>
<td>Tel: 07920 887414</td>
<td></td>
</tr>
</tbody>
</table>
Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 11).

Shared Lives

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

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially-adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on-site by a designated team of care workers, who can be available 24-hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Care.
Specialist services

Learning disability

If you are living with a learning disability in Buckinghamshire, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 28.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Buckinghamshire. Any learning disability providers are denoted with LDA.

You may also find the organisations listed here useful.

**Autism Bucks**
Aims to inform, guide, enable and empower adults with autism and their families.
Tel: 01296 387821
Email: autismbucks@bucksc.gov.uk
Web: www.autismbucks.org

**Mencap**
Supporting people with learning disabilities to feel valued equally, listened to and included. Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm weekdays.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

Mental health

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

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

**Buckinghamshire and Mid-Thames Relate**
Supports people who have had a change to their relationships, whether with family or partners.
Tel: 01296 427973
Web: www.relatemtb.co.uk

**Bucks MIND**
Provides support to people with mental health needs and offers one-to-one counselling, befriending, peer support and more.
Tel: 01494 463364
Email: info@bucksmind.org.uk

**Bucks Open Access Service**
A first point of contact for people who misuse drugs and alcohol.
Aylesbury
Tel: 01296 337717
High Wycombe
Tel: 01494 474804

**Carers Bucks**
Supports unpaid carers who may be experiencing mental health difficulties.
Tel: 0300 777 2722
Email: mail@carersbucks.org
Web: www.carersbucks.org

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

If you have a physical disability or a long-term illness, Adult Social Care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

The Buckinghamshire Integrated Sensory Service (BISS), provided by Action on Hearing Loss, is commissioned by Buckinghamshire County Council to assess people’s sensory needs.

It also offers other services, including:

- registration of any sensory loss;
- rehabilitation to help you develop daily living skills;
- daily living equipment, including demonstration and advice;
- mobility training to help you travel independently;
- advice and information;
- support to access activities in your community; and
- referral on to other services.

For more information, contact BISS. Buckinghamshire Integrated Sensory Service, Riverside House, 44 Wedgewood Street, Fairford Leys, Aylesbury HP19 7HL
Tel: 01296 479970
Mobile: 07918 904664
Minicom: 01296 485154
Email: bucks@hearingloss.org.uk

You can also contact the Council.
Tel: 0845 370 8090
Text Relay: 18001 0845 3708090
Email: customerservices@buckscc.gov.uk

Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.
Planning for end of life

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

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

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

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

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

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

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may...
appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

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

See page 63 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the home or from the CQC (www.cqc.org.uk).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 11 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £155.05 per week. This figure may change over the lifetime of this Directory, check with Adult Social Care.

For help with finding care homes and care homes with nursing in your area, call this Directory’s independent service on 0800 389 2077.

Activities in care homes

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.

Visit www.carechoices.co.uk for further assistance with your search for care
We suggest that you take paper with you when visiting care homes so that you can make notes.

<table>
<thead>
<tr>
<th>Staff</th>
<th>Personal preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
<td>Is the décor to your tastes?</td>
</tr>
<tr>
<td>Do staff have formal training?</td>
<td>Are there restricted visiting hours?</td>
</tr>
<tr>
<td>Are the staff engaging with residents?</td>
<td>Is there somewhere you can go to be alone?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
<th>Catering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there an Activities Co-ordinator?</td>
<td>Does the menu change regularly?</td>
</tr>
<tr>
<td>Can you get involved in activities you enjoy?</td>
<td>Can the home cater for any dietary requirements you may have?</td>
</tr>
<tr>
<td>Does the home organise any outings?</td>
<td>Can you eat when you like, even at night?</td>
</tr>
<tr>
<td>Are residents escorted to appointments?</td>
<td>Can you have food in your room?</td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
<td>Is there a choice of food at mealtimes?</td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
<td>Is alcohol available/allowed if you want it?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Life in the home</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
<td>Do your fees cover all of the services and activities?</td>
</tr>
<tr>
<td>Can you bring your own furniture?</td>
<td>Are fees likely to change regularly?</td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
<td>Is the notice period for cancellation of the contract reasonable?</td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
<td>Could you have a trial period?</td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
<td>Can you keep your room if you go into hospital?</td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
<td>Can you handle your own money?</td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
<td></td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
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<tr>
<td>Does the home allow pets?</td>
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</table>

*See page 42.
Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these, see pages 31 and 41.

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

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 36.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
Residential dementia care checklist

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 34.

### Design

<table>
<thead>
<tr>
<th>Question</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
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<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
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<tr>
<td>Are the home and grounds secure?</td>
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<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
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<tr>
<td>Is the décor familiar to your loved one?</td>
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### Choices

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
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<tr>
<td>Are residents encouraged to be independent?</td>
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<td></td>
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<tr>
<td>Can residents decide what to do each day?</td>
<td></td>
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<td></td>
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<tr>
<td>Can residents have a say in the décor of their room?</td>
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### Activities

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
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<tr>
<td>Are there activities on each day?</td>
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<tr>
<td>Can residents walk around outside on their own?</td>
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<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
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<tr>
<td>Are there rummage boxes around?</td>
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*See page 42.

### Health

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<th>Question</th>
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<tbody>
<tr>
<td>Can residents get help with eating and drinking?</td>
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<tr>
<td>How often does the home review residents’ medication?</td>
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<tr>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
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<tr>
<td>Do GPs visit the home regularly?</td>
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</table>

### Staff

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<tr>
<th>Question</th>
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<th>2</th>
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</thead>
<tbody>
<tr>
<td>Are staff trained to identify when a resident might be unwell?</td>
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</tr>
<tr>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
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<tr>
<td>Do the staff have any dementia specific training/experience?</td>
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<tr>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
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### Approach to care

<table>
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<th>Question</th>
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<tbody>
<tr>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
<td></td>
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<tr>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
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<tr>
<td>Does the home have a specific approach to end of life care?</td>
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<tr>
<td>Does the home keep up to date with best practice in dementia care?</td>
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</table>
Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

**Financial assessment**

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

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 38.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 38).

**Running out of money**

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 38 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 39 for more information.

**Non-means-tested support**

Some support may be available to you without the council needing to look into your finances.

Visit www.carechoices.co.uk for further assistance with your search for care
Benefits
Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

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

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

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

Self-funding your care
Paying for care can be an expensive and long-term commitment, so the council strongly recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 39 for suggested contacts.

Twelve-week property disregard
If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements
After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home, and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

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

Third party payments
If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its
rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

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

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this.

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

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

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

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

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

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

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

Age UK
Tel: 0800 678 1174
Web: www.ageuk.org.uk/moneymatters

Citizens Advice Bureau
Web: www.citizensadvice.org.uk

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

Seeking financial advice

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

Visit www.carechoices.co.uk for further assistance with your search for care
If you lose mental capacity are your legal affairs in order? Let’s talk...

**Lasting Power of Attorney for Property and Financial decisions**

Have you thought about what might happen if you were unable to make a decision about your property or finances, because you lack the mental capacity to do so? A Lasting Power of Attorney allows you to choose someone else to make those decisions for you. I would be happy to sit and talk through the way you can make a Lasting Power of Attorney, and why you might need one. This type of LPA allows you to appoint an attorney, so if you lose mental capacity your attorney can:

- Sell / purchase a property if need be
- Pay your bills
- Deal with your investments
- Ensure your money is taken care of

**Lasting Power of Attorney for Health and Welfare**

If you have views about how you wish to be cared for, what medical treatment you consent to, or other wishes about your health and welfare, then come and speak to me. I can advise you on making a Lasting Power of Attorney so that you can choose someone to be your attorney and ensure that your wishes are taken into account, at every step of your life, even if you have lost the mental capacity to make those decisions for yourself. This type of LPA allows you to appoint an attorney, so if you lose mental capacity your attorney can:

- Make decisions about where you should be cared for
- Decide what type of care you should receive
- Ensure your personal wishes about care are being adhered to
- Make decisions about life sustaining treatment

An LPA will give you peace of mind that someone is going to step in, when you are unable to deal with matters yourself. Together, we can find a way forward, so you have peace of mind for your future.

**Wills & Probate**

At Kidd Rapinet we have the expertise to advise on all your Wills and Probate related matters. For complete peace of mind and to ensure you have everything correctly in place please feel free to make an appointment.

For more information about the services available and how we can help:
Telephone 01494 611020    Email: gsehra@kiddrapinet.co.uk

**THE RIGHT CHOICE FOR YOU & YOUR FAMILY**
kiddrapinet.co.uk
**Finding care options in your area**

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented.

Please call 0800 389 2077 or visit www.carechoices.co.uk

**How solicitors can help**

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

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

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’, setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

Care Choices thanks Ms. Gurvinder Sehra, Kidd Rapinet Solicitors
Tel: 01494 611020

Visit www.carechoices.co.uk for further assistance with your search for care
Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

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

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (CQC) (see adjacent for more information about the CQC). If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department.

Call 01296 387844 or write to Freepost RRBS-EBKU-LJXR, Statutory Complaints Officer, Adult Social Care, Buckinghamshire County Council, County Hall, Aylesbury HP20 1YU

If you have been unable to resolve your complaint, you can contact the Local Government Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service. Its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety.

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

Inspectors carry out a mixture of announced and unannounced inspections looking at the quality and safety of the care provided. They look at whether the service is: Safe, Effective, Caring, Responsive to people’s needs, and Well-led.

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services; and carers.
Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. The CQC has also started rating services as: Outstanding, Good, Requires Improvement and Inadequate.

When considering a care service, it’s always a good idea to check its inspection report and rating on the CQC’s comprehensive website www.cqc.org.uk or ask the care provider you are considering for a copy of their latest inspection report.

For any enquiries or to register a concern or a complaint, phone the CQC on 03000 616161 or email enquiries@cqc.org.uk
The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

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

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Buckinghamshire and other regions, contact this Directory’s phone service on 0800 389 2077 with details of your requirements.

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

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?
Abuse is mistreatment that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

Who might be causing the abuse?
The person who is responsible for the abuse may be known to the person abused and could be:

- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.
Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

- Understanding their needs
- Choosing care
- Broaching difficult conversations

TO CLAIM YOUR **FREE** COPY OF CARE SELECT
CALL **0800 389 2077**

*While stocks last*
If you think someone is being abused, call the Safeguarding Adults team on **0800 137 915**. Your concerns will be taken seriously and will receive prompt attention, advice and support. The Safeguarding Adults team is available from 9.00am to 5.30pm, Monday to Thursday and 9.00am to 5.00pm on Friday. Outside these hours you can:

- call the Emergency Duty team on **0800 999 7677**;
- leave a message on the answerphone; or
- call the police on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved Adult Social Care will work with them and with you to support you.

If you are worried about contacting the police you can contact Adult Social Care on **01296 383 204** to talk things over first. If immediate action is needed, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **03000 616161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

**The Disclosure and Barring Service (DBS)**

There is a barring system for all those intending to work, or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit [www.gov.uk/dbs](http://www.gov.uk/dbs)

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.
YOUR LOCAL CARE HOMES IN BUCKINGHAMSHIRE

Providing 24 hour residential care and support for older people including those living with dementia.

Keeping those you love nearby in...

Amersham: 01494 732500
The Croft
The Penningtons, Chestnut Lane, Amersham. HP6 6EJ

Aylesbury: 01296 414980
The Chestnuts
Lavric Road, Aylesbury. HP21 8JN

Hazlemere: 01494 767800
Hazlemere Lodge
Barn Lane, Hazlemere. HP15 7BQ

High Wycombe: 01494 769560
Holmers House
Holmers Farm Way, Cressex Road, High Wycombe. HP12 4PU

Winslow: 01296 711400
Swan House
High Street, Winslow. MK18 3DR

Call us to find out more or to arrange a visit. Our professional and friendly care home teams look forward to meeting you.

“Thank you so much for the care and kindness. We really appreciate all you have done.”

“All the staff showed such care and kindness both to mum and the family.”

www.heritagecare.co.uk

general.enquiries@heritagecare.co.uk

Heritage Care is a registered charity and company limited by guarantee. Registered Charity number: 1135353. | Company Registration number: 07211819 Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235).
## Residential care in Buckinghamshire

### Care homes

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
<th>Care Home</th>
<th>Address</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>ABBEYFIELD HADDENHAM SOCIETY LTD</strong></td>
<td>Stonehill House, 106 Churchway, Haddenham, Aylesbury HP17 8DT</td>
<td>Tel: 01844 290028</td>
</tr>
<tr>
<td><strong>ALDE HOUSE</strong></td>
<td>Church Road, Penn HP10 8NX</td>
<td>Tel: 01494 813365</td>
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<tr>
<td><strong>ALPHA COMMUNITY CARE</strong></td>
<td>Green Tiles, 5 Green Lane, Stokenchurch, High Wycombe HP14 3TU</td>
<td>Tel: 01494 482229</td>
</tr>
<tr>
<td><strong>ASHLEY DRIVE</strong></td>
<td>4 Ashley Drive, Tylers Green, High Wycombe HP10 8BQ</td>
<td>Tel: 01442 292300</td>
</tr>
<tr>
<td><strong>BARTLETTS RESIDENTIAL HOME</strong></td>
<td>Peverel Court, Portway Road, Stone, Aylesbury HP17 8RP</td>
<td>Tel: 01296 747000</td>
</tr>
<tr>
<td><strong>BEECH TREE HOUSE</strong></td>
<td>65 Beech Tree Road, Holmer Green, High Wycombe HP15 6UR</td>
<td>Tel: 0203 195 3561</td>
</tr>
<tr>
<td><strong>BELGRAVE LODGE</strong></td>
<td>61 Belgrave Road, Aylesbury HP19 9HP</td>
<td>Tel: 01296 619525</td>
</tr>
<tr>
<td><strong>BIRCHWOOD</strong></td>
<td>Fullers Close, Chesham HP5 1DP</td>
<td>Tel: 01494 794112</td>
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<tr>
<td><strong>BRADBURY HOUSE</strong></td>
<td>Abbeyfield Beaconsfield Society, Windsor End, Beaconsfield HP9 2JW</td>
<td>Tel: 01494 671780</td>
</tr>
<tr>
<td><strong>BUCKINGHAM LODGE</strong></td>
<td>Culpepper Close, Aylesbury HP19 9AD</td>
<td>Tel: 0808 102 4075</td>
</tr>
<tr>
<td><strong>BURY LODGE CARE HOME</strong></td>
<td>Penn Road, Knotty Green, Beaconsfield HP9 2TN</td>
<td>Tel: 01494 730472</td>
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<tr>
<td><strong>CAREY LODGE</strong></td>
<td>Church Street, Wing LU7 0NY</td>
<td>Tel: 01296 689870</td>
</tr>
<tr>
<td><strong>CEELY ROAD</strong></td>
<td>34 Ceely Road, Aylesbury HP21 8JA</td>
<td>Tel: 01296 485756</td>
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<td><strong>CHARTRIDGE LANE, 69</strong></td>
<td>Chesham HP5 2RG</td>
<td>Advert inside front cover</td>
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<tr>
<td><strong>CHERITON CARE HOME</strong></td>
<td>9 Stubbs Wood, Chesham Bois, Amersham HP6 6EY</td>
<td>Tel: 01494 726829</td>
</tr>
<tr>
<td><strong>CHERRY GARTH</strong></td>
<td>Orchard Way, Holmer Green HP15 6RF</td>
<td>Tel: 01494 711681</td>
</tr>
<tr>
<td><strong>CHERRY TREE HOUSE RESIDENTIAL HOME</strong></td>
<td>49 Dobbins Lane, Wendover, Aylesbury HP22 6DH</td>
<td>Tel: 01296 623350</td>
</tr>
<tr>
<td><strong>CHESHAM BOIS MANOR</strong></td>
<td>Amersham Road, Chesham HP5 1NE</td>
<td>Tel: 01494 783194</td>
</tr>
<tr>
<td><strong>CHESTNUTS, THE</strong></td>
<td>Lavric Road, Aylesbury HP21 8JN</td>
<td>Tel: 01296 414980</td>
</tr>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Care can be different!

Care and kindness are at the heart of all we do and we strive to support older people and adults with a learning disability to live their lives to the full.

Our specialist services in Buckinghamshire include nursing, residential, supported living and day care.

To find out what makes us different, call us on 01296 737371
or visit us at www.fremantletrust.org

A registered charity and not for profit organisation. (Registration No. 1014986).

Rayners, the first purpose built Residential Home for the elderly in South Buckinghamshire was opened in June 1990, designed specifically to provide the elderly with a level of care and comfort that is unsurpassed. In addition to the high level of care provided we are able to offer ‘extra care’, in the event of a resident becoming more dependant.

This degree of care is not usually available in residential homes and gives the resident and their relatives alike confidence and peace of mind. Rayners also has the ability to accommodate respite or short stay residents, subject to suite availability. Rayners who is still family owned and managed is also proud to offer luxurious ‘Assisted Living Apartments’ at Maple Tree House, situated on the same site as Rayners Residential Home.

A choice of elderly care options in Milton Keynes

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Milton Keynes could be something for you to think about, whether you’ve got our health insurance or not.

For friendly advice about your options, call our Elderly Care Support Line on:

01908 886 557

Lines are open seven days a week. We may record or monitor our calls. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles.

Look for Highclere in the listings section.
CHILTERN HOUSE – CARE HOME PHYSICAL DISABILITIES
82 Packhorse Road, Gerrards Cross SL9 8JT
Tel: 01753 480950  OP PD YA

CHILTERN VIEW
Oving Road, Whitchurch, Aylesbury HP22 4ER
Tel: 01296 641146  LDA YA

CHILTERN MANOR
Northern Heights, Bourne End SL8 5LE
Tel: 01628 528676  OP D

COTSWOLD COTTAGE
Grange Road, Hazlemere, High Wycombe HP15 7QZ
Tel: 01494 527642 Advert page 48  LDA

CROFT COTTAGE
17 Rickmansworth Lane, Chalfont St Peter,
Gerrards Cross SL9 0JY  PD LDA YA

CROFT, THE
The Penningtons, Chestnut Lane, Amersham HP6 6EJ
Tel: 01494 732500 Advert page 46  OP D PD SI

CROSSINGS, THE
108a Aylesbury Road, Wendover,
Aylesbury HP22 6LX
Tel: 01296 625928  OP D PD LDA SI YA

CULWOOD HOUSE RESIDENTIAL CARE FOR THE ELDERLY
130 Lye Green Road, Chesham HP5 3NH
Tel: 01494 771012  OP D

DRAYTON ROAD
14 Drayton Road, Newton Longville,
Milton Keynes MK17 0BJ
Tel: 01908 649592  OP D PD LDA SI YA

FARNHAM COMMON HOUSE
Beaconsfield Road, Farnham Common SL2 3HU
Tel: 01753 669900 Advert page 48  OP D

FREMANTLE TRUST, THE – BUCKINGHAM ROAD
199 Buckingham Road, Aylesbury HP19 9QF
Tel: 01296 437469 Advert page 48  LDA

GABLES, THE
49 Moreland Drive, Gerrards Cross SL9 8BD
Tel: 01753 890399 Advert page 48  LDA

GREENE HOUSE
Chesham Lane, Chalfont St Peter,
Gerrards Cross SL9 0RJ
Tel: 01494 601374  PD LDA YA

HARVEY ROAD, 86
Aylesbury HP21 9PL
Tel: 01296 399341  PD YA

HOLMERS HOUSE
Holmers Farm Way, Cresssex Road,
High Wycombe HP12 4PU
Tel: 01494 769560 Advert page 46  OP D PD SI

HUGHENDEN ROAD, 215
High Wycombe HP13 5PG
Tel: 07771 373240  LDA YA

ICKNIELD COURT
Berryfield Road, Princes Risborough HP27 0HE
Tel: 01844 275563 Advert page 48  OP D

KEEP HILL RESIDENTIAL HOME
17 Keep Hill Drive, High Wycombe HP11 1DU
Tel: 01494 528627  OP D

KENT HOUSE
1 Haslerig Close, Aylesbury HP21 9PH
Tel: 01296 330101  PD YA

LANE END ROAD
80 Lane End Road, High Wycombe HP12 4HX
Tel: 01494 527347  MH

LIME TREE COURT LTD
Church Street, Twyford, Buckingham MK18 4EX
Tel: 01296 730556  OP D

LINDENS CARE HOME, THE
Stoke House, Stoke Road, Stoke Hammond MK17 9BN
Tel: 01908 371705  OP D MH

LITSLADE FARM
2 Bletchley Road, Newton Longville MK17 0AD
Tel: 01908 648143  PD 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

Visit www.carechoices.co.uk for further assistance with your search for care  49
Amazing people
...deserve amazing care

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Our staff are caring, reliable, helpful, cheerful, respectful, friendly and efficient

We offer high quality care and support in a warm and homely atmosphere to all older people.

Some care homes can feel clinical or like an institution or a hotel. Not Swarthmore. Our residents, their families and friends tell us that it has a homely feel. Although it’s an old building, it’s not ‘trapped in the past.’ The house is set in two acres of beautiful and well-maintained gardens which are well laid out and the seating area is easily accessible from the house.

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

For more information please call 01753 885663 or email us at admin@swarthmorecarehome.org.uk
31 Marsham Lane, Gerrards Cross, Buckinghamshire SL9 8HB
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Visit www.carechoices.co.uk for further assistance with your search for care
WOODLANDS PARK CARE CENTRE
GREAT MISSENDEN, BUCKS

24-Hour Residential Care Aged 45 & over, Respite Care. Specialists in Dementia Care.

A wonderfully warm and vibrant home, located in extensive landscaped grounds situated two miles from the beautiful village of Great Missenden.

Here in a friendly atmosphere and with the help of our dedicated staff, we provide a caring environment that makes all our residents feel not just special but very much at home. Visitors are always welcome and contact with families and friends is encouraged.

Although this is a restful place, there is no shortage of activities. Live entertainment is often the order of the day and in summer many of our activities take place in the gardens. There is a choice of attractive lounges and most of our bedrooms are en suite.

• 24 hour residential care
• Dementia care
• Female/male 45+
• Crisis intervention/emergency admission
• Non planned assessments
• End of life/continuing care
• Nutritional meals
• Highly trained staff/ GP visits
• Single/companion rooms
• Daily activities/entertainment
• Resident hairdressing
• Exquisite grounds and gardens
• En suite facilities
• Excellent parking
• Respite care

Please visit us to see just why our clients and their families are so happy to be cared for by us.

WOODLANDS PARK CARE CENTRE
Aylesbury Road, Great Missenden, Buckinghamshire HP16 9LS
Call 08444 725 136 or email woodlandspark@foresthc.com www.foresthc.com

Calls charged at a maximum of 4p per minute from UK land lines. Mobile charges vary.
SOUTHERNWOOD
148 Plantation Road, Amersham HP6 6JG
Tel: 01494 721607
LDA

ST LEONARDS CARE HOME
86 Wendover Road, Aylesbury HP21 9NJ
Tel: 01296 337765
OP D

SUNNYBROOK CLOSE
6 Sunnybrook Close, Aston Clinton, Aylesbury HP22 5ER
Tel: 01296 630038
LDA

SUNRISE OF BEACONSFIELD
30-34 Station Road, Beaconsfield HP9 1AB
Tel: 01494 739602
OP D

SWAN HOUSE
High Street, Winslow MK18 3DR
Tel: 01296 711400 Advert page 46 OP D PD SI

SWARTHMORE HOUSING SOCIETY LTD
RESIDENTIAL CARE HOME
31 Marsham Lane, Gerrards Cross SL9 8HB
Tel: 01753 885663 Advert page 50 OP

TOTTERIDGE HOUSE
310 Totteridge Road, High Wycombe HP13 7LW
Tel: 01494 744360 PD LDA YA

TRINITY COURT, 4
Ardenham Lane, Bicester Road, Aylesbury HP19 8AB
Tel: 01296 486444 PD LDA

TURNING POINT
– FOLLYBRIDGE HOUSE
Bulbourne Road, Tring HP23 5QG
Tel: 01442 828285 LDA YA

WENDOVER ROAD
87 Wendover Road, Stoke Mandeville, Aylesbury HP22 5TD
Tel: 01296 615403 LDA

WHINCUP CARE LTD
6 Whincup Close, High Wycombe HP11 1TD
Tel: 01494 530881 OP LDA MH SI YA

Visit www.carechoices.co.uk for further assistance with your search for care
Residential, Nursing & Dementia Care

Gracewell of High Wycombe is a luxury care home where every resident is provided and cared for with his or her individual needs in mind.

- High quality, personalised residential, nursing and dementia care
- A choice of Hollywood inspired en-suite rooms have been beautifully designed to provide first-class living
- A bright and airy café that makes a pleasant area to meet and chat with family and friends
- A professional hair and beauty salon, offering a selection of treatments for residents
- Wheelchair-friendly sensory garden

Come and see what life is like at our friendly and warm care home.

To arrange a tour, please call 01494 854798 or email highwycombe.haa@gracewell.co.uk

Gracewell of High Wycombe, The Row, Lane End, High Wycombe, Bucks HP14 3JS

GracewellHighWycombe.co.uk

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Austenwood Nursing Home

Austenwood is an Award Winning private care Home with Nursing situated in beautiful Gerrards Cross. Our principle is to provide a safe and friendly environment for our residents without restricting their abilities or activities. It is our mission to ensure that all who come under our care shall retain their independence, dignity and individuality and enjoy the highest standard of professional care and personalised service. We also consider it of great importance to enable each individual resident to live a fulfilling and meaningful life.

- Established reputation for high quality nursing care
- Consistently high review ratings for outstanding care
- A dignified approach with understanding
- Safe and secure environment for 35 residents
- Freshly prepared appetising food
- Comfortable homely environment
- Loyal, friendly & highly trained staff
- Engaging activities, hobbies & trips

29 North Park, Gerrards Cross, Buckinghamshire SL9 8JA
Telephone: 01753 890 134 • Web: www.austenwood.co.uk

For assistance with finding care and support, call Care Choices on 0800 389 2077
WHITE HILL HOUSE RESIDENTIAL HOME 
FOR THE ELDERLY
128 White Hill, Chesham HP5 1AR
Tel: 01494 782992  
OP D SI

WHITE LEAF SUPPORT LTD
8 and 10 Priory Avenue, 
High Wycombe HP13 6SH 
Tel: 01494 452676  
LDA YA

WHITE PLAINS CARE HOME
Tilehouse Lane, Denham UB9 5DE
Tel: 01895 832190  
OP D

WILLOW, THE
110 Chartridge Lane, 
Chesham HP5 2RG 
Tel: 01494 773451  
OP

WINDSOR LODGE CARE HOME
Windsor Road, Gerrards Cross SL9 8SS 
Tel: 01753 662342  
OP

WOODLANDS PARK CARE CENTRE
Aylesbury Road, 
Great Missenden HP16 9LS 
Tel: 0844 472 5136  
OP D PD MH SI

VISIT THE CARE SELECT WEBSITE
WWW.CARESELECT.CO.UK

CARE select
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

CHILTERN CARE SERVICES

CHERRY TREE NURSING HOME
New purpose built wing now open. 
Beautiful tranquil setting. 
Tel: 01844 342491 
Email: managercherrytreenh@gmail.com
• Family owned and operated for over 30 years
• Both homes rated GOOD by CQC

MANDEVILLE GRANGE NURSING HOME
Close to Aylesbury town centre. 
Stunning landscaped gardens. 
Tel: 01296 433320 
Email: managermandeville@gmail.com
• 24hr nursing and residential care
• Long stay, short stay and & respite welcome

www.chilterncare.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Porthaven care homes incorporate all the practical features, as well as comfort you could wish for, including spacious and beautifully designed bedrooms with private en suite wetrooms, smart dining rooms, hair salons, nail bars and secluded landscaped gardens. We offer 24-hour short and long-term nursing and residential care for the elderly, as well as those living with dementia.

VISIT PORTHAVEN.CO.UK TO FIND OUT MORE OR CALL YOUR NEAREST CARE HOME TODAY TO ARRANGE A VISIT

LIVE WELL IN OUR CARE WITH PORTHAVEN IN BUCKINGHAMSHIRE

NURSING CARE | RESIDENTIAL CARE | DEMENTIA CARE | RESpite CARE

CHILTERN GRANGE
STOKE CHURCH
TEL 01494 480205

AVONDALE
AYLESBURY
TEL 01296 438037

WOODLAND MANOR
CHALFONT ST PETER
TEL 01494 917677

Useful questions to ask when visiting a care home are located on page 34.

A comprehensive list of useful local contacts starts on page 61.

Buckingham House Care Home is set in the charming town of Gerrards Cross. The luxurious 5 star home provides residential and dementia care for 53 residents. The home features a large spacious lounge and a dining area with a small bistro area on each floor. We maintain strong links with the local community and our Activities Co-ordinator provides residents with the choice of a huge variety of creative and fun activities.

Choosing the right Care Home is one of the most important decisions you will have to make for yourself or your loved ones, and it can be one of the most difficult. Here at Buckingham House we aim to give you the opportunity to become part of our extended family, where help is available at any time, day or night.

A warm welcome awaits you - so why not drop in for a coffee and a chat. Our door is always open.

For more information, visit us online at www.mmccgcarehomes.co.uk

For assistance with finding care and support, call Care Choices on 0800 389 2077
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<td><strong>BRENDONCARE CHILTERN VIEW</strong>&lt;br&gt;St Johns Drive, Stone, Aylesbury HP17 8PP&lt;br&gt; Tel: 01296 747463 OP D MH</td>
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<td><strong>BROOK HOUSE</strong>&lt;br&gt;28 The Green, Wooburn Green HP10 0EJ&lt;br&gt; Tel: 01628 528228 [Advert inside front cover] OP YA</td>
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<td><strong>BURNHAM LODGE</strong>&lt;br&gt;Parliament Lane, Burnham SL1 8NU&lt;br&gt; Tel: 01628 667345 OP</td>
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<td><strong>BYRON HOUSE CARE HOME</strong>&lt;br&gt;141-143 Wendover Road, Aylesbury HP21 9LP&lt;br&gt; Tel: 01296 737530 [Advert page 58] OP D PD YA</td>
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<td><strong>CATHERINE COURT</strong>&lt;br&gt;Cressex Road, High Wycombe HP12 4QF&lt;br&gt; Tel: 01494 524850 OP D PD LDA MH</td>
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<td><strong>CHALFORT LODGE</strong>&lt;br&gt;Denham Lane, Chalfont St Peter SL9 0QQ&lt;br&gt; Tel: 01753 468147 [Advert page 50] OP D PD YA</td>
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<td><strong>CHANDOS LODGE NURSING HOME</strong>&lt;br&gt;Blackpond Lane, Farnham Common, Slough SL2 3ED&lt;br&gt; Tel: 01753 643224 OP</td>
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<td><strong>CHERRY TREE NURSING HOME</strong>&lt;br&gt;Bledlow Road, Saunderton, Princes Risborough HP27 9NG&lt;br&gt; Tel: 01844 342491 [Advert page 55] OP</td>
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<td><strong>CHESHAM LEYS</strong>&lt;br&gt;Cameron Road, Chesham HP5 3BP&lt;br&gt; Tel: 01494 782841 [Advert page 48] OP D SI YA</td>
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<td><strong>CHILTERN COURT CARE HOME</strong>&lt;br&gt;Aylesbury Road, Wendover, Aylesbury HP22 6BD&lt;br&gt; Tel: 01296 625503 OP</td>
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<tr>
<td><strong>CHILTERN GRANGE CARE HOME</strong>&lt;br&gt;Ibstone Road, Stokenchurch, High Wycombe HP14 3GG&lt;br&gt; Tel: 01494 480205 [Advert page 56] OP D YA</td>
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<td><strong>CHILTON HOUSE</strong>&lt;br&gt;Chilton, Aylesbury HP18 9LR&lt;br&gt; Tel: 01844 265200 OP</td>
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<td><strong>CLIVEDEN MANOR</strong>&lt;br&gt;210 Little Marlow Road, Marlow SL7 1HX&lt;br&gt; Tel: 01628 401100 OP D YA</td>
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<tr>
<td><strong>DENHAM MANOR</strong>&lt;br&gt;Hailings Lane, Denham, Uxbridge UB9 5DQ&lt;br&gt; Tel: 0808 223 5356 [Advert page 60] OP D</td>
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<td><strong>FREMANTLE COURT</strong>&lt;br&gt;Risborough Road, Stoke Mandeville, Aylesbury HP22 5XL&lt;br&gt; Tel: 01296 615278 [Advert page 48] OP D PD YA</td>
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<tr>
<td><strong>GABLES NURSING HOME, THE</strong>&lt;br&gt;123 Wendover Road, Aylesbury HP21 9LW&lt;br&gt; Tel: 01296 423077 OP PD LDA</td>
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<td><strong>GRACEWELL AT MAIDS MORETON</strong>&lt;br&gt;Church Street, Maids Moreton, Buckingham MK18 1QF&lt;br&gt; Tel: 01280 360086 [Advert page 60] OP D PD SI</td>
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<td><strong>GRACEWELL OF HIGH WYCOMBE</strong>&lt;br&gt;The Row, Lane End, High Wycombe HP14 3JS&lt;br&gt; Tel: 01494 854798 [Advert page 54] OP D PD SI YA</td>
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<td><strong>HAMILTON HOUSE CARE HOME</strong>&lt;br&gt;West Street, Buckingham MK18 1HL&lt;br&gt; Tel: 01280 813414 OP</td>
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Visit www.carechoices.co.uk for further assistance with your search for care

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<th>YA</th>
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<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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Care homes with nursing
Looking for quality care?
Why not give us a call....

0208 457 2779
info@westgatehc.co.uk

“First class treatment, all the staff are brilliant and I can’t thank staff enough... anyone that comes here will feel the same.”

Award winning Care

Hampden Hall Care Centre
Weston Turville, Aylesbury
01296 616 600

Byron House Care Home
Wendover Road, Aylesbury
01296 737 530

nursing care | residential care | respite care | dementia care | palliative care

www.westgatehealthcare.co.uk
### Care Homes with Nursing

**HAMPDEN HALL CARE CENTRE**
Tamarisk Way, Weston Turville, Aylesbury HP22 5ZB
Tel: 01296 616600 **Advert page 58**

**HAZLEMERE LODGE**
Barn Lane, Hazlemere, High Wycombe HP15 7BQ
Tel: 01494 767800 **Advert page 46**

**HEIGHTS, THE**
5 Langley Close, Downley, High Wycombe HP13 5US
Tel: 01494 885460 **Advert page 48**

**HIGHCLERE CARE HOME**
1 Chapman Avenue, Downs Barn, Milton Keynes MK14 7NH
Tel: 01908 889324 **Advert page 48**

**HILLSIDE**
Ardenham Lane, Bicester Road, Aylesbury HP19 8AB
Tel: 01296 710011

**HULCOTT NURSING HOME**
The Old Rectory, Hulcott, Aylesbury HP22 5AX
Tel: 0808 223 5356 **Advert page 60**

**KINGFISHERS NURSING HOME**
Fieldhead Gardens, Bourne End SL8 5RA
Tel: 01628 520020

**LAKESIDE CARE CENTRE**
Brambling, Aylesbury HP19 0WH
Tel: 01296 393166

**LENT RISE HOUSE**
Coulson Way, Burnham, Slough SL1 7NL
Tel: 01628 550750 **Advert page 48**

**LEONARD PULHAM NURSING HOME, THE**
Tring Road, Halton, Aylesbury HP22 5PN
Tel: 01296 625188

**LEWIN HOUSE**
61 Belgrave Road, Aylesbury HP19 9HP
Tel: 01296 397828 **Advert page 48**

**MAIDS MORETON HALL**
Church Street, Maids Moreton, Buckingham MK18 1QF
Tel: 01280 360086 **Advert page 60**

**MANDEVILLE GRANGE NURSING HOME**
201-203 Wendover Road, Aylesbury HP21 9PB
Tel: 01296 435320 **Advert page 55**

**QUEEN ELIZABETH HOUSE**
Chesham Lane, Chalfont St Peter, Gerrards Cross SL9 0RJ
Tel: 01494 601441

**RED HOUSE NURSING HOME, THE**
Main Street, Maids Moreton MK18 1QL
Tel: 01280 816916

**ROYAL BUCKINGHAMSHIRE HOSPITAL, THE**
Buckingham Road, Aylesbury HP19 9AB
Tel: 01296 678800

**SHELBURNE LODGE**
Rutland Street, High Wycombe HP11 2LJ
Tel: 01494 840343 **Advert page 50**

**STONE HOUSE NURSING HOME**
44 Bishopstone Road, Stone, Aylesbury HP17 8QX
Tel: 01296 747122

**SUNNYSIDE NURSING HOME**
140 High Street, Iver SL0 9QA
Tel: 01753 653920 **Advert inside back cover**

**TITHE FARM NURSING HOME**
Park Road, Stoke Poges SL2 4PJ
Tel: 01753 643106

**WOODLAND MANOR CARE HOME**
Micholls Avenue, Chalfont St Peter, Gerrards Cross SL9 0EB
Tel: 01628 917677 **Advert page 56**

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

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

Luxury Care Home

Moving into a care home can be one of the hardest decisions you or a loved one will ever make.

At Gracewell of Maids Moreton, we make sure that your new home is as enjoyable, beautiful and full of laughter as all the homes you’ve ever loved.

We are proud of the individual care we provide to each resident; from a little help with everyday tasks to nursing and dementia care — and even a respite break.

There’s no such thing as ‘one size fits all’ when it comes to care.

Talk to a Gracewell Healthcare care home and you’ll find a team of dedicated specialists ready to create an individual care plan that’s tailored to you.

Residential, nursing and dementia care

To arrange a tour, please call 01280 360086 or email maidsmoreton.haa@gracewell.co.uk

Gracewell of Maids Moreton, Church Street, Maids Moreton, Buckingham MK18 1QF

GracewellMaidsmoreton.co.uk

What matters to you, matters to us

Looking for quality care in Buckinghamshire?

We believe every resident is a unique and special person, so our highly skilled care teams take time to get to know them and their families to provide a real home from home environment.

If you’re looking for a care home that offers personalised care on a short stay or permanent basis, or you’d like some advice about funding the cost of care, come and discover how we can meet your needs today.

Denham Manor Denham UB9 5DQ
Offering nursing care.

Hulcott Aylesbury HP22 5AX
Offering residential and nursing care.

0808 223 5356 carechoices@caringhomes.org
caringhomes.org/carechoices

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

For assistance with finding care and support, call Care Choices on 0800 389 2077
Useful local contacts

**Adult Social Care Buckinghamshire County Council**
Tel: 01296 383204
Email: crr@buckscc.gov.uk
Web: www.buckscc.gov.uk

**Age UK Buckinghamshire**
Confidential, up-to-date, independent information and advice on all issues of concern, including dementia, for older people, their families, friends and carers.
Tel: 01296 431911, 9.00am to 2.00pm, Monday to Friday.
Web: www.ageuk.org.uk/buckinghamshire

**Alzheimer’s Society**
Works to improve the quality of life of people affected by dementia by providing advice, information and support.
Aylesbury and Buckingham
Tel: 01296 331722
Email: aylesbury@alzheimers.org.uk
Milton Keynes
Tel: 01908 232612
Email: miltonkeynes@alzheimers.org.uk
South Buckinghamshire
Tel: 01494 670909
Email: southbuckinghamshire@alzheimers.org.uk

**Care Advice Buckinghamshire**
A website for adults, their families and carers who might need support. Includes information and advice, assessing your own needs, community support and care products and services.
Web: www.careadvicebuckinghamshire.org

**Carers Bucks**
Supports carers by providing information, advice and emotional support.
Tel: 0300 777 2722
Web: www.carersbucks.org

**Citizens Advice Bureau**
A registered charity offering advice and information to the public on a wide range of topics. The service is free, confidential and independent.
Web: www.citizensadvice.org.uk

Aylesbury and Buckingham office
Tel: 0344 411 1444
Chiltern and Chesham
Tel: 01494 545991
High Wycombe and District
Tel: 0344 245 1289
Milton Keynes
Tel: 01908 604475
South Buckinghamshire
Tel: 0344 245 1289

**Health and Wellbeing Bucks**
The one stop website for all the information you need on health services in Buckinghamshire. Includes information on quitting smoking, falls services and more.
Web: www.healthandwellbeingbucks.org

**Healthwatch**
Helps you get the best out of your local health and social care services. Healthwatch is an opportunity for the public to influence how social care services are developed locally. If you have something to share about your experience of health or social care services in Buckinghamshire, get in touch.
Tel: 0845 260 6216
Email: info@healthwatchbucks.co.uk
Web: www.healthwatchbucks.co.uk

**Men in Sheds**
‘Men’s Sheds’ is a network of local ‘Sheds’ where people can meet up to undertake hobbies with like-minded people.
Web: www.menssheds.org.uk
Aylesbury
Mondays, Wednesdays and Fridays, 10.00am to 4.00pm.
27/28 Rabans Close, Aylesbury HP19 8RS
Tel: 01296 709256
Email: misa.shed@gmail.com

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

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Winslow
Tuesdays and Thursdays,
10.00am to 4.00pm.
Station Road Industrial Estate,
Winslow MK18 3RQ
Tel: 01296 715226
Email: winslowshedders@gmail.com
Web: www.meninshedswinslow.org.uk

Patient Advice and Liaison Service (PALS)
Patient Advice and Liaison Services serve as a
one stop shop for patients and their families
seeking advice and support on all aspects of
healthcare. Contact your local hospital and
ask to speak to their PALS team.

Prevention Matters
A free and friendly advice service linking
eligible adults in Buckinghamshire to social
activities, volunteers and community services.
Tel: 0300 666 0159
Email: admin@preventionmatters.org.uk
Web: www.careadvicebuckinghamshire.org/preventionmatters

Useful national contacts

Action on Elder Abuse (AEA)
Works to protect, and prevent the abuse of,
vulnerable older adults.
Helpline: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

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

Alzheimer’s Society
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm;
Thursday and Friday, 9.00am to 5.00pm;
Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

Association of Charity Officers
A national umbrella body for benevolent
charities.
Tel: 0207 255 4480 • Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Disabilities
(BILD)
Committed to improving the quality of life
for people with a learning disability.
Tel: 0121 415 6960

Care Choices
Free, independent assistance with finding
care providers. Searchable website.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

Care Quality Commission
Independent regulator of care services in
England.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and
recognition for anyone living with the
challenges of caring, unpaid, for a family
member or friend who is ill, frail, disabled or
has mental health or addiction issues.
Tel: 0844 800 4361
Email: support@carers.org
Web: www.carers.org

Carers UK
The voice of carers.
Tel: 0300 772 9600

For assistance with finding care and support, call Care Choices on 0800 389 2077
Email: info@carersuk.org  
Web: www.carersuk.org

Citizens Advice Bureau  
Practical, reliable, up-to-date information on a wide range of topics.  
Tel: 03444 111 444  
Web: www.citizensadvice.org.uk

Elderly Accommodation Counsel  
Help older people make informed choices about meeting their housing and care needs.  
Web: www.housingcare.org

Friends of the Elderly  
A charity that supports older people who have a range of practical needs.  
Tel: 0207 730 8263  
Email: enquiries@fote.org.uk  
Web: www.fote.org.uk

Independent Age  
Produce a wide range of guides and factsheets for older people, their families and carers.  
Tel: 0800 319 6789  
Email: advice@independentage.org  
Web: www.independentage.org.uk

My Family Our Needs  
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.  
Web: www.myfamilyourneeds.co.uk

National Association for Providers of Activities for Older People (NAPA)  
Promotes the importance of activities for older persons.  
Tel: 0207 078 9375  
Email: info@napa-activities.co.uk  
Web: www.napa-activities.co.uk

National Association of Funeral Directors  
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors  
Web: www.saif.org.uk

NHS 111  
You should call NHS 111 if you:  
• need medical help fast, but it is not a 999 emergency;  
• do not know who to call for medical help or you do not have a GP to call; or  
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

Registered Nursing Home Association  
Campaigns for high standards in nursing home care.  
Tel: 0121 451 1088  
Email: frankursell@rnha.co.uk  
Web: www.rnha.co.uk

Relatives and Residents Association, The  
Exists for older people needing, or living in, residential care and the families and friends left behind.  
Tel: 0207 359 8136  
Email: info@relres.org  
Web: www.relres.org

SANE  
Saneline: for advice on mental health issues.  
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm.  
Web: www.sane.org.uk

Silver Line, The  
A 24-hour telephone befriending and advice line.  
Tel: 0800 470 8090  
Web: www.thesilverline.org.uk

United Kingdom Home Care Association  
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.  
Tel: 0208 661 8188  
Email: helpline@ukhca.co.uk  
Web: www.ukhca.co.uk

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

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