



# Warwickshire

## Care Services Directory 2020/21

The essential guide to choosing and paying for care and support

STRIVING FOR EXCELLENCE



## The Haven Nursing Home

The Haven Nursing Home is situated in a peaceful rural setting in the village of Ash Green surrounded by countryside and pleasant gardens, it offers wheelchair access to all areas of the home both inside and outside.

We are registered to take both frail elderly and elderly residents with varying degrees of dementia. The care provided within the home is person-centred highlighting the uniqueness of the individual and aiming to maintain the concepts of personhood and wellbeing.

We offer experienced registered nurses who have the necessary expertise in caring for older people, chosen for their understanding of the unique circumstances encountered in later life.



### We pride ourselves in:-

- Provision of Care, Compassion and Choice
- Highly trained and dedicated staff
- Personalised care to meet your individual needs
- A comprehensive social care programme
- Good rating from CQC
- Working towards Investors in People
- Working towards Gold Standard Framework Accreditation



Part of Central England  
Healthcare

Inspected and rated

Good

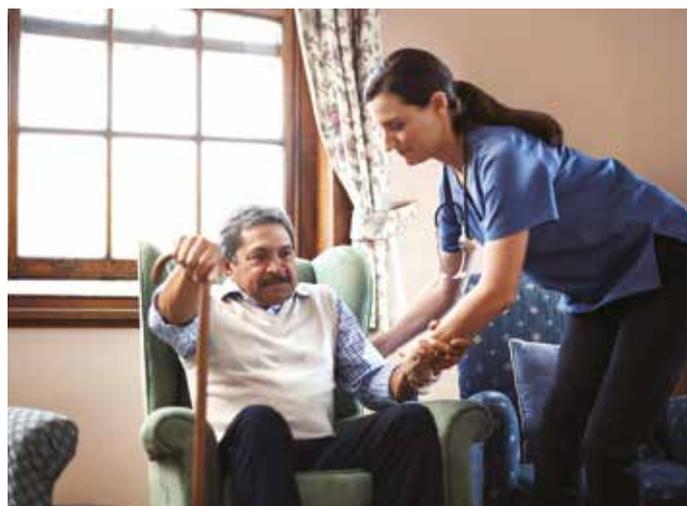


Nursing care at its best in Ash Green, Coventry.

Call us now on **02476 368100** or email us on **office@thehavennursinghome.co.uk** for more information

New Road, Ash Green, Coventry, CV7 9AS

**www.centralenglandhealthcare.co.uk**



<b>Introduction</b>	<b>4</b>	<b>Care homes</b>	<b>32</b>
How to use this Directory		Types of homes and activities explained	
<b>Helping you to stay independent</b>	<b>5</b>	<b>Paying for care</b>	<b>40</b>
Local services, equipment and solutions		Understanding the system	
<b>Support from the council</b>	<b>11</b>	<b>Important information</b>	<b>43</b>
First steps and assessment		Further help and information	
<b>Services for carers</b>	<b>13</b>	<b>Residential care in Warwickshire</b>	<b>48</b>
Assessment, benefits and guidance		Comprehensive listings by region	
<b>Care in your own home</b>	<b>14</b>	<b>Useful local contacts</b>	<b>63</b>
How it can help		<b>Useful national contacts</b>	<b>64</b>
<b>Living with dementia at home</b>	<b>16</b>	<b>Index</b>	<b>66</b>
Family support, respite and services		<b>Essential checklists</b>	
<b>Paying for care in your home</b>	<b>18</b>	Assistive technology	10
Understanding your options		Home care agency	21
<b>Home care providers</b>	<b>23</b>	Care homes	35
A comprehensive list of local agencies		Residential dementia care	39
<b>Housing with care</b>	<b>28</b>	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.	
The different models available			
<b>Specialist services</b>	<b>29</b>		
Disability care, end of life care and advocacy			

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

### Alternative formats

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



# Introduction

Welcome to this edition of the independent Warwickshire 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 those who appear to need care and support. 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 18 for those paying for care at home and 40 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 Warwickshire start on page 48.

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 in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 45), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk)



## Contacting your local council

For ease of use, throughout this Directory, services are described as coming from 'Adult Social Care'.

### North Warwickshire Borough Council

Tel: **01827 715341**

Email: **customerservices@northwarks.gov.uk**

Web: **www.northwarks.gov.uk**

### Nuneaton and Bedworth Borough Council

Tel: **02476 376376**

Email:

**customer.services@nuneatonandbedworth.gov.uk**

Web: **www.nuneatonandbedworth.gov.uk**

### Rugby Borough Council

Tel: **01788 533533**

Email: **contactcentre@rugby.gov.uk**

Web: **www.rugby.gov.uk**

### Stratford-on-Avon District Council

Tel: **01789 267575**

Email: **info@stratford-dc.gov.uk**

Web: **www.stratford.gov.uk**

### Warwick District Council

Tel: **01926 450000** • Web: **www.warwickdc.gov.uk**

### Warwickshire County Council

Tel: **01926 410410** (Monday to Thursday, 8.00am to 5.30pm; and Friday, 8.00am to 5.00pm).

Out-of-hours tel: **01926 886922**

Web: **www.warwickshire.gov.uk/supportforadults**

# 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. Visit **www.warwickshire.gov.uk/daycentres** for information about opportunities in Warwickshire.



## Meals on wheels

Some services can 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.

Councils may be able to arrange meals delivered to your door, though you would have to meet their eligibility criteria and it may not be free.

National and local commercial organisations can also provide meals delivered to your door at a charge. You may find a service by word of mouth or using the internet – your local library may be able to help here, see page 64 for contact details.

Alternatively, your local authority may have details on their website. Contact details are on page 5.

## 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 handyman service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed, and 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.

For further information about, and contact details for, local HIAs, visit [www.housingcare.org](http://www.housingcare.org) or contact your local council, details are on page 5.

### HEART Partnership

Operating across Warwickshire, the partnership offers practical advice and information about aids to help you at home, housing safety matters and benefits, grants or loans for essential building works, and more. The partnership can also deliver home improvements and adaptations to suit a diverse range of needs.

Web: [www.nuneatonandbedworth.gov.uk/info/21036/heart/353/heart\\_helping\\_you\\_live\\_independently\\_at\\_home](http://www.nuneatonandbedworth.gov.uk/info/21036/heart/353/heart_helping_you_live_independently_at_home)

### HEART North

For residents of North Warwickshire, Nuneaton and Bedworth and Rugby Borough Councils.

Tel: **02476 376294**

Email:

[HEARTnorth@nuneatonandbedworth.gov.uk](mailto:HEARTnorth@nuneatonandbedworth.gov.uk)

### HEART South

For residents of Warwick and Stratford-on-Avon District Councils. • Tel: **02476 376299**

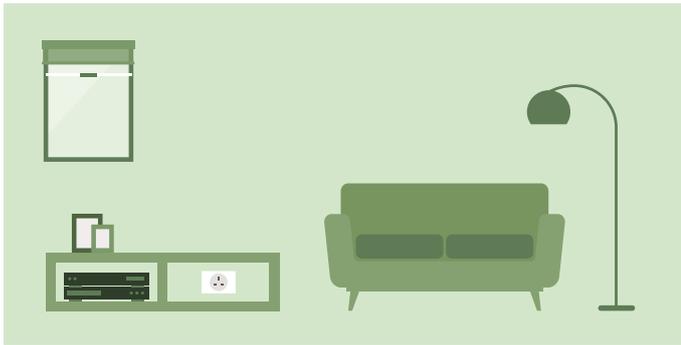
Email:

[HEARTsouth@nuneatonandbedworth.gov.uk](mailto:HEARTsouth@nuneatonandbedworth.gov.uk)



## Making life easier at home

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



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

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

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

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

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



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

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

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

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

**Using taps** can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 14.

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

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

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



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

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

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

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

### Warwickshire County Council

Tel: **01926 410410**

Out-of-hours tel: **01926 886922**

Web: [www.warwickshire.gov.uk/supportforadults](http://www.warwickshire.gov.uk/supportforadults)



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as 'simple aids for daily living'.

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service

called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit <https://asksara.dlf.org.uk> to learn more about possible solutions or see pages 7 to 8. Once you have identified equipment that might help with your support needs, use the checklist on page 10 to make sure it's right for you.

## 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 page 11), your local council may be able to provide it for you. For further information, please visit your council's website, details are on page 5.

### Local telecare providers

#### Borough Care

North Warwickshire Borough Council.

Tel: **0300 790 6884**

Email: [communitysupport@northwarks.gov.uk](mailto:communitysupport@northwarks.gov.uk)

#### Independent Living Team

Stratford-on-Avon District Council.

Tel: **01789 260848**

Email: [independentliving@stratford-dc.gov.uk](mailto:independentliving@stratford-dc.gov.uk)

#### Lifeline Independent Living Service

Rugby Borough Council. • Tel: **01788 579706**

Email: [home@rugby.gov.uk](mailto:home@rugby.gov.uk)

#### Lifeline Services

Warwick District Council.

Tel: **01926 339577**

Email: [lifelineservices@warwickdc.gov.uk](mailto:lifelineservices@warwickdc.gov.uk)

#### Milbrook Healthcare

Warwickshire County Council.

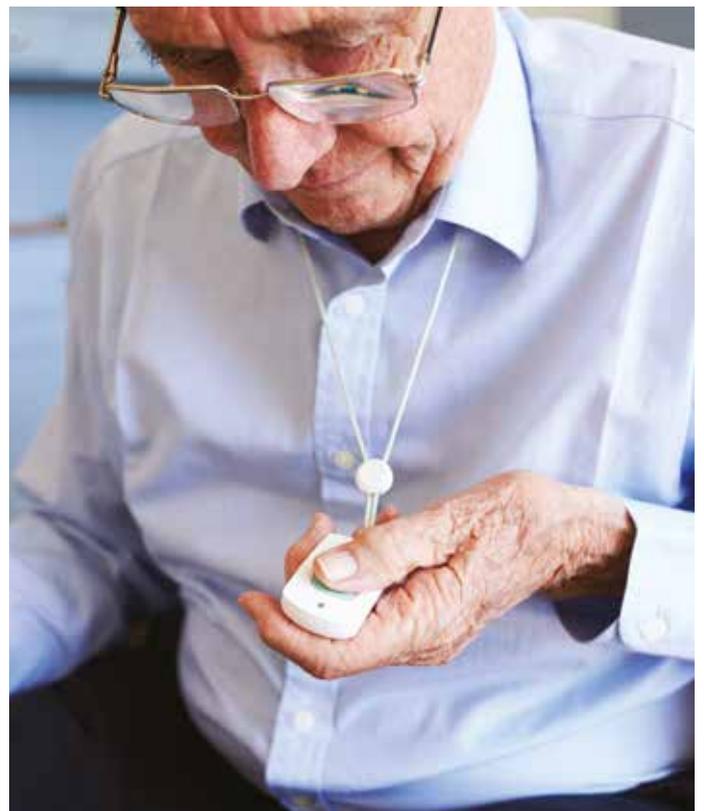
Tel: **0333 321 8986**

Email: [warwickshirecontactus@millbrookhealthcare.co.uk](mailto:warwickshirecontactus@millbrookhealthcare.co.uk)

#### Orbit Response

Providing services in Nuneaton and Bedworth.

Tel: **0345 605 0551** • Email: [info@orbit.org.uk](mailto:info@orbit.org.uk)



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

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

## Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

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

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

Will it work alongside any assistive technology you already have?

## Usability

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

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

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

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

Is it portable?

## Notes

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Will it need to be installed by a professional?

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

## Reliability

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

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

Can you speak to someone who already uses it?

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

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

## Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

# Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several 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 to arrange an assessment. Contact details are on page 5.

Once Adult Social Care understands 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 18 if you are receiving home care and page 40 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.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan.

## 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.



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## 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 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. A reablement worker 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.

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## 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.

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## 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

## 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.

# Services for carers

## 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 carers' 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 needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers' assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. 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

A carers' 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 for their own needs (see page 11) 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 £67.25 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility. The Government's website, [www.gov.uk](http://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.

### Care Companion

Enables carers of older people to set up an online profile to access information and support, details of local support groups and a journal function designed for carers to record their daily activities.

Setting up a profile enables services to be personalised to each carer's circumstances.

Email: [carecompanion@warwick.ac.uk](mailto:carecompanion@warwick.ac.uk)

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

### Carers Trust Heart of England

Formed to improve the lives of family carers and the people they care for. The trust operates several hubs and support groups across Warwickshire to enable carers' individual needs to be met. Use the contact details below to find support near you.

Tel: **02476 632972** (option two).

Email: [qvr@carerstrusthofe.org.uk](mailto:qvr@carerstrusthofe.org.uk)

Web: [www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/hubs-support-groups](http://www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/hubs-support-groups)

## 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

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

## 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.

A list of all home care agencies operating in Warwickshire starts on page 23.

## Finding the right support

This Directory offers a 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 'Recite Me' function.

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

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

The Care Quality Commission (**[www.cqc.org.uk](http://www.cqc.org.uk)**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 45.

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.

## Search for care in your area

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



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

 CareChoices

# 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;
- 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](http://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 your 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 several days. Contact your council or local Alzheimer's Society office for more details, see 'Useful local contacts' on page 63.

## 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 63 for contact details.

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

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

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

For more information on care homes for people with dementia, see page 37.

Tell us what  
you think

 CareChoices

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

Share your feedback – take our five minute survey

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

# 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.

Councils calculate 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 Care 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](http://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.

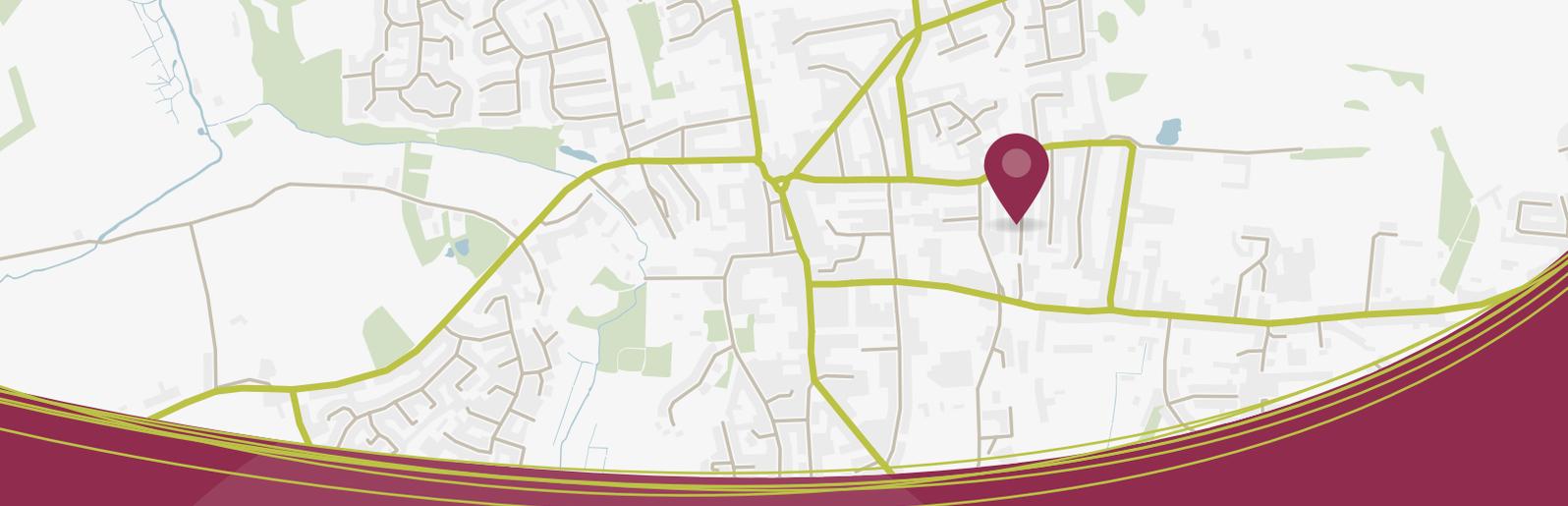
Web: [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

Further information on paying for care can be found beginning on page 40.

### The Money Advice Service

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





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



# Search for care in your area

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

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

# The best home to be in is your own

- Continuity is key to all we do – we send the same CAREGivers back to the same clients all the time so that trust and friendship develops.
- CAREGivers with maturity, experience, compassion and training second to none – including our exclusive City and Guilds qualification in dementia and Alzheimer’s care.
- Our CAREGivers are all mobile and regularly take clients out to appointments, social engagements, shopping or just for a nice coffee at the garden centre.
- Our CAREGivers arrive on time and don’t wear uniform so others see them as a friend or relative.
- Our CAREGivers can help with personal and respite care, companionship, housekeeping, fresh meal preparation and overnight or Live-in care



THE QUEEN'S AWARDS  
 FOR ENTERPRISE:  
 INNOVATION  
 2016



96% OF CLIENTS\*  
 RECOMMEND



Henley, Alcester  
 and Studley

**01564 741620**

[www.homeinstead.co.uk/rb](http://www.homeinstead.co.uk/rb)



Received an **OUTSTANDING**  
 in **caring** from the CQC.

Hinckley, Burbage  
 and Nuneaton

**01455 247979**

[www.homeinstead.co.uk/hinckleynuneaton](http://www.homeinstead.co.uk/hinckleynuneaton)



Warwick, Stratford,  
 Leamington and Kenilworth

**01926 675698**

[www.homeinstead.co.uk/warwick](http://www.homeinstead.co.uk/warwick)



Rugby

**01455 247100**

[www.homeinstead.co.uk/rugby](http://www.homeinstead.co.uk/rugby)

Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

## Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

## Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

## Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency's CQC registration certificate and quality rating?

## Notes

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\*See page 45.

# EXCEPTIONAL CARE IN YOUR OWN HOME



"All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position."

Andrew, son  
Audley Care customer

## Care tailored to you Audley Care Binswood

From companionship and general assistance to emergency, long-term and specialist care, our highly trained, discreet and friendly staff will help you with as little or as much as you want.

Contact us to find out more

**01926 941 142**

[info@audleycare.co.uk](mailto:info@audleycare.co.uk)

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



## Exceptional Help in Exceptional Times



**Award Winning Doctor and Nurse led care in Alcester and the surrounding areas**



**A Professional Clinical team that works to improve your health and wellbeing, we provide CQC regulated support with:**

- Companionship and confidence building
- Personal care, medication and/or housekeeping
- Providing breaks for your existing carer, family members and/or being that main carer for you
- Supporting you to go shopping and/or do the shopping for you
- Keeping you shielded and safe and/or helping you to get out and about
- Keeping you out of hospital and/or getting you home quicker



For a FREE independent assessment please call us on **01789 765468**

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

[enquiries@alcesterhomecareagency.co.uk](mailto:enquiries@alcesterhomecareagency.co.uk)



**Helping Hands**  
Caring since 1989

## Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Warwickshire.

With over 30 years' experience, we'll support you with anything you need to live independently in the home you know and love, including:

- ✓ Personal care
- ✓ Getting out and about
- ✓ Housekeeping
- ✓ Short-term care

Looking for care? **0808 274 2935**

For more information [www.helpinghands.co.uk](http://www.helpinghands.co.uk)



## A & K Home Care Services Ltd

Southam  
Tel: 01926 258300

OP D

## Admirals Care Agency

Rugby  
Tel: 01788 521351

OP D PD LDA MH SI YA

## Alcester Home Care Agency Ltd

Alcester  
Tel: 01789 765468

Advert page 22  
OP D PD YA

## Almond Care Ltd

Nuneaton  
Tel: 0845 269 0051

OP D PD LDA MH SI YA AD

## Always Caring Solihull Ltd

Studley  
Tel: 01527 351210

OP D PD LDA MH SI YA AD

## Anthony James Care Ltd

Southam  
Tel: 07834 375544

OP PD LDA

## Applewood Support Ltd

Nuneaton  
Tel: 01827 62533

OP D PD LDA MH SI YA

## Audley Care Ltd – Binswood

Leamington Spa  
Tel: 01926 941 142

Advert page 22  
OP D PD MH SI YA

## Aurelia Branch

Nuneaton  
Tel: 02476 642330

OP D PD LDA MH SI

## Barnfield Care Agency

Stratford-upon-Avon  
Tel: 01789 269196

OP D PD LDA MH SI YA AD

## Bead House

Bedworth  
Tel: 02476 311888

OP LDA MH YA AD

## Bella Home Care

Leamington Spa  
Tel: 01926 259463

OP D PD SI

## Bluebird Care (Stratford and Warwick)

Warwick  
Tel: 01926 400030

OP D PD MH SI YA

## Bluebird Care (Tamworth & Lichfield)

Atherstone  
Tel: 01543 418432

OP D PD LDA MH SI YA

## Bluebird Care Rugby and South Leicestershire

Rugby  
Tel: 01455 207500

OP D PD MH

## Burgess Care

Leamington Spa  
Tel: 01926 614048

OP LDA

## Care Bureau Ltd, The – Domiciliary Care

Leamington Spa  
Tel: 01926 427423

OP D PD LDA MH SI YA

## Rugby

Tel: 01788 440012  
Stratford-upon-Avon

OP D PD LDA MH SI YA

Tel: 01789 520990

OP D PD LDA MH SI YA

## Casa Care Ltd T/A

## Carewatch South Warwickshire

Leamington Spa  
Tel: 01926 882888

OP D PD LDA MH SI YA

## Community Case Management Services Ltd

Shipston-on-Stour  
Tel: 01608 682522

OP D PD LDA MH SI YA AD

## Creative Support – Warwickshire Services

Bidford-on-Avon  
Tel: 07974 914043

PD LDA MH SI

## Crown Buildings

Stratford-upon-Avon  
Tel: 01789 298921

PD LDA YA

## Daily Living Care Ltd

Coventry  
Tel: 07729 699485

OP PD YA

## Elmhurst Assisted Living and Care Facilities

Rugby  
Tel: 01788 535842

OP D LDA MH YA

## Ensure Care Ltd

Leamington Spa  
Tel: 01926 431925

OP D PD LDA SI YA

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

**Essential Care Support**

Bedworth  
Tel: 02476 643411

OP D PD SI YA

**Hartley House**

Southam  
Tel: 07731 728303

OP D PD LDA SI YA

**Essential Futures Ltd**

Nuneaton  
Tel: 02476 395230

LDA MH YA

**Heart of England Mencap DCA Central**

Stratford-upon-Avon  
Tel: 01789 298709

LDA

**Esteemed Life Warwickshire**

Alcester  
Tel: 01789 336001

OP D YA

**Helping Hands Evesham and Cotswold**

Alcester  
Tel: 0808 274 2935

Advert page 22  
OP PD MH SI YA

**Everycare Rugby and Warwickshire**

Rugby  
Tel: 01788 815362

OP D LDA SI

**Helping Hands Live in National**

Alcester  
Tel: 0808 274 2935

Advert page 22  
OP D PD MH SI YA

**Father Hudson's Society DCC**

Coleshill  
Tel: 01675 434026

LDA

**Helping Hands Warwickshire, Evesham & Cotswolds**

Alcester  
Tel: 0808 274 2935

Advert page 22  
OP D PD LDA MH SI YA

**Flexicare South Midlands**

Rugby  
Tel: 01788 570999

OP D PD LDA MH SI YA

**HF Trust – Warwickshire DCA**

Bidford-on-Avon  
Tel: 01789 490731

OP LDA YA

**Fosse Healthcare Warwickshire**

Henley-in-Arden  
Tel: 01789 730296

OP D PD LDA MH SI YA

**Highfield**

Tamworth  
Tel: 01827 892882

LDA YA

**GN Wellsprings Care Services Ltd**

Rugby  
Tel: 01788 877421

OP D PD LDA MH SI YA

**Home Instead Senior Care**

**– Henley, Alcester and Studley**

Henley-in-Arden  
Tel: 01564 741620

Advert page 20  
OP D PD LDA MH SI YA

**Grande Care Ltd**

Warwick  
Tel: 07497 818956

OP D PD MH SI YA



**ALCESTER OFFICE:**  
Alcester Business Centre, 4 Kinwarton Farm Road, Alcester, Warks B49 6EL  
**01789 777519**

**STRATFORD OFFICE:**  
No. 5, 17 Greenhill Street, Stratford-upon-Avon Warks CV37 6LF  
**01789 613083**

*Always recruiting excellent carers*

We are an established compassionate care company providing care in your own home in Alcester, Stratford & surrounding areas

We offer care services from 30 minutes to 24 hours, 7 days a week to include Specialist Dementia Care, Personal Care and Hygiene, Companionship, Assisting with Medication, Meal Planning **and much, much more...**

**www.insafehandscare.com**




**Precious Support Services**

We offer all of our clients the care and attention they need. Our skills lie with helping those suffering from dementia, physical disabilities and learning disabilities.

**Contact: 01926 350 355**  
[info@preciousupportservices.co.uk](mailto:info@preciousupportservices.co.uk)

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

**Home Instead Senior Care**  
**– Hinckley, Burbage and Nuneaton**  
 Hinckley **Advert page 20**  
 Tel: 01455 247979 **OP D PD LDA MH SI YA**

**Home Instead Senior Care – Rugby**  
 Henley-in-Arden **Advert page 20**  
 Tel: 01455 247100 **OP D PD LDA MH SI YA**

**Home Instead Senior Care**  
**– Warwick, Stratford, Leamington and Kenilworth**  
 Henley-in-Arden **Advert page 20**  
 Tel: 01926 675698 **OP D PD LDA SI YA**

**Honeybee HomeCare Ltd Headquarters**  
 Leamington Spa  
 Tel: 01926 428509 **OP D PD SI**

**Honeydew Healthcare Ltd**  
 Nuneaton  
 Tel: 0116 201 4433 **OP D PD LDA MH SI YA AD**

**House of Care Services Ltd**  
 Birmingham  
 Tel: 02476 637969 **OP D PD LDA MH**

**Housing 21 – Farmers Court**  
 Rugby  
 Tel: 0370 192 4458 **OP**

**Housing 21 – Laurel Gardens**  
 Atherstone  
 Tel: 0370 192 4000 **OP D PD LDA MH SI YA**

**Housing 21 – Oakwood Gardens and Mayfield Close**  
 Bedworth  
 Tel: 0370 192 4000 **OP D PD MH SI AD**

**Housing 21 – Rohan Gardens**  
 Warwick  
 Tel: 07718 110333 **OP D PD LDA MH SI YA AD**

**Housing 21 – Webb Ellis Court**  
 Rugby  
 Tel: 0370 192 4000 **OP D PD MH SI AD**

**In Safe Hands Community Care Services**  
 Alcester **Advert page 24**  
 Tel: 01789 777519 **OP D PD YA**

**Individual Care Services**  
 Studley  
 Tel: 01527 857280 **D PD LDA YA**

**Initial Care Services (ICS) Ltd**  
 Rugby  
 Tel: 01788 524971 **OP D PD LDA YA**

**It's My Home (Care and Support Services) Ltd**  
 Nuneaton  
 Tel: 07729 872190 **OP PD LDA MH SI YA**

**Lucy Glyn Residential**  
 Stratford Upon Avon  
 Tel: 01789 297353 **LDA**

**Margaret Court Ltd**  
 Stratford-upon-Avon  
 Tel: 01789 412900 **OP**

**Marner House**  
 Nuneaton  
 Tel: 02476 641492 **PD LDA MH SI YA AD**

**Mobile Care Services Ltd**  
 Atherstone  
 Tel: 01827 715537 **OP D PD LDA MH SI YA AD**

**New Directions (Rugby) Ltd – Domiciliary Care Service**  
 Rugby  
 Tel: 01788 573318 **OP D PD LDA MH SI YA**

**No 12 Arden Centre**  
 Henley In Arden  
 Tel: 01789 488987 **OP D PD LDA MH SI YA**

**Noble Supported Living**  
 Nuneaton  
 Tel: 02476 350394 **LDA**

**Old Rectory Care Home, The**  
 Bedworth  
 Tel: 02476 318863 **OP D PD SI YA**

**People in Action Domiciliary Care – North Warwickshire and Coventry**  
 Bedworth  
 Tel: 02476 643776 **OP D PD LDA MH SI YA**

**Phoenix Gold Homecare Main Office**  
 Nuneaton  
 Tel: 07519 607681 **OP PD YA**

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



## LIVE-IN CARE SERVICES

...because there's no place like home.

### Why Live-in Care?

Live-in care allows you to live independently in the comfort of your own home while being professionally looked after by a full-time live-in carer.

Given the choice, 97% of people say they would prefer to continue living in their own home than move into a care home. Live-in care allows you to do this. We will endeavour to find the right live-in carer for you, someone who is able to provide you with the round-the-clock support and companionship that you require.

Whether you need live-in care full-time or as a means of allowing a family member to take a holiday, we can meet your individual needs.

In addition to live in care services, we provide personal care and support, dementia care and home services.

### Our Service Promise

Deliver personalised care, enabling you to lead the life you choose.

Empowering you to continue to live independently in your own home, achieving the outcomes you want, in ways that best suit you.

Supporting you to continue to be engaged in your local community.

We endeavour to find the right carer that compliments your interests, lifestyle, personality and routines.

Offer a flexible service, appreciating that each day can be different.

Maintain regular contact with you to monitor the quality of service and support we provide.

**Powell House**

Nuneaton

Tel: 02476 349561

OP D PD LDA SI YA

**Precious Support Services**

Leamington Spa

Tel: 01926 350355

Advert page 24

OP D PD

**Premier Care (Midlands) Ltd**

Rugby

Tel: 02476 581003

OP D PD LDA MH SI YA

**Pulse8+ Ltd**

Alcester

Tel: 01527 870879

D PD LDA MH SI YA

**Quality Assured Care Services Ltd**

Studley

Tel: 01527 458985

OP D PD SI YA

**Rainbow Care Solutions (Warwick)**

Leamington Spa

Tel: 01926 883291

D PD LDA MH SI

**Reablement Services North Team**

Bedworth

Tel: 02476 754030

OP

**Reablement Services South Team**

Warwick

Tel: 01926 414875

OP PD YA

**Real PCS Warwickshire**

Atherstone

Tel: 01827 715544

OP D PD LDA MH SI YA

**Richmond Village Coventry DCA**

Bedworth

Tel: 02476 993125

Advert page 54

OP D PD LDA MH SI YA

**Shipston Care Ltd**

Shipston-on-Stour

Tel: 01608 663377

OP D PD SI YA

**SQ Carers Ltd**

Stratford-upon-Avon

Tel: 01789 299822

OP D PD LDA YA

**Stratford Bentley Care Centre**

Stratford-upon-Avon

Tel: 01789 414078

OP PD YA

**SureCare Rugby & North Warwickshire**

Rugby

Tel: 01788 297497

D PD LDA MH SI

**Tiddington Court Ltd**

Stratford-upon-Avon

Tel: 01789 204200

OP

**Unique Senior Care – Briar Croft**

Stratford-upon-Avon

Tel: 01789 330226

Advert outside back cover

OP D PD MH SI YA

**Unique Senior Care – Coventry**

Coventry

Tel: 02476 616262

Advert outside back cover

OP D PD LDA MH SI YA

**Unique Senior Care – Ettington Lodge**

Warwick

Tel: 01789 453840

Advert outside back cover

OP D PD MH SI YA

**Unique Senior Care – Queensway Court**

Leamington Spa

Tel: 01926 839555

Advert outside back cover

OP D PD MH SI YA

**Unique Senior Care – Solihull**

Solihull

Tel: 01789 867645

Advert outside back cover

OP D PD LDA MH SI YA

**Unique Senior Care – Tithe Lodge**

Southam

Tel: 01789 867645

Advert outside back cover

OP D PD LDA MH SI YA

**Unique Senior Care**

– Warwickshire

Stratford-upon-Avon

Tel: 01789 204040 / 01926 629030

Advert outside back cover OP D PD LDA MH SI YA

**Universal Care Services Coleshill**

Birmingham

Tel: 01675 620000

OP D PD LDA MH SI YA

**Uplifting Lives Services Ltd**

Nuneaton

Tel: 07482 184654

PD LDA MH SI YA

**Voyage (DCA) Warwickshire**

Nuneaton

Tel: 02476 399170

OP PD LDA MH SI YA

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

**Warwickshire Supported Living**

Leamington Spa  
Tel: 07940 575308

OP LDA YA

**Welcombe Care Ltd**

Stratford-upon-Avon  
Tel: 07542 515806

OP D PD SI YA

**Willows Supported Living Service, The**

Bedworth  
Tel: 02476 315795

PD LDA YA

**Worthi Home Care & Support Ltd**

Hinckley  
Tel: 01455 221444

OP D PD SI YA

**Xperience Recruitment Ltd**

Bedworth  
Tel: 02476 315440

OP D PD LDA MH

**Your Life (Stratford-upon-Avon)**

Stratford-upon-Avon  
Tel: 01202 362303

OP D PD SI

**Your Quality Care Services Ltd (Lime Tree)**

Rugby  
Tel: 01788 816210

OP D PD MH SI YA

**YourLife (Kenilworth)**

Kenilworth  
Tel: 01926 857258

OP D PD SI

# 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 9).



## Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families in the

Shared Lives carer's home. 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 Warwickshire, 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 Warwickshire. Any learning disability providers are denoted with **LDA**.

You may also find the organisations listed here useful.

### 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.

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 Warwickshire 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 local help and support.

### Big White Wall

A free online resource allowing people to share what's troubling them, guided by trained professionals. Users operate anonymously to ensure safety and freedom of expression.

Web: [www.bigwhitewall.com](http://www.bigwhitewall.com)

### Improving Access to Psychological Therapies (IAPT)

If you are registered with a GP in Coventry or Warwickshire, you can refer yourself to the IAPT service. IAPT can offer advice, information and therapy, and is provided by the NHS Partnership Trust and Coventry Warwickshire Mind.

Tel: **02476 671090**

Web: [www.cwmind.org.uk/improving-access-to-psychological-therapies](http://www.cwmind.org.uk/improving-access-to-psychological-therapies)

### Mental Health Matters Helpline

Contact 24/7 to speak to a trained and experienced support worker. Your call is free, will

be taken seriously and you may be sign-posted to other local services that can help you.

Tel: **0800 616 171**

Web: [www.mhm.org.uk/coventry-warwickshire-helpline](http://www.mhm.org.uk/coventry-warwickshire-helpline)

### Reading Well Books on Prescription

This service can provide you with a wide range of self-help resources including books, e-books and CDs covering topics such as depression, anxiety, stress and dementia. All titles are recommended by health professionals.

Web: [www.warwickshire.gov.uk/booksonprescription](http://www.warwickshire.gov.uk/booksonprescription)

### Warwickshire Wellbeing Hubs

Provide low level/early intervention support services aiming to enhance the mental health and wellbeing of individuals aged 16 years and over. The hubs also support people with ongoing mental health issues. • Tel: **02477 712288**

Email: [wbw@cwmind.org.uk](mailto:wbw@cwmind.org.uk)

Web:

[www.wbw.cwmind.org.uk/how-we-can-help](http://www.wbw.cwmind.org.uk/how-we-can-help)

## 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

Sensory services teams, which include rehabilitation workers and social workers, can provide information packs, advice and access to services as well as support from a network of national and local agencies.

The teams provide services to all adults and children who are:

- blind or partially sighted or have a degree of sight loss;
- deaf or hard of hearing or have a degree of hearing loss; or

- deafblind or have a degree of dual sensory loss.

If you care for someone with a sensory impairment, the physical disability and sensory service team can carry out an assessment of your needs as a carer to help you to continue to support them.

Call **01926 410410**, email [pdsreferral@warwickshire.gov.uk](mailto:pdsreferral@warwickshire.gov.uk) or visit [www.warwickshire.gov.uk/servicesforthedeaf](http://www.warwickshire.gov.uk/servicesforthedeaf)

### Action on Hearing Loss

Tel: **0808 808 0123** • Textphone: **0808 808 9000**

SMS: **07800 000360**

Email: **information@hearingloss.org.uk**

Web: **www.actiononhearingloss.org.uk**

### **BID Services**

Tel: **0121 246 6100** • Textphone: **0121 246 6101**

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

Web: **www.bid.org.uk**

### **Royal National Institute of Blind People (RNIB)**

Tel: **0303 123 9999** • Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.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.

### **POhWER**

Delivers information, advice, support and advocacy services throughout England.

Tel: **0300 456 2370** • Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

### **VoiceAbility**

Provides free, independent and confidential advocacy services to support residents of Warwickshire and Coventry to have their voices heard and rights respected. • Tel: **0300 222 5947**

Email: **CWAdvocacy@voiceability.org**

Web: **www.voiceability.org/services/coventry-and-warwickshire**

## **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, your family and your GP to ensure your needs and wishes are discussed and planned. 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](http://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 65 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 homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care

agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. You can also find inspection reports and ratings for all services on the CQC's website ([www.cqc.org.uk](http://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 £183.92 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, visit [www.carechoices.co.uk](http://www.carechoices.co.uk)



## 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.

# Tell us what you think



CareChoices

⦿ What have you found useful?

⦿ What could we do better?

**Share your feedback** – take our five minute survey

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



## BARCHESTER

BARCHESTER HEALTHCARE

# Celebrating Life

Our homes are more than care homes. They're family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at [www.barchester.com](http://www.barchester.com)

**Cherry Trees**  
Stratford Road  
Alcester, B49 6LN  
01789 444 956

**Cubbington Mill**  
Church Lane  
Cubbington, CV32 7JT  
01926 680 025

**Overslade House**  
12 Overslade Lane  
Rugby, CV22 6DY  
01788 851 330

Residential • Nursing • Dementia • Respite  
Delicious meals • Daily activities • Spa bathrooms • Wi-fi



# The Best in Care

Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

## The premium care provider in Warwickshire



### Acorn Lodge

132 Coventry Road | Nuneaton  
Warwickshire | CV10 7AD

**T. 024 7746 0006**



### Avalon Court

1 Glendale Way | Tile Hill  
Coventry | CV4 9YQ

**T. 024 7746 8800**



### Knowle Gate

1331 Warwick Road | Knowle  
Solihull | West Midlands | B93 9LW

**T. 01564 621898**

See all of our homes on Facebook or Search 'Avery West Warwickshire' 



**Home 1** .....

**Home 2** .....

**Home 3** .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Staff

- What is the minimum number of staff that are available at any time?
- Are staff respectful, friendly and polite?
- Do staff have formal training?
- Are the staff engaging with residents?

## Activities

- Can you get involved in activities you enjoy?
- Is there an activities co-ordinator?
- Does the home organise any outings?
- Are residents escorted to appointments?
- Do the residents seem entertained?
- Does the home have a varied activities schedule?

## Life in the home

- Is the home adapted to suit your needs?
- Can you bring your own furniture?
- Are there enough plug sockets in the rooms?
- Are there restrictions on going out?
- Is there public transport nearby?
- Does the home provide any transport?
- Can you make/receive calls privately?
- Can you decide when to get up and go to bed?
- Does the home allow pets?
- Does the home use Digital Care Planning accessible to families?

## Personal preferences

- Is the home too hot/cold? Can you control the heating in your room?
- Is the décor to your tastes?
- Are there restricted visiting hours?
- Is there somewhere you can go to be alone?
- Does the home feel welcoming?

## Catering

- Can the home cater for any dietary requirements you may have?
- Does the menu change regularly?
- Can you eat when you like, even at night?
- Can you have food in your room?
- Is there a choice of food at mealtimes?
- Is alcohol available/allowed if you want it?
- Can visitors join you for meals?

## Fees

- Do your fees cover all of the services and activities?
- Are fees likely to change regularly?
- Is the notice period for cancellation of the contract reasonable?
- Could you have a trial period?
- Can you keep your room if you go into hospital?
- Can you handle your own money?

\*See page 45.



Every day well lived

# Providing care for over 28 years across Warwickshire

We understand the decision to move into a care home can be very hard.

Speak to us about how we'll support you to carry on living your life, your way, whilst benefitting from the community of the home.



**Residential, dementia and respite care**  
Find your local care home in the directory or online

[wcs-care.co.uk](http://wcs-care.co.uk) [/wcscare](https://www.facebook.com/wcscare) [@WCS\\_Care](https://twitter.com/WCS_Care)

Registered charity number 1012788



## Search for care in your area

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



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

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



## Town Thorns

Residential, nursing, dementia & respite care centre, Rugby

Whatever your care needs, we can provide the right level of support for you and deliver peace of mind to your loved ones.

For information call 01788 833311  
[www.ben.org.uk/townthorns](http://www.ben.org.uk/townthorns)



Flexible, continuing care for those in later life

Owned and operated by Ben



## 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 for Care. For more information on these last two topics, see pages 43 and 31 respectively.

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

Within the home, much is down to the attitude

and skills of the manager and the staff. 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 39.

### 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 if the home has a Dementia Champion and if the home does not have a specific Dementia Lead, ask whether they have the necessary experience to support someone to live well with dementia.

# Tell us what you think



## Share your feedback

Take our five minute survey

⦿ What have you found useful?

⦿ What could we do better?



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



# Residents In Good Care Have A Lot To Smile About

Avery Healthcare invites you to three premium care communities, where outstanding residential, dementia, and nursing care are delivered alongside luxurious living. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in safe care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

**For the best in safe care, look no further**



## Birchmere House

Knowle | Solihull  
West Midlands | B93 9LQ

**T. 01564 621630**



## Birchmere Mews

Knowle | Solihull  
West Midlands | B93 9LQ

**T. 01564 621920**



## Scholars Mews

Stratford-upon-Avon  
Warwickshire | CV37 6HE

**T. 01789 579844**

See all of our homes on Facebook or Search 'Avery West Midlands' 



Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 35. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

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

## Choices

- Do residents get choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

## Activities

- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

## Health

- Can residents get help with eating and drinking?
- How often does the home review residents' medication?
- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

## Staff

- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

## Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one's care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

\*See page 45.

# Paying for care

When a local authority provides or arranges your care services, 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 41.

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 41).

## 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 41 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 various financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 42 for more information.

## Non-means-tested support

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

### 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.

---

## **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 43 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 12 weeks of permanent care, provided it agrees that this type of 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.

## Seeking financial advice

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

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

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call **0333 202 0454**.

There are also several 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.

## For some of us, it can seem a long time since life was carefree

**Caring for an elderly relative can be hard enough without legal headaches. Lodders' Care & Capacity team can help take away the pain with expert support on care fees, powers of attorney and wills. Find out more at [www.lodders.co.uk](http://www.lodders.co.uk)**

A loss of capacity can be daunting for both the individual concerned and their wider family. From decisions on care fee funding to preparing lasting powers of attorney and support with managing finances, Lodders' care and capacity specialists bring a valued blend of sensitivity and legal expertise to help keep your elderly relatives safe, secure and happy for as long as possible.



Stratford upon Avon office    **01789 293259**

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*Lodders*  
solicitors

## Age UK

Tel: **0800 055 6112**

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

## Citizens Advice

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

## Money Advice Service

Tel: **0800 138 7777**

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

# Important information

## Finding care in your area

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

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

Your search can be refined by the type of care you are looking for and the results can be sent to you

by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 45), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit

**[www.carechoices.co.uk](http://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. →

➔ 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. Citizens Advice offers an advice service and will be able to recommend solicitors in your area.

## 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 (see page 45 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. Contact details are on page 5.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and



**Search for care in your area**

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

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

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

CareChoices

## ARE YOU GETTING THE CARE YOU NEED?

Arranging and paying for care is more complicated than ever. Families often face these life changing decisions at a time of crisis and just don't know where to turn for independent, up-to-date advice.

### We can help you with:

- Social Care Assessments and care fees
- Entitlement to free NHS Continuing Healthcare Funding
- Wills, Probate and Inheritance Tax Planning
- Challenging Deprivation of Liberty authorisations
- Mental Capacity and Best Interests
- Court of Protection Applications
- Lasting Powers of Attorney
- Legal Aid for community care

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**Debbie Anderson**

Head of the Health and Community Care Team

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✉ **debbiea@moore-tibbits.co.uk**

🌐 **www.qualitysolicitors.com/moore-tibbits**

NATIONWIDE SERVICE

Authorised and regulated by the Solicitors Regulation Authority, no. 563197.

Social Care 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 and its job is to investigate complaints in a fair and independent way.

## Inspecting and regulating care services



Health and social care services must be registered to show that

they meet a set of standards.

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings

for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

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

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

Tel: **03000 616161** • Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

Write to: 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, 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 Warwickshire and in other regions, visit [www.carechoices.co.uk](http://www.carechoices.co.uk) with details of your requirements.

## 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 care worker 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.

If you think someone is being abused, call Adult Social Care. Your concerns will be taken seriously and will receive prompt attention, advice and support. Adult Social Care will also arrange for an advocate to support you if needed.

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 to talk things over first. Contact details begin on page 5. 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 currently 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**

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.

**Tell us what  
you think**

 CareChoices

⊕ What have you found useful?

⊕ What could we do better?

**Share your feedback** – take our five minute survey

**www.carechoices.co.uk/reader-survey**

# Putting care at the heart of your decision



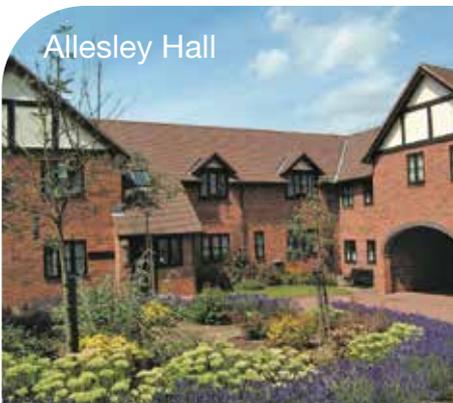
## MHA care homes in Coventry and Warwickshire

Choosing the right care home for a loved one is an important decision. As a national charity with over 75 years' experience in delivering quality care, MHA have the knowledge and expertise to guide you through the entire process.

### Our homes offer tailored care in a warm, supportive and friendly environment:

- Personalised care plans, developed with residents and their family
- Long-term and respite care
- Music therapy for our residents living with dementia
- A chaplain and weekly activities programme

Allesley Hall



#### Coventry:

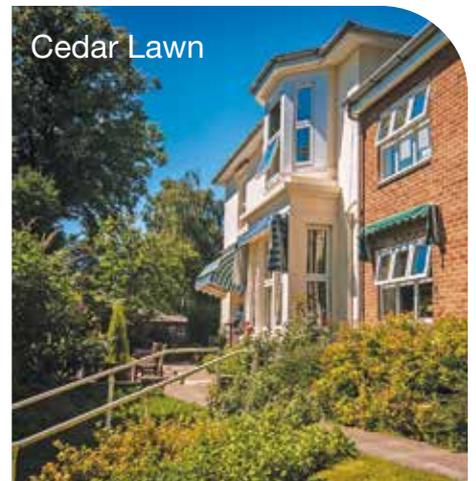
Abbey Park  
abbeypark@mha.org.uk  
Allesley Hall  
allesleyhall@mha.org.uk  
Charnwood House  
charnwoodhouse@mha.org.uk



#### Leamington Spa:

Homewood  
Homewood@mha.org.uk

Cedar Lawn



#### Stratford-upon-Avon:

Cedar Lawn  
cedarlawn@mha.org.uk  
Cedar Lodge  
cedarlodge@mha.org.uk

Find out more at

 [www.mha.org.uk/care-homes](http://www.mha.org.uk/care-homes)



# Residential care in Warwickshire

This Directory is divided into the geographical areas listed on this map.

Home care providers begin on page 23.

<b>Warwick &amp; Leamington Spa</b>	
Care homes	48
Care homes with nursing	51
<b>Nuneaton</b>	
Care homes	53
Care homes with nursing	55
<b>North Warwickshire</b>	
Care homes	55
Care homes with nursing	56
<b>Rugby</b>	
Care homes	57
Care homes with nursing	58
<b>Stratford-upon-Avon</b>	
Care homes	58
Care homes with nursing	61



## Warwick & Leamington Spa care homes

Advertisers are highlighted

### Adelaide House Residential Care Home

6 Adelaide Road,  
Leamington Spa CV31 3PW  
Tel: 01926 420090

OP D PD YA

### Albemarle Rest Home

50 Kenilworth Road,  
Leamington Spa CV32 6JW  
Tel: 01926 425629

OP D

### Arden House

18-20 Clarendon Square,  
Leamington Spa CV32 5QT  
Tel: 01926 423695

OP D PD MH SI

### Beech Lodge – DEAF-initely Independent

26-28 Warwick New Road, Leamington Spa CV32 5JJ  
Tel: 01926 337743

PD LDA SI

### Burgess Care

Fosse Way, Leamington Spa CV31 1XH  
Tel: 01926 614048

OP LDA

### Castle Brook

Common Lane, Kenilworth CV8 2EQ  
Tel: 01926 353160 **Advert page 36**

OP D PD SI

### Cherry Tree Lodge

Gleave Road, Warwick CV31 2JS  
Tel: 01926 425072

OP D PD SI YA

### Clarendon Manor

37-41 Golf Lane, Whitnash, Leamington Spa CV31 2PZ  
Tel: 01926 426758

OP D YA

### Craighaven Care Home

4 Heath Terrace, Leamington Spa CV32 5LY  
Tel: 01926 429209

OP D

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

**Fourways**

Mason Avenue, Lillington,  
Leamington Spa CV32 7PE  
Tel: 01926 421309 **Advert page 36**

OP D

**Greenways Care Home**

Marton Road, Long Itchington CV47 9PZ  
Tel: 01926 633294

OP

**Hancox Close**

7-8 Hancox Close, Weston-under-Wetherley,  
Leamington Spa CV33 9GD  
Tel: 01926 633548

OP LDA YA

**Homewood**

40 Kenilworth Road, Leamington Spa CV32 6JF  
Tel: 01926 423519 **Advert page 47**

OP

**Individual Care Services – 60 Ward Grove**

Myton, Warwick CV34 6QL  
Tel: 01926 410713

LDA

**James Hirons Care Home**

53 Lillington Road, Leamington Spa CV32 6LD  
Tel: 01926 422425 **Advert below**

OP PD SI

**Newlands**

Whites Row, Kenilworth CV8 1HW  
Tel: 01926 859600 **Advert page 36**

PD YA

**Park View**

Priory Road, Warwick CV34 4ND  
Tel: 01926 493883

OP D PD SI

**People in Action**

**– Milverton Terrace**

4 Milverton Terrace,  
Leamington Spa CV32 5BA  
Tel: 01926 882831

PD LDA SI YA

**Sycamores**

Sydenham Drive, Leamington Spa CV31 1PB  
Tel: 01926 420964 **Advert page 36**

OP D

**Turning Point – Russell Terrace**

52 Russell Terrace, Leamington Spa CV31 1HE  
Tel: 01926 431471

OP LDA YA

**Turning Point – Willes Road**

26 Willes Road, Leamington Spa CV31 1BN  
Tel: 01926 336437

LDA YA



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- High standards of care
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**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



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QUALITY IN CARING

Set in a large and beautiful recently refurbished Regency building in the heart of Royal Leamington Spa, Eversleigh Nursing Home provides the very best in General and EMI nursing care, whether long or short term.

We offer experienced registered nurses who have the necessary expertise in caring for older people, chosen for their understanding of the unique circumstances encountered in later life.



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- Care, Compassion and Choice
- Luxurious surroundings
- Highly trained and dedicated staff team
- Personalised care to meet your individual needs
- A comprehensive social care programme
- Gold Award in Investors in People
- Gold Standard Framework Accreditation with Platinum Status



Part of Central England  
Healthcare



Inspected and rated

Good



Nursing care at its best in Royal Leamington Spa.

Call us now on **01926 424431** or email on  
**office@eversleighnursinghome.co.uk**

2 - 4 Clarendon Place, Royal Leamington Spa CV32 5QN

**www.centralenglandhealthcare.co.uk**

**Valley Road**

151 Valley Road, Lillington, Leamington Spa CV32 7RX  
Tel: 01926 881612

OP PD LDA SI

**Woodside Care Village**

Maple Grove, Warwick CV34 5SS

Tel: 01926 569300 **Advert page 36**

OP D PD SI YA

**Warwick & Leamington Spa care homes with nursing**

**Ashley House**

1 School Lane, Radford Semele,  
Leamington Spa CV31 1TQ  
Tel: 01926 313355

LDA MH YA AD

**Cavendish Lodge**

41 Leam Terrace, Leamington Spa CV31 1BQ  
Tel: 01926 427584

MH

**Cubbington Mill**

Church Lane, Cubbington, Leamington Spa CV32 7JT  
Tel: 01926 680 025 **Advert page 33**

OP PD YA

**Eden Place Mental Health Nursing Home**

1 Vicarage Road, Leamington Spa CV32 7RH  
Tel: 01926 313227

OP MH YA

**Eversleigh Nursing Home**

2-4 Clarendon Place,  
Leamington Spa CV32 5QN  
Tel: 01926 424431 **Advert page 50**

OP

**Gainsborough Hall Care Home**

Russell Street, Leamington Spa CV32 5QB  
Tel: 01926 680810

OP D PD MH SI YA

**Galanos House**

Banbury Road, Southam CV47 2BL  
Tel: 01926 812185

OP D

**Guys Cross Nursing Home**

120-122 Coventry Road, Warwick CV34 5HL  
Tel: 01926 776922

MH YA

**Helen Ley House**

Bericote Road, Blackdown, Leamington Spa CV32 6QP  
Tel: 01926 313550

PD YA

**Kenilworth Grange Care Home**

4 Spring Lane, Kenilworth CV8 2HB  
Tel: 01926 674809

OP D PD LDA MH YA

**Kenilworth Manor**

Thickthorn Orchards, Thickthorn Close,  
Kenilworth CV8 2AF  
Tel: 01926 858030

OP

**Leycester House**

Edge Hill Drive, Warwick CV34 6XQ  
Tel: 01926 357210

**Advert inside  
back cover**  
OP D PD SI

**Lillington House**

93 Lillington Road, Leamington Spa CV32 6LL  
Tel: 01926 427216

PD YA

**Newstead Lodge Nursing Home**

Warwick Road, Southam CV47 0HW  
Tel: 01926 813694

OP D SI YA

**Platinum Nursing Care**

McDonnell Drive, Coventry CV7 9GA  
Tel: 02477 103374

OP D

**Priors House**

Old Milverton Lane, Blackdown,  
Leamington Spa CV32 6RW  
Tel: 0333 920 1850

OP D PD MH YA

**Royal Leamington Spa Nursing Home**

14-16 Adelaide Road, Leamington Spa CV31 3PW  
Tel: 01926 426820

OP D PD YA

**Sebright House Care Home**

10-12 Leam Terrace, Leamington Spa CV31 1BB  
Tel: 01926 431141

OP D YA

**Thistley Lodge**

40 Warwick New Road, Leamington Spa CV32 6AA  
Tel: 01926 435045

MH

**Turning Point – Marloes Walk**

14 Marloes Walk, Sydenham,  
Leamington Spa CV31 1PA  
Tel: 01926 452805

PD LDA YA

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



# Keep doing what you love

We all want to have a plan to help look after our loved ones when they need some extra support, but don't always know what's best.

So we take time to get to know you and understand your individual needs to help you put these plans in place.

To arrange a free care assessment

Call us on 0808 223 5356 freephone  
Find us online at [caringhomes.org](http://caringhomes.org)

**Gildawood Court**  
CARING HOMES

School Walk, Attleborough, Nuneaton, Warwickshire CV11 4PJ



## Linden Lodge Nursing Home

Linden Lane, Warton, Tamworth B79 0JR

Telephone: 01827 899227

Linden Lodge was purpose-built in 1990 and designed specifically to meet the changing needs of our residents whilst providing the highest standard of care. Shops, visiting hairdresser, comprehensive range of social events and outings. Family & friends are always welcome.

Please contact Linda Lowrie (Registered Manager) for further information.  
Email: [llowrie@lindencarehomes.co.uk](mailto:llowrie@lindencarehomes.co.uk)



## Linden Lodge Residential Home

Browns Lane, Dordon, Tamworth B78 1TR

Telephone: 01827 899911

34 beds, carers for frail elderly, specialises in caring for people with dementia. New build, en-suite single rooms, visiting hairdresser, central location within community of Dordon, purpose-built, family & friends are always welcome.

Please contact Janine Podmore (Registered Manager) for further information.  
Email: [jpodmore@lindencarehomes.co.uk](mailto:jpodmore@lindencarehomes.co.uk)

## Linden Grange Residential & Dementia Care Home

Grange Road, Hartshill, Nuneaton CV10 0SS Main Office Telephone Enquiries: 02476 390800

Offering 35 beds in a new purpose-built building, in a central location within community of Hartshill. Designed specifically to meet the changing needs of our residents whilst providing the highest standard of care. Family & friends are always welcome.

Please contact Julie Hopkins (Registered Manager) for further information. Email: [jhopkins@lindencarehomes.co.uk](mailto:jhopkins@lindencarehomes.co.uk)



### Linden Care Homes LTD

ISO 9001 – Business Management  
ISO 14001 – Environmental practices  
ISO 45001 – Occupational Health & Safety

# Tell us what you think



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CareChoices

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Tel: 02477 460006 **Advert page 34** OP D PD YA

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Attleborough Road, Nuneaton CV11 4JN

Tel: 02476 383543 **Advert page 36** OP D PD SI YA

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66 Oaston Road, Nuneaton CV11 6JZ

Tel: 02476 742206 LDA

**Caldwell Grange**

Donnithorne Avenue, Nuneaton CV11 4QJ

Tel: 02476 383779 OP D PD SI YA

**Chamberlaine Court**

Chapel Street, Bedworth CV12 8PT

Tel: 02476 491621 OP D

**Collyhurst**

31-33 Nuneaton Road,

Bedworth CV12 8AN

Tel: 02476 319092 OP

**Derwent Road**

39 Derwent Road, Bedworth CV12 8RT

Tel: 02476 848140 OP LDA YA

**Drayton Court**

Cedar Road, Camp Hill, Nuneaton CV10 9DL

Tel: 02476 392797 **Advert page 36** OP D

**Fairfield**

Butler Crescent, Exhall, Coventry CV7 9DA

Tel: 02476 311424 **Advert page 36** OP D

**Gildawood Court**

School Walk, Nuneaton CV11 4PJ

Tel: 0808 223 5356 **Advert page 52** OP D

**Glebe Road**

13 Glebe Road, Nuneaton CV11 4BJ

Tel: 02476 346128 MH YA

**Hoarestone Avenue, 69**

Whitestone, Nuneaton CV11 4TH

Tel: 02476 327078 PD LDA YA

**Individual Care Services – 2 Laurel Drive**

Hartshill, Nuneaton CV10 0XP

Tel: 02476 393496 LDA

**Individual Care Services – 11 Wembrook Close**

Nuneaton CV11 4LJ

Tel: 01527 857280 PD LDA YA

**Ingleby House**

Leicester Road, Bedworth CV12 8BU

Tel: 02476 319909 OP PD LDA MH SI YA

**Linden Grange Residential**

**& Dementia Care Home**

14-16 Grange Road, Hartshill, Nuneaton CV10 OSS

Tel: 02476 390800 **Advert page 52** OP D

**Long Lea Residential Home**

113 The Long Shoot, Nuneaton CV11 6JG

Tel: 02476 370553 OP D PD MH SI YA

**Manor Court Home**

Manor Court Road, Nuneaton CV11 5HU

Tel: 02476 383787 OP PD SI YA

**Marnar House**

79 Fitton Street, Nuneaton CV11 5RZ

Tel: 02476 641492 PD LDA MH SI YA AD

**Old Rectory Care Home, The**

Leicester Road, Bedworth CV12 8BU

Tel: 02476 318863 OP D PD SI YA

**PAKS Trust – 17, 18 & 42 Clarence Street**

Nuneaton CV11 5PT

Tel: 02476 742200 LDA

**People in Action – 132 Manor Court Road**

Nuneaton CV11 5HQ

Tel: 02476 383986 PD LDA SI YA

**People in Action – 136 Manor Court Road**

Nuneaton CV11 5HQ

Tel: 02476 353973 PD LDA SI YA

**People in Action – Old Hinckley Road**

45 Old Hinckley Road, Nuneaton CV10 OAA

Tel: 02476 382960 PD LDA SI YA

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



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## Nuneaton care homes continued

### Romsey/Winchester Avenue

46 Romsey Avenue, Weddington, Nuneaton CV10 0DR  
Tel: 02476 354175

OP MH YA

### Stables Residential Care Home, The

Castle Road, Hartshill, Nuneaton CV10 0SE  
Tel: 02476 392352

OP

### Tiverton Drive

5 Tiverton Drive, Nuneaton CV11 6YJ  
Tel: 02476 347296

PD LDA MH YA

### Turning Point – The Cedars

4 Chequer Street, Bulkington CV12 9NH  
Tel: 02476 310974

OP LDA YA

## Nuneaton care homes with nursing

Advertisers are highlighted

### Allambie Court

55 Hinckley Road, Nuneaton CV11 6LG  
Tel: 02476 101672

OP D

### Arbury Lodge

George Eliot Hospital NHS Trust,  
College Street, Nuneaton CV10 7DJ  
Tel: 0247 771 0150

OP D PD YA

### Cow Lees Care Home

Astley Lane, Bedworth CV12 0NF  
Tel: 02476 313794

OP D MH YA

### Harmony House

The Bull Ring, Chilvers Colton, Nuneaton CV10 7BG  
Tel: 02476 320532

OP D PD

### Haven Nursing Home, The

New Road, Ash Green, Coventry CV7 9AS  
Tel: 02476 368100 **Advert inside front cover**

OP D

### Oldbury Grange Nursing Home

Oldbury Road, Hartshill,  
Nuneaton CV10 0TJ  
Tel: 02476 398889

OP D PD SI YA

### Richmond Village Coventry

Bede Village, Hospital Lane, Goodyers End,  
Bedworth CV12 0PB  
Tel: 02476 993125 **Advert page 54**

OP D PD SI YA

### RNIB Pears Centre for Specialist Learning

5 Pears Court, Wheelwright Lane,  
Ash Green, Coventry CV7 9RA  
Tel: 02476 369535

PD LDA SI

### Vestige Healthcare (Nuneaton)

Bucks Hill, Nuneaton CV10 9LE  
Tel: 02475 185777

LDA MH YA

## North Warwickshire care homes

### Bracebridge Court

Friary Road, Atherstone CV9 3AL  
Tel: 01827 712895

OP D PD SI

### Butts Croft House

Tamworth Road, Corley, Coventry CV7 8BB  
Tel: 01676 540334

OP D

### Coleshill Road, 164

Atherstone CV9 2AF  
Tel: 01827 718831

D

### Hatfield House

17 New Road, Ash Green, Coventry CV7 9AS  
Tel: 02476 362326

LDA

### Highfield

Dunns Lane, Dordon,  
Tamworth B78 1RS  
Tel: 01827 892882

LDA YA

### Hollies, The

Church Road, Shustoke, Coleshill,  
Birmingham B46 2JX  
Tel: 01675 481139

OP LDA MH

### Individual Care Services

#### – 1 Dexter Way

Birchmoor, Polesworth B78 1AZ  
Tel: 01827 331713

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

**Linden Lodge Residential Home**

Browns Lane, Dordon, Tamworth B78 1TR

Tel: 01827 899911 **Advert page 52** **OP D**

**Mandela House Therapeutic Unit**

52 (52a + 52b) Birmingham Road, Water Orton, Birmingham B46 1TH

Tel: 07771 390832 **LDA YA**

**Merevale House Residential Home**

Old Watling Street, Atherstone CV9 2PA

Tel: 01827 718831 **D**

**Noble Grange**

15-17 Webb Street, Nuneaton CV10 8JQ

Tel: 02476 350394 **PD LDA MH SI YA**

**Orchard Blythe**

Wingfield Road, Coleshill, Birmingham B46 3LL

Tel: 01675 467027 **OP D PD SI**

**Polesworth Group – 32 Station Road**

Polesworth, Tamworth B78 1BQ

Tel: 01827 896939 **LDA YA**

**Polesworth Group – 64 Long Street**

64-66 Long Street, Dordon, Tamworth B78 1SL

Tel: 01827 895073 **LDA YA**

**Polesworth Group – Friary Road**

8 Friary Road, Atherstone CV9 3AG

Tel: 01827 718066 **LDA YA**

**Polesworth Group – Laurel End**

Laurel Avenue, Polesworth, Tamworth B78 1LT

Tel: 01827 896124 **LDA YA**

**Polesworth Group – Pooley Heights**

Pooley Lane, Polesworth, Tamworth B78 1JA

Tel: 01827 894828 **LDA YA**

**Polesworth Group – Pooley View**

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Tel: 01827 897494 **LDA YA**

**St Catherine’s Bungalows**

Coventry Road, Coleshill B46 3EA

Tel: 01675 434050 **PD LDA SI**

**St Joseph’s**

Coventry Road, Coleshill B46 3EA

Tel: 01675 434500 **Advert below** **OP D**

North Warwickshire care homes with nursing

**Bentley House Care Centre**

Twenty One Oaks, Bentley, Atherstone CV9 2HQ

Tel: 01827 711740 **OP D**

**Linden Lodge Nursing Home**

**Advert page 52**

Linden Lane, Warton, Tamworth B79 0JR

Tel: 01827 899227 **OP D PD LDA SI YA**

**Lanesborough House Care Home**

Lanesborough House, Birmingham Road, Coleshill Birmingham B46 1DJ

Tel: 01675 661041 **OP D PD MH SI YA**

**Orton Manor Nursing Home**

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

## Bilton House

5 Bawnmore Road, Bilton, Rugby CV22 7QH  
Tel: 01788 813147

OP D

## Binley Woods

229 Rugby Road, Binley Woods CV3 2BB  
Tel: 02476 545671

LDA MH YA

## Chimneys Residential Care Home, The

39 Bawnmore Road, Bilton, Rugby CV22 7QJ  
Tel: 01788 521901

OP D LDA

## Daventry Road

55 Daventry Road, Dunchurch, Rugby CV22 6NS  
Tel: 01788 817573

LDA

## Dewar Close

5 Beech Drive, Bilton, Rugby CV22 7LT  
Tel: 01788 811724 **Advert page 36**

OP D

## Drovers House

Drover Close, Rugby CV21 3HX  
Tel: 01788 573955 **Advert page 36**

OP D PD SI

## Elmhurst Assisted Living and Care Facilities

42 Hillmorton Road, Rugby CV22 5AD  
Tel: 01788 535842

OP D LDA MH YA

## Elms Residential Care Home, The

5 Main Street, Clifton-upon-Dunsmore,  
Rugby CV23 0BH  
Tel: 01788 536701

OP D PD SI

## Granville House

4 Moultrie Road, Rugby CV21 3BD  
Tel: 01788 568873

OP D PD SI

## Jim Gillespie House

291 Dunchurch Road, Rugby CV22 6HP  
Tel: 01788 812644

OP YA

## Manor House

6 Bawnmore Road, Bilton, Rugby CV22 7QH  
Tel: 01788 814734

OP D PD SI

## Mill Green

Newbold Road, Rugby CV21 1EL  
Tel: 01788 552366 **Advert page 36**

PD YA

## Milner House

30a Vicarage Road, Rugby CV22 7AJ  
Tel: 01788 573318

OP D PD LDA MH SI YA

## Poppy Place

1-3 Alfred Street, Rugby CV21 2EL  
Tel: 01788 573318

OP D PD LDA MH SI YA

## Red House, The

236 Dunchurch Road, Rugby CV22 6HS  
Tel: 01788 817255

OP D

## Rugby Care Centre

53 Clifton Road, Rugby CV21 3QE  
Tel: 01788 542353

OP D YA

## Sedlescombe Park

241 Dunchurch Road, Rugby CV22 6HP  
Tel: 01788 813066

OP D

## Te Hira Care Home Ltd

23 Moultrie Road, Rugby CV21 3BD  
Tel: 01788 561521

OP D

## Thurlaston Meadows Care Home Ltd

Main Street, Thurlaston,  
Rugby CV23 9JS  
Tel: 01788 522405

OP D PD SI

## Vicarage Road

30 Vicarage Road, Rugby CV22 7AJ  
Tel: 01788 574849

OP D PD LDA SI YA

## Walsingham House

33 Walsingham Drive, Bermuda Park,  
Nuneaton CV10 7RW  
Tel: 02476 742200

OP PD LDA MH SI YA

## Westlands

Oliver Street, Rugby CV21 2EX  
Tel: 01788 576604 **Advert page 36**

OP D

## Wolston Grange

Coalpit Lane, Lawford Heath, Rugby CV23 9HH  
Tel: 02476 542912

OP D PD MH SI YA

## Woodville House

37 Bilton Road, Rugby CV22 7AN  
Tel: 01788 879181

OP D PD SI

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

**Anya Court**

286 Dunchurch Road, Rugby CV22 6JA  
Tel: 01788 811976

OP D PD SI YA

**Clifton Court Nursing Home**

Lilbourne Road, Clifton-upon-Dunsmore,  
Rugby CV23 0BB  
Tel: 01788 577032

OP D

**Lilbourne Court Nursing Home**

Lilbourne Road, Clifton-upon-Dunsmore,  
Rugby CV23 0BB  
Tel: 01788 561141

OP D PD MH SI YA

**Moultrie Road**

3 Moultrie Road, Rugby CV21 3BD  
Tel: 01788 547585

MH

**Overslade House**

12 Overslade Lane, Rugby CV22 6DY  
Tel: 01788 851 330 **Advert page 33**

OP D YA

**St Mary's Nursing Home**

Montilo Lane, Harborough Magna,  
Rugby CV23 0HF  
Tel: 01788 832589 **Advert below**

OP D PD MH SI YA

**Town Thorns Care Centre**

Easenhall, Rugby CV23 0JE  
Tel: 01788 833311 **Advert page 36**

OP D PD SI YA

**Willow Tree Nursing Home**

12 School Street, Hillmorton,  
Rugby CV21 4BW  
Tel: 01788 574689

OP D

Stratford-upon-Avon care homes

**Bancroft Gardens Residential Home**

Waterside, Stratford-upon-Avon CV37 6BA  
Tel: 01789 269196 **Advert adjacent**

OP D PD SI

**Cedar Lawn**

Cedar Close, Welcombe Road,  
Stratford-upon-Avon CV37 6UP  
Tel: 01789 205882 **Advert page 47**

OP

**Field View Residential Home, The**

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Redditch B97 5JT  
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OP D PD MH SI YA

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

**Heart of England Mencap – 184 Drayton Avenue**

Stratford-upon-Avon CV37 9LD  
Tel: 01789 298379

LDA

**Heart of England Mencap – 201 Drayton Avenue**

Stratford-upon-Avon CV37 9LD  
Tel: 01789 269300

LDA

**HF Trust – 34 Shipston Road**

Stratford-upon-Avon CV37 7LP  
Tel: 01789 261105

OP LDA YA

**HF Trust – Falstaff House**

12 Victoria Road, Bidford-on-Avon, Alcester B50 4AS  
Tel: 01789 490526

LDA

**HF Trust – Gaston House & Dolphin House**

7 Waterloo Road, Bidford-on-Avon, Alcester B50 4JP  
Tel: 01789 490664

OP LDA YA

**HF Trust – Orchard View**

7 Waterloo Road, Bidford-on-Avon, Alcester B50 4JP  
Tel: 01789 490731

OP LDA YA

**Hylands House**

Warwick Road, Stratford-upon-Avon CV37 6YW  
Tel: 01789 414184

OP D PD SI YA

**Laurels, The**

The Green, Wilmcote,  
Stratford-upon-Avon CV37 9UU  
Tel: 01789 262547

LDA MH

**Limes, The**

Alcester Road, Stratford-upon-Avon CV37 6PH  
Tel: 01789 267076 **Advert page 36**

OP D

**Low Furlong**

Darlingscote Road,  
Shipston-on-Stour CV36 4DY  
Tel: 01608 662005

OP D PD SI YA

**Lower Meadow**

Drayton Avenue, Stratford-upon-Avon CV37 9FL  
Tel: 01789 268522

OP D PD SI

**Lucy Glyn Residential**

9 Evesham Place, Stratford-upon-Avon CV37 6HT  
Tel: 01789 297353

LDA

**Meadow View**

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Alcester B49 6PR  
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OP D

# Salford House Care Home

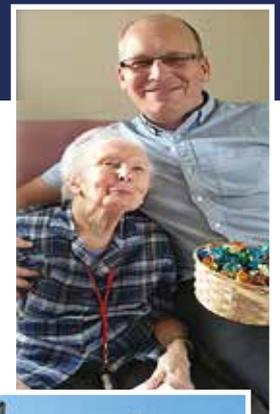
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**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



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Q117238 FEB19 CS 01087

**People in Action**

**– Barnfield**

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PD LDA SI YA

**People in Action**

**– Four Gables**

Ingon Lane, Snitterfield,  
Stratford-upon-Avon CV37 0QE  
Tel: 01789 204615

PD LDA SI YA

**River Meadows**

Warwick Road, Kineton CV35 OHW  
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OP D

**Salford House**

Station Road, Salford Priors, Evesham WR11 8UX  
Tel: 01789 772461 **Advert page 59**

OP D

**Scholars Mews Care Home**

23-34 Scholars Lane,  
Stratford-upon-Avon CV37 6HE  
Tel: 01789 579844 **Advert page 38**

OP D PD MH SI YA

**Turning Point – Masons Road**

145-147 Masons Road,  
Stratford-upon-Avon CV37 9NX  
Tel: 01789 414552

LDA YA

**Waterloo House**

Waterloo Road, Bidford-on-Avon,  
Alcester B50 4JH  
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OP D

**Woodlands, The**

176 Alcester Road, Studley B80 7PA  
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OP D

**Stratford-upon-Avon care homes with nursing**

**Albany House – Stratford-upon-Avon**

16-18 Albany Road, Stratford-upon-Avon CV37 6PG  
Tel: 01789 261191

MH

**Alveston Leys Bupa Care Home**

Kissing Tree Lane, Alveston,  
Stratford-upon-Avon CV37 7QN  
Tel: 01789 867 343 **Advert page 60**

OP D PD SI YA

**Ambleside**

Evesham Road, Dodwell,  
Stratford-upon-Avon CV37 9ST  
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OP D PD YA

**Bromson Hill Care Home**

Ashorne, Warwick CV35 9AD  
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OP PD YA

**Canning Court Bupa Care Home**

Canners Way, Stratford-upon-Avon CV37 0BJ  
Tel: 01789 868 269 **Advert page 60**

D

**Cedar Lodge**

Bearley Cross, Wooten Wawen,  
Solihull B95 6DR  
Tel: 01789 731168 **Advert page 47**

OP D

**Cherry Trees**

Stratford Road, Oversley Green,  
Alcester B49 6LN  
Tel: 01789 444 956 **Advert page 33**

OP D PD YA

**Kineton Manor Nursing Home**

Manor Lane, Kineton, Warwick CV35 0JT  
Tel: 01926 641739 **Advert page 62**

OP D PD SI

**Mockley Manor Care Home**

Forde Hall Lane, Ullenhall,  
Henley-in-Arden B95 5PS  
Tel: 01564 742325 **Advert page 62**

OP D PD YA

**Pitchill House Nursing Home**

Pitchill, Salford Priors, Evesham WR11 8SN  
Tel: 01386 870092

OP PD YA

**Quinton Gardens**

Quinton House, Lower Quinton,  
Stratford-upon-Avon CV37 8RY  
Tel: 01789 720247

OP D PD MH SI YA

**Quinton House**

Lower Quinton, Stratford-upon-Avon CV37 8RY  
Tel: 01789 720247

OP D

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

**Shipston Lodge**

Tileman's Lane, Shipston-on-Stour CV36 4GX  
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**OP PD**



**Stratford Bentley Care Centre**

Stratford Bentley Nursing Home, Saffron Meadow,  
Stratford-upon-Avon CV37 6GD  
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**OP PD YA**

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**Kineton Manor Nursing Home**

Providing Care, Comfort and Companionship  
*Please visit us to experience what we have to offer*

Rated "Outstanding" by CQC in 2016 and again in 2019, Kineton Manor is a beautiful Georgian house situated in the middle of a small Warwickshire village. It enjoys the many amenities and friendly atmosphere of village life and affords fine views across the gardens and countryside towards Edgehill. Our residents lead full lives and retain control of their own daily routine and are therefore able to enjoy privacy, dignity and individuality. The home is one of five "Teaching Care Homes" in the UK and Accredited with the Gold Standard Framework for Palliative Care.

**Long Term Care ~ Respite Care ~ Day Care ~ Continuing Healthcare for NHS**

Contact The Matron, Dr Paula du Rand - 01926 641739  
Kineton Manor Nursing Home, Manor Lane, Kineton, Warwick CV35 0JT

Email: info@kineton-manor.co.uk Website: www.kinetonmanor.co.uk

# Useful local contacts

For your council's contact details, see page 5.

## Age UK Coventry and Warwickshire

Provides a wide range of services and activities for the local community and older people and their carers across the county.

8 Clemens Street, Leamington Spa CV31 2DL

Tel: **01926 458100**

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

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

## Alzheimer's Society Coventry Local Office

Offers advice and support to people with dementia and their carers in Coventry and surrounding areas.

31 Barras Green CV2 4LY • Tel: **02476 652602**

## Carers Trust Heart of England

Formed to improve the lives of family carers and the people they care for in Coventry and Warwickshire.

Tel: **02476 632972**

Email: [qvr@carerstrusthofe.org.uk](mailto:qvr@carerstrusthofe.org.uk)

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

## Clinical Commissioning Groups (CCGs)

Local CCGs have responsibility for planning and commissioning healthcare services and will work with local people and organisations, including councils and the providers of health and social care, to plan and pay for health services in the area. There are three CCGs within Warwickshire.

### NHS Coventry and Rugby CCG

Tel: **02476 553344**

Email: [contactus@coventryrugbyccg.nhs.uk](mailto:contactus@coventryrugbyccg.nhs.uk)

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

### NHS South Warwickshire CCG

Tel: **01926 353700**

Email: [contactus@southwarwickshireccg.nhs.uk](mailto:contactus@southwarwickshireccg.nhs.uk)

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

### NHS Warwickshire North CCG

Tel: **02476 324399**

Email: [contactus@warwickshirenorthccg.nhs.uk](mailto:contactus@warwickshirenorthccg.nhs.uk)

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

## Dementia Action Alliance

There are several Dementia Action Alliances (DAAs) operating across Warwickshire. DAAs are focussed on creating Dementia Friendly Communities. This involves raising awareness about dementia and involving local businesses in making their premises more accessible for people living with dementia and their carers. Use the contact details below to find out more about resources in your area.

Email: [Kat.Horner@alzheimers.org.uk](mailto:Kat.Horner@alzheimers.org.uk)

Web: [www.dementiaaction.org.uk/west\\_midlands](http://www.dementiaaction.org.uk/west_midlands)

### Coventry and Warwickshire DAA

Tel: **01543 255955**

### Nuneaton and Bedworth DAA

Tel: **07714 915879**

### Tamworth DAA

Tel: **01543 255955**

## Healthwatch Warwickshire

The independent consumer champion created to gather and represent the views of the Warwickshire public on health and social care issues.

Tel: **01926 422823**

Email: [info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

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

## Patient Advice and Liaison Service (PALS)

PALS offers confidential advice, support and information on health-related matters, providing a point of contact for patients, their families and their carers.

### South Warwickshire NHS Foundation Trust

Tel: **01926 600054**

Email: [pals@swft.nhs.uk](mailto:pals@swft.nhs.uk)

Web: [www.swft.nhs.uk/your-views-matter](http://www.swft.nhs.uk/your-views-matter)

### Coventry and Warwickshire

#### Partnership NHS Trust

Tel: **0800 212 445** (freephone) or **02476 536804**

Email: [PALS.Complaints@covwarkpt.nhs.uk](mailto:PALS.Complaints@covwarkpt.nhs.uk)

Web: [www.covwarkpt.nhs.uk/patient-advice-liaison-service-pals](http://www.covwarkpt.nhs.uk/patient-advice-liaison-service-pals)

### Travel in Warwickshire

Contact for information on bus timetables, rail services, coach services, cycling and rail travel, flexibus services and park and ride services in Warwickshire. • Tel: **01926 412929**  
Email: [passengertransport@warwickshire.gov.uk](mailto:passengertransport@warwickshire.gov.uk)  
Web: [www.warwickshire.gov.uk/publictransport](http://www.warwickshire.gov.uk/publictransport)

### Warwickshire Community and Voluntary Action (CAVA)

Providing local and accessible support services to volunteers, groups, organisations, enterprises and charities working to strengthen communities across Warwickshire. • Web: [www.wcava.org.uk](http://www.wcava.org.uk)

### North Warwickshire

Community House, Coleshill Road,  
Atherstone CV9 1BN  
Tel: **01827 718080** • Email: [nwinfo@wcava.org.uk](mailto:nwinfo@wcava.org.uk)

### Nuneaton & Bedworth

The Newtown Centre, Newtown Road CV11 4HG  
Tel: **02476 385765**  
Email: [nbinfo@wcava.org.uk](mailto:nbinfo@wcava.org.uk)

### Rugby Borough

19 & 20 North Street, Rugby CV21 2AG  
Tel: **01788 574258**  
Email: [rugbyinfo@wcava.org.uk](mailto:rugbyinfo@wcava.org.uk)

### Stratford-on-Avon District

Tyler House, Tyler Street CV37 6TY  
Tel: **01789 333767**  
Email: [stratfordinfo@wcava.org.uk](mailto:stratfordinfo@wcava.org.uk)

### Warwick District

4&6 Clemens Street,  
Leamington Spa CV31 2DL  
Tel: **01926 477512**  
Email: [warwickinfo@wcava.org.uk](mailto:warwickinfo@wcava.org.uk)

### Warwickshire Directory

The county council's online Warwickshire Directory provides information on a range of services in Warwickshire relating to adult, children and young people's social care. It currently holds over a thousand entries about local organisations, groups and agencies that provide activities, advice, services and support for you – with more being added all the time. The Warwickshire Directory allows you to search by location, keyword or to browse through the navigation to find what you are looking for with the ability to:

- leave feedback on providers;
- compare services; and
- create and save a short-list of services for future reference.

Web: [www.warwickshire.gov.uk/directory](http://www.warwickshire.gov.uk/directory)

### Warwickshire Library Service

Libraries in Warwickshire provide a wide range of books, magazines, newspapers, DVDs, videos, CDs, talking books, local studies material, maps and plays in larger libraries for all age groups. To find your nearest library, see the contact details below.  
Tel: **01926 410410**  
Web: [www.warwickshire.gov.uk/findalibrary](http://www.warwickshire.gov.uk/findalibrary)

## Useful national contacts

### Action on Elder Abuse (Hourglass)

Works to protect, and prevent the abuse of, vulnerable older adults. • Tel: **0808 808 8141**  
Web: [www.wearehourglass.org](http://www.wearehourglass.org)

### Age UK

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

### Al-Anon Family Groups

Worried about someone's drinking? Help and hope

for families and friends of alcoholics.  
Helpline: **0800 008 6811** (10.00am to 10.00pm).  
Email: [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)  
Web: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

### Alzheimer's Society

Tel: **0333 150 3456**  
Monday to Wednesday, 9.00am to 8.00pm;  
Thursday and Friday, 9.00am to 5.00pm; and  
Saturday and Sunday, 10.00am to 4.00pm.  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Association of Charitable Organisations

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** • Email: **enquiries@bild.org.uk**

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

### British Red Cross

Provides support at home, transport and mobility aids to help people when they face a crisis in their daily lives. • Tel: **0344 871 1111**

Email: **contactus@redcross.org.uk**

Web: **www.redcross.org.uk**

### Care Choices

Free, independent assistance with finding care providers. Searchable website.

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: **0300 772 9600** • Email: **info@carers.org**

Web: **www.carers.org**

### Carers UK

The voice of carers.

Tel: **0808 808 7777** • Email: **advice@carersuk.org**

Web: **www.carersuk.org**

### Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics. • Tel: **03444 111444**

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

### Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy

an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**

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

Web: **www.dementiaadventure.co.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**

### 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 Activity Providers Association (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: **https://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**.

### 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.

Email: **support@sane.org.uk**

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 (UKHCA)

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**

### Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212** • Web: **veteransgateway.org.uk**

# Index

## Home care providers

Advertisers in **bold**

<b>A</b>					
A & K Home Care Services Ltd	23	Bluebird Care Rugby and South Leicestershire	23	Essential Futures Ltd	24
Admirals Care Agency	23	Burgess Care	23	Esteemed Life Warwickshire	24
<b>Alcester Home Care Agency Ltd</b>	<b>23</b>	<b>C</b>		Everycare Rugby and Warwickshire	24
Almond Care Ltd	23	Care Bureau Ltd, The – Domiciliary Care	23	<b>F</b>	
Always Caring Solihull Ltd	23	Casa Care Ltd T/A Carewatch South Warwickshire	23	Father Hudson's Society DCC	24
Anthony James Care Ltd	23	Community Case Management Services Ltd	23	Flexicare South Midlands	24
Applewood Support Ltd	23	Creative Support – Warwickshire Services	23	Fosse Healthcare Warwickshire	24
<b>Audley Care Ltd – Binswood</b>	<b>23</b>	Crown Buildings	23	<b>G</b>	
Aurelia Branch	23	<b>D</b>		GN Wellsprings Care Services Ltd	24
<b>B</b>		Daily Living Care Ltd	23	Grande Care Ltd	24
Barnfield Care Agency	23	<b>E</b>		<b>H</b>	
Beada House	23	Elmhurst Assisted Living and Care Facilities	23	Hartley House	24
Bella Home Care	23	Ensure Care Ltd	23	Heart of England Mencap DCA Central	24
Bluebird Care (Stratford and Warwick)	23	Essential Care Support	24	<b>Helping Hands Evesham and Cotswold</b>	<b>24</b>
Bluebird Care (Tamworth & Lichfield)	23			<b>Helping Hands Live in National</b>	<b>24</b>

<b>Helping Hands Warwickshire, Evesham &amp; Cotswolds</b>	<b>24</b>	Mobile Care Services Ltd	25	<b>T</b>		
HF Trust – Warwickshire DCA	24	<b>N</b>			Tiddington Court Ltd	27
Highfield	24	New Directions (Rugby) Ltd		<b>U</b>		
<b>Home Instead Senior Care – Henley, Alcester and Studley</b>	<b>24</b>	– Domiciliary Care Service	25	<b>Unique Senior Care – Briar Croft</b>		<b>27</b>
<b>Home Instead Senior Care – Hinckley, Burbage and Nuneaton</b>	<b>25</b>	No 12 Arden Centre	25	<b>Unique Senior Care – Coventry</b>		<b>27</b>
<b>Home Instead Senior Care – Rugby</b>	<b>25</b>	Noble Supported Living	25	<b>Unique Senior Care – Ettington Lodge</b>		<b>27</b>
<b>Home Instead Senior Care – Warwick, Stratford, Leamington and Kenilworth</b>	<b>25</b>	<b>O</b>		<b>Unique Senior Care – Queensway Court</b>		<b>27</b>
Honeybee HomeCare Ltd		Old Rectory Care Home, The	25	<b>Unique Senior Care – Solihull</b>		<b>27</b>
Headquarters	25	<b>P</b>		<b>Unique Senior Care – Tithe Lodge</b>		<b>27</b>
Honeydew Healthcare Ltd	25	People in Action Domiciliary Care – North Warwickshire and Coventry	25	<b>Unique Senior Care – Warwickshire</b>		<b>27</b>
House of Care Services Ltd	25	Phoenix Gold Homecare	25	Universal Care Services		
Housing 21		Main Office	25	Coleshill	27	
– Farmers Court	25	Powell House	27	Uplifting Lives Services Ltd	27	
Housing 21		<b>Precious Support Services</b>	<b>27</b>	<b>V</b>		
– Laurel Gardens	25	Premier Care (Midlands) Ltd	27	Voyage (DCA) Warwickshire	27	
Housing 21		Pulse8+ Ltd	27	<b>W</b>		
– Oakwood Gardens and Mayfield Close	25	<b>Q</b>		Warwickshire Supported Living	28	
Housing 21		Quality Assured Care Services Ltd	27	Welcombe Care Ltd	28	
– Rohan Gardens	25	<b>R</b>		Willows Supported Living Service, The	28	
Housing 21		Rainbow Care Solutions (Warwick)	27	Worthi Home Care & Support Ltd	28	
– Webb Ellis Court	25	Reablement Services North Team	27	<b>X</b>		
<b>I</b>		Reablement Services South Team	27	Xperience Recruitment Ltd	28	
<b>In Safe Hands Community Care Services</b>	<b>25</b>	Real PCS		<b>Y</b>		
Individual Care Services	25	Warwickshire	27	Your Life (Stratford-upon-Avon)	28	
Initial Care Services (ICS) Ltd	25	<b>Richmond Village Coventry DCA</b>	<b>27</b>	Your Quality Care Services Ltd (Lime Tree)	28	
It's My Home (Care and Support Services) Ltd	25	<b>S</b>		YourLife (Kenilworth)	28	
<b>L</b>		Shipston Care Ltd	27			
Lucy Glyn Residential	25	SQ Carers Ltd	27			
<b>M</b>		Stratford Bentley Care Centre	27			
Margaret Court Ltd	25	SureCare Rugby & North				
Marnier House	25	Warwickshire	27			

<b>A</b>					
<b>Acorn Lodge</b>	<b>53</b>	Clarendon Manor	48	Hatfield House	55
Adelaide House Residential Care Home	48	Clifton Court Nursing Home	58	<b>Haven Nursing Home, The</b>	<b>55</b>
Albany House – Stratford-upon-Avon	61	Colleshill Road, 164	55	Heart of England Mencap – 184 Drayton Avenue	59
Albemarle Rest Home	48	Collyhurst	53	Heart of England Mencap – 201 Drayton Avenue	59
Allambie Court	55	Cow Lees Care Home	55	Helen Ley House	51
<b>Alveston Leys Bupa Care Home</b>	<b>61</b>	Craighaven Care Home	48	HF Trust – 34 Shipston Road	59
Ambleside	61	<b>Cubbington Mill</b>	<b>51</b>	HF Trust – Falstaff House	59
Anya Court	58	<b>D</b>		HF Trust – Gaston House & Dolphin House	59
Arbury Lodge	55	Daventry Road	57	HF Trust – Orchard View	59
Arden House	48	Derwent Road	53	Highfield	55
Ashley House	51	<b>Dewar Close</b>	<b>57</b>	Hoarestone Avenue, 69	53
<b>Attleborough Grange</b>	<b>53</b>	<b>Drayton Court</b>	<b>53</b>	Hollies, The	55
<b>B</b>		<b>Drovers House</b>	<b>57</b>	<b>Homewood</b>	<b>49</b>
<b>Bancroft Gardens Residential Home</b>	<b>58</b>	<b>E</b>		Hylands House	59
Beaman House	53	Eden Place Mental Health Nursing Home	51	<b>I</b>	
Beech Lodge – DEAF-initely Independent	48	Elmhurst Assisted Living and Care Facilities	57	Individual Care Services – 1 Dexter Way	55
Bentley House Care Centre	56	Elms Residential Care Home, The	57	Individual Care Services – 2 Laurel Drive	53
Bilton House	57	<b>Eversleigh Nursing Home</b>	<b>51</b>	Individual Care Services – 11 Wembrook Close	53
Binley Woods	57	<b>F</b>		Individual Care Services – 60 Ward Grove	49
Bracebridge Court	55	<b>Fairfield</b>	<b>53</b>	Ingleby House	53
Bromson Hill Care Home	61	Field View Residential Home, The	58	<b>J</b>	
Burgess Care	48	Four Acres	58	<b>James Hirons Care Home</b>	<b>49</b>
Butts Croft House	55	<b>Fourways</b>	<b>49</b>	Jim Gillespie House	57
<b>C</b>		<b>G</b>		<b>K</b>	
Caldwell Grange	53	Gainsborough Hall Care Home	51	Kenilworth Grange Care Home	51
<b>Canning Court Bupa Care Home</b>	<b>61</b>	Galanos House	51	Kenilworth Manor	51
<b>Castle Brook</b>	<b>48</b>	<b>Gildawood Court</b>	<b>53</b>	<b>Kineton Manor Nursing Home</b>	<b>61</b>
Cavendish Lodge	51	Glebe Road	53	<b>L</b>	
<b>Cedar Lawn</b>	<b>58</b>	Granville House	57	Lanesborough House Care Home	56
<b>Cedar Lodge</b>	<b>61</b>	Greenways Care Home	49	Laurels, The	59
Chamberlaine Court	53	Guys Cross Nursing Home	51	<b>Leycester House</b>	<b>51</b>
Cherry Tree Lodge	48	<b>H</b>			
<b>Cherry Trees</b>	<b>61</b>	Hancox Close	49		
Chimneys Residential Care Home, The	57	Harmony House	55		



## Other advertisers

Abbey Park	47	Care Choices	15, 17, 19, 33, 36, 37, 44, 46, 52, 60, below	Linden Care Homes Ltd	52
Allesley Hall	47	Caring Homes	52	Lodders Solicitors	42
Avalon Court	34	Central England Healthcare	Inside front cover, 50	MHA Group	47
Avery	34, 38	Charnwood House	47	Moore & Tibbits Solicitors	44
Barchester Healthcare	33	Coate Water Care	62	My Family, Our Needs	60
Ben	36	Father Hudson's Care	56	Richmond Bede Village	54
Birchmere House	38	In Safe Hands Community Care Services – Stratford Office	24	Sure Care Coventry & South Warwickshire	26
Birchmere Mews	38	Knowle Gate	34	Unique Senior Care	Outside back cover
Bupa	60			WCS Care	36

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**Published by:** Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

**Publisher:** Robert Chamberlain. **Director of Sales:** David Werthmann.

**Editor:** Angharad Burnham. **Junior Editor:** Henry Thornton.

**Sales Manager:** Paul O'Callaghan. **Regional Sales Supervisor:** Vanessa Ryder.

**Senior Sales Executive:** Claire Cornish. **Sales Executives:** Lauren Bore, Hannah O'Neill.

**Online Sales Executive:** Tony Boyce. **Director of Creative Operations:** Lisa Werthmann. **Studio Manager:** Jamie Harvey.

**Lead Designer:** Ruth Clarry. **Creative Artworkers:** Kieran Bitten, Jack Elsworth. **Distribution:** Gemma Seaber-Shinn.





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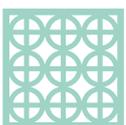
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Watch our approach to COVID-19 at [www.leycesterhouse.com/summer2020](http://www.leycesterhouse.com/summer2020)

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# Unique

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*People, above all else*



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Unique Senior Care provides outstanding home care services to older people where they are most happy and comfortable - their own home. We take a bespoke approach with every individual, building a support plan based on what they want and require to give them and their families the best experience possible.

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To speak to a team member, please contact us at:  
Cheltenham 01242 802857 | Coventry 02476 616262 | Oxford 01865 507002  
Solihull 01216 675555 | Stratford-Upon-Avon 01789 204040 | Warwick 01926 629030  
[enquiries@uniquecare.co.uk](mailto:enquiries@uniquecare.co.uk) | [www.uniquecare.co.uk](http://www.uniquecare.co.uk)