



Gloucestershire

Care and Support Guide 2020

The essential guide to choosing and paying for care and support

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

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- Out & About – activities and outings
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This Gloucestershire Care and Support Guide is available to download and view online at www.carechoices.co.uk/publication/gloucestershire

To obtain extra copies of this guide, free of charge, contact the **Adult Social Care Helpdesk, Gloucestershire County Council** on **01452 426868** or email socialcare.enq@gloucestershire.gov.uk

Alternative formats

This guide is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.



Welcome from Gloucestershire County Council

I'm delighted to welcome you to the 2020 edition of the Gloucestershire Care and Support Guide, where choice is very much our focus.

Many people still believe that care means either a care home or a paid care worker who comes to you. We all know that we can do more to look after our health; but did you know there are many different ways of finding help and helping yourself to live well for longer, independently and in your own home?

This guide offers solutions to help keep you happy, healthy and safe. It also introduces you to the wide range of options available before you make any decisions about care services and how to pay for them.

If you do decide that a care home is still the best option for you, this guide can help with that too.

It provides useful information, from the right questions to ask when you visit a care home, through to getting independent financial advice about paying for care.

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



Councillor Kathy Williams

Lead cabinet member for adult social care

Regions covered in this guide



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Gloucestershire County Council 100019134 2011



"Refer Today, So You Don't
Have To Worry Tomorrow"

Do you look after someone? Then... who looks after you?

**Do you look after someone who matters to you and
needs your help? Then we are here to look after you.**

Our friendly, trained and local advisors can provide information and advice on a wide range of subjects, offer support to suit your needs, or just be there to listen.

Please get in touch:

☎ 0300 111 9000

@ carers@peopleplus.co.uk

🌐 www.gloucestershirecarershub.co.uk

f facebook.com/@Gloucestershirecarershub

🐦 twitter.com/@GCarersHub



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



Introduction from the Gloucestershire Care Providers Association



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

Members work with older people, those with learning disabilities, physical disabilities, people with mental health issues and people in Supported Living environments, along with Personal Assistants.

Membership of the GCPA is a sign of a progressive organisation, committed to delivering the highest standards of quality care and keen to play an active part in the county's wider social and health care community.

Representatives of the GCPA attend regular strategic and liaison meetings with commissioners, to review and influence contracts, frameworks, policies and procedures. The GCPA works in partnership with the Acute Trust, Gloucestershire County Council and Clinical Commissioning Group. The GCPA works with its members together on a variety of initiatives aimed at both tackling

immediate issues facing vulnerable people and designing effective, quality ways of working for the future.

The GCPA's main aims are to:

- represent the interests of independent care and support providers and promote membership within the county;
- work in partnership with Gloucestershire County Council, Gloucestershire Clinical Commissioning Group, Care Quality Commission, Acute Trust and other statutory and regulatory bodies in Gloucestershire to help improve quality social and health care delivery;
- encourage the sharing of best practice amongst members;
- negotiate annual fee reviews and contractual revisions within the county with commissioners;
- organise workshops and training opportunities in partnership with various organisations; and
- support managers through peer-to-peer network meetings.

Members are shown with a **GCPA** beside their listing, which start on page 77 for domiciliary care/support and page 91 for care homes.

Registered number: 7841236

Web: **www.gcpa.co.uk**

Business Operations Manager email:

Riki.moody@gcpa.co.uk



How to use this guide

This guide is split into three parts:

Part One: Help to be healthy, active and independent

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

Part Three: Choosing care and support

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

The listings of care homes and care homes with nursing in this guide are separated into the regions listed below:

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| Cheltenham | 91 |
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| Gloucester | 105 |
| Stroud | 113 |
| Tewkesbury | 117 |

A list of home care agencies in Gloucestershire begins on page 77.

How to get online in Gloucestershire

The internet is a great way of finding information, keeping in contact with friends and family, paying bills, shopping and much more.



Getting online

Lots of information is only available on the internet. If you don't have access to the internet at home, your library can help. There is free public Wi-Fi at all libraries in Gloucestershire. Library members can also have free use of a library computer. Library staff and Computer Buddies (CB) can help you find the information you need online or help you make better use of the internet. You can download and stream eBooks, eAudio, MP3s and magazines

for free using your library membership. For more information about libraries in Gloucestershire, see page 24.

Gloucestershire Libraries

Web: www.gloucestershire.gov.uk/libraries

Email: libraryhelpline@gloucestershire.gov.uk

Tel: **01452 426973**

Develop your digital skills

Whether you are an absolute beginner or more advanced, there are lots of places across Gloucestershire that can help you to learn, improve and develop your ICT and digital skills. See page 34 for information about being safe online.

Adult Education

Adult Education offers a wide range of courses that can also offer qualifications that will help you achieve skills required by employers. For more information, contact Adult Education in Gloucestershire.

Web: www.gloucestershire.gov.uk/adult-education-in-gloucestershire

Email: learn@gloucestershire.gov.uk

Tel: **0800 542 1655**

One Digital

One Digital supports older people to develop their digital skills and confidence.

One Digital can offer support with:

- basic IT skills, including setting up your computer, tablet or laptop;
- sending an email;
- Skype a friend or family member;
- online shopping;
- uploading and sharing photos;
- accessing important documents including Government paperwork; and
- understanding internet security including pop-ups and scams.

One Digital usually arranges support in small group sessions suited to individual needs, but in certain circumstances, one-to-one training in your home may be possible.

One Digital is funded by The Big Lottery and delivered locally by Age UK Herefordshire & Worcestershire and Age UK Gloucestershire.

Web: www.ageuk.org.uk/

herefordshireandworcestershire/our-services/one-digital

Email: onedigital@ageukhw.org.uk

Tel: **01452 422660** or **07341 569156**

Useful national websites and apps

GOV.UK

Government services and information are becoming increasingly accessible online and you can update your details this way too. GOV.UK is a public sector website which provides a single point of access for HM Government information and services.

Web: www.gov.uk

NHS website and apps library

The NHS website has thousands of articles, videos, tools and apps,



helping you make the best choices about your health and lifestyle.

It can also help you make the most of NHS and social care services in England. As well as information, there is a guide for people who have care and support needs, their carers and people who are planning for their future care needs.

Web: www.nhs.uk

Useful local websites

Your Circle

Your Circle is a website run by Gloucestershire County Council. It is a directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire. It has lots of information about the topics covered in this guide as well as listings of local activities, groups and services in Gloucestershire to help you, or someone you care for, be safe, happy and healthy for as long as possible. It also includes information about how the social care system works and how to use it if you need it.

Web: www.yourcircle.org.uk



ASAP – Get health advice ASAP

If you need health advice, the ASAP website and app allow you to search by service or condition, providing a step-by-step guide through symptoms, self-care and signposting to the appropriate NHS service/s. You can also find opening hours and service location information. Download the app in your app store (for iPhone and Android).

Web: www.asapglos.nhs.uk



Part One: Help to be healthy, active and independent

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

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

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

Being healthy

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

Health advice

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

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



Gloucestershire Healthy Lifestyle Service

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

Making positive changes to our diet, activity levels, alcohol consumption and stopping smoking now can have a massive impact in the longer term and can help reduce the risk of illnesses such as heart disease, high blood pressure, type 2 diabetes, stroke and cancer. It's not all about the future though; changing your

lifestyle has immediate benefits. You may find that you feel less stressed, that you sleep better, look and feel much better in yourself.

Whether you would like to lose weight, stop smoking, become more active or drink less alcohol, Gloucestershire's Healthy Lifestyles service is free, and the team is on hand to help and support you.

Gloucestershire Healthy Lifestyle Service

Web: www.hlsghos.org

Email: glccg.hlsghos@nhs.net

Tel: **0800 122 3788**

NHS Health Checks

Are you aged 40-74 years? If so, you could be due your free NHS Health Check which aims to prevent and detect diseases like high blood pressure and diabetes and help you to lower your risk. Find out more about NHS Health Checks, who's eligible,

what the check looks for, what happens when you visit your GP practice and what to expect after your health check, using the website below.

Web: www.nhs.uk/conditions/nhs-health-check

Mental health

Five Ways to Wellbeing

At any given time, one in four of us will be experiencing a mental health issue. Some of the most common mental health conditions, such as depression, anxiety and stress, can be relieved by following some simple steps called the Five Ways to Wellbeing, explained below.

- 1. Connect with people** – your family, friends, colleagues and neighbours. Speaking to people over the telephone or online can help, but there's nothing like being in the company of others to boost your mood.
- 2. Get active** – take a walk, go cycling, join a dance class, go swimming or play a game of football. Find an activity that you enjoy and make it a part of your life. Anything that raises your heart rate – even cleaning the house – can help.
- 3. Keep learning** – give yourself a sense of achievement and a new confidence. Why not sign up for that cooking course, start learning to play a musical instrument, learn a new language, or figure out how to fix your bike?

- 4. Give** – even the smallest act can count – whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre can improve your mental wellbeing and help you make new friends.

- 5. Be mindful** – be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this awareness 'mindfulness' and it can positively change the way you feel about life and how you approach challenges.

These are proven techniques to help boost your general wellbeing. They are things we can all incorporate into our daily lives and following these steps to the best of your ability is a good place to start.

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

Moodzone on the NHS website has information on common problems, what you can do now and mental wellbeing audio guides.

If you, a friend or a relative are experiencing mental health issues for the first time and need help, but are not in a crisis, please contact your GP or ring **111**.

Web: www.nhs.uk/conditions/stress-anxiety-depression

Help in a crisis

If there is an immediate danger to life, please dial **999** or go to your nearest Accident and Emergency Department (see page 71).

If you, or someone you know needs help in a mental health crisis, contact the crisis team below. The number is available 24 hours a day, seven days a week. Callers may be asked to leave their name and number on an answerphone. In these circumstances, staff will return the call within one hour.

Gloucestershire Health and Care NHS Foundation Trust

Web: www.ghc.nhs.uk/crisis • Tel: **0800 169 0398**

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

The Independence Trust supports adults who experience moderate to severe mental ill health across Gloucestershire. You can refer yourself to the Independence Trust but can also be referred via a health professional, such as your GP, housing provider, or other support organisations. The services provided are as follows:

- The Bridge Building Service is a community-based programme of approximately six months, concentrating on a person's strengths and exploring a range of options and opportunities for recovery and social inclusion.
- The Peer Development Service is available for up to two years and aims to give opportunities to engage in activities to support recovery, either individually or within a group.
- Safe Spaces are spread throughout the county where people can meet and socialise with others, receive support and develop skills.
- The A-Z activity programme is a prospectus created by users to support social inclusion, reduce isolation and bring groups of individuals together to recognise, use and develop skills.

- Qwell is an online counselling and emotional wellbeing support service for adults, free to service users of the Independence Trust, and available through laptop, phone or tablet.

Gloucestershire's CALMHS Service

Web: www.independencetrust.co.uk/CALMHS

Tel: **03458 638323**

Useful contacts

On your Mind

For young people, Gloucestershire has its own website offering information about mental wellbeing and support services.

Web: www.onyourmindglos.nhs.uk

The Samaritans

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

Web: www.samaritans.org

Tel: **116 123**

Stay Alive App

This app has information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

The app can be accessed through the Apple Store, Google Play and downloaded as a PDF.

Gloucestershire Self-Harm Helpline

If you want to talk to someone about self-harming, the helpline is open every day, 5.00pm to 10.00pm, for phone and text support. It is a service for people who self-harm and their friends, families and carers.

Tel: **0808 816 0606**

Text: **07537 410022**

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

Home care providers start on page 77, care homes and care homes with nursing start on page 91.

Looking after your sexual health

Sexual health is about positive and respectful approaches to sexuality and sexual relationships.

Good sexual health is more than the absence of sexually transmitted infections (STIs), it's mostly about being empowered to have safe sexual experiences, free of coercion, discrimination and violence.

There are several simple things you can do to protect yourself from poor sexual health experiences, STIs, and/or unplanned pregnancy, for example:

- practising safe sex – using a condom every time;
- if you feel that you are at risk of having an STI, get tested as soon as possible;
- speak to your GP about your contraception choices; and
- if you misuse drugs or alcohol, seek help. It's more common to have unsafe sex when using drugs or alcohol.

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



Useful contacts

The Eddystone Trust

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

Web: **www.eddystone.org.uk**

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

Tel: **0800 328 3508**

Hope House

The Hope House website provides information on STIs, contraception, emergency contraception, pregnancy advice, HIV and chlamydia screening and advice on sexual assault and rape. It tells people where they can go to access Sexual Health Clinics in Gloucestershire and explains what to expect when visiting one of these clinics.

Web: **www.hopehouse.nhs.uk**

Tel: **0300 421 6500** (central booking line).

Your GP

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

Hearing loss

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

- difficulty hearing other people clearly and misunderstanding what they say;
- asking people to repeat themselves; or
- listening to music or watching television with the volume turned up higher than other people require.

If you are experiencing hearing loss and you've

never been provided with a hearing aid, you should ask your GP for a hearing test and possibly an appointment with a consultant.

Hearing aids come in all different shapes, sizes and types. They can help you hear everyday sounds like the telephone and make it much easier to follow conversations. You may also be able to enjoy listening to music, the TV and radio again. If you have tinnitus, you may find it disturbs you less when you wear hearing aids.

You can get free batteries from clinics at a range of hospitals and local centres across the county.

Useful contacts

Action on Hearing Loss

The Action on Hearing Loss website has lots of information, including some pointers that might indicate you are losing your hearing.

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

Freephone helpline: **0808 808 0123**

The Gloucestershire Deaf Association (GDA)

GDA is a local charity which provides practical and social support to more than 4,000 deaf and hard of hearing adults and children and their families. Services include listening aid and visual alert equipment (including installation at home), 'Understand deafness' workshops and talks. GDA also runs lip reading classes, hard of hearing clubs, deaf children's and youth clubs

as well as countywide hearing aid clinics. There are also specific services and activities for deaf sign language users, including communications support (BSL interpreting), help with letter writing and benefits forms and specialised assistance for help with training and employment.

GDA runs regular hearing aid clinics across the county on behalf of Gloucestershire Hospitals Hearing Services Department to assist hearing aid wearers with re-tubing and cleaning.

Colin Road, Barnwood, Gloucester GL4 3JL

Web: **www.gda.org.uk** or

www.gda.org.uk/hearing-aid-clinics

Email: **admin@gda.org.uk**

Tel: **01452 372999**

Text: **07875 610860**

Look after your eyes

Visit your GP if you're concerned about any aspect of your eyes or vision. Some health conditions, like diabetes, show themselves in the eye and an optometrist is trained to detect these. They will refer patients to other healthcare professionals as appropriate.

If appropriate, you may be referred to a consultant ophthalmologist who will assess whether you qualify for certification as either sight impaired (partially sighted) or severely sight impaired (blind).

If they think you do qualify, the ophthalmologist will complete a Certificate of Vision Impairment (CVI) and send it to the Sensory Services team at Gloucestershire County Council. Someone from Adult Social Care will contact you to discuss your registration options. More information on visual impairments can be found on page 47.



Useful contacts

Royal National Institute for the Blind (RNIB)

RNIB is for anyone affected by sight loss.

Whether you're losing your sight or you're blind or partially sighted, RNIB's practical and emotional support can help you face the future with confidence.

Through its helpline and website, RNIB can:

- direct you to support available in your local area and beyond, from RNIB and other organisations;
- recommend everyday products and assistive technology that can help make life easier, both from RNIB and elsewhere;
- give you information about your eye condition and treatment;
- give you advice on welfare benefits and concessions; and
- offer emotional support to help you come to terms with sight loss.

Web: **www.rnib.org.uk**

Tel: **0303 123 9999**



→ Insight Gloucestershire

If loss of sight is making life difficult, Insight Gloucestershire can provide you with information and advice. It supports all people who have sight difficulties, not just blind people. You can also buy specialist equipment to help with daily living.

Web: **www.insight-glos.org.uk**

Email: **info@insight-glos.org.uk**

Tel: **01242 221170**

Forest Sensory Services

If you live in the Forest of Dean, Forest Sensory Services at the Forge Centre, Foxes Bridge, Cinderford can give advice and support. You can also buy specialist equipment to help with daily living.

Web: **www.forestsensoryservices.org**

Email: **info@forestsensoryservices.org**

Tel: **01594 827711**

Autism

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

The NHS Website

Web: **www.nhs.uk/conditions/autism**

National Autistic Society

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

Useful contacts

The **Community Autism Support and Advice Service** (CASA) provides support for adults

and young people aged 17 and over with a diagnosis of Autistic Spectrum (AS) Condition in Gloucestershire.

Web: **www.independencetrust.co.uk/CASA**

Tel: **0333 231 3233** and ask for a member of the Autism Team.

Dementia

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

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

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

Useful contacts

Gloucestershire Alzheimer's Society – Dementia Advisor Service

There is a helpline for anyone who is affected by dementia or worried about their memory. Trained advisors provide information, support, guidance and signposting to other appropriate organisations.

Web: **www.alzheimers.org.uk**

National dementia helpline: **0300 222 1122**

Tel: **01452 525222**

Gloucestershire Carers Hub

More information for carers is on page 44.

Web: **www.gloucestershirecarershub.co.uk**

Tel: **0300 111 9000**

Managing Memory Together provides memory assessments, Community Dementia Nurses and an information and education service.

Web: **www.ghc.nhs.uk/our-teams-and-services/managing-memory-together/**

Tel: **0800 694 8800**

Drug and alcohol services

There is help and advice in Gloucestershire if you have alcohol or drugs issues. Change Grow Live (CGL) Gloucestershire is a free and confidential drug and alcohol service for adults (including offenders), families, carers and others affected.

It provides information, support, advice and treatment options from three main hubs across the county. It works from a range of locations including pharmacies and community venues.

The service always welcomes new clients, so please get in touch if you are interested in getting help or you'd just like to ask some questions. Feel free to take someone with you on your first visit.

Change Grow Live (CGL)

Cheltenham

Bramery House, Alstone Lane GL51 8EW

Gloucester

Imperial Chambers,
41-43 Longsmith Street GL1 2HT

Stroud

Bankfield House, 13 Wallbridge, Bath Road GL5 3JG

Web: **www.changegrowlive.org**

Email: **gloucestershire.info@cgl.org.uk**

Tel: **01452 223014**

Being active

Regular exercise and being active is good for both our physical and mental health; it can help us remain independent for as long as possible.

Improving strength and balance can also help to prevent falls and keep us from slowing down, so we can keep living the life we want.

Using technology such as a smart watch is a useful way of keeping track of your daily activity.

Some of the benefits of keeping active include:

- reduced risk of developing a life-threatening disease;
- greater likelihood of maintaining or reaching a healthy weight;
- greater sense of wellbeing; and
- improved sleep and increased vitality.

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

- community exercise groups specifically developed for increasing strength and balance;
- tai chi, a form of exercise that has many health benefits and can improve balance;

- swimming, which improves muscle tone and strength while the body is supported;
- walking in a group, which can benefit fitness as well as being a social activity; and
- dancing, which can improve fitness and balance.

If you are concerned about falling, talk to your GP about being referred to an exercise group through the 'exercise on prescription' scheme or to your local district council for advice on suitable activities in your area. Remember, before beginning a new exercise regime, it's a good idea to talk to your GP.

You can find more information about exercise, fitness, falls prevention and what activities you can do to improve your strength and balance on the NHS website. Information on being active as you get older and preventing falls can also be found on the Age UK website. Lastly, see page 20 for more information on getting out and about.

Age UK

Web: **www.ageuk.org.uk/information-advice/health-wellbeing/exercise/falls-prevention**

The NHS website

Web: **www.nhs.uk/conditions/falls/prevention**

Walking

Walking is a great way of keeping fit and healthy. A brisk ten-minute walk a day can have a positive impact on your health, and why not think about replacing short car journeys with walking instead?

Some of us need help to go for a walk or use transport. There is more information about walking aids, wheelchairs and mobility scooters on the Your Circle website by searching 'walking aids' and choosing the information tab.

NHS Walking for Health

Web: www.nhs.uk/live-well/exercise/walking-for-health

Your Circle

Web: www.yourcircle.org.uk

Shopping

Shopmobility schemes hire out or lend manual wheelchairs, powered wheelchairs and powered scooters to anyone who needs help with mobility. In Gloucestershire, there are shopmobility centres in Cheltenham and Gloucester.

You don't have to be registered as disabled, have a

blue badge, or be in receipt of disability benefits to take advantage of any shopmobility service. Pre-booking is advised.

There may also be community transport schemes available where you live that offer a service to take you shopping once or twice a week. In addition to doing your shopping, it's a great way of helping you get out and about and making new friends. There is more information on community transport on page 21.

Useful contacts

Gloucester Shopmobility

Email: shopmobility@gloucester.gov.uk
Tel: **01452 302871**

Shopmobility Cheltenham Borough Council

Email: shopmobility@cheltenham.gov.uk
Tel: **01242 255333**

Your Circle

Web: www.yourcircle.org.uk and search for 'shopmobility', 'walking aids', 'wheelchairs' or 'mobility scooters'.

Social activities

Looking to join a new group or club? Looking for a lunch club or for opportunities for exercise or sport? Why not learn a new skill?

These are all opportunities to meet new people and stay connected. Social activity plays an important part in keeping you fit and healthy. Visit the Your Circle website to search for information on:

- leisure centres, swimming pools and fitness suites;
- community events and activities;
- groups, clubs and organisations near you; or
- opportunities for volunteering, learning or study.

Web: www.yourcircle.org.uk



Gloucestershire Community Hubs

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

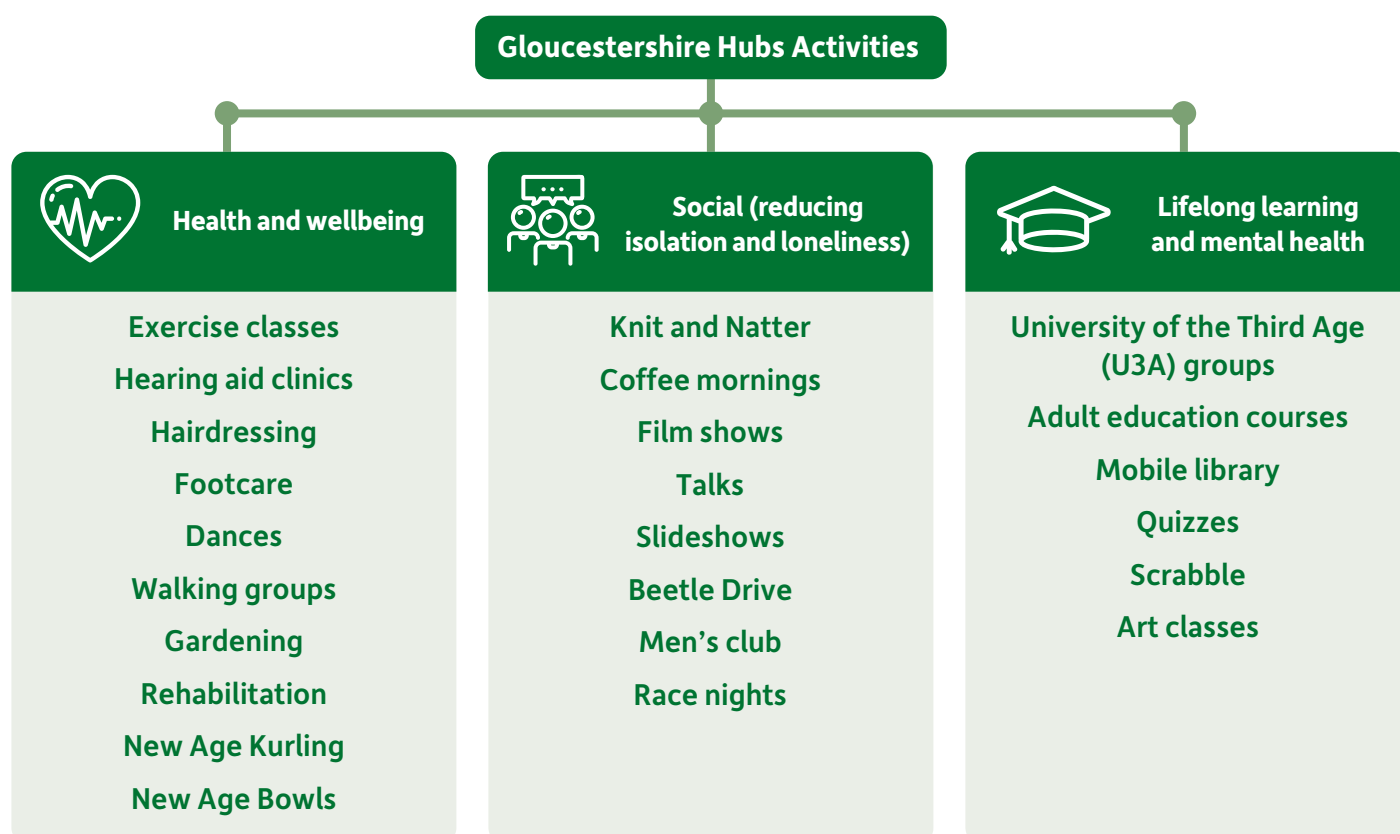
The hubs might be based within extra care or sheltered housing schemes or at community centres and are open to everybody.

The hubs help people to remain independent in their own homes, maintain their physical and mental

wellbeing and be connected with like-minded people.

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

The diagram below includes a selection of the types of activities available.



Where is my nearest Gloucestershire Hub?

Cheltenham

Lynworth Court, Mendip Road,
Lynworth GL52 5DZ
Tel: **0800 408 0000**

Wallace House, Windermere Road, Up
Hatherley GL51 3PF
Tel: **0800 408 0000**

Cotswolds

Mulberry Court,
Middle Mead Road GL7 1GG
Tel: **0370 192 4240**

Winchcombe Day Care Centre, Langley Road,
Winchcombe GL54 5QN
Tel: **01242 603207**

Forest of Dean/Newent

Sheppard House,
Onslow Road GL18 1TL
Tel: **01531 821227**

Cinderford

Foxes Bridge Day Centre,
Valley Road GL14 2LJ
Tel: **01594 825484**



→ Lydney

Goode Court, Bream Road GL15 5JP
Tel: **0370 192 4572**

Gloucester

Badger Vale Court, Woodpecker Road,
Podsmead GL2 5FQ
Tel: **01452 833218**

Broom House, Robinswood GL4 6UY
Tel: **01452 833159**

Charter Court, Victoria Street, Tredworth GL1 4EP
Tel: **01452 833179**

Clapham Court, Alvin Street, Kingsholm GL1 3DD
Tel: **01452 833095**

Duke of Beaufort Court,
Podsmead Road GL1 5UB
Tel: **0370 192 4574**

Oliver Close, Tuffley GL4 0HD
Tel: **01452 833185**

St Oswald's Village, Gavel Way GL1 2UF
Tel: **01452 875000**

Stroud/Dursley

The Uplands Care Service, The All Saints' Centre,
Upper Springfield Road, Uplands GL5 1TF
Tel: **01453 759388** or **01453 758420**

Tewkesbury

Atherton Close, Shurdington,
Cheltenham GL51 4SB
Tel: **07795 148736**

Barton Court, Barton Road GL20 5RL
Tel: **07775 025111**

Clee House, Rails Meadow GL20 5JQ
Tel: **0370 192 4569**

Lanes Court, Lanes Court Close,
Priors Park GL20 5JH
Tel: **07795 148724**

Marina Court, Trafalgar Road GL20 5AY
Tel: **01684 273360**

Pullar Court, Stoke Road, Bishops Cleeve,
Cheltenham GL52 8RY
Tel: **07766 640398**

Shipway Court, Station Road, Bishops Cleeve,
Cheltenham GL52 8HY
Tel: **07795 148727**

Tynings Court, Albenale Road, Churchdown,
Gloucester GL3 2HF
Tel: **07795 021457**

Victoria Court, Longford, Gloucester GL2 9HG
Tel: **07775 026847**

Drop In Centres

If you have an illness or a disability and need help or advice about day-to-day life, you can visit a Drop In Centre.

They provide a safe and friendly environment where you can pop-in and find out about what is available in your area. There are regular talks by local community police, fire service, neighbourhood wardens and other support services. This service is free.

The Drop Ins also offer advice on:

- managing finances, correspondence and housing related issues. This includes home-seekers and

bidding for housing;

- healthy living and eating, for example how to plan a menu and shop, including shopping online;
- how to remain safe in the home and in the community; and
- joining the countywide Keepsafe scheme. The scheme works with local shops and businesses who will offer a safe place if you experience difficulties whilst in the community.

Gloucestershire Drop In Centres

Web: **www.gloucestershire.gov.uk/glosdropins**

Find your local centre

Cheltenham

2nd Floor Children's Library, Chester Walk,
Clarence Street GL50 3JT

Tel: **01242 244950**

Open Monday to Friday, 9.30am to 4.00pm

Cirencester

Cirencester Library,
The Waterloo GL7 2PZ

Tel: **01285 643768**

Open Monday, Tuesday and Thursday, 9.30am to 4.00pm

Forest of Dean

The Main Place, Old Station Way,
Coleford GL16 8RH

Tel: **01594 834436**

Open Monday to Friday, 9.30am to 4.00pm

Gloucester

Gloucester Library,
Brunswick Road GL1 1HT

Tel: **01452 529663**

Open Monday to Friday, 9.30am to 4.00pm

Stroud

Stroud Library,
Lansdown Road GL5 1BB

Tel: **01453 757081**

Open Monday to Wednesday, 9.30am to 4.00pm;
Thursday, 9.30am to 2.00pm; and Friday, 9.30am to 4.00pm

Tewkesbury

Tewkesbury Library,
Sun Street GL20 5NX

Tel: **01684 299315**

Open Monday, Tuesday and Friday, 9.30am to 4.00pm

Gloucestershire Inclusion Hubs

There are Inclusion Hubs across Gloucestershire, led by disabled people for disabled people. They are safe and welcoming places with different opportunities every week.

At the hubs, you can make new friends, try out new activities and access information.



Inclusion Gloucestershire

Web: **www.inclusiongloucestershire.co.uk**

Find your local Inclusion Hub

Cheltenham

Oasis Centre,
Cassin Drive GL51 7SY

Tel: **07517 994765**

Forest of Dean

Sixteen Community Cafe, 16 Bank Street,
Coleford GL16 8BA

Tel: **01452 623120**

Gloucester

Friends Meeting House,
Greyfriars GL1 1UA

Tel: **01452 623120**

Stroud

Stonehouse Community Centre,
Laburnum Walk,

Stonehouse GL10 2NS

Tel: **01452 623120**

Connect with people

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

Many people use smartphones and tablets to talk to their friends and family wherever they are around the world. These can help you stay in touch face-to-face. Devices to help you keep in touch are available from high street retailers. Find out how to choose the best one for you and how to use it on page 8.

Getting out and about

Driving

If you receive certain benefits, you may be eligible to join the Motability Scheme and lease a car or scooter. The Motability Scheme provides an affordable, worry-free way for people with disabilities to lease a car, scooter or powered wheelchair in exchange for their mobility allowance. The scheme is operated

by Motability Operations Ltd, under contract to Motability, a registered charity.

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

Tel: **0300 456 4566**

Textphone: **0300 037 0100**

Driving as you get older

Once you reach 70, you must renew your driving licence every three years. You can renew it online with the DVLA for free if you are 70 or over – or will be 70 in the next 90 days, if:

- your British licence has expired – or it is going to expire within 90 days;
- you are a resident of Great Britain (there is a different service in Northern Ireland);
- you meet the minimum eyesight requirement; and
- you are not prevented from driving for any reason.

The DVLA will automatically send you the D46P application form 90 days before your 70th birthday. You can use the D1 application for a driving licence form if you have not got the D46P form. You can also pick one up from a post office. Postal applications take up to three weeks.

Safer Driving with Age (SAGE)

If you are worried about driving as you get older, SAGE is a programme providing older drivers with support, guidance and coaching to enable you to drive for as long as it is safe to do so.

Ken Buchanan Driver Training Ltd (KBDT)

Gloucestershire SAGE, 94 Green Bank,
Brockworth GL3 4NB

Web: **www.kenbuchanan-drivertraining.uk/SAGE**

Email: **training@kb-dt.uk**

Tel: **01452 557536**

Or, you can access the **Older Drivers Forum** where you will see what alternative assessment services are available in your area.

Web: **www.olderdriversforum.com**

The Blue Badge Scheme

The Blue Badge is a national parking scheme, which entitles people to park close to where they want to go if they are a driver or passenger.

You can find out more about the Blue Badge in Gloucestershire on the county council's website or on the Government's website.

Gloucestershire County Council

Web: **www.gloucestershire.gov.uk**

Email: **bluebadge@gloucestershire.gov.uk**

GOV.UK

Web: **www.gov.uk/apply-blue-badge**

Public transport

GlosTalk is a mobile phone app designed to help everyone who needs to access bus information in Gloucestershire. It provides clear, reliable and accurate information about bus services, in both text and audible format. GlosTalk is designed to deliver seamless door-to-door travel choices across Gloucestershire.

GlosTalk

Web: www.gloucestershire.gov.uk/transport/public-transport-information/what-is-glostalk

Find out information about planning your journey using the county council's **Easy Travelling** website.
Web: www.easytravelling.org.uk/gcc

Travelling by bus

To help you plan your bus journey more accurately, the Real Time Passenger Information System displays when your bus is due to arrive at the bus stop. To minimise delays on your bus journey, it also lets you know if buses are running late.

Web: www.gloucestershire.gov.uk/transport/public-transport-information/real-time-passenger-information-system-rtpi

Bus passes

If you are of pensionable age, or have a disability, and/or cannot drive for medical reasons, you are entitled to free off-peak travel on local buses anywhere in England.

The pass entitles you to use most local bus services throughout England running between 9.30am and 11.00pm on weekdays. In some rural areas, you may be able to use your bus pass before 9.30am. You can use your bus pass to travel for free at weekends, but night services and some park and ride buses will charge a fare. Some libraries in the county can issue bus passes.

Web: www.gloucestershire.gov.uk/buspass
Tel: **01452 426265**

Railcards

A railcard gives you discounts on rail fares. To find out about the railcards available, including a disabled person's railcard and a senior railcard for people aged over 60, visit the National Rail website below.

Web: www.railcard.co.uk

Community transport

If you have difficulty using public transport, or there is limited public transport where you live, community transport options may be able to help.

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

These organisations may be able to suggest local volunteer car services that may be able to provide you with transport. For more information on community transport and volunteer car services, visit the county council's website.

Web: www.gloucestershire.gov.uk/CommunityTransport



→ Useful contacts

Community Connexions – Gloucester, Cheltenham, Stroud, Tewkesbury and Cirencester
Web: www.communityconnexions.org.uk
Email: info@communityconnexions.org.uk
Tel: **0345 680 5029**

Cotswolds Friends – North Cotswolds
Web: www.cotswoldfriends.org
Tel: **01608 651115**

Lydney Dial-a-Ride and **Forest Community Transport** – Lydney, Coleford, Cinderford and the surrounding local areas in the Forest of Dean
Web: www.lydneydialaride.co.uk
Email: dar@lydneydialaride.co.uk
Tel: **01594 843809**

Newent Community Transport and Volunteer Care Service – North of the Forest of Dean
Email: transport2@newentbb.co.uk
Tel: **01531 821227**

Patient transport

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

You can find out more about patient transport in Gloucestershire on the Clinical Commissioning Group (CCG) and NHS websites.

Gloucestershire CCG
Web: www.gloucestershireccg.nhs.uk/your-services/patient-transport

The NHS website
Web: www.nhs.uk/common-health-questions/nhs-services-and-treatments/how-do-i-organise-transport-to-and-from-hospital

Accessible toilets

There are around 8,000 locked toilets in Gloucestershire specifically for disabled people. You can get a key from most tourist offices and from Disability Rights UK.

Disability Rights UK
Web: www.disabilityrightsuk.org

Your Circle
Web: www.yourcircle.org.uk (search 'toilet').



Being independent

Employment

Access to work

The Department for Work and Pensions (DWP) Access to Work scheme provides practical and financial support for individuals and their employers where a person has a disability and needs adaptations or support at work. It is available for

people starting paid work, or who are in work and need support to retain their job. Access to Work can also provide specialist support for up to nine months for people who experience mental health issues.

Web: www.gov.uk/access-to-work

Jobcentre Plus

Your local Job Centre can provide access to several schemes providing support for people to find work. This includes the local Work and Health Programme.

Web: **www.gov.uk/contact-jobcentre-plus**

Forwards Gloucestershire

If you have a disability or health condition, the Forwards Employment Service can help you achieve your employment aspirations. The team offers one-to-one support, weekly work clubs and an outreach service.

Web: **www.forwardsgloucestershire.co.uk**

Email: **forwards@gloucestershire.gov.uk**

Tel: **07825 024692**

Gloucestershire GEM (Going the Extra Mile) Project

GEM supports people who are disengaged from the

labour market and offers a range of individualised support to help people move closer to or into education, employment or training.

Web: **www.glosgem.org**

Email: **gem@ggtrust.org**

Tel: **01452 699741**

Better2Work

Better2Work is an employment service for individuals who have been diagnosed with a serious mental health condition.

This service is provided by Gloucestershire Health and Care NHS Foundation Trust. Employment specialists work with service users to help them gain paid employment or to support them to remain in work.

Web: **www.ghc.nhs.uk**

Tel: **01452 894000**

Learning

Adult Education in Gloucestershire

The Adult Education Service aims to enable adults in Gloucestershire to use learning to improve their lives and those of their families through personal development and enhanced skills for employment. Every year thousands of adults sign up for courses, including:

- employability and pre-employability programmes;
- learning for parents, families and children;
- literacy, numeracy and information technology classes; and
- vocational courses leading to nationally recognised qualifications.

You can search for courses online by subject, location, even by time and day of the week. The listings include Course Information Sheets with more detail explaining what the course covers, where and when you can do it, how much it costs, any special conditions and how to enroll.

Web: **www.gloucestershire.gov.uk/aeig**

Tel: **0800 542 1655** or **01452 583800**

University of the Third Age (U3A)

U3A (University of the Third Age) brings together people in their 'third age' to develop their interests and continue their learning in a friendly and informal environment.

Your 'third age' is when you have finished working full-time or raising your family and have time to pursue your interests or just try something new.

U3A has a 'university' of members who draw upon their knowledge and experience to teach and learn from each other, but there are no qualifications to pass – it is just for pleasure. Learning is its own reward.

It is all voluntary; a typical U3A will be home to many activity groups covering hundreds of different subjects – from art to zoology and everything in between.

There are lots of branches in Gloucestershire and each has its own website where you can find more information.

Web: **www.u3a.org.uk**

Volunteering

Volunteering is a great way to stay active, meet new people, learn new skills or use old skills. You can find out more by contacting the organisations and using the resources listed on this page.

Volunteering Gloucestershire

Volunteering Gloucestershire can point you towards volunteering opportunities in your area. Whether you have two days, a week or two hours a month to devote to volunteering, the team can introduce you to the organisation or charity you may want to join – or tell you how to get in touch. This service is for both individuals and teams of 'Employer Supporter Volunteers'.

If you are currently working, have been out of the workplace for a period of time, are a student or are planning your retirement, the service can help find you a volunteering opportunity to meet your needs.

It can also provide a service to organisations using volunteers and can help with recruitment, best practice, guidance and advice on establishing volunteer programmes for the first time.

Web: **www.volunteerglos.org.uk**
Email: **info@volunteerglos.org.uk**
Tel: **0300 365 6700**

Befriending

There are lots of volunteering opportunities in Gloucestershire to help you or someone you are worried about who might be lonely or isolated. Befriending is an example of this and can be a great way of volunteering in the community. For more information about these topics, visit the Your Circle website and search 'befriending'.

Web: **www.yourcircle.org.uk**

Gloucestershire Rural Community Council (GRCC)

GRCC can link you with its own projects and others in communities, helping you to volunteer to support local people and activities. For more information, contact GRCC.

Web: **www.grcc.org.uk**
Tel: **01452 528491**

Gloucestershire County Council libraries

Gloucestershire libraries are looking for volunteers of all ages to help in a range of different roles. From helping with children's activities, to delivering books, offering digital help and even improving our library gardens. You can find out more about the different roles, the experiences of some of the volunteers and how to apply using the details below or by asking at your local library.

Web: **www.gloucestershire.gov.uk/libraries/volunteer-in-a-library**
Tel: **01452 426973**

Adult Social Care

Adult Social Care has opportunities for volunteers. To find out more information, visit the Your Circle website.

Web: **www.yourcircle.org.uk**

Transport

Transport is a vital tool for helping people retain their independence and tackling loneliness from social and rural isolation. You can make a big difference to people's lives by volunteering as a community transport volunteer. Contact the organisations below for more information.

Community Connections

Web: **www.communityconnexions.org.uk**
Email: **info@communityconnexions.org.uk**
Tel: **0345 680 5029**

Cotswold Friends

Web: **www.cotswoldfriends.org**
Tel: **01608 651415**



Benefits and other financial support

There is a range of benefits, tax credits, reductions and other financial support that you may be able to receive.

You can find out about what is available by:

- using the benefits calculators on the Government's website, **www.gov.uk**;
- checking the Citizens Advice website or contacting your local office – see page 73 for details;
- contacting Age UK if you are an older person. Contact details are to the right; or
- checking your local district council website – see page 71 for details.

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

If you are a carer you might be able to claim Carers Allowance. You may be eligible for Council Tax Reduction (formerly Council Tax Benefit) if you meet your local district council's criteria.

Contact details are on page 71.

Age UK can also help older people to access benefits. Contact its national advice line for more information.

Tel: **0800 055 6112**

Age UK Gloucestershire

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

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

Tel: **01452 422660**

The Care Advice Line can provide free telephone advice about how to plan and prepare for the cost of future care and support needs for people living in Gloucestershire.

Web: **www.thecareadvice.org/home-gcc**

Tel: **01452 222200**



Tell us what you think



Share your feedback

Take our five minute survey

⊙ What have you found useful?

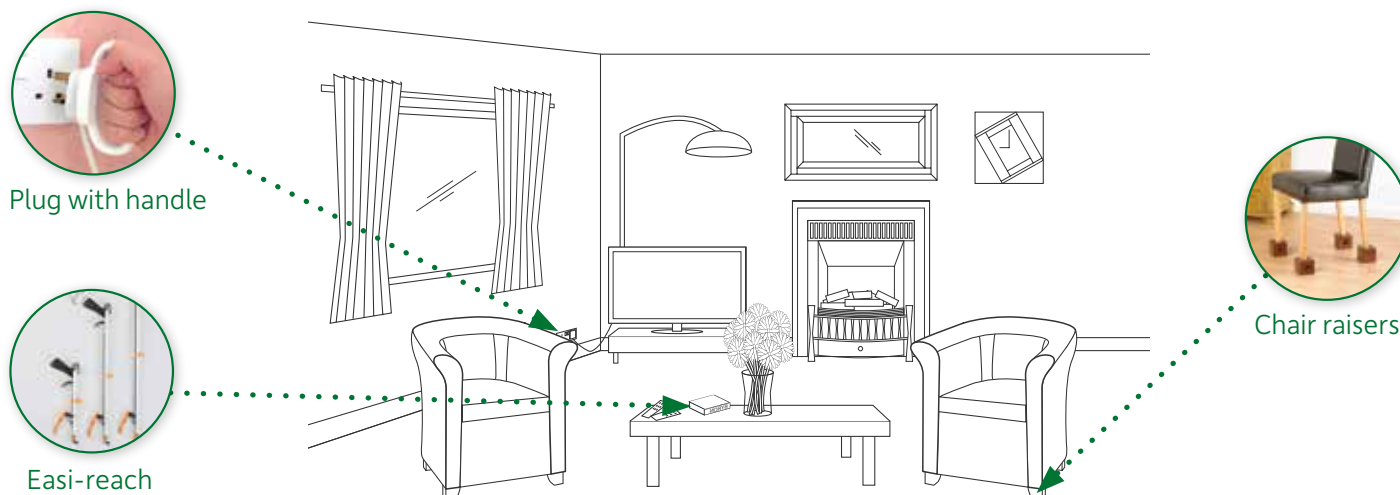
⊙ What could we do better?



www.carechoices.co.uk/reader-survey

Help to live independently at home

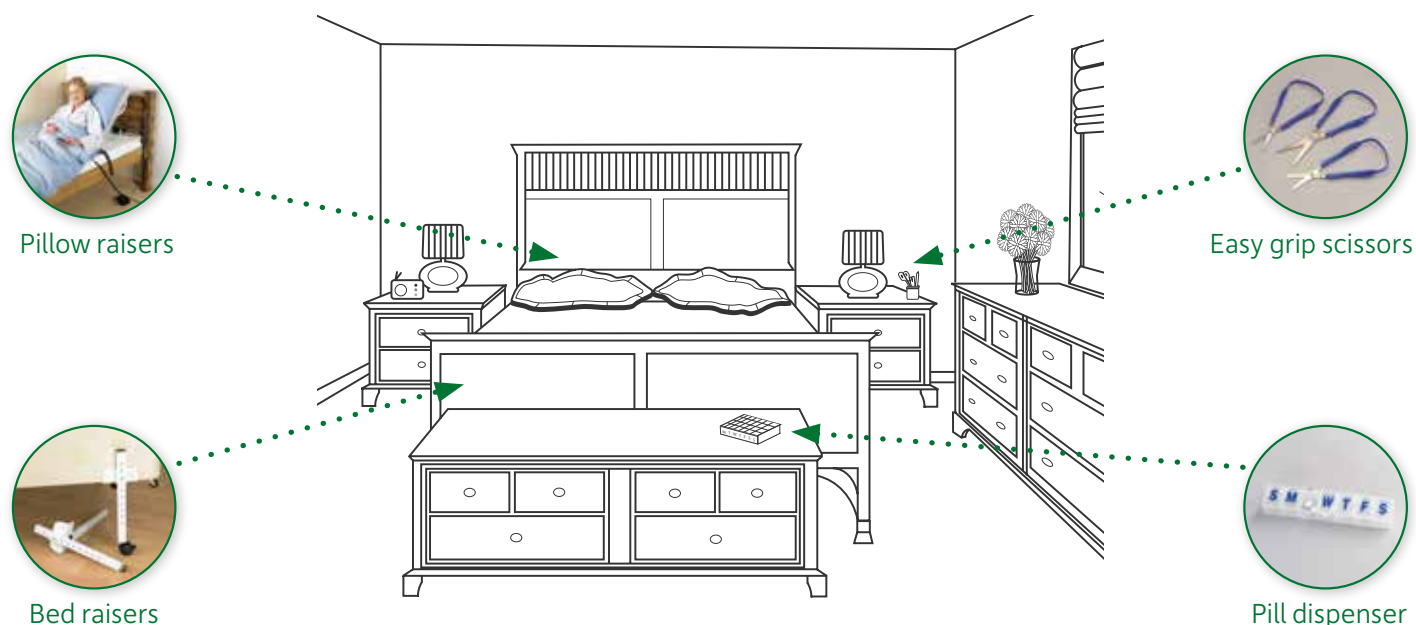
In the living room



| What is difficult? | Simple solutions | Additional solutions |
|---------------------------------|---|---|
| Getting in/out of chairs | <ul style="list-style-type: none"> • Block of foam in chair base • Buy ready-made chair raisers • Buy a chair at the right height • Take regular, gentle exercise | <ul style="list-style-type: none"> • Buy an electric riser chair |
| Opening/closing windows | <ul style="list-style-type: none"> • Move furniture out of the way • Install/purchase a fan • Buy a tool to open/close windows | <ul style="list-style-type: none"> • Install environmental controls or air-conditioning • Install new windows |
| Controlling the heating | <ul style="list-style-type: none"> • Change the switches for ease of use • Install smart thermostat • Fit a timer switch • Purchase a standalone heater | <ul style="list-style-type: none"> • Move the heating controls • Install new or additional heating system |
| Keeping warm | <ul style="list-style-type: none"> • Use a trolley to transport the fuel for your fire • Replace the fire with a heater • Apply for a winter fuel payment | <ul style="list-style-type: none"> • Insulate your house • Swap to a cheaper heating system |
| Turning lights on/off | <ul style="list-style-type: none"> • Install a light switch toggle • Purchase a socket extension • Purchase handi-plugs • Install smart light bulbs | <ul style="list-style-type: none"> • Move the light switches • Replace the light switches • Install environmental controls |
| Hearing the TV | <ul style="list-style-type: none"> • Use subtitles • Purchase wireless headphones | <ul style="list-style-type: none"> • Hearing aid • Install a room loop |

For more information on technology and equipment that could make your life easier: visit the **AskSARA** website www.asksara.org.uk/ Other organisations that can help: **GIS Healthcare** on **01452 520438** to buy equipment; **Warm and Well** on **0800 500 3076** for assistance with insulating your home. For other organisations that can help, visit the **Your Circle** website: www.yourcircle.org.uk

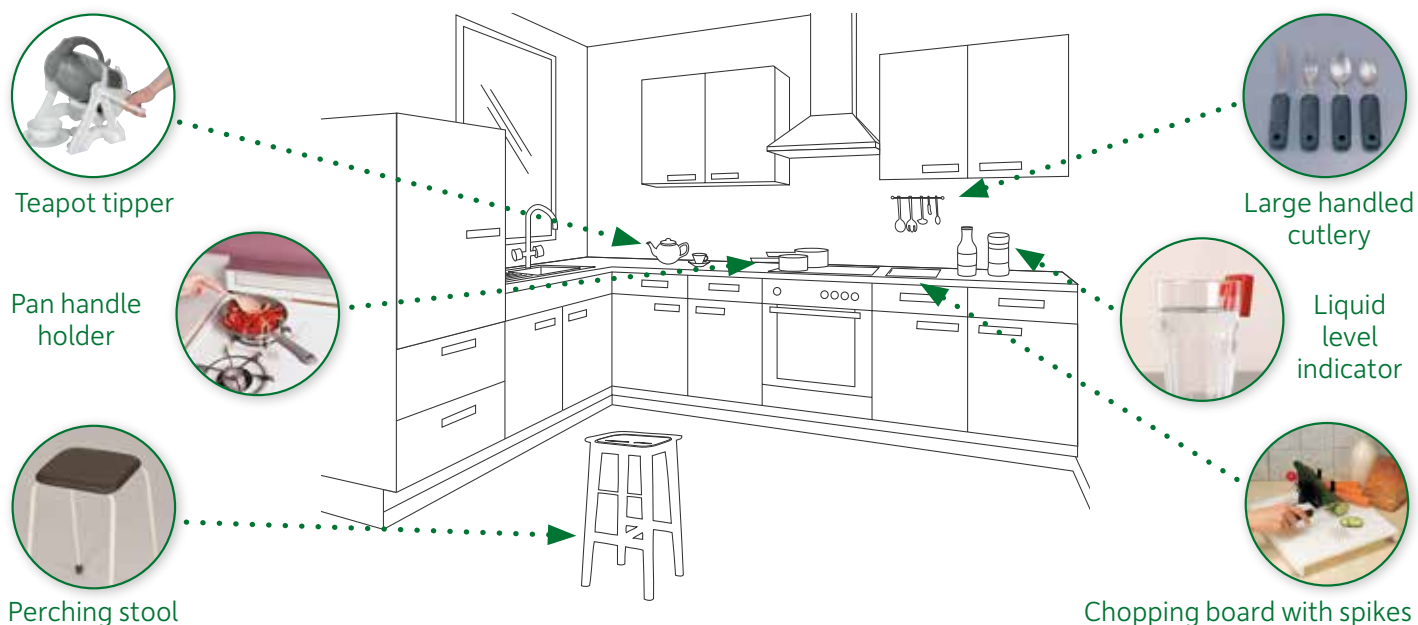
In the bedroom



| What is difficult? | Simple solutions | Additional solutions |
|---|---|--|
| Getting in and out of bed | <ul style="list-style-type: none"> • Learn new ways of moving safely • Purchase a leg lifter • Raise the bed • Fit grab rails | <ul style="list-style-type: none"> • Use a transfer board • Buy an electric adjustable bed • Install a hospital bed • Use a hoist |
| Sitting up in bed, turning or rolling over | <ul style="list-style-type: none"> • Change to less heavy bedding • Learn new ways of moving safely • Purchase a pillow raiser • Change the mattress | <ul style="list-style-type: none"> • Buy a bed cradle/bed ladder • Use a bed lever • Buy a specialised mattress • Install a drop-down rail • Install an over-bed pole |
| Keeping warm in bed | <ul style="list-style-type: none"> • Buy a heavier duvet • Buy thermal clothing | <ul style="list-style-type: none"> • Buy an electric blanket (make sure it's tested regularly) |
| Getting dressed | <ul style="list-style-type: none"> • Learn new ways of dressing • Buy alternative/adaptive clothing • Buy simple gadgets: long-handled shoe horn; dressing stick; button hook • ■ Visit AskSARA (see below) for an online self-assessment | <ul style="list-style-type: none"> • Consider home support |
| Cutting your nails | <ul style="list-style-type: none"> • Buy easy grip scissors | <ul style="list-style-type: none"> • See a chiropodist |
| Taking your tablets | <ul style="list-style-type: none"> • Ask for an easy-open bottle • Keep a note of when you take a tablet • Get a pill dispenser | <ul style="list-style-type: none"> • Get an automatic pill dispenser • Ask someone to prompt you |
| Reading the time | <ul style="list-style-type: none"> • Buy a clock with large numbers | <ul style="list-style-type: none"> • Buy a clock that 'speaks' |

■ For more information on technology and equipment that could make your life easier: visit the **AskSARA** website www.asksara.org.uk/ Other organisations that can help: **GIS Healthcare** on **01452 520438** to buy equipment. For other organisations that can help, visit the **Your Circle** website: www.yourcircle.org.uk

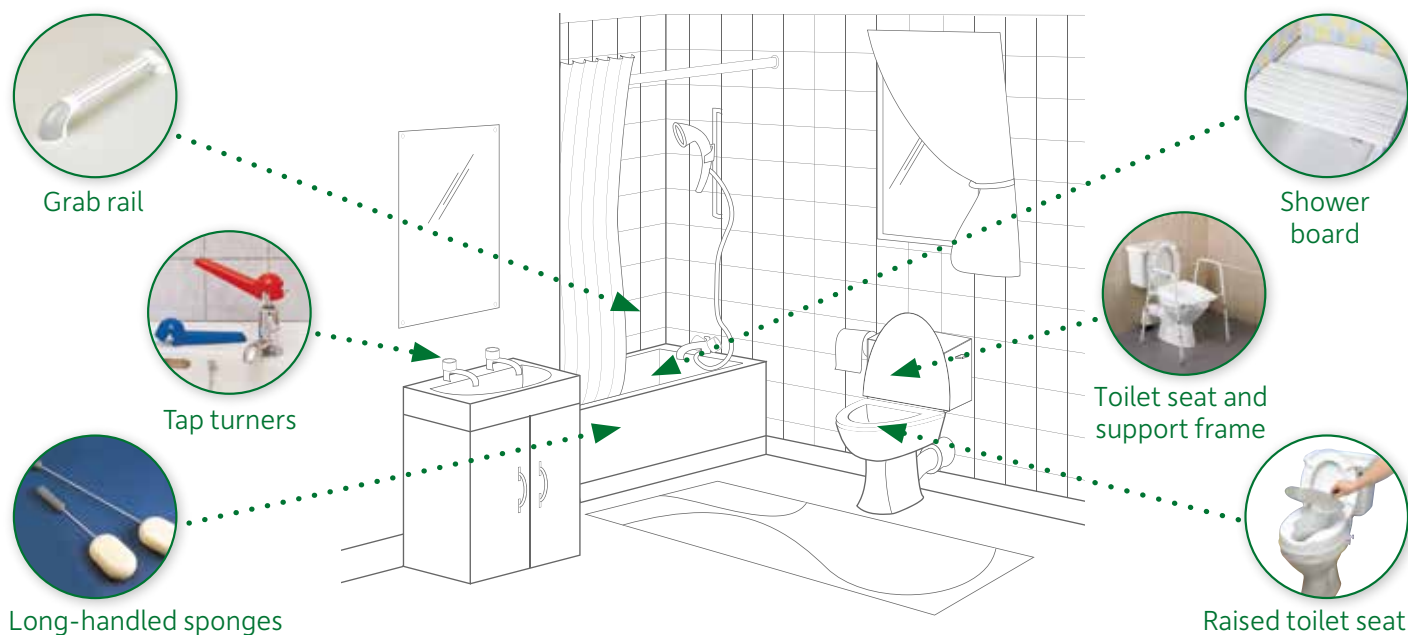
In the kitchen



| What is difficult? | Simple solutions | Additional solutions |
|--------------------------------|---|---|
| Reaching into cupboards | <ul style="list-style-type: none"> • Rearrange your cupboards/surfaces • Buy an Easi-Reacher or Handi-Reacher | <ul style="list-style-type: none"> • Alter the spring in the doors • Lower or raise the cupboards |
| Using taps and switches | <ul style="list-style-type: none"> • Fit tap turners • Purchase Handi-Plugs | <ul style="list-style-type: none"> • Change switches • Raise or reposition taps • Fit lever taps or new taps • Alter the kitchen |
| Preparing/cooking food | <ul style="list-style-type: none"> • Sit at a table • Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper | <ul style="list-style-type: none"> • Use a food processor • Purchase a perching/high stool • Buy a trolley • Raise/lower work surface • Make space under worktop for your knees when sitting |
| Moving around kitchen | <ul style="list-style-type: none"> • Re-organise the furniture | <ul style="list-style-type: none"> • Review mobility equipment • Adapt the kitchen |
| Eating and drinking | <ul style="list-style-type: none"> • Use large handled cutlery • Use a non-slip mat • Use a lightweight cup/mug • Use a cup with two handles • Visit AskSARA (see below) for an online self-assessment | <ul style="list-style-type: none"> • Buy a trolley |
| Laundry/ironing | <ul style="list-style-type: none"> • Install a wall-fixed ironing board | <ul style="list-style-type: none"> • Raise/lower washing machine |

■ For more information on technology and equipment that could make your life easier: visit the **AskSARA** website www.asksara.org.uk/ Other organisations that can help: **GIS Healthcare** on **01452 520438** to buy equipment. For other organisations that can help, visit the **Your Circle** website: www.yourcircle.org.uk

In the bathroom



| What is difficult? | Simple solutions | Additional solutions |
|-------------------------------------|--|--|
| Washing hands, face and body | <ul style="list-style-type: none"> • Install tap turners • Buy a long-handled sponge • Purchase a flannel strap • ■ Visit AskSARA (see below) for an online self-assessment | <ul style="list-style-type: none"> • Install lever taps or new taps • Purchase a stool • Raise or lower basin • Consider home support |
| Having a bath | <ul style="list-style-type: none"> • Purchase a non-slip mat • Buy a long-handled sponge • Use a half-step • Install grab rails • Use a bath board or bath seat | <ul style="list-style-type: none"> • Install a bath lift • Use a hoist • Replace the bath with a shower • Convert to a wet room • Consider home support |
| Drying yourself | <ul style="list-style-type: none"> • Use a non-slip mat • Purchase a towelling gown | <ul style="list-style-type: none"> • Change the floor covering • Purchase a hot air body dryer |
| Using the toilet | <ul style="list-style-type: none"> • Install a raised toilet seat • Use a combined toilet seat and support frame • Install a flush lever extension • ■ Visit AskSARA (see below) for an online self-assessment | <ul style="list-style-type: none"> • Review mobility equipment |
| Cleaning teeth | <ul style="list-style-type: none"> • Purchase a toothbrush gripper • Buy an electric toothbrush • Use a stool | |
| Having a shower | <ul style="list-style-type: none"> • Use non-slip mats • Purchase a half-step • ■ Visit AskSARA (see below) for an online self-assessment • Have a strip wash | <ul style="list-style-type: none"> • Use a shower board • Use a shower chair or stool • Replace shower controls |

■ For more information on technology and equipment that could make your life easier: visit the **AskSARA** website www.asksara.org.uk/ Other organisations that can help: **GIS Healthcare** on **01452 520438** to buy equipment. For other organisations that can help, visit the **Your Circle** website: www.yourcircle.org.uk

Equipment and adaptations

Did you know that you can get equipment from shops, pharmacies on your local high street, at a retail park or by going online? Use the checklist on page 40 to get the equipment that's right for you.

Embrace technology

Technology isn't just for the young and home technology can help you stay independent for longer.

You can control home assistants, like Google Home or Amazon's Alexa for example, with your voice to set reminders or find information online. Robotic vacuums and lawnmowers are now better than ever, and 'wearables' like smart watches and fitness trackers can monitor your heartrate, activity and sleep – and give you nudges to get active.

Mobility equipment

There are many types of equipment that can help you live independently for as long as possible. Something as simple as fitting a grab rail in the right place to help you get up and down steps safely and easily, or equipment to help you get out of bed, could be all you need. See pages 26 to 29 for more ideas.

Before you buy any costly equipment, it's important to get advice to ensure your money is well spent. There are several ways of getting help and advice:

- the online self-assessment **AskSARA** at **www.asksara.org.uk**;
- contacting the **British Healthcare Trades Association (BHTA)** at **www.BHTA.com**;
- reviewing the factsheets available at **www.livingmadeeasy.org.uk**;
- visiting **www.dlf.org.uk**; or
- contacting the **Gloucestershire Adult Social Care Helpdesk**. See page 37 for contact details.

If you are being assessed by a health or social care worker, they may refer you for minor adaptations, for example, access ramps or lever taps. If referred, this work will be carried out by WE Care and Repair.

WE Care and Repair

Web: **www.wecr.org.uk**

Purchasing equipment privately

When purchasing equipment privately, the council advises that you do so from a retailer who is a member of the British Healthcare Trades Association (BHTA).

Members sign up to a code of practice, demonstrating high levels of customer care that go beyond their legal obligations, giving customers confidence.

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

British Healthcare Trades Association (BHTA)

Web: **www.BHTA.com**

If you have a disability or are aged 60 years or over and have mobility needs, you may qualify for a discount on VAT when purchasing certain items and equipment. Visit the websites below for further information.

GOV.UK

Web: **www.gov.uk/government/collections/vat-reliefs-for-charities-disabled-and-older-people**

Which?

Web: **www.which.co.uk/older-life-care/home-care/how-to-buy-mobility-and-living-aids/claiming-a-vat-discount-acfkb1b50tpg**

Home improvements

In Gloucestershire, health, housing and social care organisations are working together to provide information, advice and support about home improvements, including keeping warm (see page 32). Advice and information can be given on:

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

You can find out more about help with repairs and adaptations of homes in Gloucestershire on the **Stroud District Council** website.

Web: **www.stroud.gov.uk/housing/private-sector-housing/help-with-the-repair-and-adaptation-of-homes-in-gloucestershire**

Or you can contact your local council:

Cheltenham

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

Cotswold

Email: **housing.grants@cotswold.gov.uk**
Tel: **01285 623000**

Forest of Dean

Email: **housingadaptations@fdean.gov.uk**
Tel: **01594 812420**

Gloucester

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

Stroud

Email: **environmental.health@stroud.gov.uk**
Tel: **01453 754478**

Tewkesbury

Email: **ehenquiries@tewkesbury.gov.uk**
Tel: **01684 272191**

Housing-related support in the community

GreenSquare and P3 provide housing-related, community-based support across the county. They work with anyone who is at risk of losing their home or needs practical support to develop skills around tenancy management, maintaining their home or budgeting and accessing financial support as well as improving daily living skills. Support is provided in the community through drop-in sessions, one-to-one sessions and group work. The service is open to any age group and to homeowners as well as tenants.

If you, or someone you know, is in crisis, GreenSquare and P3 can help you develop your own solutions by providing support and guidance and working with you so that you are less likely to find yourself in such a situation again.

The services help you improve the quality of your life by promoting independent living and encouraging you to build on your existing strengths. It is also for anyone who needs support to develop practical skills around access to work and volunteering.

You can get one-off, housing-related support by going to a GreenSquare or P3 drop-in. These are held across the county and are open to anyone.

They can support you with many housing issues, claiming welfare benefits, budgeting, understanding letters, form filling, liaising with your landlord and

much more. Up-to-date lists of the dates and times for all the drop-ins can be found online.

GreenSquare – Gloucester, Tewkesbury and Forest of Dean

Web: **www.greensquaregroup.com/customers/care-and-support-options/gloucestershire-housing-support**
Email: **glos.support@greensquaregroup.com**
Tel: **01452 726951**

P3 – Cheltenham, Stroud and Cotswolds

Web: **www.p3charity.org/services/gloucestershire-accommodation-community-based-support**
Tel: **0808 168 2443**



Keeping warm

Warm and Well

The Warm and Well team are trained energy advisers who give free energy efficiency advice that will help you stay warmer and healthier in your home. This ranges from simple changes you can make, to helping you access grants for insulation or providing information about renewable technologies.

The team can help you reduce your energy bills, switch your energy tariff or supplier and help you find local installers and tradespeople.

The Warm Homes Fund

The Warm Homes Fund is a £5m fund to provide heating systems in more than 1,100 homes in Gloucestershire between January 2018 and March 2020. If you are living in a property that doesn't have central heating, you are likely to be eligible to get a system installed completely free of charge as part of the Warm Homes Fund.

Eligibility for a free central heating system is assessed on several complex criteria. Many people who assume they won't be eligible find out that they are, so it is always worth making the phone call.

Some homes don't have central heating installed because they are too far from a gas main to have standard gas central heating fitted. With the Warm Homes Fund scheme, this needn't be a barrier to taking advantage of this opportunity.

The team will work to identify the most suitable system for you and your home. This may mean looking at options such as renewable energy, oil or alternative heat sources. They will work hard to find the solution that best fits your circumstances.

Warm and Well

Web: www.warmandwell.co.uk

Tel: **0800 500 3076**

Keeping safe

If you are concerned about keeping safe from intruders and unwanted visitors, visit the **Gloucestershire Constabulary** website for more information and advice.

Web: www.gloucestershire.police.uk



Are you safe from fire?

Gloucestershire Fire and Rescue Service (GFRS) offers a free Safe and Well visit to discuss all aspects of home safety, including your own health and wellbeing. GFRS Community Safety Advisers carry out free Safe and Well visits, give free advice and fit free smoke alarms if required.

Safe and Well

Web: www.glosfire.gov.uk

Tel: **0800 180 4140**

potential danger areas such as cooking, smoking and the use of candles.

Web: www.direct.gov.uk/firekills



The Government's 'Fire Kills' website gives top tips on how to protect yourself and your home from

Nuisance calls and texts

You can stop receiving nuisance calls by registering your number with the Telephone Preference Service. This applies to both landlines and mobile phones.

The service will add you to their list of numbers that do not want to receive sales and marketing calls.

Telephone Preference Service

Web: www.tpsonline.org.uk • Tel: **0345 070 0707**

You can find more information about stopping nuisance calls and texts from **Citizens Advice**.

Web: www.citizensadvice.org.uk

Tel: **0345 404 0506**

Doorstep callers and traders

Smart doorbells are great for added peace of mind, allowing you to see, hear and speak to anyone at the door through a smartphone or tablet. They're also perfect for letting visitors know you might be a few extra minutes to get to the door.

Web: www.safewise.com/resources/smart-doorbell-buyers-guide

If you are approached by anyone offering to do work to your home, garden, or any part of your property, always consider that responsible traders will supply a written estimate which will include details of who they are and where their business premises are located. They will also give you time to consider any offer and allow you to get other quotations for the work.

Any agreement for work made with the trader present at your home for more than £42 must include the right to cancel by law and you must be given written information about your right to cancel up to 14 days from the agreement, even if the work has started. You may be required to pay for the work done up to the point of cancellation but only if you have given written permission for the work to start within the 14-day cooling-off period.

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

If you have concerns about any work you have agreed to or want further advice on how to deal with doorstep callers, contact the **Citizens Advice Consumer Service**.

Web: www.citizensadvice.org.uk

Tel: **0345 404 0506**

Scams

There are lots of scams around that sound convincing but are designed to trick people into giving away personal details and/or money.

Common scams involve stories about money or prizes which can be released if you pay out a small amount of money, prize wins in competitions you have never entered and sales of small cost items which have hidden conditions about repeat purchases which become very expensive.

You don't need to feel you are being rude if you ask someone you believe to be a scammer to leave your home or if you put the telephone down on them.

Reputable businesses will not mind if you take the time to make sure they are genuine before you agree to anything with them.

Useful contacts

Action Fraud

Web: www.actionfraud.police.uk

Tel: **0300 123 2040**

Gloucestershire Constabulary

Web: www.gloucestershire.police.uk/staying-safe/staying-safe-against-scams-or-fraud

Your Circle

Web: www.yourcircle.org.uk (search 'scam' and 'trading standards').



Being safe online

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

Age UK

Web:

www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security

Gloucestershire Constabulary

Web: **www.gloucestershire.police.uk/staying-safe/staying-safe-while-online**

Keep Safe

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



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

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

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

Keep Safe

Web: **www.keepsafeglos.org**

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

Tel: **07825 484003**

Domestic abuse

Gloucestershire Domestic Abuse Support Service (GDASS) offers support to anyone aged 16 or over who has experienced or is experiencing domestic abuse. Domestic abuse includes but is not limited to psychological abuse, physical abuse, sexual abuse, financial abuse or emotional abuse. Domestic abuse also includes honour-based violence, forced marriage and female genital mutilation. All the services are free and confidential.

GDASS

Web: **www.gdass.org.uk**

Email: **support@gdass.org.uk** • Tel: **01452 726570**

You could also search the Your Circle website for other domestic abuse support services.

Your Circle

Web: **www.yourcircle.org.uk**

Sexual abuse and rape support

The Gloucestershire Rape and Sexual Abuse Centre (GRASAC) provides free and confidential emotional and practical support to those affected by any form of sexual violence. The service includes a confidential helpline, anonymous email support, one-to-one support, advocacy, group support including family and friends and rural outreach support. The

Independent Sexual Violence Advisors offer practical and emotional support to anyone who has reported to the police or is thinking about doing so.

GRASAC • Web: **www.glosrasac.org**

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

Helpline: **01452 526770**

(Monday and Thursday, 12.00pm to 2.00pm; and Tuesday, Wednesday and Friday, 6.30pm to 8.30pm).

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

SARC • Web: www.hopehouseSARC.nhs.uk

Tel: **0300 421 8400** (accessible 24 hours a day, 365 days a year).

Opening hours for police referrals: 24 hours a day, 365 days a year.

Opening hours for self-referrals (appointment only): Monday to Friday, 9.00am to 5.00pm; and Saturday, 10.00am to 4.00pm.

See page 12 for more information about looking after your sexual health.

End of life care

End of life care should help you live as well as possible until you die and support you to die with dignity. Planning ahead should mean that, if you wish to, you can remain at home or in a care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life, you are entitled to a high quality of care.

If you are being cared for at home or in a care home your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family and your GP to plan your end of life care. They can also help you put an end of life care plan together so that your preferences and choices are made clear.

Talking about the future and dying can be difficult, but it is essential that you and your family, friends and carers discuss your end of life wishes. The 'Planning for your Future Care' document can help you to think ahead, talk about and write down your wishes. For more information, visit the Gloucestershire Clinical Commissioning Group (CCG) website.

Web: **www.gloucestershireccg.nhs.uk/your-services/eolc/advanced-care-planning**

What to do when someone dies

For assistance and advice on what to do after someone dies, visit the Government's website. You may be able to use the Tell Us Once service to report a death to most Government organisations in one go.

GOV.UK

Web: **www.gov.uk/after-a-death**

Tell Us Once

Web: **www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once**

Returning equipment

Please return any equipment with a GIS Healthcare sticker so it can be used again. Equipment can be returned to some local libraries and community hospitals across the county. Full details of drop off sites and their opening times can be found online, or ring to arrange a free collection. Certain items cannot be returned for hygiene reasons.

Web: **www.glosequip.co.uk** • Tel: **01452 520438**

Useful websites

NHS Gloucestershire CCG

The NHS can help support a patient and their family if they are facing the end of their life.

Web: **www.gloucestershireccg.nhs.uk/your-services/eolc**

Dying Matters

Aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section. • Web:

www.dyingmatters.org/overview/need-support

Gloucestershire Cruse Bereavement Care

Gloucestershire Cruse Bereavement Care offers one-to-one counselling sessions, therapeutic groups and friendship groups to people trying to come to terms with the death of others.

Web: **www.gloucestershirecruse.org.uk**

National helpline: **0808 808 1677**

Tel: **01242 252518**

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

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

It will also explain what is available to you if you have long-term support needs.

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

What is care and support?

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

The care and support you might receive from Gloucestershire County Council isn't always what you might expect and will often not be long-term support such as residential care. Gloucestershire County Council will always try first to support you by helping you find your own solutions to stay independent, or by offering you some short-term support to get you back on your feet and helping

you stay as independent for as long as possible. There is more information on being independent in Part One, beginning on page 9.

For those who do need a plan for their long-term care and support, Gloucestershire County Council works with partners in the Gloucestershire Care Providers Association (GCPA) to offer the highest quality of support that it can. The role of the council in this partnership is to ensure quality standards are met and to monitor contracts, but the council also works with providers to develop a mutual understanding of what people need in Gloucestershire and how to ensure the right support is available for the right people at the right time.

Where to find more information about care and support

Your Circle

The council's Your Circle website is a directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire.



Web: www.yourcircle.org.uk

NHS – care and support

The NHS website has a guide for people who have care and support needs, their carers and people who are planning for their future care needs.



Web: www.nhs.uk/conditions/social-care-and-support-guide

Gloucestershire's Community Wellbeing Service

Many things affect our health and wellbeing, such as where we live, how we spend our time, our financial situation and our relationships with friends and family.

Sometimes, we need some extra help, for example, when coping with a short- or long-term health situation, or when life throws other challenges our way.

The Community Wellbeing Service aims to enable and support people with non-medical needs to access local, community-based support. Non-medical needs can be concerns that are social, emotional or practical. It is available to anyone who is aged 16 or above who lives in Gloucestershire or is registered with a Gloucestershire GP.

The service has extensive knowledge about groups and activities that are locally available. It helps clients find activities in their local area, meet more people and provides information to help them make an informed choice.

It can be helpful for people:

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

If you think the Community Wellbeing Service could help you or someone you know, please contact the provider for your local area, listed opposite.



Community Wellbeing Service

Cheltenham and Tewkesbury

Caring for Communities and People (CCP)

Email: glccg.ccpcommunitywellbeing@nhs.net

Tel: **0300 365 6463**

Cotswolds District

Gloucestershire Rural Community Council (GRCC)

Email: cws.grcc@nhs.net

Tel: **01452 528491**

Gloucester

Home Group

Email:

hgl.communitywellbeing.gloucester@nhs.net

Tel: **0300 131 0024**

Forest of Dean

Forest of Dean District Council

Email: community.wellbeing@fdean.gcsx.gov.uk

Tel: **01594 812447**

Stroud and Berkeley Vale

Independence Trust

Email: communitywellbeing.stroud@NHS.net

Tel: **0345 863 8323**

For more information:

- contact your local provider; or
- visit Gloucestershire's online directory, Your Circle.

Web: www.yourcircle.org.uk

Contacting Gloucestershire County Council

The Adult Social Care Helpdesk will be able to help you if you are a Gloucestershire resident aged 18 and over, or you are caring for someone aged 18 and over who lives in Gloucestershire.

If you are a carer, there are also organisations beginning on page 44 that can help you and provide support.

The Adult Social Care Helpdesk may also be able to help if you are under 18 years of age and want to begin to think about how your care and support needs will be met as you move into adulthood.

Web: www.gloucestershire.gov.uk/health-and-social-care/adult-social-care-information-advice-and-support

Gloucestershire County Council Adult Social Care Helpdesk

If you wish to submit an enquiry, please use the online form.

Web: https://gloucestershire-self.achieveservice.com/service/Adult_Social_Care_Enquiry

achieveservice.com/service/Adult_Social_Care_Enquiry

Email: socialcare.enq@gloucestershire.gov.uk

Tel: **01452 426868**

Reablement

Reablement is a short-term service to help you regain or increase your independence through rehabilitation and activities and to allow you to live in your own home for as long as possible.

The service aims to reduce unnecessary admission to hospital by providing a rapid response to you at home. In addition, the service can help you be discharged home from hospital earlier by providing care, support and rehabilitation in your own home.

You will be provided with short-term support and/or therapeutic intervention, for example physiotherapy, occupational therapy, nursing or care. An initial assessment is carried out by a member of staff from a health and social care team.

The service may last for up to six weeks and is usually free of charge up to the point you are assessed as no longer needing the service. When the reablement period is completed, if you have any ongoing health or social care/support needs, a plan

for your future care/support needs will be discussed and you will be given details on how you can receive help to set up ongoing arrangements.

Bed-based reablement/rehabilitation

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

If you are assessed as having eligible needs for ongoing care and support from the council after a period of reablement or rehabilitation, the council will ask you to have a financial assessment to find out whether you are entitled to financial help with the costs of your care. See page 43 for information on paying for care and support.

If you need help with meals

Family, friends and neighbours can often provide short-term help. You can buy ready-made meals from your local supermarket which, in many cases, can also deliver them to you if you order them online. See page 8 for more information about getting online.

You can also buy hot, chilled and frozen meals from a range of Gloucestershire providers. There are activities like lunch clubs that you can attend where meals are provided. In some circumstances, the council may arrange subsidised community meals for you. This is usually a short-term arrangement while you recover from an illness or setback.

For more information about where to get meals, and the criteria for subsidised community meals, visit

the Your Circle website and search for 'community meals' or 'lunch clubs'.

Web: www.yourcircle.org.uk



Loan of community equipment to help make everyday tasks easier

If you are finding it difficult to manage day-to-day tasks at home, you may benefit from some equipment designed to help you.

For more information on equipment and adaptations that you can arrange yourself, go to page 30.

Integrated Community Equipment Services

You can complete a self-assessment to help find the most suitable products for you and your home. This assessment provides a range of solutions, including

advice, guidance, and signposting to other services, to help you find equipment that suits your needs.

Web: www.glosequip.co.uk

Occupational therapy

The main purpose of occupational therapy is to promote health and wellbeing through occupation or the 'doing' of an activity.

Occupational therapists can work with you to help you live as independently and safely as possible looking at a range of ways to do this, including:

- teaching and practicing different techniques;
- providing equipment on loan; and
- referring on for minor and major adaptations.

If you, or a member of your family, are having difficulty getting around your home due to a

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

If you haven't been able to find the information you were looking for and want to talk to someone or request an assessment, please contact the Adult Social Care Helpdesk. See page 37 or use the online enquiry form.

Web: www.gloucestershire.gov.uk/health-and-social-care/disabilities/adapting-your-home

Assistive technology to help you maintain your independence

Telecare equipment can help you:

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

Using special sensors, telecare equipment can detect potential emergencies at home, like:

- falls;
- wandering;
- medication mismanagement;
- fire;
- flooding; and

- carbon monoxide.

Types of telecare sensors include fall detectors, bed and chair sensors, movement sensors, smoke and heat detectors and medication prompting devices.

Standalone telecare equipment can also be used in the home to alert an on-site carer or family member via a pager system.

Who can telecare help?

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

To complete an assessment to find equipment that works for you and your home, including options for buying equipment privately, visit the county council's website.

Web: www.gloucestershire.gov.uk/telecare

The assistive technology checklist on page 40 may help if you're thinking of buying equipment.

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

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

Suitability

- Does the equipment support your specific needs? ☐
- Are you willing to use it? ☐
- Will it fit into your everyday life and routine? ☐
- Have you tried a demo of the equipment? ☐
- Do you understand what the equipment is for? ☐
- Do you need to take it with you when you leave the house? Is it transportable? ☐
- Does the equipment have any limitations that would make it unsuitable for you? ☐
- Will it work alongside any assistive technology you already have? ☐

Usability

- Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser? ☐
- Does the equipment need a plug socket, and will its wire cause a trip hazard? ☐
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐
- Are you able to use it? Are there any aspects you don't understand? ☐
- Is it portable? ☐

Notes

- Will it need to be installed by a professional? ☐
- Can the retailer provide you with training in using the equipment? ☐

Reliability

- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? ☐
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. ☐
- Can you speak to someone who already uses it? ☐
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐
- Is it durable? If you might drop it, is it likely to break? ☐

Cost

- Do you know how much it costs? ☐
- Will you need to pay a monthly charge? ☐
- Are there alternative solutions that might be free? ☐
- Is there a cost associated with servicing the equipment? ☐

The right help when you need it

If you contact the council for help and support, the council will try to help you stay as independent as possible. The council can help most people who approach Adult Social Care to remain independent and living at home.

The council will support you to help yourself by providing information and advice and introducing you to other organisations, so that you can find solutions.

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

Everyone who appears to have needs for care and

support is entitled to an assessment of their needs. Assessment is a conversation with a trained assessor about the things that matter most to you to find out what will improve your wellbeing now and in the future. Assessors will also discuss what support is available to you and what you hope to achieve. Sometimes this conversation is enough and is all that you will need from the council.

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

Who is eligible for care and support?

The council uses a national eligibility framework set by the Government to decide whether your needs are eligible for care and support through the council. You can read the national eligibility criteria for care and support on the Your Circle website by searching 'who is eligible for care and support?' If your needs and circumstances change, you can ask the council for a new assessment or to review your needs.

Web: **www.yourcircle.org.uk**



Planning your support

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

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

Even if your needs are not eligible, the council will

offer information and advice about how you can help yourself and about organisations that may be able to help or support you.

There are charges for most care and support. If there is a charge for meeting your needs, the council will work out how much it will cost. The total cost is called your 'personal budget'. Most people have to pay something towards the full amount of their personal budget and some people will have to cover the full cost themselves.

For more information on paying for care and support, see page 43.

Independent advocacy

Independent Care Act Advocates can help you put your views across if you have ‘substantial difficulty’ in participating in your care needs assessment, planning or changing your support planning or if there are safeguarding concerns. This is also available for carers, see page 45.

The council will arrange an advocate to support you and speak up for you if:

- you find it hard to understand, retain and use important information;
- you have trouble communicating your views, wishes and feelings, or making decisions; and
- you do not have an ‘appropriate person’ who can speak up for you. An appropriate person is someone you choose, who isn’t already providing paid care and support to you and isn’t involved in any allegations of abuse or neglect towards you.

In Gloucestershire, POhWER provides independent advocacy on behalf of the council. POhWER can provide information to people who want to put their

own views across themselves or those who want to support others to communicate.

POhWER provides:

- Independent Care Act Advocacy.
- Independent Mental Capacity Advocacy (IMCA) including IMCA Deprivation of Liberty Safeguards and Relevant Person’s Representative.
- Independent Mental Health Advocacy (IMHA).
- Independent Health Complaints Advocacy – if you would like support to complain about NHS funded care.

If you or someone you know would benefit from the support of an advocate in Gloucestershire, contact **POhWER**.

Web: **www.pohwer.net/Gloucestershire**

Email: **glosadvocacy@pohwer.net**

Tel: **0300 456 2370** or **0300 003 1162** (charged at local rate).

Transition to adulthood

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

For young people with special educational needs or disability (SEND), person-centred transition planning is essential to help them and their families prepare for adulthood.

Information on the Gloucestershire Multi Agency Transitions pathway is available on the county council’s website.

Web: **www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/social-care-policies-and-procedures/the-gloucestershire-multi-agency-transitions-pathway**

Preparing for adulthood and transitions in Gloucestershire is called ‘Future Me’. Further

information will be available over the coming months so consider subscribing to email updates from the council for the latest news.

Glosfamilies directory

An online directory, providing support and advice for families and young people from birth to 25 years. The website contains information and guidance for parents who may be concerned that their child has additional needs and information about the local offer. It explains what is available in Gloucestershire to support their child and how to get the help that may be needed.

Web: **www.glosfamiliesdirectory.org.uk**

SENDIASS Gloucestershire

Provides information, advice and support on matters relating to children and young people with special educational needs and disabilities (SEND). The service is offered to parents and carers of children and young people aged

between 0 and 25 years old.
Web: **www.sendiassglos.org.uk**
Tel: **0800 158 3603/01452 389345**

**my family
our needs**

www.myfamilyourneeds.co.uk
For parents and carers of
children with additional needs.

Financial support from the council

Most people are likely to have to pay something towards the cost of their own care and some will have to pay all their costs.

To find out whether you are eligible for means-tested support from the council, both a care needs assessment and a financial assessment will be carried out. Both assessments are free of charge.

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

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

The council will always tell you in writing how much you will have to pay and the date that you will start paying from.

You can find out more about the FAB team and financial assessments on the Your Circle website by searching 'paying for care'. For more information, see pages 57 and 60.

Web: **www.yourcircle.org.uk**

Independent financial advice

Paying for care can be an expensive and long-term commitment.

The council has commissioned The Care Advice Line to provide free, confidential and personalised financial advice about your options for paying for care either now or in the future. It can also help with information about current benefit rates and entitlements and can facilitate access to specialist financial or legal advice.

The Care Advice Line

Web: **www.thecareadvice.org/home-gcc**
Tel: **01452 222200**

Before you enter into any arrangements, the council strongly recommends that you seek independent advice from a financial adviser who is registered with the Financial Conduct Authority and is accredited with the Society of Later Life Advisers (SOLLA).

Web: **www.societyoflaterlifeadvisers.co.uk**

These organisations will also provide free advice about funding care and support:

Age UK

Web: **www.ageuk.org.uk/moneymatters**
Tel: **0800 055 6112**



Citizens Advice

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

Money Advice Service

A free and impartial money advice service set up by the Government.

Web: **www.moneyadviceservice.org.uk**
Tel: **0800 138 7777**

Other specialist advice is available to help you plan for what may happen in the future; see page 63.

Carers

Looking after someone

Many people don't recognise themselves as a carer. A carer is somebody, of any age, who provides support or who looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer. The council and NHS recognise the valuable work carers do and commission a range of support throughout the county to help. Some of these services are explained in the following sections of this guide.



Benefits

You may be eligible for Carers Allowance if you are caring for someone for at least 35 hours per week. It is currently £66.15 per week. You do not have to be related or live with person you care for to get Carers Allowance. You can qualify for Carers Allowance if you are in or out of work, but you cannot earn more than £120 per week, after tax and expenses. You may also qualify for Carers Premium or Carers Credit depending on your eligibility.

For more information, Carers UK has a factsheet on Carers Allowance.

Web: www.carersuk.org/images/Factsheets/Carers_Allowance_April_2019.pdf

Your GP

If you are a carer, you can register with your GP as a carer and have this recorded on your medical records.

Once a GP knows that you are a carer, and likely to

Useful local contacts

The **Gloucestershire Carers Hub** provides local support services; see page 45. You can also contact the hub for access to the digital resource section on the Carers UK website.

Web: www.gloucestershirecarershub.co.uk

Visit the **Your Circle** website.

Web: www.yourcircle.org.uk

National information and advice

Carers Trust

Web: www.carers.org

Carers UK

Web: www.carersuk.org

The Government's website has more information on benefits, including carers' benefits.

Web: www.gov.uk/carers-allowance



be under pressure at times, they will find it easier to offer information, advice and support. Your GP may be able to help you by:

- providing information and advice on medical

- conditions of and treatments for the person being cared for;
- providing information and advice on services provided by the NHS such as continence services and patient transport to hospital appointments;
- carrying out home visits, if caring responsibilities

make it difficult to get to GP appointments;

- arranging appointments for both you and the person you care for at the same time to avoid you having to visit the surgery twice; and
- encouraging and suggesting ways for you to look after your health and wellbeing on a daily basis.

Adult carers

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

Gloucestershire Carers Hub will listen to carers to understand what type of support is best to help each carer to continue caring safely whilst also looking after themselves. This could include attending a local carers' support group, connecting carers to their community or getting a break from their caring role. These services are available to parent carers as well as adult carers (more information for parent carers is on page 46).

Where a carer appears to need further support, Gloucestershire Carers Hub will make sure that the carer is offered a carers' assessment under the Care Act 2014.

The assessment is an opportunity to have a more general conversation with a trained assessor about the things that matter most to the carer, what effect the caring role is having on their wellbeing now and the impact it might have in the future.

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

An independent advocate will be arranged if, without support, the carer would have 'substantial difficulty' in communicating their views, wishes and feelings, understanding, retaining or using information and there is no appropriate person able and willing to

help them. For more information or advice about caring, contact Gloucestershire Carers Hub.

Gloucestershire Carers Hub

Web: www.gloucestershirecarershub.co.uk

Tel: **0300 111 9000**

For more information on independent advocacy, contact **POhWER**, see page 42.

Carers can also contact the **Adult Social Care Helpdesk**.

Email: socialcare.enq@gloucestershire.gov.uk

Tel: **01452 426868**

Or the **Children and Families Helpdesk**.

Tel: **01452 426565**

There is a lot of information and advice for carers on the **Your Circle** website.

Web: www.yourcircle.org.uk



Parent carers

Carers supporting disabled children can access all carers' support described on page 45. In addition, Glosfamilies directory is an online resource providing support and advice for families and young people from birth to 25 years. The website contains information about the local offer and guidance for parents who may be concerned that their child has additional needs. It explains what is available in Gloucestershire to support their child and how to get the help that may be needed.

Web: www.glosfamiliesdirectory.org.uk

SENDIASS Gloucestershire provides information, advice and support on matters relating to children and young people with special educational needs and disabilities (SEND). The service is offered to parents and carers of children and young people aged between 0 and 25 years old.

Web: www.sendiassglos.org.uk

Carers from black and minority ethnic communities

There are services for Gloucestershire's black and minority ethnic (BME) carers.

Friendship Café at Chequers Bridge

Friendship Café, Chequers Bridge,
Painswick Road,
Gloucester GL4 6PR
Tel: **01452 308127**

Black Elders' Day Centre

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

Ebony Community Carers Group

Email: blanchemccalla@yahoo.co.uk
Tel: **01452 426018** or **01452 617456**

Gloucestershire Chinese Women's Guild

1-3 Gavel Way, St Oswald's Village GL1 2UF
Web: www.gcwg.org.uk
Email: admin@gcwg.org.uk
Tel: **01452 382886**

Golden Years Luncheon Club

Golden Years Luncheon Club, c/o Church Hall New Testament of God, 89 Stroud Road, Gloucester GL1 5AH
Email: goldenyears@live.co.uk
Tel: **01452 387522** or **07966 446643**



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

www.myfamilyourneeds.co.uk

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

Subscribe today

✉ hello@myfamilyourneeds.co.uk

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Gloucestershire Carers Emergency Scheme (CES)

The CES is a free service that offers carers peace of mind that in an emergency, the cared for person will be supported and the people who need to know will be informed. The service is currently offered to adult carers but is working on extending this to parent carers in the coming year.

Level 1

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

Level 2

If Level 1 won't be enough to cover the needs of the person being cared for, Level 2 gives the added option of having a support worker within two hours of the emergency call being made. If the emergency lasts longer than 48 hours (72 hours over a bank holiday) then other arrangements will be made, working with the council.

For general enquiries about the scheme, contact the **Gloucestershire Carers Hub**.

Web: **www.gloucestershirecarershub.co.uk**

Tel: **0300 111 9000**

Young carers and young adult carers

Gloucestershire Young Carers offer activity groups, support groups, support for families, residential and day trips, a young carers' forum, newsletter and training on a variety of topics such as first aid and being assertive. Child/young person-friendly information on a range of issues is also available. The service also provide support to young adult carers aged between 16 and 24 to help them to transition to adulthood. The young adult carers' service includes:

- support from friendly young adult carer (YAC) workers;
- help with applying for jobs, work experience, training courses, university or college;
- 'Caring Counts', a unique short course;

- help with accessing free counselling and other specialist support;
- fun day trips and workshops;
- the chance to meet other young adult carers and make new friends;
- advocacy support (talking to school, college, university or work to help them understand your caring role); and
- small grants to help with education or employment.

Gloucestershire Young Carers

Web: **www.glosyoungcarers.org.uk**

Tel: **01452 733060**

Support with visual and hearing impairments

Please visit pages 12 and 13 for more information on support with hearing and visual impairments. If you haven't been able to find the information you were looking for, and want to talk to someone, please contact the Adult Social Care Helpdesk, see page 49. The council provides additional support for people who are deaf or hard of hearing, their

families and carers, including:

- advice, guidance and support;
- assessment and provision of services to adults;
- help to find pieces of equipment to help with day-to-day living;





Queensbridge Care Home

Specialists in supporting people with Dementia



Also featuring
Dementia Day Care at
the Honeybourne
Social Club
Complementing your
care with our care

Providing high quality, leading edge residential dementia care for over 30 years.

Proud to be working towards the Dr. David Sheard pioneering approach to dementia care as seen on the Channel 4 series “Dementiaville”.

The Honeybourne Social Club is a day care community for people with a diagnosis of Dementia that aims to complement the support you are giving.

Based at Queensbridge we offer full or part days.

Queensbridge Care Home. 63 Queens Road, Cheltenham, GL50 2NF

Please call Lisa or Lorna on **01242 519 690** or

email info@queensbridgecare.co.uk

www.queensbridgecare.co.uk

- • deaf awareness information for family or people who care for deaf people; and
- information about support provided by statutory and other voluntary organisations.

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

pay. Some equipment is loaned at no charge.

Contact the **Adult Social Care Helpdesk**.
Online enquiry form: **www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/adult-social-care-information-advice-and-support**
Email: **socialcare.enq@gloucestershire.gov.uk**
Tel: **01452 426868**

Dementia

People with dementia often feel happier if they can remain independent and in their own homes as long as possible. Information about services and support for people with dementia and their carers is available through Alzheimer's Society Gloucestershire and Managing Memory Together. Please see page 14 for more information.

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

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

A residential dementia care checklist is on page 89 of this guide, to be used with the checklist on page 87.

Care providers that specialise in care for people with dementia are shown with **D** in their listing.



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At **NSF Health Ltd**, we strive to provide our clients with the **highest** and **most reliable** level of support available. We provide care to meet a comprehensive range of client needs in order to help adults **stay independent** and live in their own homes or supported living schemes.

Our Services include:

- **Domestic Care**
- **Respite Care**
- **Personal Care**
- **Social Care**
- **Physical Disabilities Care**
- **24/7 Live-in Care**

For more information, please contact us



Care in your own home

Home care

Home care is care and support that is provided in people's own homes. This is sometimes referred to as 'domiciliary care'.

Not all agencies provide the same services and charges vary. Most home care agencies supply care workers to support you with everyday activities, such as getting out of bed, getting dressed and bathing, and help you maintain your independence.

There are agencies that can provide 24-hour live-in care and night care, which can help you to remain living at home. These services involve a care worker staying with you at home to support you throughout the day and night.

When care and support are arranged by the council, contracts and care plans are completed using agencies accredited to work for the council. All agencies used will be registered with the Care Quality Commission, see page 67 for more information.

People arranging and/or funding their own care and support can choose their own care worker or agency. If you would like to organise your own care

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

You may be entitled to welfare benefits which you can use to help to pay towards the cost of your care. See page 25 for further details.

You should expect the care agency and the individual care workers to respect your personal preferences, dignity and privacy and promote your wellbeing. The checklist on page 75 gives you useful questions to ask any prospective home care agencies.

You could use the list of home care providers starting on page 77 to find an agency or by searching 'home care' on the Your Circle website. You can then refine your search by filtering by postcode, or service type.

Web: www.yourcircle.org.uk

Glos Assistants



Gloucestershire's Help, Care & Support Noticeboard

Have you ever considered employing a Personal Assistant (PA) to provide personalised care and support? It can be hard to know where to start, but Glos Assistants is a website that can help with the search. Glos Assistants helps to connect people of any age with care and support needs who are looking for assistants with people who are (or want to be) an assistant.

The site can help you find the support that suits you and your lifestyle. You can submit an advert describing what you need assistance with, browse

profiles of available assistants, contact those you're interested in and directly arrange the support you need with the assistant(s) you choose.

Glos Assistants can also provide help for people who work as a Personal Assistant, and those who are considering it. Being an assistant can be a varied job, offering flexible hours and rewarding work. Upon registering with the service, PAs can write a profile telling people a bit about themselves and the kind of work they're looking for. PAs can then browse adverts, contact people to discuss roles further and start making arrangements with people they choose to work for.

Web: www.glosassistants.org.uk

Home.

There's no place like it.

Home Instead
SENIOR CARE
To us, it's personal



Being able to live at home can be one of the most important comforts in an older person's life and because family and friends can't always be there, Home Instead Senior Care is here to help.

Home Instead is Gloucestershire's leading care at home company, providing the highest quality of care. We are the first to be rated 'Outstanding' for the second time running.

Our approach is very different. Our CAREGivers, carefully selected for their maturity and compassion, take great pride in helping our clients to lead a more comfortable and confident life.

For us, nothing is more important than providing a convenient and reliable care solution that works for you and your family. From just an hour a day to full-time and live-in care, our service is available 24 hours a day 7 days a week.



Services include:

- Free care advice & assessment
- Companionship & home help
- Personal care
- Home from hospital care
- Shopping/meal preparation
- Medication support
- Indoor/outdoor activities
- Specialist dementia support
- Complex care including Parkinson's, MND and Stroke support
- Falls prevention, personal alarm & home monitoring service

and much more...



“Excellent carers and well-managed service. This is the care agency that all care agencies should aspire to.”

Call us on **01242 513203**
or email: **amanda.hamer@homeinstead.co.uk**
www.homeinstead.co.uk/cheltenham

Penhill Offices, Colesbourne, Cheltenham, GL53 9NS



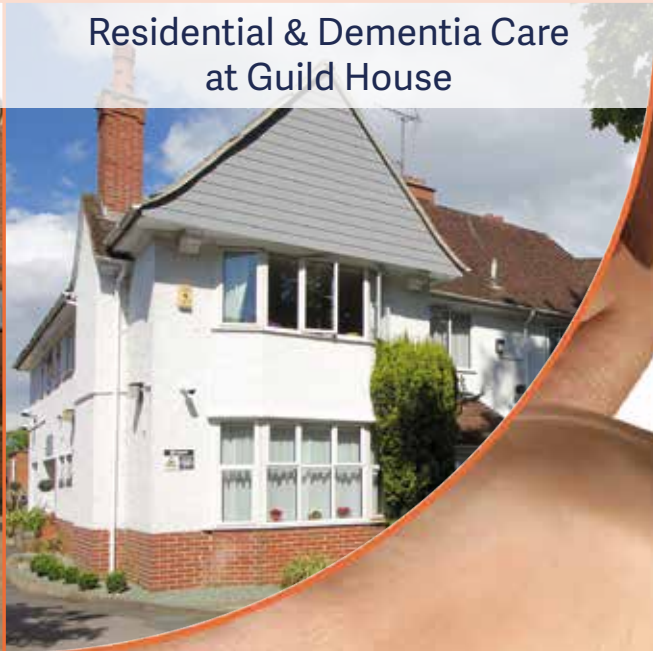
Day Support Services at
Kimbrose Club and the Hub



Sheltered Housing at four
sites in Gloucester



Nursing & End of Life Care at
Magdalen House



Residential & Dementia Care
at Guild House

Contact us or look at our website:

01452 500429 | info@gloschar.org.uk
www.gloucestercharitiestrust.co.uk

Gloucester Charities Trust

GCT offers a range of housing and care services for older people living with or without dementia.

At GCT, some of our core aims are to provide you with security, stability and continuity of care and support which we achieve through our **Circle of Care**. Our circle of care is designed to meet your needs throughout your later years by providing you with a home and dedicated care services which are as individual as you are.

GCT is proud of its services, reputation and its team of dedicated staff. Our ethos is to ensure you are able to live your life as a resident or member, as far as is practicable, in the way you want to. We promote choice, are passionate about your wellbeing and have a wide programme of social engagement and one to one opportunities on offer for you to participate in. Equally, if you do not wish to participate, we have quiet lounges and communal areas where relaxation is the order of the day or you can simply spend time in the comfort of your own dedicated space.

Please take some time to read our brochure which we hope will give you an insight into GCT and what we have to offer to you.

If you have any questions, please do not hesitate to contact us at Head Office or the relevant Service Manager.

I very much look forward to meeting you if you do decide to join us.

Kindest regards

Kathryn

**Kathryn Lewis
Chief Executive**



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£238,995*

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Honeybourne Gate, 2 Gloucester Road, Cheltenham, GL51 8DW

* Contact us for full details of service charges and ground rent.
A fee of 4.5% of the sale cost is payable when you sell your property.

Housing

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

There is information on page 31 about housing-

related support in the community. There is also information about home adaptations and equipment beginning on page 26.

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

Homeshare Gloucestershire

Age UK Gloucestershire's Homeshare Project brings together older people who have spare rooms, with people who need affordable accommodation and who are happy to chat and lend a hand. Homeshare can be a fulfilling and safe option for someone who

misses having other people in their home.

Email: **homeshare@ageukgloucestershire.org.uk**
Tel: **01452 422660**

Shared Lives

Gloucestershire Shared Lives is an opportunity for an adult with assessed eligible health and social care needs to be supported by registered and approved carers in a family setting. This can be through support in the community, short break stays or an ongoing arrangement in the carer's home. Shared Lives also offers enablement, supporting people to develop new skills and independence and hospital discharge support.

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

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

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

Email: **Shared.lives@gloucestershire.gov.uk**
Tel: **01452 426237**

Sheltered housing

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

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

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

For more information about sheltered housing in Gloucestershire, visit the Housing Care website.

Web: **www.housingcare.org**

Housing with care

Housing with care combines independent living with security of tenure, along with care services arranged according to need. Schemes may be run by

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

Extra care housing

Extra care housing provides self-contained, wheelchair-friendly accommodation that meets the requirements of people who need care and support. For example, the bathrooms are fitted with walk-in showers to make it easier for people to maintain their independence.

Extra care housing provides a real alternative to residential care. Depending on the scheme, you can either rent or buy the properties. Visit the Housing Care website for more information on local schemes.

Schemes usually have their own care staff on-site.

Web: www.housingcare.org

Retirement villages

Retirement villages are purpose-built developments that vary in size to create a village-style community. They usually offer communal facilities such as dining facilities and aim to help you to be independent while offering support as you grow older. Properties may be available for sale

or rent and are usually available to people who are over 55 years of age. For more information, visit the Housing Care website.

Web: www.housingcare.org

Supported living

Supported living is an alternative to a care home where you can live independently or share a property with other people, with care and support provided.

Visit the Your Circle website to find out more about options available to you.

Web: www.yourcircle.org.uk

This might include support with learning independent living skills like cooking, cleaning and money management, as well as help with health or care needs. Whether you choose your own property with support or supported living, it will give you independence and choice.

Care providers that specialise in care for people with learning disabilities are shown with **LDA** in their listing.

Home care providers start on page 77, care homes and care homes with nursing start on page 91.

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

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

This section tells you about paying for care at home, see page 60 for paying for care in a care home.

You may qualify for financial help from Gloucestershire County Council if the council has confirmed that:

- following a care needs assessment, you have ongoing needs for care and support; and
- you have capital or savings (not including your home) of less than £23,250, which is established by completing a financial assessment by a visiting officer from the council's Financial Assessment and Benefits (FAB) team, see page 43.

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

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

Paying for care and support can be an expensive and long-term commitment. Before you enter into any arrangements, the council strongly recommends that you seek independent financial advice. See page 43 for more information on independent financial advice.

You can use the online financial assessment calculator on the **Your Circle** website to get an estimate of how much you may need to pay for care and support arranged through Gloucestershire County Council.

Web: www.yourcircle.org.uk/Information/paycareandsupport

NHS Continuing Healthcare

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

To be eligible, your needs must be primarily health-related and are likely to be severe.

More information is available on page 63, or on the NHS website.

NHS Continuing Healthcare

Web: www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/nhs-continuing-healthcare

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

If the council is paying some (or all) of the cost of your care and support, you have three options:

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

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

You are responsible for how the money is spent and must use it only to pay for the care and support as agreed in your support plan. Any changes must be agreed by the council. You need to keep a record of how you have spent the money and keep all your receipts because the council must check how the money was used.

You can't use direct payments to pay for permanent residential/nursing care in a care home, but you can use them to pay for occasional short stays if this was agreed in your support plan. Most direct payments are made to meet regular ongoing support needs. ➔

➔ However, they can also be made as a single payment, for example, to buy equipment or for a short respite break.

You can use direct payments to employ your own personal assistants. If you do, the council recommends that you use a direct payment support service to help you make sure that you meet your legal requirements as an employer. Glos Assistants can help with your search for a personal assistant, see page 50 for more information.

There are conditions to having a direct payment, but most people can have one if they want one. You can find out more about direct payments from the person helping you plan your support or from the county council's website.

Web: **www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/direct-payments**

If you can't find the answers to your questions, email the county council's direct payments team.

Email: **directpaymentsteam@gloucestershire.gov.uk**

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

When you choose this option, you pay your assessed contribution to the council every month and the council does everything else.

-
-
- 3.** You can also combine options 1 and 2.



Care homes

Moving into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying considerable amounts of money for your ongoing accommodation and care needs.

Before you make a decision about moving to a care home, you should consider all options that would help you to stay living at home and independent for longer.

See page 50 for information about home care and page 26 to 29 for information about equipment to help you live as independently as possible at home.

You should also decide whether you need the

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

You shouldn't give up your own home without taking financial advice or having a care needs assessment to make sure this is the right option for you.

Please see page 41 for information on care needs assessments and page 60 for information about paying for residential care and support.

Listings of care homes and care homes with nursing in Gloucestershire begin on page 91.

Types of care home

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

from the CQC's website (**www.cqc.org.uk**). There are care homes for older people, homes for younger adults with physical disabilities, learning disabilities, brain injury resulting from an accident, or mental health conditions.

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

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing a care home is considering the level of care and support you need. There are two main types of care homes, residential and nursing.

Residential homes

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

Nursing homes

Nursing homes offer the same care and support as

care homes providing personal care but also have nursing staff. If you are assessed as needing a home with nursing care, you will be assessed by a nurse, who will determine the level of nursing care that the NHS will pay for. This is paid directly to the home. It is important that this nursing assessment is carried out before you go into a care home with nursing. Some nursing homes specialise in certain types of disability or health conditions such as dementia.

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

Any support from the council with paying the cost of a care home will be means-tested. For information on paying for care in a care home, see page 60. Alternatively, visit the Your Circle website and search for 'care home' and 'paying for care'.

Web: **www.yourcircle.org.uk**

Out-of-county care

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

If you choose to move to a new local authority area and, before you move, you are eligible for support from Gloucestershire County Council to pay for your care, it may contribute to the costs of your care home placement in the other area.

The council will usually only pay care home fees that are the same as the fees that the local authority where you are moving to would pay.

If the care home that you would like to move to is more expensive than this, the council will offer you an alternative home at a fee that it will agree to pay, or you may have someone who could 'top up' the difference for you. For more information about top ups, see page 61.

If you are paying for your care yourself, you should

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

If you paid for your own care at the time that you moved, any help that you need in the future in relation to paying for your care will need to come from the local authority in the area you moved to.

Please contact the Adult Social Care Helpdesk (see page 37) if you have care and support needs and are considering moving in or out of the county. Alternatively, visit the county council's website.

Web: **www.gloucestershire.gov.uk**

For information on care provision in other regions, visit the Care Choices website.

Web: **www.carechoices.co.uk**

Financial support for care in a care home

As a general guide, if the council's financial assessment has confirmed that your savings and investments are:

- more than £23,250, you will be considered a self-funder. This means that you will have to pay the full cost of your care and support; or
- less than £23,250, you are likely to have to pay something towards the full cost and the council will pay the balance.

You can use the online financial assessment calculator on the **Your Circle** website to get an estimate of how much you may need to pay for care and support arranged through Gloucestershire County Council.

Web: **www.yourcircle.org.uk/Information/paycareandsupport**

If you own a property and you need permanent care in a care home, the value of your home is included in your financial assessment.

In some circumstances, the value of your property may be disregarded (not counted), for example:

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

You may be eligible for additional financial support from the council in the form of a deferred payment agreement. See the information on deferred payment agreements on page 61.

Making arrangements with a care home

If you are not eligible for financial support through the council, please see the self-funding your care section on page 62.

If you are eligible for financial help from the council, the council will offer you at least one care home that accepts council contract rates.

You can live somewhere that costs more than the council would normally pay, if someone else can 'top up' the amount – see top ups on page 61.

Once you have chosen where you want to live, the council will make the arrangements with the care home for you. Then every month, the following payments will be made:

- the council pays any contribution it is making towards the cost to the care home;
- you pay your share (determined by your financial assessment); and
- if someone else is making a top up payment, they pay their pre-agreed payment.

12-week property disregard

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

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

During this time, the council does not count the value of your home in your financial assessment,

so you pay the amount calculated in your financial assessment and the council pays the rest.

This period gives you time to make decisions about your property, for example whether you are going to sell it or enter into a deferred payment agreement. When the 12-week period ends, council funding stops and you enter into a contract with the care home to pay for the full cost of your care unless you have made arrangements to have a deferred payment agreement.

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

For more information, visit the Your Circle website, enter 'property disregard' in the search box then select the information tab.

Web: www.yourcircle.org.uk

In addition, The Care Advice Line can provide free information and advice about financing your care.

The Care Advice Line

Web: www.thecareadvice.org/home-gcc
Tel: **01452 222200**

Top ups

If the council is contributing towards the cost of your care and your preferred home is more expensive than the council's agreed rates, you may still be able to move there if someone, like a family member or friend, can pay the difference ('top up') between what the council will pay and the actual cost.

There are exceptions where you may pay the top up yourself. These are:

- during the 12-week property disregard period (see page 60);
- under a deferred payment agreement (see below) and the council has agreed to a top up; or
- if your care home placement is part of aftercare arrangements made under section 117 of the Mental Health Act.

If the council is contributing towards the cost of your care, top ups need to be agreed with the council. The council has to be sure that the top up payer:

- understands the financial commitment they are entering into. They will have to sign an

agreement with the council to pay the top up for as long as you need to live in the home, during which time fees (and the top up) may increase;

- is offered independent financial advice about what is involved; and
- understands what will happen if the top up isn't paid. The council will continue to meet your needs but will have to consider moving you (subject to a risk and care needs assessment) to another care home that accepts its funding rates.

If the council is contributing towards the cost of your care in a care home, it is required by law to monitor all top up arrangements. Please tell the council if a care home approaches you or your family for an additional payment, as all additional payments must be agreed by the council.

For more information and advice about top ups, visit the Your Circle website.

Web: www.yourcircle.org.uk/Information/topup

Deferred payment agreements

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

The debt to the council increases over time as each month's care costs are added. Interest and other council charges are added to the debt too, unless you've agreed to pay these separately.

You can repay the debt at any time, but it must be repaid when your home is sold. If you have enough equity in the property, you can delay the sale until after your death, when the debt must be repaid from your estate.

You may be eligible for a deferred payment agreement if:

- you are receiving permanent care in a care home (or you are going to move into one soon); and

- you own your home (unless your partner or certain other relatives live there); and
- you have savings and investments of less than £23,250 (not including the value of your home).

If a deferred payment agreement is arranged, each month:

- the council pays its share of your fees to the care home until the pre-agreed limit is reached;
- you pay the care home the amount calculated in your financial assessment; and

- if a top up (see page 61) has been arranged, the top up payer pays the balance.

There are conditions to having a deferred payment agreement. Find out more information about deferred payment agreements by searching the Your Circle website below or ask your social care assessor.

Web: **www.yourcircle.org.uk**

(search 'deferred payment agreement' and select the 'information' tab).

Funding your own care in a care home

If you are funding your own care, you usually make your own arrangements with a care home of your choice.

Before you make your final decisions and give up your home, the council recommends that:

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

good place to start exploring available options; and

- you take independent financial advice about paying for your long-term care. Care can be expensive and can quickly use up your savings. You don't want to run out of funds too soon. See page 43 for where to get free advice about paying for care, including The Care Advice Line.

Web: **www.yourcircle.org.uk**

Running out of money

If you are already living in a care home and are running out of funds, tell the council well in advance of your capital and savings reducing to £23,250. You can use the online financial assessment calculator in Your Circle to help you track this, see page 60.

Visit the 'Money Matters and Benefits' part of Your Circle for more information.

Contact the council through the Adult Social Care Helpdesk, see page 37.

Tell the Helpdesk that you are running out of funds and ask for:

- a care needs assessment (see page 41) if you haven't already had one; and
- a financial assessment (see page 43) to confirm your current financial circumstances.

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

If you become eligible for financial support through the council but the care home you are living in charges more than the council would usually pay, you may need to consider moving. However, you may be able to remain there if someone can pay a top up. You can find more information about top ups on page 61.



What happens if you move into care?

Benefits

If you receive benefits, you must tell the Department for Work and Pensions (DWP) if you move into permanent care. They will tell you how your benefits will be affected.

Your partner's benefits or entitlements to benefits may also change if they stay at home when you move into care.

If you need to report a change in your circumstances to the DWP, visit their website.

Web: www.gov.uk/report-benefits-change-circumstances

Housing Benefit and Council Tax

If you move into permanent care, you must report the change to your local district council. Any Housing Benefit and Council Tax reduction will stop after a four-week notice period. These benefits may also be affected by short stays longer than 13 weeks.

Contact your local district council's Housing Benefits and Council Tax teams for more information. See page 71 for contact details.

Personal Expenses Allowance

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

own income so that you have money to spend on personal items such as clothes and other items that are not part of your care.

This is known as the Personal Expenses Allowance (PEA). The PEA, which is set by the Government, is currently £24.90 a week.

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. If you are eligible, the NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

NHS Nursing Care Contribution

If you live in a care home that provides nursing care (as a temporary or permanent resident), you may be entitled to NHS funded nursing care provided by a registered nurse. If you are entitled to NHS funded nursing care, the NHS will pay a flat rate towards the cost of nursing care to the care home.

There is more information about NHS Continuing Healthcare and NHS Nursing Care Contribution on the NHS website.

Web: www.nhs.uk

Legal information and advice

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

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

Making a will

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

There are many good reasons to make a will:

- you can decide how your assets are shared – if

you don't have a will, the law says who gets what;

- if you're an unmarried couple (whether or not it's a same-sex relationship), you can make sure your partner is provided for; and
- you can make sure you don't pay more Inheritance Tax than necessary.

You can draft a will yourself or use a solicitor. If you choose to write your own will, you can buy a do-it-yourself will kit and forms from some newsagents, book shops and online.

You can find out more about how to make a will on the Government's website or on the Age UK website.

GOV.UK

Web: www.gov.uk/make-will

Age UK

Web: www.ageuk.org.uk (search 'making a will').

If you choose to use a solicitor, you can find a local firm on the Law Society website.

Web: www.lawsociety.org.uk

Lasting Powers of Attorney

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.

If, in the future, you do not have the mental capacity to make or communicate your decisions and you have not created a valid Lasting Power of Attorney or Enduring Power of Attorney, the Court of Protection may need to become involved and may charge for this.

The Court of Protection can appoint a deputy to make decisions on your behalf. This can be a time consuming and costly process which can be avoided by creating a Lasting Power of Attorney.

A solicitor can help you to make a Lasting Power of Attorney, or you can apply online on the Government's website.

Web: www.gov.uk/government/organisations/office-of-the-public-guardian

Alternatively, contact the Office of the Public Guardian for an application pack:

Email: customerservices@publicguardian.gov.uk

Tel: **0300 456 0300** • Fax: **0870 739 5780**

Office address: PO Box 16185,
Birmingham B2 2WH (Monday, Tuesday, Thursday and Friday, 9.00am to 5.00pm; and Wednesday, 10.00am to 5.00pm).

An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to.

For more information about making, registering, changing or ending a Lasting Power of Attorney, visit the Government's website or the NHS website.

GOV.UK

Web: www.gov.uk/power-of-attorney

The NHS Website

Web: www.nhs.uk/conditions/social-care-and-support-guide/making-decisions-for-someone-else/giving-someone-power-of-attorney

You can also find out more information from the following organisations:

Age UK

Web: www.ageuk.org.uk

Alzheimer's Society

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

Citizens Advice

Web: www.citizensadvice.org.uk

Mind

Web: www.mind.org.uk

A list of useful local contacts begins on page 71 or is available by searching the **Your Circle** website.
Web: www.yourcircle.org.uk

The Court of Protection

The Court of Protection can issue Orders directing the management of your property and financial affairs if you are incapable of managing your own affairs and you have not set up a Lasting Power of Attorney in advance. This can be both a costly and lengthy process, but advice is available. For more information, visit the Government's website.

Web: www.gov.uk/courts-tribunals/court-of-protection or www.gov.uk/become-deputy

Advance decisions

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

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding.

Useful contacts

The Care Advice Line

Providing free information and advice about choosing suitable solicitors.

Web: www.thecareadvice.org/home-gcc

Tel: **01452 222200**

Solicitors for the Elderly (SFE)

A national association committed to providing and promoting high-quality legal services for older people. The SFE administration team can help you to locate a solicitor who may be able to help you, but it is not qualified to give legal advice.

Web: www.sfe.legal

Email: admin@sfe.legal

Tel: **0844 567 6173**

Worried about someone or yourself – keeping safe (safeguarding adults)

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

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

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

- has care and support needs (whether or not the council is meeting any of those needs);

- is experiencing, or is at risk of, abuse and neglect, and
- as a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

There are ten types of abusive behaviour:

- **physical**: things like someone hitting, slapping, pushing or kicking you;
- **sexual**: things like someone touching your body or private parts without your permission or someone making you touch them in a way you do not want;
- **psychological**: things like someone being unkind to you, threatening you, swearing at you, calling you names or ignoring you;
- **financial** or **material**: things like someone taking your money or other things that belong to you; ➔

- • **neglect** and **acts of omission**: things like not being given enough food, not being given your medication or not being kept warm;
- **discriminatory**: things like someone bullying you or hurting you because of your religion, a disability, your age, your sexual partner, the colour of your skin or hair, where you come from or the language you speak;
- **domestic**: things like physical abuse, sexual abuse, financial abuse or psychological abuse when the abuse is by your partner or a member of your family;
- **organisational**: things like your care provider or other organisations treating you badly, neglecting you or providing a bad service;
- **modern slavery**: things like being forced to work by people who abuse you or are cruel to you; and
- **self-neglect**: when someone does not take care of themselves properly.

How can the council help?

In Gloucestershire, people are at the heart of the safeguarding adults process and supporting their wellbeing is of utmost importance.

Abuse can take place anywhere, including in a person's own home, in a care home, day centre or hospital. Unfortunately, those being abused are often the least likely to bring the situation to anyone's attention. If you see or know of a worrying situation, please don't ignore it.

The council will provide information and offer practical advice to the person experiencing abuse, so they can make an informed choice about any help they might need, or any action they may want to

take. If they are unable to make an informed choice, care will be taken to support and protect them.

If you are concerned that an adult is at risk of experiencing abuse or neglect, you can contact the Adult Social Care Helpdesk.

Email: **socialcare.enq@gloucestershire.gov.uk**
Tel: **01452 426868**

You can also contact the police.

Tel: **101** (non-emergency) or **999** (emergency).

What will happen next?

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

Advice will be offered so that the victim and their family (if appropriate) can be involved in any decision taken to support and protect them.

Occasionally, the adult at risk may refuse the help offered, in which case the authorities have only limited legal power to act against the person's wishes. In such cases, decisions will be based on the situation – for example the level of risk and possible harm to others. For more information, visit the Gloucestershire Adults Safeguarding Board website.

Web: **www.gloucestershire.gov.uk/gsab**



Ensuring quality of care

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a

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

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

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

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

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (www.cqc.org.uk). 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

Web: www.cqc.org.uk

Email: enquiries@cqc.org.uk • Tel: **03000 616161**

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



continuitycare

We care about your care

We are a Gloucestershire based, bespoke live-in care agency.

Our carers are specifically recruited based on our clients' needs to enable them to continue living in the comfort of their own homes at a cost lower than many residential care homes.

We place our live-in carers with clients of all ages and needs.

Call us now to find out how we can care for you or your loved ones

Tel: 01242 227799

www.continuitycare.co.uk

Having your say about health and care services

Compliments, comments, concerns or complaints about social care services

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

By law, every care/support service and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service's complaints procedure so that you understand what you must do and how they will deal with your complaint.

Care funded by your local council

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

Web: www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/social-care-policies-and-procedures/complaints-compliments-and-comments-about-adult-social-care

Or you can write to: Corporate Complaints Team, Gloucestershire County Council, Shire Hall, Westgate Street GL1 2TG

Gloucestershire County Council will work with the provider to try to resolve your complaint and put things right to prevent the same thing happening again.

If you're not satisfied with the final reply from the care service or Gloucestershire County Council, you can complain to the Local Government and Social Care Ombudsman.

Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614**

Complaints about care that you pay for yourself

You can ask the Local Government and Social Care Ombudsman to look at your complaint if you are not happy about how a service dealt with your complaint about care/support that you pay for yourself.

Compliments, comments, concerns or complaints about NHS services

The Patient Advice and Liaison Service (PALS)

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

Independent advocacy

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

Web: www.pohwer.net/gloucestershire

Email: glosadvocacy@pohwer.net

Tel: **0300 456 2370** or **0300 003 1162** (charged at local rate).



Useful contacts

Gloucestershire Health and Care NHS Foundation Trust

Patient Experience Team.

Web:

www.ghc.nhs.uk/get-in-touch/give-us-views

For mental health or learning disability services.

Tel: **01452 894073**

For community care services. • Tel: **0300 421 8313**

Gloucestershire Clinical Commissioning Group (PALS)

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

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

Gloucestershire Hospitals NHS Foundation Trust (PALS)

Email: **ghn-tr.pals.gloshospitals@nhs.net**

Freephone: **0800 019 3282**

Tel: **0300 422 6830/6831**

Healthwatch Gloucestershire



Healthwatch

Gloucestershire is the

independent consumer champion for health and social care in the county. The aim is to give people and communities a stronger voice to influence and challenge how health and social care services are commissioned and provided locally.

Healthwatch Gloucestershire gathers local people's views and experiences of health and social care. These are passed on to those who plan and deliver services in the county and nationally, to make sure they are providing the services people really need.

If you want to do more you can join and get involved, take part in consultations or help when Healthwatch

goes out to meet the public. Healthwatch needs your views and experiences to help improve and influence health and social care services in Gloucestershire.

Web: **www.healthwatchgloucestershire.co.uk**

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

Freephone: **0800 652 5193** • Tel: **01452 504989**

The Patients' Association

The Patients' Association is a national healthcare charity that highlights patients' concerns and needs. It provides advice and news aimed at helping people to get the best out of their healthcare.

Web: **www.patients-association.org.uk**

Tel: **0208 423 8999**



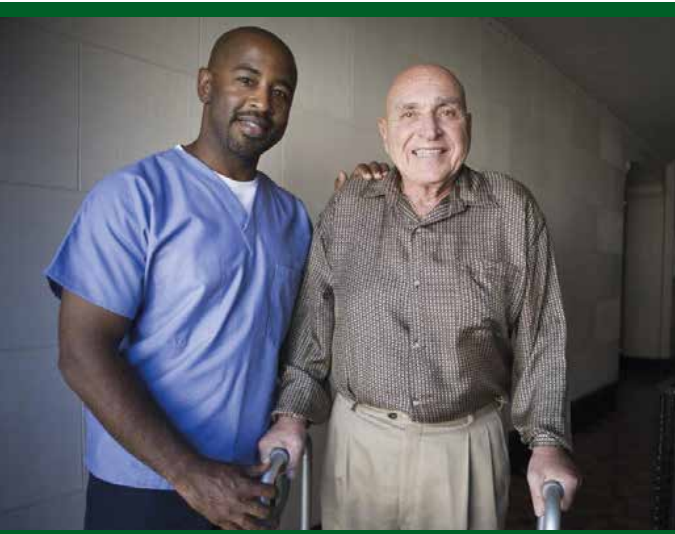
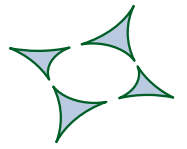
Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

- 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



Do you want to be part of something special?

We are looking for experienced nurses, HCAs and support workers to join our growing team in your area.

As a leading health and social care agency, we manage contracts with the largest nursing homes, care providers and charities in your region.

We are a dynamic agency committed to our staff and clients' well being. By remaining idealistic and progressive, we ensure that Dean Healthcare never becomes content in merely being adequate.

Join us. Call today.

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Gloucester ...01452 507452

Hereford01432 818811

Shrewsbury ..01743 817858

Swindon.....01793 238483

Worcester01905 888003

Useful contacts

Gloucester Health Access Centre

Full range of primary care services.
Eastgate House, 121-131 Eastgate Street,
Gloucester GL1 1PX
Tel: **01452 336290**

Cheltenham General Hospital

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

Gloucestershire Royal Hospital

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

Gloucestershire Hospitals NHS Foundation Trust

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

Gloucestershire Clinical Commissioning Group (CCG)

The CCG is responsible for buying local NHS services

such as emergency care services, operations or treatments that can be planned in advance and mental health services.

Sanger House, 5220 Valiant Court,
Gloucester Business Park,
Brockworth GL3 4FE
Email: **GLCCG.enquiries@nhs.net**
Tel: **0300 421 1500**

Gloucestershire County Council

Adult Social Care Helpdesk

Open between 8.00am and 5.00pm, Monday to Friday.

Online enquiry form:

www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/adult-social-care-information-advice-and-support

Web: **www.gloucestershire.gov.uk/health-and-social-care**

Email: **socialcare.enq@gloucestershire.gov.uk**
Tel: **01452 426868**

District Council Offices

Cheltenham Office

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

Cotswold Office

Trinity Road,
Cirencester GL7 1PX
Email: **cdc@cotswold.gov.uk**
Tel: **01285 623000**

Forest of Dean Office

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

Gloucester Office

Post to: Gloucester City Council, PO Box 3252,
Gloucester GL1 9FW
Email: **heretohelp@gloucester.gov.uk**
Tel: **01452 396396**

Stow-on-the-Wold Office

Stow Youth Centre, Fosseyway,
Stow-on-the-Wold GL54 1DW
Email: **info@stowonthewold-tc.gov.uk**
Tel: **01451 832585**

Stroud Office

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

Tewkesbury Office

Gloucester Road, Tewkesbury GL20 5TT
Email: **customerservice@tewkesbury.gov.uk**
Tel: **01684 295010**





Broomfield Care | Caring for life

Providing excellent home care in Gloucester since 2009

01452 730888 | www.broomfieldcare.com



Broomfield Care was established in 2009 and has been growing its reputation and credibility in Gloucester ever since.

While we continue to grow, we have never lost our '**local family feel**' that allows the best service possible to be given.

In October 2018, Broomfield Care was rated '**outstanding**' in Care by **Care Quality Commission**. This has to be our biggest achievement yet and one we are incredibly proud of. Our team strive to be the best; and we are very proud of this achievement as only two percent of companies ever achieve this goal.

Services we offer

- **Help with Personal Care**
- **Light housework**
- **Meal preparation**
- **Shopping**
- **Pop in and monitoring**
- **Dementia Care**
- **Palliative Care**
- **Complex Care**
- **Companionship**
- **Social visits**
- **Hospital to home**
and much more...

If you are looking for a **caring, trustworthy** company to look after loved ones, then Broomfield Care is the company for you.

We are here to help.

"It's a minefield when it comes to picking a care system to help care for a loved one but I've never regretted my decision, the staff have been brilliant. **Can't fault it. Second to none.**"

"Your **dedication** at all times gave the whole family **peace of mind** which was **priceless.**"



Please contact us and quote Care Choices to see how we can help:

☎ **01452 730888**

📘 **/broomfieldcare**

🌐 **www.broomfieldcare.com**

✉ **care@broomfieldcare.com**



Other contacts

Age UK Gloucestershire

26 Station Road, Gloucester GL1 1EW

Web: www.ageukgloucestershire.org.uk

Tel: **01452 422660**

National advice line: **0800 055 6112**

Alzheimer's Society

Agricultural House, Greville Close, Sandhurst Road,
Gloucester GL2 9RG

Email: gloucestershire@alzheimers.org.uk

Tel: **01452 525222**

Citizens Advice

Free, confidential and impartial advice.

Cotswold District

2-3 The Mews, Cricklade Street, Cirencester,
Cotswold GL7 1HY

Tel: **0808 800 0511**

North and West Gloucestershire

Covers Cheltenham, Forest of Dean, Gloucester and
Tewkesbury.

Messenger House, 35 St. Michaels Square,
Gloucester GL1 1HX

Tel: **01452 527202**

Stroud and District

Unit 8, Brunel Mall, London Road, Stroud GL5 2BP

Tel: **0808 800 0510**

Department for Work and Pensions (DWP)

Visit the DWP's website for information on benefits
and pensions.

Web: [www.gov.uk/government/organisations/
department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

Gloucestershire Carers Hub

Access to a wide range of local information and
advice for carers aged 18 and over.

Web: www.gloucestershirecarershush.co.uk

Tel: **0300 111 9000**

Gloucestershire Young Carers

Access to a wide range of local information and
advice for young carers and young adult carers.

Web: www.glosyoungcarers.org.uk

Tel: **01452 733060**

For other organisations that can help, visit the
Your Circle website.

Web: www.yourcircle.org.uk

Part Three: Choosing care and support

Finding care in your area

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

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

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

The website includes information for each care
provider, including the address, phone number
and the service's latest CQC inspection report and
rating (see page 67), indicating the quality of care
provided.

You can also view an electronic version of this
guide on the site and have it read to you by using
the 'Recite Me' function. Visit the Care Choices
website for further assistance with your search
for care.

Web: www.carechoices.co.uk

“

My life
My home
My cuppa, just
the way I like it

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Bluebird Care



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and live-in care, and the difference
it could make to your life

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stroudandcirencester@bluebirdcare.co.uk

nglos@bluebirdcare.co.uk

or call us on **01453 757937** or **01452 414952**



bluebirdcare.co.uk/stroud-cirencester
bluebirdcare.co.uk/gloucestershire-north

Agency 1

Agency 2

Agency 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

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

About the agency

- How long has the agency been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
- Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the agency have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

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

Notes

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*See page 67.



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Choosing the right care provider can be tough. We will help you make the right decision. With over 25 years' experience of providing top quality care in Gloucester we have been around longer than most. We know what it takes to get it right.



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To begin your journey with **aVida** book your free, no obligation personal needs assessment in the comfort of your home by contacting our friendly assessment officers.

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Email: **enquiries@avidacare.co.uk**
www.avidacare.co.uk



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We have a **dedicated** and **skilled team** who provide a range of services to people that supports them to lead **fulfilled lives**, and maintain their **independence** safely and securely in their own homes.

A2O aims to provide a service which respects a person's **Privacy, Dignity, Independence** and **Choice**, recognising

that everyone is an individual and will have **different needs** and **wishes**, therefore we will always involve our clients and those close to them when designing a **person centred support plan**, ensuring that it is created in a **holistic manner** and is conducive to each **individuals personal requirements**.

Contact us today for more information, or to book your **FREE** no obligation consultation.



www.a2ohomecare.com
info@a2ohomecare.com

01452 345134
07565 791160

Home care providers

All home care providers must be registered and inspected by the Care Quality Commission (CQC) to make sure they meet essential standards of quality and safety. Gloucestershire County Council contracts regularly with some providers in the county. Contact the council for more information, see page 37 for details.

Accolade Support and Care Ltd **GCPA**

Cheltenham

Tel: 01242 374044

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Acorn to Oak Homecare **GCPA**

Gloucester

Tel: 01452 345134

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Agincare

Gloucester

Tel: 08000 121 247

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Alpha Care Services **GCPA**

Cheltenham

Tel: 01242 702708

OP D MH YA

Aroma Care – Cotswold

Moreton-in-Marsh

Tel: 0333 358 3457

OP D PD LDA MH SI YA

Aspirations Southwest Adults

Gloucester

Tel: 01452 835970

OP PD LDA MH SI

aVida – Gloucester **GCPA**

Gloucester

Tel: 01452 415066

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Bluebird Care

North Gloucestershire **GCPA**

Tel: 01452 414952

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Stroud and Cirencester

Tel: 01453 757937

OP D PD LDA SI YA

Bosun Care Ltd

Stroud

Tel: 01453 350654

PD LDA YA

Bramble Home Care

– Tewkesbury **GCPA**

Tewkesbury

Tel: 01684 217040

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Brandon Supported Living – Gloucestershire

Gloucester

Tel: 01452 886307

LDA YA

Brook Farm **GCPA**

Cinderford

Tel: 01594 823941

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Broomfield Care Ltd

Gloucester

Tel: 01452 730888

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Care 1st Homecare – Gloucestershire

Gloucester

Tel: 01452 642452

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Care at Home

Cheltenham

Tel: 01242 242061

OP PD LDA YA

Care Net, The

Lechlade

Tel: 01367 705081

OP D PD LDA MH SI YA

Care-Nursing Alliance Recruitment

Gloucester

Tel: 01452 508299

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Careful Care Ltd

Cirencester

Tel: 01285 640420

OP D

Caremark Cheltenham and Tewkesbury **GCPA**

Cheltenham

Tel: 01242 370797

OP D PD LDA YA

Carich Care Ltd

Stonehouse

Tel: 07952 806180

PD LDA SI YA

Caring for Communities and People

Cheltenham

Tel: 01242 228999

OP LDA MH YA

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

GCPA Member of the Gloucestershire Care Providers Association – see page 6

Advertisers are highlighted



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Email: info@easylivingsolutions.co.uk • www.easylivingsolutions.co.uk

10 Broad Street, Newent, Glos, GL18 1AH

Ashmore Care

ABOUT US

Ashmore Care is a independent family run Domiciliary, Nursing, and Care Agency providing care and support services throughout the three counties of Gloucestershire, Herefordshire and Worcestershire. Ashmore Care are **dedicated** to providing a **personalised care** and **support service** of the **highest quality** and operates 24 hours a day, 7 days a week, 365 days a year to ensure we are always available to **meet your needs at all times**.

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Our Domiciliary Care services provide **vital support** for many people in both rural and urban areas across the three counties and can be further tailored to include other Home Living Services, thus helping our clients to achieve and **maintain their independence**.

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E: enquiries@ashmorecare.co.uk

W: www.ashmorecare.co.uk

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- ✓ Specialist Nursing



Home Living Services

- ✓ Cleaning
- ✓ Gardening
- ✓ Laundry services
- ✓ Meals & shopping
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Activities

- ✓ Companionship
- ✓ Craft workshops
- ✓ Exercise
- ✓ Hair & Body Care
- ✓ Library services



Carmel Domiciliary Care Ltd

Gloucester

Tel: 01452 300162

PD MH

Chosen Court GCPA

Gloucester

Tel: 01452 616888

OP PD LDA MH YA

Coldbrock Healthcare

Gloucester

Tel: 01452 699120

OP D PD SI YA

Comfort Call – Cheltenham

Cheltenham

Tel: 01242 574594

OP D PD LDA MH SI YA

**Community Outreach Consultancy Ltd
Office**

Stroud

Tel: 01452 771257

PD SI YA

Corinium Care Ltd

Stroud

Tel: 01453 839290

OP D PD MH SI YA

Cotswold Carers Ltd

Chipping Campden

Tel: 0800 634 3471

OP D PD MH SI YA

Cott's Care Solutions GCPA

Cheltenham

Tel: 01242 371048

OP YA

Crossroads Care

– Forest of Dean & Herefordshire GCPA

Cinderford

Tel: 01594 823414

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**Crossroads Care Central &
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Gloucester

Tel: 01452 302542

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Cygnet, The

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Tel: 01453 827978

LDA YA

**Dean Healthcare South West Ltd
– Gloucester**

Gloucester

Tel: 01452 507452

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Direct Source Healthcare Ltd

Gloucester

Tel: 01452 690810

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DoCare Ltd

Stroud

Tel: 0333 700 0333

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**Dynamic Support
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Gloucester

Tel: 01452 501552

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Easy Living Solutions

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Tel: 01531 820556

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Elite Home Care Solutions (UK)

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Tel: 0844 800 1130

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Tel: 01242 308510

PD LDA MH YA

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Gloucester

Tel: 01452 520011

PD LDA MH SI

Farecare Gloucestershire Ltd GCPA

Cheltenham

Tel: 01242 232296

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Fieldview GCPA

Gloucester

Tel: 01453 791320

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First4Homecare Ltd (Heritage Healthcare) GCPA

Gloucester

Tel: 01452 346905

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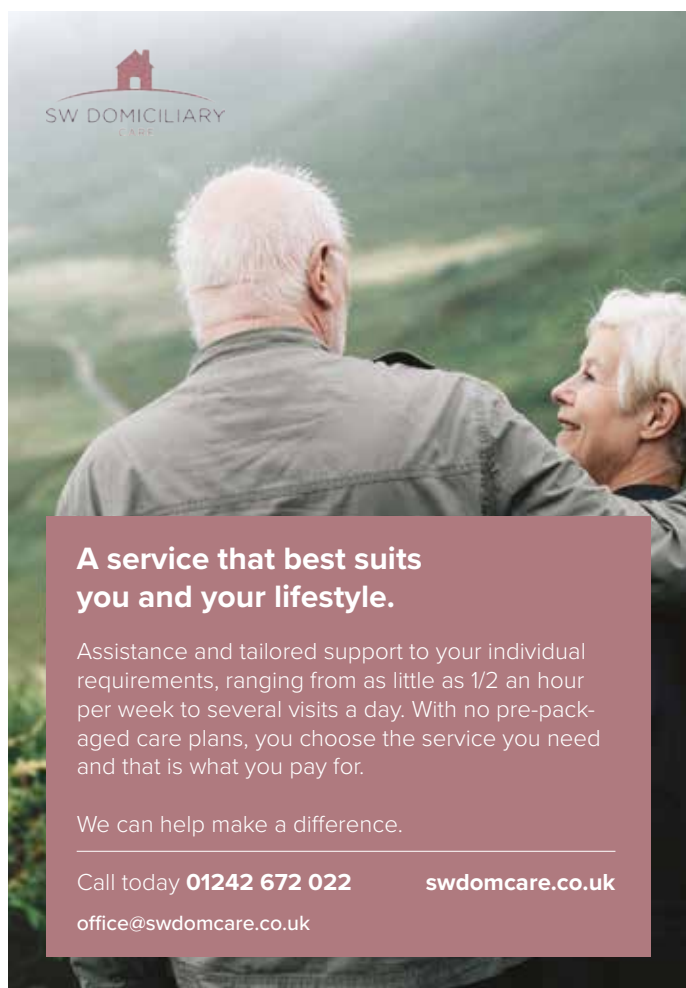
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- ♥ Waking nights ♥ End of life/ Palliative care
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Tel: 01453 824958

OP D PD LDA SI YA

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Gloucester

Tel: 01242 527631

PD LDA SI YA

Fox Elms Care Ltd

Gloucester

Tel: 01452 382357

OP PD LDA MH SI YA AD

Futurescare Ltd – Head Office **GCPA**

Gloucester

Tel: 01452 535544

OP LDA MH YA

Gannicox CIC Domiciliary Care Agency **GCPA**

Stroud

Tel: 07941 360039

D PD LDA MH SI YA

GL1 Support Services

Coleford

Tel: 01594 368160

OP PD LDA SI YA

Gloucestershire Domiciliary Care Branch

Coleford

Tel: 01594 540312

OP D PD LDA MH SI YA

Godwill Care **GCPA**

Gloucester

Tel: 07894 558639

OP D PD YA

Grapevine Domiciliary Care

Cheltenham

Tel: 01452 812057

D LDA MH YA

Guinness Care Forest

Lydney

Tel: 01594 843574

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Guinness Care Gloucester

Gloucester

Tel: 01205 335223

OP D PD LDA MH YA

Helping Hands Gloucester

Gloucester

Tel: 0808 274 2935

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Heritage Care Ltd – Gloucester Homecare Services Ltd

Gloucester

Tel: 01452 549495

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HF Trust – Forest of Dean DCA

Coleford

Tel: 01594 834763

OP LDA YA

HF Trust – Gloucestershire DCA

Moreton-in-Marsh

Tel: 01608 651273

LDA

HF Trust – Stroud DCA

Stonehouse

Tel: 01453 820940

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Hillview Care Services Ltd

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Tel: 07445 924616

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Home Instead Senior Care **GCPA**

Cheltenham

Tel: 01242 513203

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Horsfall House Homecare **GCPA**

Stroud

Tel: 01453 731227

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OP

Housing 21 – Mulberry Court

Cirencester

Tel: 0370 192 4000

OP D PD LDA MH SI YA

Human Support Group Ltd – Gloucester

Gloucester

Tel: 01452 379352

OP D PD LDA MH YA

Inclusion Care **GCPA**

Tewkesbury

Tel: 01684 778269

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OP D PD LDA MH YA

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

GCPA Member of the Gloucestershire Care Providers Association – see page 6

Advertisers are highlighted



Helping Hands
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Est. 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 Gloucestershire.

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

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Nightingale's Home Care can provide care in your own home from 1 hour to 24 hours a day; provided by experienced, highly trained, dedicated health care assistants.

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- Palliative care
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PD LDA MH YA

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LDA MH YA

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Gloucester

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PD MH SI YA

Merit Care Ltd

Cheltenham

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OP D LDA YA

Merit Healthcare Ltd

Gloucester

Tel: 01452 901975

OP D PD LDA MH SI YA AD

Mineral Homecare Ltd

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Tel: 01453 705777

OP D PD LDA MH SI YA AD

Mrs Linda Carol Hughes – Head Office

Stonehouse

Tel: 01453 824591

D LDA MH

Multilink Management Care Ltd

Gloucester

Tel: 01452 930291

OP D PD MH YA

Nash Healthcare Ltd

Gloucester

Tel: 01452 346576

OP D

Naswell Care Ltd

Gloucester

Tel: 01452 722791

OP D PD LDA MH SI YA AD

Network Health and Social Care GCPA

Dursley

Tel: 01453 519240

OP D PD LDA MH SI YA

New Leaf Supported Living

Gloucester

Tel: 01452 835614

LDA YA

**Newcross Healthcare Solutions Ltd
(Gloucester)**

Gloucester

Tel: 01452 260156

OP D PD LDA MH SI YA AD

Newlands Nursing Care Centre

Stow-on-the-Wold

Tel: 01451 870077

OP PD SI

Nightingale's Home Care

Gloucester

Tel: 01452 310314

Advert page 82

OP D PD LDA MH SI YA AD

NSF Health

Cheltenham

Tel: 01242 317963

Advert page 49

OP PD YA AD

OneTeam Domiciliary

Gloucester

Tel: 01452 676652

OP D PD LDA YA

Orchard Leigh GCPA

Cheltenham

Tel: 01242 523848

OP LDA YA

Orchard Trust Domiciliary Care Agency, The GCPA

Ruardean

Tel: 01594 861137

OP PD LDA SI YA

P3 Navigator

Cheltenham

Tel: 01242 514417

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Tel: 01453 756227

OP D PD SI YA

Person Centred Care

Cheltenham

Tel: 01242 321123

OP D PD LDA MH SI YA AD

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Cheltenham

Tel: 01242 515035

OP D PD LDA MH SI YA AD

Prestige Nursing Gloucester

Tetbury

Tel: 01666 503020

Advert page 84

OP D PD LDA MH SI YA AD



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home from the
experts in care.**

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- Spinal Injury Care
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01666 503020 | gloucester@prestige-nursing.co.uk
Please state care choices when contacting us.
www.prestige-nursing.co.uk



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Website: www.raystrahealthcare.com



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Gloucester

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OP D PD YA

Raynsford Domiciliary Care

Cheltenham

Tel: 01242 579201

LDA MH YA

Raystra Healthcare

Gloucester

Tel: 01452 238262

Advert page 84

OP D PD YA

Reach Supported Living – Gloucester **GCPA**

Gloucester

Tel: 01793 250299

OP D PD LDA MH SI YA

Reevey Gate Cottage

Fairford

Tel: 01285 810440

OP PD

Retain Healthcare Ltd – Cheltenham

Cheltenham

Tel: 01242 262700

OP D PD LDA MH SI YA AD

Richmond Village Painswick DCA

Stroud

Tel: 01452 341583

Advert page 116

OP

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– Suite 6 Canterbury Business Centre

Tewkesbury

Tel: 01684 278023

LDA

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Ross-on-Wye

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OP PD LDA SI YA

Sanctuary Home Care Ltd – Gloucester

Cheltenham

Tel: 01242 235665

OP D PD LDA MH SI YA

Saracen Care Services Ltd

Cheltenham

Tel: 01242 515162

OP D PD LDA SI YA

Severn Sunrise Homecare Ltd **GCPA**

Gloucester

Tel: 01452 540116

OP D

Shaftesbury Place

Gloucester

Tel: 01242 227818

PD LDA SI YA

St Stephens Road

Cheltenham

Tel: 01242 527877

PD LDA MH YA

Step-A-Side Care Ltd (Domiciliary Care) **GCPA**

Coleford

Tel: 01594 501230

OP PD LDA MH YA

SW Domiciliary Care

Cheltenham

Tel: 01242 672022

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OP D PD YA

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Gloucester

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OP D PD LDA MH SI

TLC Support Services Ltd

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Tel: 01453 844080

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Voyage (DCA) South 2

Quedgeley

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Westminster Homecare Ltd (Cheltenham) **GCPA**

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Windrush Care **GCPA**

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Cheltenham

Tel: 01242 571704

OP D PD SI

Your Lifestyle LLP Dom Care **GCPA**

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Tel: 01452 729757

OP D PD LDA MH SI YA

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

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Advertisers are highlighted



The Hollies

A CARE HOME WITH A PERSONAL TOUCH

Overlooks the picturesque town of Dursley with breathtaking views of Gloucestershire's countryside

The Hollies is an exclusive family run nursing home with a dedicated team of friendly staff at its heart.

The rural setting allows for a calm and tranquil environment to relax in and occupies a central position within the wider care community.

Our team of experienced Nurses and Carers provide excellent:

- Residential Care • Nursing Care
- Bariatric Care • Dementia Care
- End of Life / Palliative Care



Our chefs visit all new residents to ascertain their personal preferences, dietary needs and tastes.

The Hollies activities team organises a wide range of involving activities and social events every week including for example – cheese and wine evenings, card and board games, music afternoons, visiting speakers and outings to local places of interest.

ALL ROOMS FEATURE:

- Private walk-in wet-room shower and W.C.
- Swing-free safety door
- Satellite TV and Wi-Fi
- Direct dial telephone with private number
- Nurse call system with operational infrared neck pendant
- Profiling beds

“ Our vision is for The Hollies to be an acclaimed centre of excellence and the benchmark for nursing care in the Cotswolds. ”

Jonathan Hawkins, Director

We are happy to answer any enquiries you may have: and if you want to arrange a visit to look around our facilities, you can call on **01453 541400** or email us at **info@thehollies.com**

Home 1

Home 2

Home 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

- Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐
- Is the décor to your 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 67.

TETBURY

CARE HOME

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HOME
OPEN
2020!

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CHELTENHAM

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

Design

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

Choices

- Do residents get 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 67.



DALKEITH RESIDENTIAL CARE HOME

- Privately-owned and managed boutique-style residential care home with gardens of 3/4 acre.
- Resident-centred care at all times, delivered by our caring and trained staff.
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or email **dalkeith@amiciscare.co.uk**



Cheltenham

Cheltenham care homes



Alexander House Care Home – Cheltenham

16 Tivoli Road, Cheltenham GL50 2TG

Tel: 01242 513525

OP LDA MH

CareTech Community Services Ltd – 15 Brooklyn Road

Cheltenham GL51 8DT

Tel: 01242 581112

LDA

Ambleside GCPA

69 Hatherley Road, Cheltenham GL51 6EG

Tel: 01242 522937

OP YA

CareTech Community Services Ltd

– 87 Bouncers Lane

Prestbury, Cheltenham GL52 5JB

Tel: 01242 572446

LDA

Astell House GCPA

Overton Park Road, Cheltenham GL50 3BT

Tel: 01242 529012 **Advert inside back cover** OP D

Chargrove Lawn GCPA

Shurdington Road, Cheltenham GL51 4XA

Tel: 01242 862686

OP

Bafford House GCPA

Newcourt Road, Charlton Kings,

Cheltenham GL53 8DQ

Tel: 01242 523562 **Advert below**

OP D

Charlton Kings Care Home GCPA

Moorend Road, Charlton Kings, Cheltenham GL53 9AX

Tel: 01242 521812 **Advert page 93**

OP D PD SI

Bay Tree Court Care Centre

High Street, Prestbury, Cheltenham GL52 3AU

Tel: 01242 236000

OP D YA

Dalkeith Residential Care Home GCPA

285 Gloucester Road, Cheltenham GL51 7AD

Tel: 01242 522209 **Advert page 90** OP D PD MH SI YA

Beechcroft – Cheltenham

295 Gloucester Road, Cheltenham GL51 7AD

Tel: 01242 244678

LDA YA

Darley Dale Care Home

35 Libertus Road, Cheltenham GL51 7EN

Tel: 01242 513389

OP D

Bredon View GCPA

24-26 Libertus Road, Cheltenham GL51 7EL

Tel: 01242 525087

OP

Faithfull House GCPA

Suffolk Square, Cheltenham GL50 2DT

Tel: 01242 514319 **Advert inside back cover** OP D

Broadleas Residential Care Home

9 Eldorado Road, Cheltenham GL50 2PU

Tel: 01242 256095

OP

Granleys, The

21 Griffiths Avenue, Cheltenham GL51 7BE

Tel: 01242 521721

LDA

Bafford House



Tel: 01242 523562

Fax: 01242 238330

Email: info@baffordhouse.co.uk

Bafford House is a Residential Care Home located in the prestigious Charlton Kings area of Cheltenham offering its service users a secure, relaxed and homely environment in which their person centred care, well being and comfort are of prime importance.

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Newcourt Road, Charlton Kings, Cheltenham, Glos GL53 8DQ Web: www.baffordhouse.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

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Advertisers are highlighted



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www.oakhaven-rch.co.uk

136-140 Hales Road, Cheltenham, GL52 6TB
Oakhaven Residential Care Home



Cheltenham care homes continued

Hampton House

94 Leckhampton Road,
Cheltenham GL53 0BN
Tel: 01242 520527

OP

Harrington House

180 Hatherley Road, Cheltenham GL51 6EW
Tel: 01242 522070

OP LDA MH YA

Holly House **GCPA**

303 Gloucester Road, Cheltenham GL51 7AR
Tel: 01242 522404

D PD LDA MH SI

Knightsbridge Lodge **GCPA**

Knightsbridge Green, Knightsbridge,
Cheltenham GL51 9TA
Tel: 01242 680168 **Advert page 94**

OP

Knole, The

23 Griffiths Avenue, Cheltenham GL51 7BE
Tel: 01242 526978

PD LDA MH SI AD

Manchester Court

77 Clarence Street, Cheltenham GL50 3LB
Tel: 01242 523510

OP MH

Nazareth House – Cheltenham

London Road, Charlton Kings,
Cheltenham GL52 6YJ
Tel: 01242 516361

OP

Oakhaven Residential Care Home **GCPA**

136-140 Hales Road, Cheltenham GL52 6TB
Tel: 01242 528377 **Advert page 92**

OP

Orchard Leigh **GCPA**

Hayden Road, Cheltenham GL51 0SN
Tel: 01242 523848

OP LDA YA

Queens Retreat

7 Russet Road, Cheltenham GL51 7LN
Tel: 01452 554120

LDA MH YA

Queensbridge Care Home **GCPA**

63 Queens Road, Cheltenham GL50 2NF
Tel: 01242 519690 **Advert page 48**

OP D PD YA

Ravenswood House

Lansdown Road, Westall Green,
Cheltenham GL50 2JA
Tel: 01242 514264

OP D PD LDA MH SI YA

Royal Court **GCPA**

Fiddlers Green Lane, Cheltenham GL51 0SF
Tel: 01242 221853 **Advert inside back cover**

OP D

Shaftesbury Place

52 Marsland Road, Gloucester GL51 0JA
Tel: 01242 227818

PD LDA SI YA

Vicarage, The

59 Andover Road, Tivoli, Cheltenham GL50 2TS
Tel: 01242 521918

OP PD LDA



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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

GCPA Member of the Gloucestershire Care Providers Association – see page 6

Advertisers are highlighted

Specialising in Nursing Care



Our home in Cheltenham is set in a spectacular location with panoramic views and offers full time nursing care, respite care and end of life care.

In addition to tastefully decorated rooms, à la carte restaurant dining and modern facilities, the home places a strong emphasis on activities and social interaction.



01242 672 022
malvernviewcarehome.co.uk

Malvern View Care Home

Cleeve Hill, Cheltenham,
Gloucestershire GL52 3PW

Knightsbridge Lodge

RESIDENTIAL HOME FOR THE ELDERLY



We are pleased to offer 24 hour personalised care given by carefully selected staff, trained to meet individual care requirements, sensitive to the need to preserve dignity, improve independence and increase the quality of life for all our twenty-two residents.

- Pleasant family atmosphere
- Home cooking
- Short and long stay
- Visiting chiropodist, clergy and hairdresser
- Social activities
- Own furniture welcome

Knightsbridge Lodge is family run, dedicated to respecting and promoting residents' rights, dignity and privacy, giving maximum opportunity to exercise personal autonomy and choice. An attractive well maintained garden surrounds the tastefully decorated home, which has bedrooms on two floors accessed by a passenger lift. It provides two lounges and a light airy dining room with well equipped bathrooms and a shower room.

Please contact the Registered Manager Nicholas Coates for further information

Kudos Care (UK) Ltd, Knightsbridge Lodge,
 Knightsbridge Green, Cheltenham, Glos GL51 9TA
 Tel: 01242 680168 Email: knightsbridge.lodge@btinternet.com

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Cheltenham care homes with nursing

Badgeworth Court Care Centre

Badgeworth,
Cheltenham GL51 4UL
Tel: 01452 401055 **Advert page 114** **OP D PD YA**

Bradbury Gardens **GCPA**

West Drive, Pittville,
Cheltenham GL50 4LB
Tel: 01242 527631 **PD LDA SI YA**

Gloucestershire House

– Care Home with Nursing Physical Disabilities

Charlton Lane, Leckhampton,
Cheltenham GL53 9HD
Tel: 01242 512569 **OP PD YA**

Grange Care Centre (Cheltenham), The

Pilly Lane, Cheltenham GL53 9ER
Tel: 01242 225790 **OP D**

Grevill House (OSJCT) **GCPA**

279 London Road, Charlton Kings,
Cheltenham GL52 6YL
Tel: 01242 512964 **Advert page 102** **OP**

Jubilee Lodge (OSJCT) **GCPA**

Meadow Way, Bourton-on-the-Water,
Cheltenham GL54 2GN
Tel: 01451 823100 **Advert page 102** **OP D PD YA**

Malvern View Care Home **GCPA**

Cleeve Hill,
Cheltenham GL52 3PW
Tel: 01242 672022 **Advert page 94** **OP D PD**

Monkscroft Care Centre (OSJCT) **GCPA**

Shelley Road,
Cheltenham GL51 7DP
Tel: 01242 505010 **Advert page 102** **OP D PD SI YA**

Orchard House (OSJCT) **GCPA**

Woodmans Way, Bishops Cleeve,
Cheltenham GL52 8DP
Tel: 01242 672028 **Advert page 102** **OP YA**

Sandfields

St Georges Road, Cheltenham GL50 3EL
Tel: 0333 321 0921 **OP D PD MH YA**

St Faith's Nursing Home **GCPA**

Malvern Road,
Cheltenham GL50 2NR
Tel: 01242 240240 **Advert inside back cover** **OP D**

Thirlestaine Park Care Home **GCPA**

Humphris Place, Off Sandford Road,
Cheltenham GL53 7GA
Tel: 01242 505647 **Advert page 88** **OP D PD YA**

Wentworth Court Care Home **GCPA**

Village Road, Cheltenham GL51 0BG
Tel: 01242 263334 **OP D PD MH YA**

Whittington House Nursing Home **GCPA**

58 Whittington Road,
Cheltenham GL51 6BL
Tel: 0808 223 5356 **Advert page 96** **OP D PD SI YA**

Windsor Street Care Centre (OSJCT) **GCPA**

35-37 Windsor Street,
Cheltenham GL52 2DG
Tel: 01242 545150 **Advert page 102** **OP D PD SI YA**



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

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Advertisers are highlighted

Residential | Nursing | Dementia | Palliative | Respite | Permanent

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Whittington House - Cheltenham, GL51 6BL



Mill House
Chipping Campden, GL55 6DR


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Gloucestershire


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feedback**

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minute survey

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- Ⓐ What could we do better?

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www.carechoices.co.uk/reader-survey



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For Living**

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01285 896 166

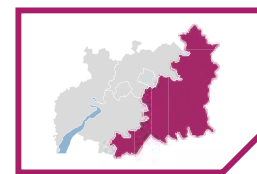
Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.
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Look in the
listings for
Ashley House
and Elm Grove



Q117350 FEB19 CS 01087

Cotswolds and Cirencester



Cotswolds and Cirencester care homes

Edwardstow Court Care Centre (OSJCT)

Fosseway, Stow-on-the-Wold, Cheltenham GL54 1FG
Tel: 07824 695098 **Advert page 102** **OP D PD SI YA**

Four Seasons **GCPA**

Back Lane, Mickleton, Chipping Campden GL55 6SJ
Tel: 01386 438300 **OP**

HF Trust – Newcroft

2 Newcroft, 2 Todenham Road,
Moreton-in-Marsh GL56 9NJ
Tel: 01608 652731 **LDA**

Oak Tree Mews

Hospital Road West,
Moreton-in-Marsh GL56 0BL
Tel: 01608 650797 **OP**

Watermoor House

Watermoor Road, Cirencester GL7 1JR
Tel: 01285 654864 **Advert page 96** **OP D**

See page 60 for more information on paying for care homes in Gloucestershire.

Cotswolds and Cirencester care homes with nursing

Ashley House Care Home **GCPA**

118 Trafalgar Road, Cirencester GL7 2ED
Tel: 01285 898675 **Advert page 96** **OP**

Elm Grove Care Home **GCPA**

Somerford Road, Cirencester GL7 1TX
Tel: 01285 897978 **Advert page 96** **OP D**

Hunters Care Centre

Cherry Tree Lane, Cirencester GL7 5DT
Tel: 01285 601334 **Advert page 114** **OP D**

Hyperion House **GCPA**

London Street, Fairford GL7 4AH
Tel: 01285 712349 **OP D PD MH SI**

Ilsom House Care Home

Ilsom, Tetbury GL8 8RX
Tel: 01666 504131 **OP PD**

Kingsley House **GCPA**

Gumstool Hill, Tetbury GL8 8DG
Tel: 01666 503333 **OP D PD SI**

Lakes Care Centre, The (OSJCT)

Spine Road East, South Cerney, Cirencester GL7 5TL
Tel: 01452 381118 **Advert page 102** **OP D PD SI YA**

Mill House **GCPA**

55 Sheep Street,
Chipping Campden GL55 6DR
Tel: 0808 223 5356 **Advert page 96** **OP**

National Star College – Ullenwood **GCPA**

Ullenwood, Cheltenham GL53 9QU
Tel: 01242 527631 **PD LDA SI**

Newlands Nursing Care Centre

Evesham Road, Stow-on-the-Wold GL54 1EJ
Tel: 01451 870077 **OP PD SI**

Northleach Court Care Home with Nursing

High Street, Northleach GL54 3PQ
Tel: 01451 861784 **OP D PD**

Paternoster House

– Gloucestershire (OSJCT) **GCPA**
Watermoor Road, Cirencester GL7 1JR
Tel: 01285 653699 **Advert page 102** **OP D YA**

Stratton Court Care Home

Gloucester Road, Stratton,
Cirencester GL7 2NB
Tel: 01285 842045 **Advert page 98** **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

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Advertisers are highlighted

Stratton Court village

Later Living Apartments and Care Home in Cirencester

Assisted and Independent Living Apartments to Rent

One Bedroom apartments available to rent in a safe, secure village setting for those who want to remain independent, but in closer proximity to the on-site care facilities.

Standard rental features include:

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- Luxurious practical one level apartments with high specification kitchens and bathrooms
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- Enjoy lunch and dinner from our seasonal menus in our sophisticated private dining area, if required
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- Regular Community activities available
- One hour of domestic care per week
- Access to further assistance if required in the care home

**FROM
£1,800
per month**

Council tax not included.
T&C's apply.

Stratton Court Care Home

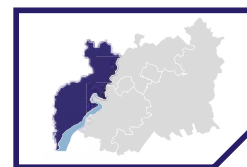
Our Care Home has 61 boutique-style en-suite bedrooms, offering Respite, Residential, Dementia and Nursing Care in the most elegant surroundings. Our bespoke care packages include:

- Mayfair lounge and bar
- Daily activities and regular event evenings
- Seasonal weekly menus
- All-inclusive drinks option available
- Person centered care
- Regular bus trips
- Cinema evenings
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Forest of Dean care homes

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Birches Grove

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Lydney GL15 4HB
Tel: 01594 564081

Brook Lodge

Latchen, Longhope GL17 0QA
Tel: 01451 830614

Castleford Lodge

Castleford Hill, Tutshill, Chepstow NP16 7LE
Tel: 01291 408151

Chapel View

89a St Whites Road, Cinderford GL14 3HA
Tel: 01594 824400

Chaxhill Hall

Chaxhill, Near Westbury-on-Severn GL14 1QW
Tel: 01452 760717 **Advert below**

Elms, The

Staunton, Coleford GL16 8NX
Tel: 01594 832394

Footsteps Medical Care Ltd

The Byre, Allastone Court Farm, Court Road,
Lydney GL15 5SR
Tel: 01594 844244

Gatwick House

Upper Rodley Road, Bollow GL14 1QU
Tel: 01452 760164

Highfields Residential / Dementia Care Home

Culver Street, Newent GL18 1JA
Tel: 01531 821007

OP LDA MH YA

LDA

LDA YA

LDA YA

OP D PD MH SI

PD LDA SI

OP LDA YA

OP D SI YA

CHAXHILL HALL



Residential Home for the Elderly

01452 760717

www.chaxhillhall.co.uk

info@chaxhillhall.co.uk

Chaxhill Hall, Chaxhill, Westbury-on-Severn GL14 1QW

Chaxhill Hall Residential Home is a long established registered home for the elderly and **specialising in dementia care**. The home accommodates and provides personal care for up to 36 residents. We also offer **day care** and **respite care**. All staff are trained in using assistive equipment for example hoists and bath seats etc.

We aim to provide a **safe, warm** and **homely environment**. The home provides support and stimulation to enable residents to live as normal a life as possible as far as their capabilities will allow. Residents will be encouraged to continue and or resume their hobbies and interest and to participate in recreational activities.

We aim to treat residents individually to a **high standard of care** by maintaining privacy, dignity, independence, choices, rights and fulfilment. We also work with other professionals including GP's, district nurses, physical therapists, chiropodists etc.

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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Advertisers are highlighted



01531 820 226

Specialising in Respite and Residential Care

Our home is set in beautiful, tranquil countryside with excellent views.

It is a welcoming, home from home, with a strong emphasis on social interaction and activities.

Supported by attentive and caring staff, our ethos is to help our residents to remain in control of their own lives and recognise their wish for independence, freedom of choice, privacy and dignity.



For more information
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Three Ashes Care Home

Ledbury Road | Newent | Gloucestershire | GL18 1DE

Westbourne Care Home *'A home from home'*

Westbourne is a family run, small and special home from home set in a quiet residential location within walking distance of Robinswood Hill in Gloucester.

At Westbourne, the staff are warm, well trained and caring and use their experience to provide **high-quality person-centred** care and service to respite or long term residents with a variety of needs and preferences.

Westbourne has **35 bedrooms**, many of which look out onto the beautiful gardens. With easy transport links and wonderful food and activities, we'd love you to come and see us so that we can show you what we do in our bright and airy home where the community within the home is as important as maintaining links with the community outside.



Offering high-quality,
person-centred care
for over 30 years

Westbourne Nursing Home
190 Reservoir Road
Gloucester GL4 6SB

📞 **01452 506106**

🌐 www.kewcaregroup.co.uk

✉ westbourne@kewcaregroup.co.uk

📱 [/westbournenursinghome](https://www.facebook.com/westbournenursinghome)



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Forest of Dean care homes continued

Hill Ash House Care Centre

Ledbury Road, Newent GL18 2DB
Tel: 01531 892980

OP D SI YA

Hobbits Holt

156 Ruspidge Road, Cinderford,
Gloucester GL14 3AP
Tel: 01594 823554

OP LDA YA

Laurels, The GCPA

Main Road, Huntley, Gloucester GL19 3EA
Tel: 01452 901243

OP D

Longcroft Cottage

Longcroft Farm, Blaisdon Road,
Westbury-on-Severn GL14 1LS
Tel: 01452 760747

LDA SI

Longhope Manor

Church Road, Longhope GL17 0LL
Tel: 01452 830291

OP YA

Mantley Chase Residential Care GCPA

Ross Road, Newent GL18 1QY
Tel: 01531 822112

OP LDA YA

Market Place

29 Market Place, Coleford GL16 8AA
Tel: 01594 834595

LDA YA

Mr and Mrs T A Mills

– Victoria Street, 119

Cinderford GL14 2HU
Tel: 01594 827043

LDA

Old Rectory, The

School Lane, Church Road,
Longhope GL17 0LJ
Tel: 01452 831135

OP D PD

Old Vicarage (Blakeney), The

Church Square, Blakeney GL15 4DS
Tel: 01594 517098

LDA

Orchard Trust, The – Hilltop GCPA

Ridge Walk, Ruardean Hill GL17 9AY
Tel: 01594 542026

PD LDA SI YA

Orchard Trust, The – Sevenoaks GCPA

Lords Hill, Coleford GL16 8BG
Tel: 01594 861137

PD LDA SI YA

Orchards, The GCPA

Stowfield, Lower Lydbrook GL17 9PD
Tel: 01594 861137

OP PD LDA SI YA

Prospect House GCPA

Prospect Road, Cinderford GL14 2DY
Tel: 01594 826246

OP D PD LDA MH SI YA

Red House

65 Ruspidge Road, Cinderford GL14 3AW
Tel: 01594 822100

LDA YA

Riverside House

Quay Lane, Broadoak, Newnham GL14 1JE
Tel: 01594 516291

LDA

Stepping Stones

Riverside Lane, Broadoak, Newnham GL14 1JF
Tel: 01452 760304

PD LDA SI

Sunnyside House

Main Road, Birdwood, Gloucester GL19 3EH
Tel: 01452 750152

LDA YA

Sydenham House

Sydenham House, High Street, Blakeney GL15 4EB
Tel: 01594 517015

OP D PD SI

Three Ashes Care Home GCPA

Ledbury Road, Newent GL18 1DE
Tel: 01531 820226 **Advert page 100**

OP D PD SI

Yew Tree House GCPA

Church Square, Blakeney, Gloucester GL15 4DX
Tel: 01594 517023

PD LDA MH SI



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

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Advertisers are highlighted

Care you can Trust

As a leading 'not-for-profit' provider of care for older people, The Orders of St John Care Trust help families make the right choice for individualised residential, dementia or nursing care.

- Personal care at its heart
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 - Working closely with Dementia UK
 - A professional, friendly, caring ethos
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Call **0800 988 8133**,
visit **osjct.co.uk**,
email **enquiries@osjct.co.uk**,
or visit our **facebook pages**.



The Orders of
St John
Care Trust

Operated by not-for-profit charity
The Orders of St John Care Trust
Registered Charity No. 1048355

Forest of Dean care homes with nursing

Castleford House Nursing Home

Castleford Gardens, Tutshill, Chepstow NP16 7LF

Tel: 01291 629929

OP D PD MH

Coombs, The (OSJCT) GCPA

The Gorse, Coleford GL16 8QE

Tel: 01594 833200 **Advert page 102**

OP

Dean Grange

Elton Corner, Broadoak GL14 1JG

Tel: 01452 760304

LDA

Euroclydon Nursing Home

Hawthorns, Drybrook GL17 9BW

Tel: 01594 543982

OP PD

Forest Court Care Home GCPA

Bradley Court Road,

Mitcheldean GL17 0DR

Tel: 01989 750775

OP D MH YA

Milestones

9 Commercial Street, Cinderford GL14 2RP

Tel: 01594 825777

LDA

Rodley House (OSJCT) GCPA

Harrison Way,

Lydney GL15 5BB

Tel: 01594 842778 **Advert page 102**

OP

Stepping Stones Red Marley

Bromsberrow Road, Redmarley,

Gloucester GL19 3JU

Tel: 01531 650880

LDA MH

Westbury Court (OSJCT) GCPA

Westbury-on-Severn GL14 1PD

Tel: 01452 760429 **Advert page 102**

OP



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Advertisers are highlighted

Bramble House is a family-owned care home near the centre of Gloucester specialising in providing personal care for people who have dementia. We are committed to the provision of person-centred quality care for our residents; as well as offering support and advice for their families in a warm, friendly and homely environment.

Our staff are dedicated, professional, friendly and caring, they receive regular training with a dementia specific focus. In order to meet the needs of our residents we pride ourselves on our knowledge of dementia and work closely with dementia experts. Our expertise in this area has meant that we have introduced dementia-friendly activities and features which are designed to help our residents maintain their independence.

As a small home we have the benefit of being able to really get to know our clients and their needs - our ethos is to help our residents to make their own choices, to respect them as individuals and to maintain their dignity at all times.



We provide:

- Dementia Specialist Residential Care
- Short and Long-Term Respite Care
- Day Care
- Emergency Respite Care



Our Manager Clare Chircop is always happy to answer any questions that you may have so please do get in touch.

T: 01452 521018 | E: enquiries@bramble-house.co.uk | W: www.bramble-house.co.uk

96-98 Stroud Road, Gloucester GL1 5AJ

Bramble Homecare offers support to people who want to stay in their own homes for as long as possible. Our goal is to help our clients to maintain their independence and quality of life at home by offering a service that is tailor-made to meet their needs.

Our care packages are specifically designed to ensure each client's individual needs are met and we can offer a wide range of services. Needs are assessed on an individual, case-by-case basis with a focus on maintaining quality of life, interests and independence.

We specialise in caring for people with dementia although we do offer full support and services to a wide range of people with varying needs. We will respond quickly to requests for care which can be offered 24 hours a day, 7 days a week, 365 days a year from our offices in Gloucestershire and Worcestershire. Our priority is to ensure our clients remain happy, safe and as self dependent as possible for as long as possible.

Areas covered include:

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- Brockworth
- **Cheltenham**
- Droitwich
- **Gloucester**
- Longford
- Stonehouse
- **Stroud**
- **Tewkesbury**
- Tuffley
- Twynning
- Upton-Upon-Severn
- Winchcombe
- Worcester

and surrounding areas.

Services include:

- Personal Care
- Sleep-in service
- Domestic Service
- Dementia Support
- Return from hospital
- Care Escorts
- Palliative care
- 24 hour live-in care
- Companionship
- Social Trips out
- Medication Support
- Waking Night Service
- Telephone Check Calls



We are happy to answer any questions that you may have so please do get in touch.

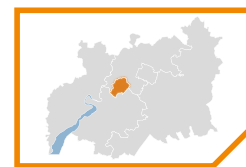
Gloucestershire – 01452 387075 | Tewkesbury – 01684 217040 | Worcestershire – 01905 677700

E: enquiries@bramblehomecare.co.uk | W: www.bramblehomecare.co.uk

152 High Street, Tewkesbury GL20 5JP

Gloucester

Gloucester care homes



Abbeymead Lodge

Abbeymead Avenue, Abbeymead,
Gloucester GL4 5GR
Tel: 01452 617566

PD LDA YA

Alexandra House – Gloucester

2 Alexandra Road, Gloucester GL1 3DR
Tel: 01452 418575

D PD LDA MH YA

Alfred Street Residential Care, 12 GCPA

12 Alfred Street, Gloucester GL1 4DF
Tel: 01452 537102

OP LDA YA

Avalon Residential Home GCPA

17 Barnwood Road, Gloucester GL2 0RZ
Tel: 01452 417400

OP D MH SI

Bathurst Lodge Residential Care GCPA

74 Bathurst Road, Gloucester GL1 4RJ
Tel: 01452 552683

OP LDA YA

Bramble House GCPA

96-98 Stroud Road, Gloucester GL1 5AJ
Tel: 01452 521018 **Advert page 104**

OP D YA

Branksome House GCPA

26 Tuffley Avenue, Gloucester GL1 5LX
Tel: 01452 535360

OP D PD LDA MH SI YA

Cathedral View

Archdeacon Street, Gloucester GL1 2QX
Tel: 01452 303248

OP PD LDA

Cavendish Care Home GCPA

301 Stroud Road, Gloucester GL1 5LF
Tel: 01452 521896

OP D

Cedars, The

144 London Road, Gloucester GL2 0RS
Tel: 01452 310727

LDA MH YA

Chestnut Residential Care Home

20 Podsmead Road, Gloucester GL1 5PA
Tel: 01452 546204

OP D PD SI YA

Chosen Court

Hucclecote Road, Gloucester GL3 3TX
Tel: 01452 616888

LDA

Coppice House

Main Road, Huntley, Gloucester GL19 3DZ
Tel: 01452 831896

LDA YA

Denmark House

36 Denmark Road, Gloucester GL1 3JQ
Tel: 01452 502393

LDA

Denmark Lodge

38 Denmark Road, Gloucester GL1 3JQ
Tel: 01452 311102

LDA YA

Edward House

Matson Lane, Gloucester GL4 6ED
Tel: 01452 316968

LDA YA

Elmbridge Residential Home Ltd GCPA

21 Elmbridge Road, Gloucester GL2 0NY
Tel: 01452 524147

OP D MH

Elmlea GCPA

99 London Road, Gloucester GL1 3HH
Tel: 01452 550438

OP PD LDA YA

Fern Croft GCPA

14 Heathville Road, Gloucester GL1 3DS
Tel: 01452 505803

LDA YA

Gloscare

23 Carmarthen Street,
Gloucester GL1 4SX
Tel: 01452 522335

LDA

Grange, The GCPA

15 Holmwood Drive, Gloucester GL4 0PS
Tel: 01452 312372

OP LDA YA

Great Western Court

33a Millbrook Street, Gloucester GL1 4BG
Tel: 01452 423495

OP PD

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

GCPA Member of the Gloucestershire Care Providers Association – see page 6

Advertisers are highlighted

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Individuals flourish and thrive"*

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CARE THAT MAKES A DIFFERENCE

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From residential care, specialist dementia services and nursing facilities, to extra care apartments and respite care in warm, safe and welcoming surroundings.

A new, state of the art care home, Park View is ideally suited to meet the changing needs of older people, whatever their requirements.

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- Comfortable ensuite rooms throughout with wi-fi access
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For more details or to arrange a visit please call us on 01452 671499

Further information is available on our website **www.parkviewgloucester.co.uk**

Park View Gloucester Trier Way, Gloucester GL1 1AN

GCG16



Guild House Residential Home **GCPA**

2a Denmark Road, Gloucester GL1 3HW

Tel: 01452 525098 **Advert pages 52 and 53** **OP D**

Hannacott

Abbeymead Avenue, Abbeymead,

Gloucester GL4 5GR

Tel: 01452 615539 **PD LDA YA**

Hatherley Road Residential Home, 59 **GCPA**

Gloucester GL1 4PN

Tel: 01452 537633 **OP LDA YA**

Horton House Residential Care Home **GCPA**

1 Horton Road, Gloucester GL1 3PX

Tel: 01452 524615 **Advert below** **OP D YA**

Jasper Lodge

Matson Lane, Gloucester GL4 6ED

Tel: 01452 316961 **LDA YA**

Jendot **GCPA**

3 Little Field, Abbeymead GL4 4QS

Tel: 01452 535963 **LDA MH**

Joyleen

Longlands, Bristol Road, Cambridge,

Gloucester GL2 7BG

Tel: 07906 196634 **OP LDA MH YA**

Keychange Charity Sceats Care Home

1-3 Kenilworth Avenue, Gloucester GL2 0QJ

Tel: 01452 303429 **OP**

Knoll, The **GCPA**

335 Stroud Road, Tuffley, Gloucester GL4 0BD

Tel: 01452 526146 **OP**

London Road

46 London Road, Gloucester GL1 3NZ

Tel: 01452 380835 **PD MH SI YA**

Machlo **GCPA**

17 Windmill Field, Abbeymead GL4 4RQ

Tel: 01452 372403 **PD LDA MH YA**

Matson House

Matson Lane, Gloucester GL4 6ED

Tel: 01452 302458 **LDA YA**

Padova, The

88 Bristol Road, Quedgeley, Gloucester GL2 4NA

Tel: 01452 883764 **LDA**

Park View Gloucester **GCPA**

Trier Way, Gloucester GL1 1AN

Tel: 01452 671499 **Advert page 106**
OP D PD MH SI

Pembury, The

9 Pembury Road, Gloucester GL4 6UE

Tel: 01452 521856 **LDA**

Rebe **GCPA**

41 Holbeach Drive, Kingsway GL2 2BF

Tel: 01452 722125 **LDA MH**

Red House, The **GCPA**

25 Barnwood Road, Gloucester GL2 0SD

Tel: 01452 386896 **LDA MH SI YA**

Redlands Acre **GCPA**

35 Tewkesbury Road, Longford,

Gloucester GL2 9BD

Tel: 01452 507248 **OP**

Retreat, The **GCPA**

116 Bristol Road, Quedgeley, Gloucester GL2 4NA

Tel: 01452 728296 **OP D PD LDA MH SI YA**

Ribston House **GCPA**

210 Stroud Road, Gloucester GL1 5LA

Tel: 01452 310916 **LDA YA**

Southfields Residential Care **GCPA**

54 Southfields Road, Gloucester GL4 6UD

Tel: 01452 545367 **OP LDA YA**



- Residential Care
- Dementia Care
- Respite Care

At Horton House we aim to provide a high standard of professional person centred care, in a secure homely environment.

Call us on **01452 524615** to arrange a visit or for more information.

✉ info@hortonhousecarehome.co.uk
 🌐 www.hortonhousecarehome.co.uk
 1 Horton Road | Gloucester | GL1 3PX



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

GCPA Member of the Gloucestershire Care Providers Association – see page 6

Advertisers are highlighted



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

- ✓ We provide 24 hour nursing, residential and specialist dementia care
- ✓ Specialist care for clients with end of life, palliative care needs
- ✓ Respite care available
- ✓ Qualified and experienced personal care staff
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- ✓ Our bedrooms are spacious and all have en-suite facilities and TVs
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- ✓ Engaging and appropriate activities and hobbies
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- ✓ Free internet usage
- ✓ Visiting chiropodist



Woodstock

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Tel: 01452 616291



Chapel House

Horton Road, Gloucester GL1 3EY

Tel: 01452 500005

Call: 01793 821200

Email: info@coatewatercare.co.uk

Visit: www.coatewatercare.co.uk



Springfield House

255d Stroud Road, Gloucester GL1 5JZ
Tel: 01452 312385

LDA YA

Tomlen GCPA

33 Streamside, Tuffley GL4 OTA
Tel: 01452 528264

LDA MH

St Paul's Residential Home GCPA

127 Stroud Road, Gloucester GL1 5JL
Tel: 01452 505485

OP D

Westbourne Care Home

190 Reservoir Road, Gloucester GL4 6SB
Tel: 01452 506106 **Advert page 100**

OP D YA

Stroud Lodge

319 Stroud Road, Gloucester GL1 5LG
Tel: 01452 312216

LDA MH YA

Wheatridge Court

40 Wheatridge Court, Abbeydale, Gloucester GL4 4AL
Tel: 01452 500669

OP PD SI YA

Gloucester care homes with nursing

Bohanam House (OSJCT) GCPA

2 Barnwood Road, Gloucester GL2 0RX
Tel: 01452 876160 **Advert page 102**

OP

Chapel House Care Centre GCPA

Horton Road, Gloucester GL1 3EY
Tel: 01452 500005 **Advert page 108**

OP D PD

Brockworth House Care Centre

Mill Lane, Brockworth,
Gloucester GL3 4QG
Tel: 01452 864066

OP D

Charnwood House Nursing Home GCPA

49 Barnwood Road,
Gloucester GL2 0SD
Tel: 01452 451249

Advert page 111
OP D PD MH SI YA

Brunswick House Nursing Home

119 Reservoir Road,
Gloucester GL4 6SX
Tel: 01452 523903 **Advert below**

OP D

Chestnut Court (OSJCT) GCPA

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OP D

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www.bucklandcare.co.uk



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- Continuing health funded clients accepted
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- We have a permanent qualified staff group who are enthusiastic and caring



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Dean Neurological Centre, The **GCPA**

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Tel: 01452 420200

OP PD YA

Elizabeth House – Gloucester **GCPA**

9 Denmark Road,
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Tel: 01452 782960

PD LDA SI YA

Foundation House **GCPA**

National Star College, 14a St Michaels Square,
Gloucester GL1 1HX
Tel: 01242 527631

PD LDA SI YA

Lawns, The

346 Bristol Road, Quedgeley,
Gloucester GL2 4QW
Tel: 01452 721345 **Advert page 110** **OP PD LDA SI YA**

Magdalen House Nursing Home **GCPA**

London Road, Gloucester GL1 3PH
Tel: 01452 386331 **Advert pages 52 and 53** **OP D**

Park View Gloucester **GCPA**

Trier Way, Gloucester GL1 1AN
Tel: 01452 671499 **Advert page 106**
OP D PD MH SI

Pine Tree Court Care Home

Larchwood Drive, Tuffley, Gloucester GL4 0AH
Tel: 01452 385855 **OP D YA**

Saintbridge House Nursing and Residential Home **GCPA**

189 Painswick Road, Abbeydale,
Gloucester GL4 4QQ
Tel: 01452 300307 **Advert page 112** **OP D PD**

Woodstock Nursing Home **GCPA**

35 North Upton Lane, Barnwood,
Gloucester GL4 3TD
Tel: 01452 616291 **Advert page 108** **OP D PD**

Wotton Rise Nursing Home Ltd **GCPA**

140 London Road,
Gloucester GL1 3PL
Tel: 01452 451249 **Advert below** **OP D PD MH SI YA**



Wotton Rise

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Charnwood House

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Diana Martinez or **Marina Martinez**

Tel: **01452 451249**

Email: **wottonrisenursinghome@hotmail.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

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Advertisers are highlighted

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www.saintbridge-house.co.uk

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Marsh Lane, Leonard Stanley, Stonehouse, Gloucestershire GL10 3NJ



**Northfield House
Residential Home**
Folly Lane,
Uplands, Stroud,
Gloucestershire
GL5 1SP

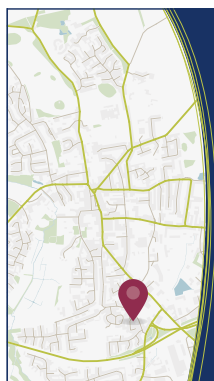


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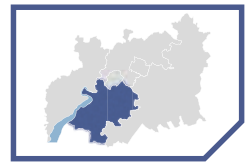


With so many providers to choose from,
where do you start?

- 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

Stroud

Stroud care homes



Aaron House Care Ltd

Nymphsfield Road, Nailsworth GL6 0ET
Tel: 01453 833598

LDA YA

Ashleigh GCPA

3 Box Crescent, Minchinhampton GL6 9DJ
Tel: 01453 835023

LDA

Brookthorpe Hall Care Centre

Stroud Road, Brookthorpe,
Gloucester GL4 0UN
Tel: 01452 813240

OP D PD LDA SI

Canonbury Residential Home

19 Canonbury Street, Berkeley GL13 9BE
Tel: 01453 810292

OP

Cherry Tree Close GCPA

3 Cherry Tree Close, Nailsworth,
Stroud GL6 0DX
Tel: 01453 835023

OP LDA

Churchill Road GCPA

65 Churchill Road, Forest Green,
Nailsworth GL6 0DE
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LDA

Cotswold Court GCPA

Browns Lane, Stonehouse GL10 2JZ
Tel: 01453 828275

LDA

Fieldview GCPA

Pearcroft Road, Stonehouse,
Gloucester GL10 2JY
Tel: 01453 791320

OP D PD LDA MH YA

Gables, The GCPA

Lovedays Mead, Folly Lane, Stroud GL5 1SB
Tel: 01453 762229

LDA

Glebe Road GCPA

103 Glebe Road, Minchinhampton, Stroud GL6 9JY
Tel: 01453 835023

LDA

HF Trust – 330 Westward Road

Ebley, Stroud GL5 4TU
Tel: 01453 823852

LDA

Highborder Lodge GCPA

Marsh Lane, Leonard Stanley, Stonehouse GL10 3NJ
Tel: 01453 823203

OP

Advert page 112 and outside back cover

Highfield House GCPA

London Road, Stroud GL5 2AJ
Tel: 01453 791320

LDA MH YA

Longhouse

6 Whitehouse Park, Cainscross, Stroud GL5 4LD
Tel: 01452 583690

LDA

Longridge Court

Bulls Cross, Stroud GL6 7HU
Tel: 01452 814341

LDA YA

More Hall Convent

Randwick, Stroud GL6 6EP
Tel: 01453 764486

OP PD

Mount, The

Main Road, Whiteshill, Stroud GL6 6JS
Tel: 01453 753000

LDA

Northfield House GCPA

Folly Lane, Uplands, Stroud GL5 1SP
Tel: 01453 488060 **Advert page 112**

OP D

Old Dairy GCPA

Market Street, Nailsworth GL6 0BZ
Tel: 01453 835023

LDA

Old Vicarage Residential Home, The

Church End, Frampton-on-Severn GL2 7EE
Tel: 01452 740562

D

Paradise House Painswick

Painswick GL6 6TN
Tel: 01452 813276

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

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Roselea

Church End,
Slimbridge GL2 7BL
Tel: 01453 890444

Ruskin Mill College

The Fisheries, Horsley,
Nailsworth GL6 OPL
Tel: 01453 837500

Steppes Residential Care Home, The **GCPA**

Cossack Square, Nailsworth,
Stroud GL6 ODB
Tel: 01453 832406 **Advert page 115**

Stinchcombe Manor **GCPA**

Echo Lane, Stinchcombe,
Dursley GL11 6BQ
Tel: 01453 549162

Stroud Court Community Trust **GCPA**

Stroud Court, Longfords, Minchinhampton,
Stroud GL6 9AN
Tel: 01453 834020

Winslow House

Springhill, Nailsworth, Stroud GL6 OLS
Tel: 01453 832269

Wisma Mulia **GCPA**

Bridge Road, Frampton-on-Severn GL2 7HE
Tel: 01452 740432

Woodmancote Manor **GCPA**

54 Woodmancote, Dursley GL11 4AQ
Tel: 07967 101560

Wortley Villa **GCPA**

Bath Road, Nailsworth GL6 OHH
Tel: 01453 835023

Yercombe (Gloucestershire) Trust **GCPA**

Yercombe Lodge, Stinchcombe, Dursley GL11 6AS
Tel: 01453 542513

OP

LDA

LDA YA

OP

OP

OP D PD LDA MH SI YA AD

LDA

OP

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Tel: 01285 601 334

Moreton Hill
Stonehouse, GL10 3BZ
Tel: 01453 557 986

Residential • Nursing • Dementia • Respite

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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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Advertisers are highlighted

Stroud care homes with nursing

Althea Park House

51 Stratford Road, Stroud GL5 4AJ
Tel: 01453 767096

MH YA

Ashleigh House

64 Cainscross Road,
Stroud GL5 4HB
Tel: 01453 840988

MH

Bisley Lodge

The Old Bisley Road, Stancombe,
Stroud GL6 7NF
Tel: 01452 770950

MH YA

Breadstone Care Home with Nursing

Breadstone, Berkeley GL13 9HG
Tel: 0845 345 5782

OP D PD SI

Cotswold House Care Home GCPA

Church Road, Cainscross,
Stroud GL5 4JE
Tel: 01453 752699

OP D

Elms, The (OSJCT) GCPA

Elm Road, Stonehouse GL10 2NP
Tel: 01453 824477 **Advert page 102**

OP

Henlow Court (OSJCT) GCPA

Henlow Drive, Dursley GL11 4BE
Tel: 01453 545866 **Advert page 102**

OP

Hollies Nursing Home, The GCPA

Drake Lane, Dursley GL11 5HA
Tel: 01453 541400 **Advert page 86**

OP D

Kingswood Lodge Care Centre

Wotton Road, Kingswood,
Wotton-under-Edge GL12 8RA
Tel: 01453 844647

OP

Minchinhampton Centre for the Elderly

– Horsfall House GCPA

Windmill Road, Minchinhampton, Stroud GL6 9EY
Tel: 01453 731227 **Advert below**

OP D

Moreton Hill Care Centre

Standish, Stonehouse GL10 3BZ
Tel: 01453 557986 **Advert page 114**

OP D PD MH

Newcombe Lodge

The Ridgeway, Bussage, Stroud GL6 8AZ
Tel: 01453 882020

YA

Oldbury House Care Home GCPA

Bristol Road, Stonehouse GL10 3RT
Tel: 01453 791513

OP D

Pennwood Lodge Nursing Home

Wotton Road, Kingswood,
Wotton-under-Edge GL12 8RA
Tel: 01453 521522

OP D YA

Resthaven Nursing Home GCPA

Pitchcombe,
Stroud GL6 6LS
Tel: 01452 812682

Advert inside back cover

OP D PD SI

See page 58 for more information on different types of care homes.

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- A small, warm and friendly Care Home
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01453 731 227

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- Specialist Dementia & General Nursing
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- Help with Personal & Domestic tasks
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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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PAINSWICK

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- Restaurant, café and bar
- External terraces and landscaped gardens
- Family events and activities



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Richmond Painswick, Stroud Road, Painswick, Gloucestershire GL6 6UL



Find us on

carehome.co.uk

Richmond Village Painswick **GCPA**

Stroud Road, Painswick GL6 6UL

Tel: 01452 341583 **Advert page 116**

OP YA

St Martin's Centre

Stratford Lawn, Stroud GL5 4AP

Tel: 01453 763793

PD LDA SI YA

Scarlet House

123 Westward Road, Ebley, Stroud GL5 4SP

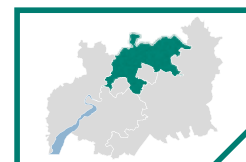
Tel: 01453 769810

OP D PD MH YA

See page 60 for more information on paying for care homes in Gloucestershire.

Tewkesbury

Tewkesbury care homes



Apperley House **GCPA**

97 Gloucester Road, Tewkesbury GL20 5SU

Tel: 01684 292658

PD LDA YA

Orchard End

Church Lane, Minsterworth, Gloucester GL2 8JJ

Tel: 0203 195 0127

LDA YA

Coach House, The (Registered Care Home)

Mythe Road, Tewkesbury GL20 6EB

Tel: 01684 299507

PD LDA MH SI

Parton House **GCPA**

Parton Road, Churchdown GL3 2JE

Tel: 01452 856779

OP

Curlew Close

1 Curlew Close, Northway, Tewkesbury GL20 8TJ

Tel: 01684 275991

LDA

Royal Mencap Society – 25 The Sandfield

Northway, Tewkesbury GL20 8RU

Tel: 0808 808 1111

LDA

Fern Court **GCPA**

Down Hatherley Lane, Gloucester GL2 9QB

Tel: 01452 730626

LDA YA

Theoc House

Margaret Road, Priors Park, Tewkesbury GL20 5HX

Tel: 01684 297358

PD LDA MH SI YA AD

Mythe End House (Registered Care Home)

Mythe Road, Tewkesbury GL20 6EB

Tel: 01684 299272

PD LDA MH SI

Tynings, The

Main Road, Walmore Hill, Minsterworth GL2 8LA

Tel: 01452 751037

LDA

Tewkesbury care homes with nursing

Ashchurch View

Ashchurch Road, Ashchurch,

Tewkesbury GL20 8US

Tel: 01684 882646 **Advert page 114**

OP D PD YA

Millbrook Lodge (OSJCT) **GCPA**

Moorfield Road,

Brockworth GL3 4EX

Tel: 01452 863783 **Advert page 102**

OP

Magnolia House **GCPA**

Grange Road, Northway, Tewkesbury GL20 8HZ

Tel: 01684 850111

OP D YA

See the checklist on page 87 for useful suggestions of questions to ask when looking at care homes.

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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