



Live Well Oxfordshire

Support and Care Guide for Adults 2021/22

Your guide to support and care
services in Oxfordshire

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Welcome from Oxfordshire County Council	4
An introduction to care and support in Oxfordshire	

Health and wellbeing	5
Maintaining a healthy lifestyle	

Community activities	8
Getting involved with the community, day centres, advice on transport	

Keeping safe	12
Advice on protecting vulnerable people and staying safe at home	

Support and care – where do I start?	13
How to get an assessment	

What is a Direct Payment?	14
Payment options explained	

Looking after someone	15
Support for carers	

Living at home	17
Remaining independent, improving your home, plus support and care at home	

Support and care at home providers	29
Home care providers	



Housing options	40
How sheltered housing, extra care, or residential care might suit you	

Money and paying for support and care	46
How social care is paid for plus benefits advice	

Having your say	49
How to voice your opinions plus organisations to help you	

Notes	53
--------------	-----------

Care home listings	55
Care home and care home with nursing providers	

Index	76
--------------	-----------

To obtain extra copies of this Guide, call Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666**.



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Alternative formats



This Guide is available electronically at **www.oxfordshire.gov.uk** and **www.carechoices.co.uk/** For those requiring the information in spoken word, there is also a Recite Me option. If you would like a copy of the text in this leaflet in large print, Braille, audio tape or in another language, please call Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666**.

Welcome from Oxfordshire County Council

Welcome to the latest edition of your Oxfordshire Live Well guide to care and support services for 2021/22.

We know that people want to remain living independently in their own homes, connected to their communities for as long as possible and to do this you may need some help. If you are arranging your own care, or it is being supplied by the Council, you have options. This could include services and activities in your community, care and support in your own home as well as other options if your home is no longer the best place for you.

If you look after someone else who needs support and care, the guide can also provide you with information that might help you in your caring role.

We know that finding the right support can be a challenge and we hope this guide helps you to make the choices that are right for you.

Please note that the information contained within the guide is subject to change. Furthermore, as a result of the COVID-19 pandemic, some providers have had to adapt their services to ensure they are working in a safe way. This may include moving activities online or even temporary closure. For the latest information regarding availability, please contact the provider directly.

If you have any feedback about this guide or information you would like to see included in the next edition, please contact

socialandhealthcare@oxfordshire.gov.uk



Stephen Chandler
Corporate Director of Adult and
Housing Services
Email: **stephen.chandler@oxfordshire.gov.uk**

Support and care at home provider listings

Cherwell

Care homes	55
Care homes with nursing	55

Oxford

Care homes	59
Care homes with nursing	61

South Oxfordshire

Care homes	63
Care homes with nursing	63

Vale of White Horse

Care homes	65
Care homes with nursing	69

West Oxfordshire

Care homes	72
Care homes with nursing	72



Health and wellbeing

One You



Modern life can sometimes make it hard to be healthy. But it's never too late to improve your health – making small lifestyle changes such as eating well, drinking less alcohol, dealing with stress, can double your chances of being healthy at 70 and beyond. Our busy lives often mean that our own health is at the bottom of our list of priorities.

One You is here to remind you that your health matters.

A good way to start is to take the free One You health quiz, 'How Are You'. This provides personalised recommendations based on your results and directs you to tools and offers to help you take action where it's most needed. Visit **www.nhs.uk/oneyou**

Keeping healthy and fit

Staying active

Being regularly active helps to prevent diseases such as diabetes, heart disease and stroke.

Other benefits of staying active:

- improves co-ordination, flexibility and muscle strength, which can help to reduce the risk of falls;
- helps to ease depression and anxiety and improves sleep patterns;
- helps to reduce high blood pressure; and
- helps you maintain an ideal weight and can help with weight loss.

Make activity part of your daily routine; once it's a habit it's easy to maintain and there are so many different ways to get active.

Health walks are short, organised walks, led by trained volunteers from the local community. Health walks can improve both physical and mental health by offering a safe, friendly and supported environment where everyone can walk at their own pace.

For more information on walking for health, visit **www.walkingforhealth.org.uk/** There may be restrictions due to COVID-19 so please check with the organisers first.

Generation Games is Oxfordshire's activity network for the over 50s. This free service will create a

personal programme of activities for you, provide support and help to ensure your safety. For more information about signing up and Generation Games activities offered in your local area, visit **www.generationgames.org.uk/** If the classes are suspended due to COVID-19 restrictions, there are lots of exercise videos on the website.

If you would like more information on fitness activities available across Oxfordshire, visit **www.getoxfordshireactive.org**

Whatever your fitness level, do what you can at home to stay as active as possible.

NHS Health Checks

The free NHS Health Check aims to help you lower your risk of developing common but often preventable diseases such as heart disease, stroke, diabetes, kidney disease and some forms of dementia.

The free check will be carried out by a healthcare assistant at your GP practice. You don't have to wait to be invited but you do have to be eligible. If you are between 40 and 74, contact your GP practice to find out.

The check will take around 20 to 30 minutes:

- you will be asked some simple questions about your family history, whether you smoke and how much alcohol you drink;



- • your height, weight, sex, ethnicity and age will be recorded;
- your blood pressure will be taken;
- a simple blood test will check your cholesterol level; and
- your body mass index (BMI) will be calculated. BMI is a measure of whether you're a healthy weight for your height.

You will receive free, personalised advice about what you can do to stay healthy. If the NHS Health Check does highlight any potential problems, you will be offered plenty of advice and support to help you address them.

For more information about the **NHS Health Check**, visit **www.healthcheck.nhs.uk**

Stopping smoking

Stop for Life Oxon gives free support to help people stop smoking. To find out more about this new service, visit **www.stopforlifeoxon.org/our-services/stop-for-life** or call **0800 122 3790**.

Alcohol and drug addiction

For advice and information on drug and alcohol services for adults aged 18 and over, visit the Turning Point Roads to Recovery website (**www.turning-point.co.uk/services/oxfordshire**), contact Turning Point on **01865 261690** or email **Oxfordshire@turning-point.co.uk**

Alternatively, you can drop in to one of the hubs – no appointment needed (COVID-19 restrictions permitting). Please phone or visit **www.turning-point.co.uk/services/oxfordshire** for hub addresses and exact opening times.

Dementia support

Dementia Oxfordshire is a specialist support service that works with people of all ages affected by dementia.

The service aims to be alongside people living with dementia and their families from the moment of diagnosis, ensuring that they have the information, advice and support they need to live as well and fully as possible in their community.

Find out more about the support available by calling the **local helpline** on **01865 410210**, available 9.00am to 5.00pm, Monday to Friday. You can also visit **www.dementiaoxfordshire.org.uk** or email **info@dementiaoxfordshire.org.uk**

For out of hours support you can call the Dementia UK support line where you can speak to an Admiral Nurse on **0800 888 6678**.

Mental wellbeing

Mental wellbeing describes your mental state – how you are feeling and how well you can cope with day-to-day life. One in four of us will experience mental ill health each year, and people from all walks of life can be affected. Poor mental wellbeing can lead to issues such as depression and anxiety.

Five simple actions can support positive mental wellbeing:

1. Connect – with people, friends, neighbours and communities around you.



2. Give – do something nice for others – a smile or helping with a task, volunteer with a local group.
3. Take notice – of your surroundings and experiences.
4. Keep learning – try something new, re-discover an old hobby, visit the library.
5. Be active – walking, dancing, cycling, gardening.

You can find ideas to support positive mental wellbeing on **www.oxfordshire.gov.uk/livewell**

Reading Well – Books on Prescription

Books and reading can have a great effect on your health and wellbeing. The national Reading

Well programme recommends books approved by health experts, as well as by people living with the conditions, their relatives and carers. Your health professional can recommend a title (which is why Reading Well is sometimes still called Books on Prescription), or you can visit your local library and simply take a book out on your own.

To find your local library, visit **www.oxfordshire.gov.uk/libraries** or find out more at **www.oxfordshire.gov.uk/cms/content/reading-well**

Many titles are now available as eBooks for free loan. Use the above links and look for the eBooks and eAudio page for more information.

The Home Library Service

The Home Library Service is offered in partnership with Age UK to people who are unable to visit the library themselves because of frailty, infirmity or a disability and who have no other means of accessing reading materials.

Full-time carers and those who might need the service on a short-term basis following debilitating

illness or hospitalisation can apply too. The Home Library Service is free of charge, and there is no charge for requests or late returns.

To register for this service or for further information, call the **Home Library Service** on **01865 810259** or email **homelibraryservice@oxfordshire.gov.uk**

The Home Assessment Reablement Team (HART)

The reablement service provided by HART allows you to leave hospital once your medical needs are stable; or to remain at home following a minor accident or illness, rather than being admitted into hospital or residential care.

The service is provided by Oxfordshire University Hospitals Foundation Trust on behalf of Oxfordshire

County Council. It will provide you with a short-term period of support to help you regain your independence and confidence in the skills you need to live at home safely.

Contact Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666** to find out more.

NHS Continuing Healthcare

Some people with long-term, complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS Continuing Healthcare and is provided to people aged 18 or over to meet significant and complex physical or mental health needs that have arisen as a result of disability, accident or illness.

It is free of charge for those who are assessed as

eligible. NHS Continuing Healthcare support may be provided in a care home, a hospice or in a person's own home.

Getting NHS Continuing Healthcare can be a difficult process to understand and NHS England has commissioned **Beacon** to provide independent information and advice – visit **www.beaconchc.co.uk** or call **0345 548 0300**.

NHS 111

This number gives you access to local NHS healthcare services 24 hours a day, 365 days a year. Calls from landlines and mobiles to **111** are free. The service is part of a national programme to make it easier for the public to access urgent health services.



Community activities

The Live Well Oxfordshire website

This website brings together over 2,300 services and activities in one easy to search online directory: from residential care homes and care services to help you stay living at home, to things to do in your community, and the community support to help you do these things. You'll find a calendar letting you know what is on in your community, such as singing groups, exercise classes, support groups, and IT and gadget sessions to get you more confident with technology. There is useful information on a range of subjects, all aimed at connecting you to your community and giving you greater choice and control over the support and services you need.

Looking after someone
Carers groups – Counselling and support – Respite and holidays

Staying independent
Care at home – Equipment and adaptations – Keeping connected

Keeping fit and well
Coming out of hospital – Health conditions – Keeping well

Find a care home
Care homes – Housing with additional support

Help with life events
Bereavement – Becoming a carer – Employment issues

Money matters
Financial advice – Debt management – Advice on welfare benefits

Community support
Local neighbourhood and community support – Befriending

Things to do
Transport – Day services – Leisure and activities

Live Well Oxfordshire – information to connect you to your community
www.oxfordshire.gov.uk/livewell

Make the Live Well Oxfordshire website your 'go to place' when looking for services to support you and to find information to connect you to your community.

Community Information Network

Stay involved, informed, in touch.

The Community Information Network can provide you with information on local support services and activities, money matters and social care.



Whether you want to meet people, get help at home, find out about benefits and support, discover a computer or exercise class, or volunteer in your local community, the Community Information Network is here to help you. The service is free and operates across the county through information drop-ins, over the phone or visiting you at home (COVID-19 restrictions permitting).

Your local Community Information Network team

Your local Community Information Network team can help you find activities and support near to where you

live. You can meet the team at community information events and drop-ins, or you can give the team a telephone or video call. The team can also visit you at home if you have difficulty getting out and about, want a family member to join you, or would rather talk privately (COVID-19 restrictions permitting).

Tel: **01235 849434**

Email: **network@ageukoxfordshire.org.uk**

Web: **www.ageuk.org.uk/oxfordshire/community-information-network**

The Community Information Network is delivered by Age UK Oxfordshire in partnership with Volunteer Link-Up and supported by Oxfordshire County Council.



Good Neighbour Schemes

Good Neighbour Schemes are local voluntary groups that offer a service in their community for those in need of help and support – whether it's transport, collecting repeat prescriptions, walking the dog, tidying up the garden, taking someone to hospital, doing a bit of shopping or changing a light bulb, Good Neighbour Schemes can help you

to stay independent, safe and well.

For more information, contact **Age UK Oxfordshire**.

Tel: **0345 450 1276**

Web: **www.ageuk.org.uk/oxfordshire/community-information-network**

Voluntary organisations

Headway Oxfordshire provides support and guidance to anyone affected by brain injury, along with their families and carers. Headway offers a range of services to support and help speed up recovery; from physical and mental therapy, to vocational support and training.

For more information, call **01865 326263**, email **admin@headway-oxfordshire.org.uk** or visit **www.headwayoxfordshire.org.uk**

Age UK Oxfordshire works with older people and provides advice and information as well as a variety of services and support. There are opportunities for older people to take part in activities and to volunteer. Contact the team on **0345 450 1276**, email **admin@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire**

Age UK's national helpline is open 8.00am to 7.00pm, seven days a week, including bank holidays. Call **0800 678 1602**.

Alzheimer's Society Oxfordshire, alongside partnership agencies, runs dementia cafés, carers' support groups and singing for the brain groups (COVID-19 restrictions permitting).

For more information, visit the national website **www.alzheimers.org.uk** or call the national helpline **0333 150 3456**.

Autism Oxford raises awareness of the realities of living with autism and supports the development of autism services. The organisation offers training sessions and speaker events featuring people on the autism spectrum, family members and expert professionals in the field. Autism Oxford provides the Autism Alert Card Scheme, which offers a free card to anyone on the autism spectrum in Oxfordshire. The card can be used to let people know if you are autistic.

For more information about Autism Oxford, email **info@autismoxford.org.uk**

Unlimited Oxfordshire is a user-led charity committed to the empowerment and social

inclusion of people living with physical or sensory impairments in Oxfordshire. Volunteers can help with practical advice and support individuals with challenges they may face in their everyday lives, helping them to help themselves. Unlimited Oxfordshire is always looking for members to grow their voice in Oxfordshire.

Call **01865 376478** or email **can.info@unltdox.org.uk**

Oxfordshire Association for the Blind supports children and adults who are blind or partially sighted, advising on and providing services and equipment that enable visually impaired people to live independent lives.

Opening hours are Monday to Friday, 10.00am to 4.00pm (please call or email before attending the resource centre as this may be closed due to COVID-19 restrictions).

Bradbury Lodge, Gordon Woodward Way, Oxford OX1 4XL

Helpline: **01865 725595**

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

Web: **www.oxeyes.org.uk**

Oxfordshire Mind runs a wide range of services for anyone over the age of 16 who is affected by mental health conditions, including:

- peer support groups for people with a shared experience of mental ill health;
- free short courses on subjects like managing stress and becoming more assertive;
- expert benefits advice for people with mental health conditions;
- signposting to other forms of help;
- supported housing schemes; and
- support for people caring for someone with a mental health condition.

The charity has also compiled a directory of mental health services in Oxfordshire. Call **01865 247788**, 9.30am to 4.30pm, Monday to Thursday; and Friday, 9.30am to 4.00pm or visit **www.oxfordshiremind.org.uk**



→ **Rethink Mental Illness** is a national charity that offers support, information and advice to people affected by mental illness such as depression and schizophrenia. There are services in Oxfordshire to support carers looking after people with mental illness.

For more information, phone **01865 904499**, email **oxfordshirecarers@rethink.org** or visit **www.rethink.org**

Restore is an Oxfordshire-based mental health charity that supports people to take control of their recovery, develop skills and lead meaningful lives. The organisation provides recovery groups, training and employment coaching to make this possible.

Manzil Way, Cowley Road, Oxford OX4 1YH

Tel: **01865 455821**

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

Web: **www.restore.org.uk**

Day centres and daytime activities

There is a wide variety of daytime support activities and day centres available in Oxfordshire for adults of all ages and with differing needs.

Often organised by voluntary and community groups, they provide places where people can receive support and have fun socialising, learning new skills and retaining their independence.

They also provide a valuable break for carers.

There are also many smaller-scale community activities around Oxfordshire such as lunch clubs, tea dances, church cafés, book clubs, exercise classes, film clubs, computer classes and walking groups.

You can explore the different groups and find out more about community activities on the Live Well Oxfordshire directory at

www.oxfordshire.gov.uk/livewell

Advertisement



Daybreak
Helping people
with dementia
live brighter
lives

Daybreak Clubs

Daybreak helps make the lives of people with Dementia and their carers brighter and more manageable, by offering a stimulating, caring and safe environment.

Monday to Friday, 9:30am to 2:30pm

Contact us to find out more about joining:
Tel: **01865 776744**
Email: **Jitka@daybreak-oxford.org.uk**
Website: **www.daybreak-oxford.org.uk**

Oxfordshire County Council has eight Community Support Services centres which offer bespoke support activities for adults who have a learning disability, health needs relating to their age, a physical disability, dementia or mental health needs.

Abingdon Community Support Service

Audlett Drive OX14 3GD

Tel: **01865 897104**

Email: **abingdoncss@oxfordshire.gov.uk**

Banbury Community Support Service

Neithrop Avenue OX16 2NT

Tel: **01865 897101**

Email: **banburycss@oxfordshire.gov.uk**

Bicester Community Support Service

Launton Road OX26 6PS

Tel: **01865 897105**

Email: **bicestercss@oxfordshire.gov.uk**

Didcot Community Support Service

Britwell Road OX11 7JN

Tel: **01865 897100**

Email: **didcotcss@oxfordshire.gov.uk**

Oxford Community Support Service

Awgar Stone Road, Horspath Driftway OX3 7JQ

Tel: **01865 897102**

Email: **oxfordcss@oxfordshire.gov.uk**

Wallingford Community Support Service

51 High Street OX10 0DB

Tel: **01865 897106**

Email: **wallingfordcss@oxfordshire.gov.uk**

Wantage Community Support Service

Charlton Village Road OX12 7HG

Tel: **01865 897103**

Email: **wantagecss@oxfordshire.gov.uk**

Witney Community Support Service

6 Moorland Road OX28 6LF

Tel: **01865 897107**

Email: **witneycss@oxfordshire.gov.uk**

Adult learning

Whether you are looking to learn a new skill, take up a new hobby, or progress at work, Oxfordshire Adult Learning at Abingdon and Witney College offers a wide range of courses designed to fit in with your lifestyle so that you can study in a way which suits you. For more information, call **01235 555585**, email **enquiries@abingdon-witney.ac.uk** or visit **www.abingdon-witney.ac.uk/oal**

The University of the Third Age is an organisation of retired 'but not retiring' people who come together to learn. They do not run formal courses and no qualifications are necessary to join.

Go to **www.u3aoxford.org.uk** to find out more about adult learning in Oxfordshire.

Travelling in Oxfordshire

Community Transport

Many groups across Oxfordshire provide transport services, from small volunteer car schemes to larger minibus schemes offering timetabled services. They are run largely by volunteers and do not make a profit but may make a charge to cover expenses.

Contact Community First Oxfordshire on **01865 883488**, visit **www.communityfirstoxon.org** to find out more information about community transport groups and services in the county, or search the Live Well Oxfordshire website **www.oxfordshire.gov.uk/livewell**

Bus passes

There are several different types of bus pass available, subject to eligibility criteria. To find out more, visit **www.oxfordshire.gov.uk** and search for 'bus passes'.

Blue Badge parking permits

The national Blue Badge Scheme helps people with severe walking difficulties who travel as drivers or passengers to park close to their destinations.

For more information on the scheme and to apply, visit **www.oxfordshire.gov.uk/disabledparking**



Public toilets – including accessible toilets

District Councils have a list of all public toilets in your area and can tell you how accessible they are. They'll also let you know about local shops and businesses which have accessible toilets. A list of contact details for local District Councils is on pages 40 and 41.

The Changing Places website has a map of toilets that are fully accessible and have the equipment that disabled people may need.

Visit **www.changing-places.org**

Keeping safe

Trusted traders

The 'Buy With Confidence' scheme provides a list of reputable local businesses. Oxfordshire County Council's Trading Standards staff have checked local member businesses to ensure their

trustworthiness and compliance with the law.

You can search the list of approved providers at **www.buywithconfidence.gov.uk**

Scams and doorstep crime

Scams are more common than most people realise. Every day, Oxfordshire County Council's Trading Standards team hear from people who have lost money to a scam-artist or rogue trader.

Some scams are one-offs that persuade you to part with a lump sum, while others go after your personal details so they can access your money or copy your identity. Cold calls, high-pressure sales tactics and automated voicemails asking for people's details are just some of the tricks scammers are using.

If you have been a victim of a scam or know someone who has and would like advice, contact the Citizens Advice Consumer Helpline on **0808 223 1133**, or call Action Fraud on **0300 123 2040** to report a scam.

Unfortunately, there are also a number of traders that want to cheat us out of our money. A rogue trader may persuade a homeowner to have work carried out on their property. This work is often unnecessary, may be charged at inflated prices, may be poorly done and often the trader will charge for work that hasn't been completed.

If you think a rogue trader has called in your area, please report it immediately by calling the **Citizens Advice Consumer Helpline** on **0808 223 1133**.

For more information, visit **www.oxfordshire.gov.uk** and search for 'scams'.

Fire and rescue

To reduce the chance of having a fire in your home, you need to be aware of the risks, how to prevent them and what to do should a fire occur.

Oxfordshire County Council's Fire and Rescue Service offers free 'Safe and Well' visits to vulnerable members of the community.

Your home will be assessed for fire risk, and if required, free smoke alarms will be fitted. The visit will also cover home escape plans and

provide advice to lower fire risk.

Visit **www.365alive.co.uk** to find out more.



Keeping warm in winter

It's important to stay safe and keep warm in winter. The Age UK website has some excellent tips on preparing for and coping with cold weather; visit **www.ageuk.org.uk/information-advice/health-wellbeing**

Better Housing Better Health (BHBH) is a one stop shop for a range of free services aimed at helping Oxfordshire residents reduce energy bills and keep warm and well at home. Contact BHBH on **0800 107 0044** or visit **www.bhbh.org.uk**

Safeguarding and protecting vulnerable adults

Sadly, some adults suffer abuse and neglect, sometimes at the hands of relatives or people in trusted positions. The abuse can be physical, sexual, psychological, emotional or financial, or it can arise from neglect.

Organisational abuse may occur within an institution or specific care setting such as a hospital or care home, or where care is provided in a person's own home. It may range from a one-off incident to ongoing ill-treatment.

If you are worried about contacting the police, you can contact Oxfordshire County Council's Social and Health Care team to talk things through on **0345 050 7666**.

Further information is also available on the **Oxfordshire Safeguarding Adults Board** website at **www.osab.co.uk**

If someone is in immediate danger, call the **police** on **999**.

Domestic abuse

Oxfordshire Domestic Abuse services offer emotional and practical support to victims of domestic abuse. Call the helpline on **0800 731 0055** between 10.00am and 7.00pm, Monday to Friday; or visit **www.reducingtherisk.org.uk**

There is also a National Domestic Abuse Helpline which is open 24-hours, call **0808 200 0247**.

Protecting children and young people

If you are worried about a child or young person's wellbeing or think they may be at risk of harm or being abused or neglected, you should let someone know.

There are various organisations you can speak to but if you think a child is in immediate danger, call the police on **999**.

You can also get advice and help from the National Society for the Prevention of Cruelty to Children helpline on **0808 800 5000** or via email on **help@nspcc.org.uk**

You can contact Oxfordshire County Council whether you are a concerned member of the public, a child or young person who is being harmed, or a parent or carer who feels at risk of harming a child.

Oxfordshire County Council's Multi-Agency Safeguarding Hub (MASH)

Tel: **0345 050 7666**

Emergency Duty team (outside office hours)

Tel: **0800 833 408**

Support and care – where do I start?

This guide will give you a good starting point to help you think about options and provide you with information so that you can find solutions to help you to remain independent and well.

There is a wide range of local support services and activities across the county, and a broad network of voluntary, community and faith organisations in Oxfordshire.

Search the online Live Well Oxfordshire directory at

www.oxfordshire.gov.uk/livewell or contact the Community Information Network (see page 8).

Family, friends and neighbours can often be an invaluable source of help and support, as well as care homes and providers of care and support in your own home.

Oxfordshire County Council's Adult Social Care pages at **www.oxfordshire.gov.uk** also have further information and advice to support you.

Assessment

Anyone who thinks they may have a need for social care support can ask the Council for an assessment of their needs. If you need help to manage day-to-day activities, such as getting washed and dressed or getting yourself something to eat, and as a result there is a significant impact on your health and wellbeing, then you may be eligible for support from Oxfordshire County Council.

Being 'eligible' means that, because of illness or disability, you need support and care to manage some of the basics of everyday life, such as eating, using the toilet, maintaining relationships or keeping yourself safe at home.

The Council uses national eligibility criteria for both adults with care and support needs and carers with support needs to work out if you are eligible.

You have the right to have an assessment regardless of your ability to pay for the support you may need. The assessment may be over the telephone or face-to-face (COVID-19 restrictions permitting), and you may also be able to complete

some assessments online.

Your assessment will involve talking with you, your carer, and other people who know you well about different aspects of your life, which may include your physical health, your emotional health, how you manage to look after yourself, and your current family and support networks.

The assessment is an opportunity to understand your situation, the needs you may have and your strengths and capabilities. It should take your personal wishes into account in deciding what sort of care, advice or information you need.

You can arrange an assessment either for yourself or for someone else:

- via the **Oxfordshire County Council** website at **www.oxfordshire.gov.uk**;
- by phone on **0345 050 7666**; or
- by emailing **socialandhealthcare@oxfordshire.gov.uk**

Planning your support

If your assessment shows you're not eligible for help from the Council, you will be told about other organisations that can help you.

If you have eligible needs, the Council will tell you how much money you are likely to need to cover the costs of your assessed needs – known as a Personal Budget. A Personal Budget helps you to have control over your life, identify your needs and the things you want to do and, if you wish, manage your own

support. If you are eligible for financial support from the Council, you can choose to have your Personal Budget paid to you as a Direct Payment, which means you can plan exactly how to use it to meet the eligible needs agreed in your assessment.

Contact Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666** or visit **www.oxfordshire.gov.uk** to find out more.

What is a Direct Payment?

A Direct Payment is an agreed amount of money allocated to meet your support needs and allows you to spend the money allocated to purchase your own care and support in a way that best suits you, so that you can be as independent as possible. You will then be able to choose how the total sum of money is spent and take as much control over your own care as

you feel comfortable with. You can choose to have:

- a direct payment;
- services that are provided or arranged by Oxfordshire County Council; or
- a mixture of a direct payment and the services the Council can provide or arrange.

Having a Direct Payment

You can receive your Direct Payment funds in different ways.

Direct Payment Online Account (DPOA)

This is a simple way for the Council to pay you the Direct Payment you receive to meet your care needs. The online account provides a safe way to handle funds, and in an emergency, funds can be added almost instantly. Oxfordshire County Council will set up the account for you and you will be issued with a payments card that you can use to purchase your care.

Self-Managed Account

Your Direct Payment will be paid into a dedicated bank account which must only be used to pay bills relating to your care and support. This account can be a standard current account with online banking facilities and a debit card. You or your representative can access this account. If a nominated person manages your funds, they can open a bank account in their name. You, or the person representing you, will need to account for every payment made and send bank statements to show how you have spent the money.

Managed Account Service

An organisation can hold your Direct Payment for you and pay care bills on your behalf.

Considering a Direct Payment?

If you would like to find out more about Direct Payments or to discuss which option might be best for you, please contact our Direct Payments Team on **01865 898989** and speak to one of our Advisors, or email the team at **Directpaymentadvice@oxfordshire.gov.uk**

Oxfordshire County Council's Approved Provider List

The Approved Provider List includes Providers offering support specific to Managed Accounts, Payroll and Recruitment Support for you to purchase to help you to meet your support needs; the cost of which will be included in your agreed personal budget amount.

You can access the Approved Provider List at **www.oxfordshire.gov.uk/direct-payments-approved-list**

Looking after someone

Caring will touch us all at some point in our lives. At any one time in Oxfordshire, over 60,000 people are providing unpaid care for a family member, friend or neighbour. As a carer, you can face new challenges, so it is very important that you take time to look after yourself while you are caring for someone else.

You may not see yourself as a 'carer' – you see yourself as a son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without you then you are a carer and there is help available to support you to carry on with this vital work and consider your own wellbeing.

If you provide unpaid support to someone who could not manage without your help, the law says you have the right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs.

This assessment, called a 'Carers' Assessment', gives

you the chance to say what you need as a carer, and to find out what support might be available to help you to continue in your caring role while still being able to pursue your own interests or lifestyle. Your physical and emotional wellbeing and quality of life are at the heart of the assessment.

Your Carers' Assessment will result in a personalised support plan that considers your own needs and will give you information about services available, and other ideas for supporting you in your caring role. You can also talk to a specialist carer support worker. See page 16.



Respite care and short breaks

Respite is alternative care or support for a 'cared-for' person so the carer can have a break from caring.

It can range from a break of a few hours during the day so that the carer can go out, to a longer break of a week or more. A respite service may be provided in the home, for example a care worker comes in to look after the cared-for person, or in another place

such as a care home or respite centre.

Respite is considered to be a service for the person being cared for. If they have a Personal Budget for their own needs (see page 14), they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Carers Oxfordshire



Carers Oxfordshire is a free service providing information, advice and support to unpaid carers of adults in Oxfordshire.

How Carers Oxfordshire can help:

- they provide a Carers Line for telephone support, and a website to access information and advice;
- they have expert staff to support carers in the community;

- they support groups for carers who would like to be with others that have similar life experiences;
- they work in partnership to provide carers with bespoke courses around practical skills and creative wellbeing; and
- they actively strive to give carers a voice to influence health and social care policy.

Call **01235 424715**, email **carersinfo@carersoxfordshire.org.uk** or visit **www.carersoxfordshire.org.uk**

Young carers

A young carer is someone under the age of 18 who may be physically or emotionally caring for someone in their family because of an illness or disability, including mental health issues like depression and addiction.

Being a young carer can have a positive impact on some children, for example, they may acquire new skills, or be safely independent.

However, being a young carer may also have a negative impact on a child and for some children, providing care to another person can cause them to have support needs, or put their health, development, or education at risk.

If you have concerns about a young carer, contact the **Multi-Agency Safeguarding Hub (MASH)** on **0345 050 7666**.

Carers' benefits

Carer's Allowance

If you care for someone for at least 35 hours a week and you are over 16, you may be entitled to Carer's Allowance. However, you cannot claim it if you are in full-time education or employment and it can affect other benefits or pension you receive.

Carer Premium

If you are over 65 and you claim Carer's Allowance, you may be able to get extra money added to your existing benefits or credits. This is called Carer Premium.

Carer's Credit

Carer's Credit is a National Insurance credit which will let carers build up qualifying years for the basic State Pension and additional State Pension.

This means that there will be no gaps in your National Insurance record if you have to take on caring responsibilities.

See **www.gov.uk** for more information about benefits.

Resource for those supporting children with additional needs

Advertisement

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

Visit www.myfamilyourneeds.co.uk

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

Living at home

For many people, it is important to stay in their own familiar surroundings near to friends and family and to retain their independence. But, some of us may need a little extra help. Adaptations to your home, trying different ways of doing things or equipment may make your life easier and safer.

Oxfordshire County Council's Social and Health Care team takes referrals for occupational therapy. An Occupational Therapist can work with you to

identify changes that could help in your day-to-day life, from simple solutions such as walking aids; using reminders for events and medication; to major adaptations such as walk-in showers.

For further information, call Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666** or visit www.oxfordshire.gov.uk/equipmentaidsadaptations

Equipment, aids and gadgets

Assistive Technology

Assistive Technology is any device or system that can be used to increase your independence and safety and help you with day-to-day tasks. It can also give you, your family, carers or professionals the peace of mind that help is available when you need it and can help determine how you are managing at home if you have memory problems.

Assistive Technology can help you to:

- remember to have something to eat or drink, take medication or go to an appointment;
- keep safe at home, through smoke, flood, or fall detectors;
- request immediate help;
- keep safe when you're out and about; and
- reassure family, friends and carers that you are safe.

Assistive Technology includes a wide range of devices from very simple 'low tech' gadgets, such as medication aids (boxes with compartments for days of the week and times of day), to more 'high tech' items such as GPS tracking devices to locate somebody who may have gone missing and Telecare devices that can automatically and remotely monitor emergencies and call for help.

Telecare

Sensors in your home are linked through your phone line and a base unit connected to a 24-hour staffed monitoring centre. If the sensor detects a potential danger, such as smoke, flood or falls, it will automatically call the monitoring centre.

Staff at the monitoring centre will then phone the person and if necessary, can request further help from their family, friend, neighbour or the emergency services.

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell



→ Devices

A range of gadgets exist to remind or enable you to do something or alert a family member or carer living with you that you need help. These gadgets are sometimes referred to as standalone Assistive Technology. Here are some ways that Assistive Technology may support a person:

Reduce risk of falling:

- sensors/lights may help, particularly at night, for example, when getting up from bed to go to the toilet.

Support to remember important things:

- remembering to take medication on time and remembering doctor's appointments;
- knowing the date and time and distinguishing between day and night;
- remembering to eat and drink regularly or at specific times; and
- remembering to take your mobility aid, keys, purse, etc. when going out.

Manage/reduce the risk when going out:

- sensors can be placed inside the home to alert a carer or family member, e.g. if a person gets out of bed at night; and
- locating systems using GPS/mobile phone technology can be used to find somebody outdoors.

Getting help in an emergency:

- pendant alarms and care phones may help somebody call for help in an emergency.

Activity monitoring sensors:

- infrared sensors can be installed to detect a person's movements in their own home. Their routine can be monitored to see how well they are managing tasks and daily living activities.

Will I have to pay for my Assistive Technology?

If you arrange this through Oxfordshire County Council, a financial assessment will be undertaken to work out what contribution you need to make towards the cost of Assistive Technology. Standalone Assistive Technology is provided based on your need for the equipment and does not require a financial assessment.

How can I find out more and get an assessment of my needs?

Oxfordshire County Council can tell you about the full range of options available, simply visit www.oxfordshire.gov.uk/assistentechology

If you are unable to access the internet, call the **Social and Health Care team** on **0345 050 7666** and let them know that you're interested in Assistive Technology.

Once you have identified equipment that might help with your support needs, use the checklist on page 19 to make sure it's right for you.



Advertisement



Search for care in your area

www.carechoices.co.uk

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

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



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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

Will it work alongside any Assistive Technology you already have? ☐

Usability

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

Does the equipment need a plug socket, and will 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? ☐

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? ☐

Notes

Improving your home

Each District Council in Oxfordshire provides the following assistance to help residents remain safe, secure, independent and warm in their own homes. There is also information available online at **www.oxfordshire.gov.uk** – search for ‘improving your home’.

Disabled Facilities Grants

If you have a permanent and substantial disability you may be eligible for a Disabled Facilities Grant. This grant is administered by your local District or City Council and is subject to a financial assessment by them. This means you may have to pay something towards the cost of the work. If you rent your property from the Council or a housing association, they may directly fund work to adapt your home. If not, you can still apply for a Disabled Facilities Grant.

Essential Repairs Grants

This is a means-tested grant for homeowners. An Essential Repairs Grant of up to £5,000 can be made available to eligible people to help with essential repairs to the home.

Flexible Home Improvement Loans

This loan scheme for owners and occupiers aged 60 and over is designed to help improve the comfort, safety and security of your home.

Small Repairs Service

The Small Repairs Service is available to owners, occupiers and tenants who are aged 60 and over (aged 55 and over in Oxford), disabled and suffering from a long-term health condition. This service covers small plumbing, electrical and basic household repairs. There will be a labour charge as well as the cost of any materials used.

Insulating and heating your home efficiently

If you are struggling with your fuel bills or need information on how to keep warm in winter, call the Better Housing, Better Health helpline on **0800 107 0044** for free, impartial advice on:

- reducing your energy bills;
- heating your home affordably and efficiently; and
- grants and financial assistance.

Contact your District Council to find out more about all of the schemes discussed on this page.

Cherwell District Council

Tel: **01295 227001**

Oxford City Home Improvement Agency

Tel: **01865 252788**

South Oxfordshire

Tel: **01235 422422**

Vale of White Horse

Tel: **01235 422422**

West Oxfordshire

Tel: **01993 861000**



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www.carechoices.co.uk/reader-survey

Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

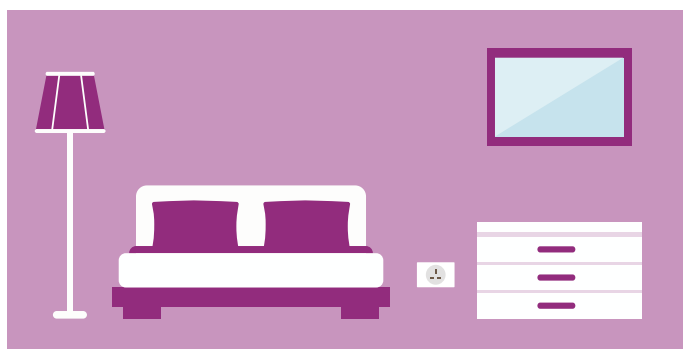


Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 23.

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

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

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



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

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

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

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

Oxfordshire County Council – Social and Health Care team • Tel: **0345 050 7666**
Emergency Duty team: **0800 833 408**
Web: www.oxfordshire.gov.uk/livewell



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Falls prevention

The Oxfordshire Falls Prevention Service helps people to avoid falls and regain confidence following a fall. Specialist nurses offer a detailed assessment and make recommendations about medication, physiotherapy and home adaptations.

For more information, contact the Falls Information Line on **01865 903400** or email **oxon.falls@nhs.net** or visit **www.oxfordhealth.nhs.uk** and search for 'falls prevention service'.

Delivered meals

Wiltshire Farm Foods can deliver frozen meals to your home. Call the 24-hour customer helpline on **0800 077 3100** or visit **www.wiltshirefarmfoods.com** to find out more.



Support and care at home

Having care and support in your own home is an excellent way to get the help you need to stay safe in familiar surroundings whilst retaining your independence. You may choose to use a care agency or employ your own personal assistant.

Personal assistants carry out a range of tasks, for example, helping you to get dressed, cook, or supporting you to go out.

If you hire a personal assistant, you become an employer and there are responsibilities that come with this.

All home care providers are regulated and inspected by the Care Quality Commission (CQC) which publishes inspection reports and quality ratings on its website **www.cqc.org.uk/** When considering a service, it's a good idea to check the CQC report.

Before you make any decisions regarding care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and a draft contract between you and the provider.

Paying for support and care at home

Depending on your personal financial circumstances, you may have to pay for some or all of the cost of support and care you need at home. Most people are likely to have to contribute something towards the cost of their care.

The Council will carry out a financial assessment to

work out whether you have to contribute. This will look at your capital, savings and income.

Capital assets could include additional property, shares and other relevant assets. The assessment will be based on the current upper threshold limit of £23,250. This figure does not include the value of the home in which you live if you are receiving care at home but may include any other properties you own.

If you have savings or other capital assets over £23,250 then you would be expected to pay for the full cost of your care and support.

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

For more detailed information, please visit **www.oxfordshire.gov.uk/payingcare** or contact Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666**.

More information on paying for care can be found on page 46.





The standards you can expect

If you receive support at home from a care agency, these standards will set out what you can expect. Oxfordshire County Council uses these standards to monitor the quality of services. →

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Abicare
Achieving Better Independence

➔ Home care staff will:

- introduce themselves when they arrive;
- know you and your support plan;
- be trained to deliver the support you need; and
- always deliver support to a good standard.

When your home care worker visits you, they will:

- focus their attention on you;
- be pleasant and treat you with dignity and respect;
- do their best to arrive on time and let you know by phone if they will be late;
- tell you when they are leaving;
- check to see how they can best support you at the start of each visit;
- not rush you – they will help you at a pace that suits you;
- carry out all agreed tasks;
- make sure that you are comfortable at all times;
- communicate and discuss topics that interest you;
- check you are happy with the support you are given and encourage you to feed back where they can improve;
- show you your care record if you ask for it; and
- be aware that their visit may affect other household members.

These standards have been jointly written by people who receive care in their home and home care support agencies.

If you have any compliments, comments and/or complaints about the support you receive, please contact your care agency; usually, talking to someone in the service can put it right.

If not, please call **Oxfordshire County Council** on **01865 323589**, email **commentsandcomplaints@oxfordshire.gov.uk** or write to Comments and Complaints Service, Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

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Our care assistants are supported and trained to exceptional standards. We are experts at providing compassionate care.

"The advantages of working with a managed care provider for live-in care rather than an 'introductory' service were clear: peace of mind and backup. A care company should provide qualified carers, take care of all the employment issues, and ensure that there is backup if the carer has to have time off, or has questions. In the end it was a clear choice to go with Bluebird Care."

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is where the heart is
Let's keep it there



Get in touch:

01865 704 035

oxford@bluebirdcare.co.uk

www.bluebirdcare.co.uk/oxford



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**All Care
Types:**

**Dementia | Live-in | Complex | Learning Disabilities
| Alzheimer's | Overnight | Domestic | + more**

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 23.



Making living at home easier and more enjoyable



For individual care from 30 minutes up to 24 hours in your own home please call

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Contact Jill, our dedicated Wellbeing and Family Communication Lead to discuss your home care needs:

Phone: **01235 355 570**
Email: info@belleviecare.co.uk
Website: www.belleviecare.co.uk



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Inspected and rated **Good** 

At Enable Health we pride ourselves on providing the best care possible. We treat all of our clients with the respect and dignity they deserve. With our fully trained carers we are able to offer a wide range of services including:

- Home Care
- Sitting Service
- Overnight Waking Visits
- Shopping
- Live In Care
- Complex Care
- And more...

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

01865 771550 • admin@enablehealth.org
www.enablehealth.org

Support and care at home providers

1st Homecare (Oxford) Ltd **OACP**

Oxford

Tel: 01865 744174

OP D PD LDA MH SI YA

A Caring Hand Ltd

Witney

Tel: 01993 708703

OP YA

Acquire Care Ltd **OACP**

Oxford

Advert outside back cover & 28

Tel: 01865 601010

OP D LDA MH YA AD

Age UK Oxfordshire – Foot Care Home Service

Abingdon

Tel: 0345 450 1276

OP D PD SI YA

Agincare UK Ltd

Oxford

Tel: 0808 296 6926

Advert page 28

OP D PD LDA MH YA AD

Alina Homecare Banbury

Banbury

Tel: 01295 793222

OP D PD LDA MH SI YA AD

Allied Health-Services Ltd Oxfordshire

Carterton

Tel: 01865 370707

OP D PD LDA MH SI YA AD

Amber Healthcare Personnel Ltd

Abingdon

Tel: 01235 531616

OP D PD LDA MH SI YA AD

Autumn Years Care

Thame

Tel: 01844 447026

OP D YA

Be Well Care Ltd

Henley-on-Thames

Tel: 07876 474554

OP D PD SI YA

BelleVie Abingdon, Oxford, Witney, Wantage, Henley-on-Thames

Abingdon

Tel: 01235 355570

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OP D PD LDA MH SI YA

Bicester Care and PA Ltd **OACP**

Bicester

Tel: 01869 255767

OP D PD LDA SI YA

Bluebird Care (Cherwell)

Bicester

Tel: 01869 324293

OP D PD SI YA

Bluebird Care (South Oxfordshire) **OACP**

Wallingford

Tel: 01865 704035

Advert page 26

OP D PD YA

Borough House, 10 **OACP**

Banbury

Tel: 01865 989486

LDA

Bridges Home Care Ltd **OACP**

Henley-on-Thames

Tel: 01491 578758

OP D PD LDA MH SI YA

Brownbill Associates Ltd

Thame

Tel: 01844 212153

PD LDA YA

Care Bureau Ltd, The – Domiciliary Care – Banbury

Banbury

Tel: 01295 340010

OP D PD LDA MH SI YA

Care Compassion and Conversation Ltd

Chipping Norton

Tel: 01608 656188

OP D PD SI YA

Care Outlook (Oxford)

Oxford

Tel: 01865 771348

OP D PD MH SI YA

Care With Care

Witney

Tel: 01865 882219

OP D PD SI

Care With Dignity Partnerships

Abingdon

Tel: 01235 522738

OP D LDA YA

Care with Heart Ltd – 66 Bradstocks Way **OACP**

Abingdon

Tel: 07870 727289

LDA

Care Workshop, The

Banbury

Tel: 01216 380740

OP D 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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

FROM PLUMPING
UP YOUR FAVOURITE
CUSHION, TO MAKING
TEA IN YOUR
FAVOURITE MUG.



Caretree brings outstanding and professional home care services to the Didcot & Abingdon area, allowing clients to stay at home safely. Our dedicated staff are highly trained to ensure you receive the best care possible across a wide range of needs from basic tasks to complex clinical needs and specialist dementia care. We are proud to be rated "Outstanding" by the Care Quality Commission in all five categories; Safe, Effective, Caring, Responsive and Well Led and are the first home care agency to receive this award in Oxfordshire.

For peace of mind at home contact a member of the Caretree team or visit our website for more information:

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Domiciliary Care
Dementia and Reablement
End of Life Care

**We are passionate about quality care in the community.
Our packages of care are tailor made to reflect your individuality.**

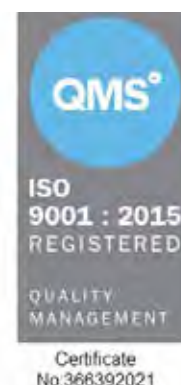
We will carry out a care consultation, with you and yours, to identify your needs and preferences and also your wishes and aims for the future. Our services include:

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- Domestic Support • Reablement • End of Life Care • Support with Physical Disabilities •
- Parkinson's Disease Support • Support for MS Sufferers •



Get in touch
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www.chamomilecare.com
info@chamomilecare.com

Unit 2 Home Farm Barns,
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Abingdon OX14 3NG



Support and care at home providers continued

Caremark (West Oxfordshire & Cherwell) **OACP**

Woodstock

Tel: 01993 810918

OP D PD LDA MH SI YA AD

Caretree Ltd **OACP**

Abingdon

Tel: 01235 828296

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OP D PD MH YA AD

Caring Company, The (Oxon)

Didcot

Tel: 01235 206117

OP D PD LDA SI

CaringPlus Healthcare Services Ltd

Faringdon

Tel: 01367 560755

OP D PD LDA MH SI YA

Centurion House (OSJCT) **OACP**

Bicester

Tel: 01865 748301

Advert page 62

OP D PD YA

Chamomile Care Ltd

Abingdon

Tel: 01235 617737

Advert page 30

OP D PD MH SI YA

Charterville Care at Home Ltd and

Content Care Ltd **OACP**

Witney

Tel: 01993 775515

OP D PD LDA MH SI YA AD

Cherry Care Services Oxfordshire Ltd **OACP**

Witney

Tel: 01993 402200

OP D PD LDA MH SI YA

Christies Care Oxfordshire **OACP**

Wantage

Tel: 01235 352776

OP D PD LDA MH YA

Clark Care Services

Reading

Tel: 07725 972580

OP YA

Countywide Caring Ltd – Domiciliary Care Office **OACP**

Wallingford

Tel: 01865 507575

Advert adjacent

OP D PD MH SI YA

Crossroads Care (Oxford) **OACP**

Oxford

Tel: 01865 260280

OP D PD LDA MH SI YA AD

Crystal Business Solutions Ltd

T/A Everycare Oxford

Oxford

Tel: 01865 778330

OP D PD MH SI YA

Day and Nightcare Assistance **OACP**

Banbury

Tel: 01295 252277

OP D PD MH SI YA

Day and Nightcare Assistance (HO) **OACP**

Witney

Tel: 01993 708905

OP D PD

Day and Nightcare Live-in Care Ltd **OACP**

Oxford

Tel: 01865 715780

OP D PD SI YA

Direct Link Care Ltd – Oxfordshire

Oxford

Tel: 01865 338111

OP D PD LDA MH YA

Diversity Care Providers Ltd

Oxford

Tel: 0800 001 6683

OP D PD SI YA

Elite Care Agency **OACP**

Bicester

Tel: 01869 247779

OP D PD MH SI YA

Enable Health Ltd **OACP**

Oxford

Tel: 01865 771550

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OP D YA

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Care Quality Commission

We provide person centered home care packages to meet your individual requirements. Our outstanding organisation respects your dignity and privacy whilst working to maximise your independence.

We support your choices, wishes and preferences within your own home environment. We provide services and support which is delivered by a qualified and experienced Care Team 7 days a week (8am – 10pm). Our Service also supports you in a professional, confidential way and we adapt to the current situation with the use of PPE at all times in line with government guidelines.

01865 507575 • manager@countywidecaringltd.co.uk
www.countywidecaringltd.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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

Fernleigh (OSJCT) OACP

Witney

Tel: 01993 709726

Advert page 62
OP D PD LDA SI YA
FiNN Homecare Ltd – Head Office

Wantage

Tel: 01235 428080

OP D PD MH SI YA
Flexi Direct Ltd

Oxford

Tel: 0330 133 1015

OP D PD LDA YA
Flexicare OACP

Wantage

Tel: 01865 321881

PD LDA SI
Gain Healthcare Ltd

Bicester

Tel: 01869 866377

OP D LDA MH YA
Genesees Ltd

Bicester

Tel: 07907 185882

OP D PDMH YA
Genuine Carers – Cherwell OACP

Banbury

Tel: 01295 722853

OP D PD LDA MH SI YA
Genuine Carers – Oxford OACP

Oxford

Tel: 01865 985382

OP D LDA MH SI YA
George Springall Homecare Partnership

Oxford

Tel: 07720 781037

OP D YA
Get Care

Bicester

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Golden Services Care Ltd

Wantage

Tel: 01235 764422

Advert below left
OP D PD MH YA
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OP D PD LDA MH SI YA
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We treat every client as an individual and use a person-centred approach to our care planning. Drawing information from the individual, their loved ones and other relevant healthcare professionals we take a fully holistic approach to your care. Regular care reviews ensure that your care is always to the highest standard.

We believe that everyone should have choice and control over their care. Our staff provide care services with dignity and respect to promote and support the independence of our clients.

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Web: www.goldenservices.co.uk



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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
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- Links to inspection reports
- Additional information, photos and web links
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Support and care at home providers continued

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Banbury

Tel: 01295 266224

OP D PD MH SI AD

Healthcare Access Ltd Oxford

Banbury

Tel: 07746 895715

OP D PD LDA MH YA

Henley Care Ltd

Henley-on-Thames

Tel: 01491 842915

OP D PD MH YA

Heritage Healthcare Oxford South

Oxford

Tel: 01865 338055

OP D PD MH SI YA

HF Trust – North Oxfordshire DCA OACP

Banbury

Tel: 01295 267906

LDA

HF Trust – South Oxfordshire & Berks DCA OACP

Abingdon

Tel: 07776 100871

OP LDA YA

Home Helpers Care Ltd OACP

Abingdon

Tel: 01235 848822

OP D PD MH SI YA

Home Instead Henley & Wallingford (South Oxfordshire) OACP

Henley

Tel: 01491 877132

Advert page 38

OP D PD LDA MH SI YA

Home Instead North Oxfordshire OACP

Banbury

Tel: 01295 977919

Advert page 38

OP D PD LDA MH SI YA

Home Instead Oxford OACP

Witney

Tel: 01865 680267

Advert page 34

OP D YA

Home Instead Swindon and Vale of White Horse OACP

Swindon

Tel: 01793 988518

Advert page 34

OP D PD LDA MH SI YA

Homecomforts

Chinnor

Tel: 01844 354994

OP D PD LDA YA

Housing 21 – Stanbridge House

Banbury

Tel: 0370 192 4000

OP D PD

ICE Centre, The

Witney

Tel: 01993 846240

LDA YA

Isis Court (OSJCT) OACP

Donnington

Tel: 01865 748301

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OP

Jes Care Services Ltd OACP

Oxford

Tel: 01865 776908

OP D PD LDA MH YA

Kare Plus Oxford

Cowley

Tel: 01865 922449

OP D PD SI YA

Kcare

Cowley

Tel: 01865 779455

OP D PD LDA MH SI YA AD

Laurel Leaf Support Ltd OACP

Witney

Tel: 01993 358060

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OP PD LDA SI YA

Lifecarers (West Oxfordshire) OACP

Witney

Tel: 01993 835101

OP D PD LDA MH SI YA AD

MacIntyre Central England Support OACP

Oxford

Tel: 07917 080992

LDA YA

Mayott House (OSJCT) OACP

Abingdon

Tel: 01235 538387

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OP D PD LDA SI YA

Merewood Healthcare Services Ltd

Oxford

Tel: 07856 018442

OP D

Moorside Place (OSJCT) OACP

Kidlington

Tel: 07971 972877

Advert page 62

OP D PD LDA SI YA

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted



For amazing care, stay at home

When looking for safe, expert care, you can't beat the comfort, familiarity and privacy of your own home. (And it's better value, too!)

At Home Instead, we believe that in most cases, your best care option is to stay at home and let the care come to you.

Our new live-in care service joins our award winning range of services, and provides you with the constant reassurance that there is care and companionship in the home, every day.

All our care is tailor-made for each person's current situation: helping out, giving personal assistance, providing real companionship. And it is always delivered by expertly trained people who also have a deep-down desire to care for others. Each of our carers is carefully matched to each client so strong bonds of friendship can form, too.

So whatever you believe your care needs might be, we have lots of answers to discuss with you. Contact us today to find out more how Home Instead can help you and your loved one enjoy a higher quality of life.

Oxford area:

Call 01865 680267

email: info.oxford@homeinstead.co.uk

www.homeinstead.co.uk/oxford

Swindon/Vale of White Horse:

Call 01793 988518

email: admin.swindon@homeinstead.co.uk

www.homeinstead.co.uk/swindon



PERSONAL CARE | DEMENTIA CARE | LIVE-IN CARE
COMPANIONSHIP | MEALS AND HYDRATION
HOME HELP AND HOUSEKEEPING



Flexible care at home from TrustonTap

- Quality care by the hour or overnight
- Consistent care from the same carer
- Motivated carers, local to you
- We take the extra time to listen to you



Talk to our friendly team today on
01865 951353 or visit trustontap.com

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 Oxfordshire.

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

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

Looking for care? **0808 274 2935**

For more information www.helpinghands.co.uk



Laurel Leaf Support

A Care and Support Provider

T: 01993 358 060

E: admin@laurelleaf.co.uk

W: www.laurelleaf.co.uk

Laurel Leaf Support, 4 Spinners Court,
53 West End, Witney, Oxfordshire OX28 1NH





Need **Help, Care or Assistance** at home? We are here to help **you!**

Providing **outstanding care services** throughout Oxfordshire, we pride ourselves on doing things to an excellent standard.

Our care services are directed by experienced registered nurses and our care staff are selected for their caring nature, kindness, gentleness and friendly, helpful outlook.

Our care packages vary and we are very flexible, working with you to meet your individual needs on your terms. We work on an appointment basis and we always introduce the staff so you will never open the door to a stranger.



For more information, contact us:

**57-59 High Street,
Witney OX28 6JA**

07432 031 268

carolyn@olivetreeservices.co.uk

www.olivetreeservices.co.uk

Oxford Private Care provide specialist live-in carers that enable you to continue living in the comfort and familiarity of your own home, the alternative to a residential care home that many families are choosing as their preferred option.

24/7 high quality one-to-one care and support, at a similar weekly cost of a good care home, but with the added benefits of still living in your home.



LIVE-IN HOME CARE, YOUR WAY.
YOUR CARE, YOUR HOME, YOUR CHOICE



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oxfordprivatecare.co.uk

info@oxfordprivatecare.co.uk

Support and care at home providers continued

Mumby's Homecare Support Ltd **OACP**

Frilford

Tel: 01865 391187

OP D PD LDA MH SI YA AD

My Carer **OACP**

Faringdon

Tel: 01367 244014

D PD MH SI YA AD

Nelly Ndoyiwa

Oxford

Tel: 07861 826710

OP D YA

Oasis Private Care Ltd

Oxford

Tel: 01235 821223

OP D PD LDA MH SI YA AD

Olive Tree Services

Witney

Tel: 07432 031268

Advert page 36

OP D PD LDA MH SI YA

Orchard Meadows (OSJCT) **OACP**

Banbury

Tel: 01295 230124

Advert page 62

OP D PD YA

Oxford Aunts **OACP**

Oxford

Tel: 0808 239 4764

Advert page 25

OP D PD SI YA

Oxford Private Care **OACP**

Oxford

Tel: 01865 861234

Advert page 36

OP D PD YA

Oxfordshire Children – Young People & Families

Kidlington

Tel: 01865 256600

PD LDA SI

Oxfordshire DCA

Wantage

Tel: 01235 772551

LDA MH YA

Paddocks, The (OSJCT) **OACP**

Milton-under-Wychwood

Tel: 01993 832962

Advert page 62

OP D PD LDA SI YA

Paterson Health and Social Care **OACP**

Bicester

Tel: 01869 325530

Advert page 38

OP D PD LDA MH SI YA

PB Moinville Care **OACP**

Kidlington

Tel: 0330 333 7468

OP D PD LDA MH SI YA AD

Pechiv Care Services

Abingdon

Tel: 01235 798202

OP D PD MH SI YA

Petypher House (OSJCT) **OACP**

Abingdon

Tel: 01865 823178

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OP D PD LDA MH SI YA

Pioneering Care Bicester Ltd

Bicester

Tel: 07395 572320

OP D PD MH YA

PLL Care Services **OACP**

Witney

Tel: 01993 866144

OP PD LDA SI YA

Premier Personal Care Ltd

Henley-on-Thames

Tel: 01491 411144

OP D PD LDA MH SI YA AD

Prestige Nursing Banbury

Banbury

Tel: 01925 793163

OP D PD LDA MH SI YA AD

Reable Health Ltd

Wantage

Tel: 07850 598040

OP D PD LDA SI YA

Real Life Options – Oxfordshire **OACP**

Oxford

Tel: 07824 139084

OP D PD LDA MH SI YA

Response **OACP**

Oxford

Tel: 01865 410591

OP D PD LDA MH SI YA

Richmond Village Letcombe Regis DCA

Letcombe Regis

Tel: 01235 313082

Advert page 68

OP

Richmond Village Witney DCA

Witney

Tel: 01993 764421

Advert page 68

OP D 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




Clinician-led Care to help you live well at home

Saint Catherine's Care is committed to providing specialist-led, proactive, and compassionate care at home for those with care needs. We support you to remain in your own home with dignity and control. Our hand-picked staff are trained to fit around your daily life to help make your day safer, brighter, and happier.

Our services include:

Live-in Care	Hourly Care	Overnight Care
Daytime Care	Palliative Care	End of Life
Respite Care	Holiday Care	Companionship

Our care is designed and led by medical professionals ensuring it meets your individual need, including health conditions like Dementia, Stroke, MND, MS, Alzheimers, COPD, Parkinson's, and other age-related, physical or neurological conditions. Our care management team can answer any questions you may have about how your care can be specialised to fit around you.

Contact us now:

01865 364 446 or hello@saintcatherinescare.co.uk
www.saintcatherinescare.co.uk

Do you or a loved one need care at home?



Care packages to suit varying needs, enabling you to stay in your own home whilst receiving excellent care and support in your familiar surroundings.

From 8 hour shifts to live-in care... contact us today to see how we can help

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enquiries@paterson-healthcare.co.uk
www.paterson-healthcare.co.uk





Live well *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living well at home,

Home Instead can help make that possible.

- Home Help
- Personal Care
- Companionship
- Dementia Care

South Oxfordshire - **01491 877 132**
 North Oxfordshire - **01295 977 919**
 West Oxfordshire - **01844 202 778**

www.homeinstead.co.uk



Multi award winning support from hourly care to live-in



Support and care at home providers continued

Right at Home Oxford

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OP D PD SI YA

Risborough Carers Ltd

Thame

Tel: 01844 212271

OP D PD LDA MH SI YA

Roses Care Services

Banbury

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OP D LDA MH SI YA

Royal Mencap Society – Oxford Domiciliary Care

Oxford

Tel: 0808 808 1111

OP LDA YA

Saint Catherine's Care Oxford

Oxford

Tel: 01865 364446

Advert page 38

OP D PD LDA MH SI YA

Same Ways Care Ltd OACP

Oxford

Tel: 01865 985342

OP D PD MH SI YA

Seabrook Services Ltd OACP

Oxford

Tel: 01865 606212

OP D PD MH YA

SeeAbility – Bicester Support Service

Bicester

Tel: 01869 369843

OP PD LDA MH SI YA

SeeAbility Oxfordshire Support Service OACP

Banbury

Tel: 01295 268543

OP PD LDA MH SI YA

Shotover View (OSJCT) OACP

Oxford

Tel: 01865 415116

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OP D PD SI YA

Siete Care Services

Banbury

Tel: 07832 791284

OP D PD LDA MH SI YA

Stewart House

Oxford

Tel: 01865 343134

OP D PD LDA MH SI AD

Style Acre OACP

Wallingford

Tel: 01491 838760

LDA

SureCare Oxfordshire OACP

Abingdon

Tel: 01235 798867

OP D PD MH YA

Thames Valley & North – Domiciliary Care

Didcot

Tel: 01235 359388

OP LDA YA

Towse Court (OSJCT)

Reading

Tel: 01491 872988

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D YA

Warm Care Support Oxford

Oxford

Tel: 07828 807091

OP D PD SI YA

We-Care-Recruitment Ltd

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Tel: 01865 987571

OP D PD LDA SI YA

Windmill Place (OSJCT) OACP

Thame

Tel: 01844 218450

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D PD LDA SI

Xperience Recruitment Ltd

Oxford

Tel: 07583 179627

OP D PD LDA MH YA

Your Life (Didcot)

Didcot

Tel: 01235 816295

OP D PD SI

Yourlife (Chipping Norton)

Chipping Norton

Tel: 01608 645854

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

Housing options

Sheltered or retirement housing

Sheltered and retirement housing is provided by housing associations and some District Councils. Sheltered housing, which is mostly available

for rent only, is a practical step if you would like more security and companionship and, for some, additional help and support.

Homeshare Oxfordshire



Homeshare Oxfordshire personally matches older people looking for help,

companionship or reassurance at home, with another person who is happy to lend a hand and needs affordable accommodation. In return for a room, the person will provide up to ten hours of help around the home each week.

This may involve things like cooking, gardening, help with technology, odd jobs, errands as well as companionship.

Please visit **www.homeshareoxfordshire.org.uk** for details of fees. To find out more, email **homeshare@ageukoxfordshire.org.uk** or call **01865 410670**.

Extra Care housing

Extra Care housing allows older and disabled people with care needs to rent, part-buy or buy their own home with round-the-clock care if needed. For many people, Extra Care housing is an alternative to residential care.

The look of the accommodation varies enormously; some are new, purpose-built retirement villages, others are modernised sheltered housing schemes with extra services on site. Many offer a choice of accommodation such as flats or bungalows.

What all residents of Extra Care housing have in common is the security of owning or renting your own home, control over your finances and the peace of mind that goes with having 24-hour care and support available on site.

In most cases, Extra Care housing is accessed via an assessment of your care needs from a social worker and an assessment of your housing needs by a housing officer. Some apartments are available for full market sale and buyers do not normally require an assessment of their needs; they just need to be over 55 to qualify.

If you wish to refer yourself or someone else

for assessment, you can arrange an assessment online or call the Social and Health Care team on **0345 050 7666**.

To find out more about Extra Care housing, visit **www.oxfordshire.gov.uk** and search for 'extra care'. There are also details on how to apply to Extra Care schemes in Oxfordshire.

District Council contacts

Cherwell District Council

Bodicote House, Bodicote,
Banbury OX15 4AA
Tel: **01295 227001**
Web: **www.cherwell.gov.uk**

Oxford City Council

St Aldate's Chambers, 109 St Aldate's OX1 1DS
Tel: **01865 249811**
Web: **www.oxford.gov.uk**

South Oxfordshire District Council

135 Eastern Avenue, Milton Park,
Milton OX14 4SB
Tel: **01235 422422**
Web: **www.southoxon.gov.uk**

Vale of White Horse District Council

135 Eastern Avenue, Milton Park, Milton OX14 4SB

Tel: **01235 422422**

Web: **www.whitehorsedc.gov.uk**

West Oxfordshire District Council

Elmfield, New Yatt Road, Witney OX28 1PB

Tel: **01993 861000**

Web: **www.westoxon.gov.uk**

Shared Lives

The Shared Lives scheme offers long-term accommodation, short breaks, respite care and daytime support to adults with care and support needs. Shared Lives carers receive training and share their family and community life with the person needing support.

Call **01865 897971** or visit **www.oxfordshire.gov.uk/sharedlives** to find out more.



Residential care

All care providers in the country must be registered with the Care Quality Commission. All services are inspected by the Commission, which reports on its findings and awards quality ratings. These inspection reports are available at **www.cqc.org.uk**

Care homes

A registered care home provides accommodation, meals and help with personal care, such as washing, dressing, bathing, getting in and out of bed, getting around and eating.

Care homes with nursing

Care homes with nursing offer the same personal care as care homes, but with qualified nursing staff

on duty 24 hours a day. If a care home providing nursing is the best solution for you, a specially trained nurse will assess your nursing needs to determine the level of nursing care the NHS will fund. This is known as Funded Nursing Care (FNC), sometimes referred to as Registered Nursing Care Contribution (RNCC) and is paid directly to the care home. The amount the NHS will contribute towards your support in a care home with nursing is limited.

It is important to get this assessment done before you move into a care home. The assessment might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning your care needs.

Finding care in your area

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

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

Your search can be refined by the type of care you

are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

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



We are here to
help *you* and
your loved one.



Our care homes are welcoming new residents and are proud to provide:

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We will keep relatives connected with their loved ones with our visitor booking system, designated visiting suites, garden visits and video calls.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
 - We will ensure all new residents have received the Covid-19 vaccination before moving into one of our homes.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.

Call us to find out how we can support you and your loved one.

Chacombe Park
Banbury Road,
Banbury, OX17 2JL
01295 641712

Glebefields
Stratford Road,
Banbury, OX15 6EH
01295 641807

Hempton Field
36 Lower Icknield Way,
Chinnor, OX39 4EB
01844 809301

Middletown Grange
Middletown,
Hailey near Witney, OX29 9UB
01993 627 810

Oxford Beaumont
Bayworth Lane,
Oxford, OX1 5DF
01865 565 461

Southerndown
Worcester Road,
Chipping Norton, OX7 5YF
01608 433 192

Waterside Court
26 Winterbrook,
Wallingford, OX10 9EG
01491 455 208



Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 41.



What matters to you and your family matters to us

The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

Ask about our free care assessment.

- Benson House, Benson, near Wallingford
- Huntercombe Hall, Henley on Thames
- Oaken Holt, Farmoor
- Tall Trees, Shipton under Wychwood
- Wytham House, Farmoor

Call freephone

0808 223 5356

Find us online [caringhomes.org](https://www.caringhomes.org)



CARING HOMES

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

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 41.

Money and paying for support and care

Care funded by the Council

Figures mentioned in this section are subject to change annually. Check with your local authority for the latest information.

Do I qualify for local authority financial assistance?

If you have been assessed as having eligible care needs and your capital is below £23,250, you may be entitled to financial assistance from your local authority.

The Council will complete an assessment of your finances to determine how much you can afford to contribute towards the cost of your care. This assessment will differ depending on whether you receive care and support in your own home or in a care home.

To find out more, contact Oxfordshire County Council's **Social and Health Care team** on **0345 050 7666** or visit **www.oxfordshire.gov.uk/payingcare**

Do I have a choice of care home if the Council is paying?

Yes, and it can even be in a different county. The home you choose must be suitable for your assessed needs, comply with any terms and conditions set by your Council and not cost any more than it would usually pay for someone with your needs.

What if I want to choose a home that costs more than the Council is prepared to pay?

The Council will allow a third party to top-up your fees as long as the third party is able to do so for the long-term.

You are not allowed to top-up the fees yourself from capital below £23,250, except in limited circumstances. Speak to the Council for more information.

Paying for your own care

Paying for care can be an expensive and long-term commitment, so the Council strongly recommends that you seek specialist information and advice before entering into any arrangements.

If you are funding your own care because you are not eligible for local authority funding, there are other forms of financial assistance you may be entitled to.

The important thing is not to try to do it alone, always seek professional advice.

My Care My Home

My Care My Home offers a free advice service through home visits aimed at helping people find a suitable care provider.



As well as offering a professional assessment of needs to people who fund their own care, and helping them to source suitable providers, My

Care My Home can refer you on to an independent financial adviser.

If you wish to arrange your own financial adviser, My Care My Home can give you the necessary details to enable you to do this.

For more information, visit **www.mycaremyhome.co.uk** or call **0800 731 8470**.

Other sources of help and advice include:

The Society of Later Life Advisers (SOLLA)

SOLLA aims to help people to find trusted accredited financial advisers who have an understanding of financial needs in later life.

The Later Life Adviser Accreditation Scheme is audited and endorsed by the standard-setting body, the Financial Skills Partnership (FSP). The website offers an online search of SOLLA accredited advisers. Visit **www.societyoflaterlifeadvisers.co.uk**

Saga

The Saga Care Funding Advice Service specialises in providing care funding advice for people who need to pay for their own support. A free guide to paying for care is available on its website or you can request it by post. Visit **www.saga.co.uk** or phone **0800 096 8703** to speak to an adviser.

The Money Advice Service

This website provides free, impartial money advice,

including pensions and paying for care. Visit **www.moneyadvice.service.org.uk** or call **0800 138 7777**.

Benefits advice

You can find out more about the benefits you might be entitled to by visiting **www.gov.uk/benefits-calculators** which features reliable advice on how to make a claim and what to do if your circumstances change.

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and →

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Tel: 01295 265566
Email: **banbury@bowerandbailey.co.uk**
Website: **www.bowerandbailey.co.uk**
Monument House, 31-34 South Bar, Banbury, Oxfordshire OX16 9AE

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vupton@se-law.co.uk
www.se-law.co.uk

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→ the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved.

Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law.

Solicitors for the Elderly is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers. Find out more at **www.sfe.legal**

If you need help finding a lawyer, you can call during office hours on **0844 567 6173**.

The Oxfordshire Specialist Advice Service

Age UK Oxfordshire, Citizens Advice Oxford, Citizens Advice West Oxfordshire and Oxfordshire Welfare Rights have come together to provide a free, comprehensive and independent advice service.

The service helps with advice on benefits, money, budgeting and other welfare issues and will link you with services that can provide further support.

The service is free and is focused on meeting the needs of people living in Oxfordshire who are struggling with their day-to-day lives due to disability or ill health. However, you don't have to have a carer or anyone looking after you.

The service can help you if you:

- have a disability or long-term illness;
- have someone in your family household with a disability or long-term illness;
- are caring for someone with a disability or long-term illness; or
- are a young person transitioning from children's care services.

Oxfordshire Specialist Advice Service provides a dedicated advice line and email service. This is backed up by a team of specialist advisers who can

meet face-to-face with people unable to access advice by phone, email or in their local community (COVID-19 restrictions permitting).

The service also supports social care professionals, through comprehensive and responsive training opportunities and a consultancy line for specialist case support.

Tel: **01865 410660** (9.00am to 5.00pm, weekdays).
Email: **advice@oxfordshiresas.org.uk**



Having your say

How to make a complaint or comment

If you are unhappy or worried about any adult social care service, it is important to let someone know. Usually, talking to someone in the service can put it right. You can talk to the people who provide your care or their managers. They will have a process for managing complaints and listening to concerns that are raised.

Wherever you raise a concern, it should be listened to and taken seriously. The good and bad things people raise can help improve services for everyone. You will not be treated unfairly because of anything you raise. It is never wrong to give the service a call.

The Comments and Complaints team will help you decide what to do – you do not have to make a formal complaint to talk things through.

Tel: **01865 323589**

Email:

commentsandcomplaints@oxfordshire.gov.uk

Write to: Comments and Complaints Service,

Freepost RRYR-XTBE-GBTZ, County Hall,
New Road, Oxford OX1 1ND

The **NHS Complaints Advocacy Service** in Oxfordshire can support you to use the NHS complaints system.

Tel: **0300 200 0082**

Email: **oxfordshireadvocacyhub@pohwer.net**

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

Complaints about care that you pay for yourself

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

Tel: **0300 061 0614**

Web: **www.lgo.org.uk** (complete a complaint form).

You can call the County Council's Comments and Complaints Service for advice about what to do or to raise a concern about a service. Contact details are above and adjacent.

Healthwatch Oxfordshire

Healthwatch Oxfordshire aims to enable local voices to influence the delivery and design of local health and social care services in the county, both for the people who use them now, and for anyone who might need to in future.

It does this by:

- gathering information about people's experiences of health and social care services in Oxfordshire and making this available to the public;
- using this information to make recommendations to relevant organisations about how local services, policies and strategies need to improve;
- helping local people hold those in charge of local health and social care services to account for improving services – and doing this in a way that is visible to the public; and

- providing advice and information to help individuals to access health and social care services in Oxfordshire.

For more information about **Healthwatch Oxfordshire**, call **01865 520520** or visit **www.healthwatchoxfordshire.co.uk**



Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service is a free and confidential service that provides help to the public when dealing with the NHS. It acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations to negotiate immediate or prompt solutions.

If the team cannot answer your questions, they will put you in contact with someone who can help you. There are Patient Advice and Liaison Services at each NHS Trust.



Churchill Hospital

Tel: **01865 235855**

Horton General Hospital

PALS Office

Tel: **01295 229259**

John Radcliffe Hospital

Tel: **01865 221473**

Nuffield Orthopaedic Centre

PALS Office

Tel: **01865 738126**

Oxford Health

Tel: **0800 328 7971**

Email: **PALS@oxfordhealth.nhs.uk**

Oxfordshire Clinical Commissioning Group

Tel: **0800 052 6088**

Email: **occg.patientservices@nhs.net**

Unless stated otherwise, email **PALS@ouh.nhs.uk**

Get involved

Co-production

Co-production means working together as equals and making best use of each other's resources and strengths to find ways of doing things that benefit the community.

Co-production can improve the way health and social care services are designed and delivered by putting an emphasis on a more equal partnership between professionals and people using those services. Working together as equals builds better relationships (based on trust, respect and understanding) and helps to create services that actually work for the people using them.

Co-production Oxfordshire is a group of people committed to doing co-production or working together. It believes that by working together, local services can be made better and more sustainable, and communities stronger and healthier. Members include:

- families and carers using health and social care services;
- people from the voluntary and community sector; and
- Council staff (and partners) working across social and health care.

For more information, visit **www.oxfordshire.gov.uk** and search for 'co-production'.

Health and Wellbeing Board

The Health and Wellbeing Board is a partnership between Oxfordshire County Council, the NHS, District Councils, local Healthwatch and the people of Oxfordshire. It is designed to ensure that we all work together to improve our health and wellbeing, especially those of us with health issues or in difficult circumstances. For more information, visit **www.oxfordshire.gov.uk/healthandwellbeingboard**

Talking Health

By signing up to Talking Health, you can get involved and have your say about your local NHS services. Visit **www.oxfordshireccg.nhs.uk/get-involved/talking-health.htm** or call **01865 334638** to find out more.

Volunteering

Ami makes it easy to be more connected to people in your community, helping you to feel happier and healthier. You can use Ami to find someone in your community who needs a little neighbourly help or who would enjoy a friendly visit and a chat. Ami will show you exactly what's needed near you and help you register with a voluntary organisation.

Tel: **01865 410155**

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

Web: **www.withami.co.uk**

The Oxfordshire Volunteers website, **<http://oxonvolunteers.org>** is run as a partnership by Oxfordshire's three volunteer centres and is a 'one stop shop' for a wide variety of volunteering opportunities across Oxfordshire.

Cherwell

Volunteer Connect provides community transport and a volunteering brokerage service throughout Cherwell. The service matches volunteers to opportunities and works with public and private sector organisations to increase volunteering.

Tel: **0300 303 0126**

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

Oxford City, South Oxon and the Vale of White Horse

The Volunteer Centre Oxfordshire offers a service to those wanting to volunteer and those looking for volunteers in these areas.

Tel: **01865 251946**

Email: **vol@ocva.org.uk**

Web: **www.vcoxfordshire.org**

West Oxfordshire

Volunteer Link Up offers community transport, befriending and practical help.

Tel: **01993 776277**

Email: **westoxonvb@freeuk.com**

Web: **www.vlu.org.uk**

Advocacy

Someone to support you to get your views across

We all need help to get our views across sometimes, and to understand the information we are given. Advocacy can help support people of all ages to:

- have their voices heard on issues that are important to them;
- safeguard and defend their rights;
- have their views and wishes genuinely considered when decisions are being made about their lives and services; and
- gain personal skills which can also be used elsewhere, thus promoting their independence across their life.

There are different types of advocacy which include:

- family, friends or someone else speaking on behalf of an individual or supporting them to speak for themselves;
- the person advocating for themselves by developing 'speaking up skills'; and

- formal advocacy on behalf of one person provided on a paid or voluntary basis with a qualified, independent advocate.

An independent advocate is someone who supports you to understand information, express your needs and wishes, secure your rights, represent your interests and enables you to be fully involved in planning your care and support.

Formal advocacy services are delivered via the **Oxfordshire Advocacy Hub** – visit **www.pohwer.net/oxfordshire** or contact Oxfordshire County Council's **Social and Health Care team** by emailing **socialandhealthcare@oxfordshire.gov.uk** or calling **0345 050 7666**.



Oxfordshire Association of Care Providers



Oxfordshire Association of Care Providers (OACP) is a membership organisation that represents and supports a diverse range of care providers operating across Oxfordshire. Most care providers work with adults, but some have services for young people and children.

OACP represents all types of adult social care services, across all settings and all conditions. These include residential and nursing care homes, home care agencies, learning disability and supported living providers, community mental health services, housing-related support, day-time support and respite services. OACP members services also provide advocacy, information, advice and support.

OACP is a go to point of contact for all adult social care providers in Oxfordshire, sharing and promoting excellence in professional practice through its networks and learning exchanges, providing updated information and advice on funding, whilst keeping a bird's eye view on business development opportunities for Oxfordshire's care and support providers. OACP is also an established training specialist for the care sector in Oxfordshire, offering statutory, bespoke online training courses to members and non-members. The 'Train the Trainer' courses are particularly popular, please get in touch for further details.

OACP publishes Talking Care magazine, to help the public gain a greater knowledge and understanding of adult social care, the people who work in it and

the diverse job roles and vacancies available (www.talkingcare.online). The magazine also includes a Care Finder Directory of OACP members in Oxfordshire, which is regularly updated with the latest CQC ratings. OACP also holds the register for approved Support with Confidence personal assistants in the county, please get in touch for further details.

Benefits of OACP membership for care providers include:

- guidance, support and advice on all aspects of adult social care delivery, employment of staff and meeting CQC regulations etc;
- regular online forums and events;
- promotion of OACP members' services;
- members' use of OACP logo on their website and in PR and communications;
- a FREE job matching scheme – matching people to care provider vacancies;
- a comprehensive training offer at discounted prices;
- a collective voice representing the adult social care sector locally and nationally; and
- the annual Oxfordshire Care Awards, celebrating best practice across the county.

Oxfordshire Association of Care Providers

9/10 Napier Court, Barton Lane,
Abingdon OX14 3YT

Email: info@oacp.org.uk

Web: www.oacp.org.uk

Twitter: [@OxonACP](https://twitter.com/OxonACP) • Facebook: [@oacp.org.uk](https://facebook.com/oacp.org.uk)

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⦿ What could we do better?

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www.carechoices.co.uk/reader-survey

Notes

[illegible]



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- ✓ Nutritious food, daily laundry and housekeeping

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launton.grange@idealcarehomes.co.uk | idealcarehomes.co.uk



idealcarehomes

Care home listings

Cherwell care homes

Cherwood House Care Centre

Buckingham Road, Caversfield,
Bicester OX27 8RA
Tel: 01869 245005

OP D PD LDA MH SI

Fairholme House

Church Street, Bodicote, Banbury OX15 4DW
Tel: 01295 266852

OP D PD

Featherton House

Chapel Square, Deddington, Banbury OX15 0SG
Tel: 01869 227122

OP

Glebe House (OSJCT) OACP

8 Mill Street, Kidlington OX5 2EF
Tel: 01865 841859 Advert page 62

OP D

Gosford Lodge OACP

95 Bicester Road, Kidlington OX5 2LD
Tel: 01865 371405

LDA YA

Holt Farm Care Ltd OACP

Hopcroft Holt, Steeple Aston, Bicester OX25 5QQ
Tel: 01869 347600

OP LDA MH YA

Lake House (OSJCT) OACP

The Green, Lake Walk, Adderbury,
Banbury OX17 3NG
Tel: 01295 811183 Advert page 62

OP D

Launton Grange Care Home

Skimmingdish Lane, Bicester OX26 4XJ
Tel: 01869 227150 Advert page 54

OP D MH SI

Ridings, The

Calder Close, Daventry Road, Banbury OX16 3WR
Tel: 01295 297557 Advert page 56

OP D

Short Term Breaks – 69 Neithrop Avenue OACP

Banbury OX16 2NT
Tel: 01295 269646

OP D PD LDA SI YA

St Anne's Residential Care Home OACP

Clifton, Banbury OX15 0PA
Tel: 01869 338295

OP D PD MH SI YA

See the checklist on page 43 for questions to ask when looking at care homes.

Cherwell care homes with nursing

Agnes Court

– Care Home with Nursing Physical Disabilities

Warwick Road, Banbury OX16 2AB
Tel: 01295 673760

OP PD YA

Banbury Heights Nursing Home

11 Old Parr Road, Banbury OX16 5HT
Tel: 01295 262083

OP D PD LDA MH SI

Chacombe Park

Banbury Road, Chacombe, Banbury OX17 2JL
Tel: 01295 641712 Advert page 42

OP D PD YA

Cherwood House Care Centre

Buckingham Road, Caversfield, Bicester OX27 8RA
Tel: 01869 245005

OP D PD LDA MH SI

Fewcott House Nursing Home OACP

Fritwell Road, Fewcott, Bicester OX27 7NZ
Tel: 01869 345501

OP D PD LDA MH SI YA

Glebefields Care Home

Stratford Road, Drayton, Banbury OX15 6EH
Tel: 01295 641807 Advert page 42

OP D

Godswell Park OACP

Church Street, Bloxham, Banbury OX15 4ES
Tel: 01295 724000

OP PD SI

Gracewell of Adderbury

Gardner Way, Adderbury,
Banbury OX17 3PL
Tel: 01295 230898

OP D PD YA

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted



**“
The kindness and
professionalism
have been beyond
reproach.”**

Daughter of Resident at
Ferendune Court published
on 13 October 2020



Anchor Group review score*
carehome.co.uk

We'd like to thank all of our staff for their tireless work in these unprecedented times, ensuring that the lives of our residents remain active and fulfilled.

We'd also like to thank our residents and relatives at Ferendune Court and The Ridings care homes for their kind words and continued support.

You are the heart of our homes
Schedule a virtual tour today

Ferendune Court care home,
Ash Close, Faringdon, Oxfordshire, SN7 8ER
01937 858932

The Ridings care home, Calder Close,
Off Daventry Road, Banbury, Oxfordshire, OX16 3WR
01295 297557

anchor.org.uk/our-properties

*carehome.co.uk review scores are based on independent reviews with a maximum score of 10. Review quoted and rating correct as of 10/03/2021.

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WARDINGTON HOUSE

Outstanding care for a person with dementia and peace of mind for the whole family

Wardington House is a long-established family-run home specialising in caring for people with dementia, including Alzheimer's disease, without the use of routine tranquillising medication. It has an excellent team of experienced staff and beautiful gardens and grounds where residents may stroll wherever they like.



Residents are free to spend their day as they choose. We offer a range of activities and music for people to enjoy. The doors to our gardens are open during the day. Paths, with plenty of flowerbeds, lead through the rose garden and lawns making an interesting walk. For the less active there is a conservatory from which to enjoy the views. Bedrooms are light and airy and most have excellent views. We encourage people to bring their own furniture. If you are looking for somewhere with the staffing, expertise, and facilities to care for a person, no matter what the future may hold, then call or email George Tuthill, the Managing Partner, who will be pleased to answer your questions or arrange for you to look around the home.



Homely spacious rooms

For more information, contact us:

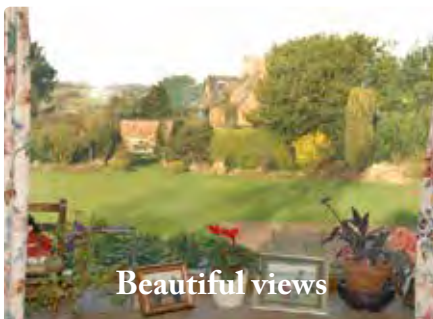
Direct line: 07785 250590

Phone : 01295 750622

Web : www.wardington.com

Email: george.tuthill@wardington.com

Wardington, Banbury, Oxon OX17 1SD



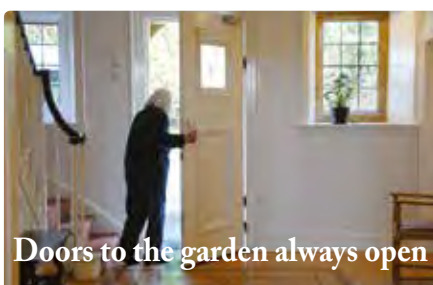
Beautiful views



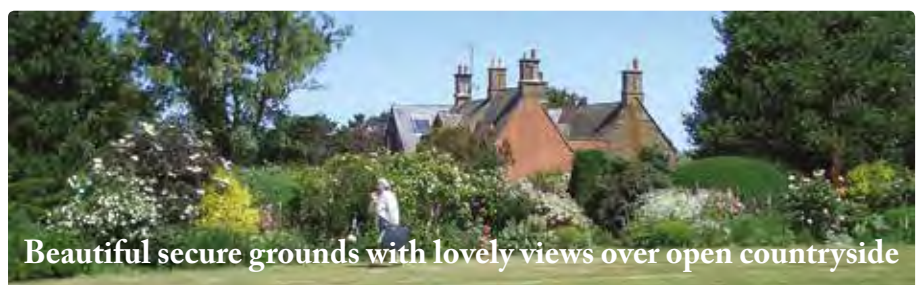
Large grounds to enjoy



A peaceful garden



Doors to the garden always open



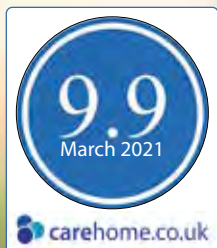
Beautiful secure grounds with lovely views over open countryside



GREEN PASTURES

Christian Nursing Home

*"Our dad
could not have
been in better
hands."*



Green Pastures Christian Nursing Home is a not-for-profit care home on the doorstep of the Cotswolds in Banbury, Oxfordshire.

We partner with families to find the ideal care solutions for their particular needs. Our dedicated and experienced team offers specialist 24-hour nursing as well as palliative and dementia care. We love seeing our residents leading fulfilling lives, as part of a community marked by kindness, respect and humour.

Green Pastures Christian Nursing Home understands that the key to being able to fully meet our residents' needs and maintain their all important independence is to ensure that we have an appropriate number of skilled nursing, care and housekeeping staff on duty at any one time. We are always seeking to provide our residents with the opportunity to exercise choice as to how they would like to spend their time and these generous staffing ratios allow us the space to give each and every one of our residents the time that they need to enjoy life to the full.



For more information please call us on **01295 279 963**
or email us at **enquiries@greenpastures.uk.com**
www.greenpastures.uk.com

Bath Road, Banbury, Oxfordshire OX16 0TT

Cherwell care homes with nursing continued

Green Pastures Christian Nursing Home **OACP**

Bath Road, Banbury OX16 OTT

Advert page 58

Tel: 01295 279963

OP D PD LDA SI YA

Heathfield House Nursing Home

Heathfield, Bletchington, Kidlington OX5 3DX

Tel: 01869 350940

OP D YA

Highmarket House

North Bar Place, Banbury OX16 OTD

Tel: 01295 297689

OP D PD MH YA

Julie Richardson Nursing Home, The

14 Dashwood Road,

Banbury OX16 5HD

Tel: 01295 268522

OP D PD LDA MH SI

Langford View (OSJCT) **OACP**

Coach House Mews, Bicester OX26 6EW

Tel: 01869 252343 **Advert page 62**

OP D PD SI

Larkrise Care Centre (OSJCT) **OACP**

Prescott Close, Banbury OX16 ORD

Tel: 01295 257471 **Advert page 62**

OP D YA

Lincroft Meadow Care Home **OACP**

The Moors, Kidlington OX5 2AA

Tel: 01865 950596 **Advert inside front cover** **OP D YA**

Southerndown

Worcester Road, Chipping Norton OX7 5YF

Tel: 01608 433 192 **Advert page 42**

OP D MH

Sycamore

Sycamore Resource Centre, 66 Oxford Road,

Banbury OX16 9AN

Tel: 01295 263317

PD LDA SI

Wardington House Nursing Home

Wardington, Banbury OX17 1SD

Tel: 01295 750622 **Advert page 57**

OP D

Wyndham Hall Care Home

Skimmingdish Lane, Launton, Bicester OX26 5AF

Tel: 01869 722767

OP D PD SI YA

Yarnton Residential and Nursing Home

Rutten Lane, Yarnton, Kidlington OX5 1LW

Tel: 01865 849195

OP D PD MH SI YA

Oxford care homes

Eden House Residential Home I

50 Horspath Road, Oxford OX4 2QT

Tel: 01865 776012

OP D

Fairfield Residential Home

115a Banbury Road, Oxford OX2 6LA

Tel: 01865 558413

OP D

Ferendune Court

Ash Close, Faringdon, Oxford SN7 8ER

Tel: 01937 858932 **Advert page 56**

OP D YA

Lady Nuffield Home, The **OACP**

165 Banbury Road, Oxford OX2 7AW

Tel: 01865 888500 **Advert page 60**

OP

Longlands (OSJCT) **OACP**

Balfour Road, Blackbird Leys, Oxford OX4 6AJ

Tel: 01865 779224 **Advert page 62**

OP D

Marston Court (OSJCT) **OACP**

Marston Road, Oxford OX3 0DJ

Tel: 01865 241526 **Advert page 62**

OP D

Oxford Respite Service – The Brandon Trust **OACP**

43 Saxon Way, Headington, Oxford OX3 9DD

Tel: 01865 751115

OP PD LDA MH YA

St Andrew's Residential Care Home Ltd

184 London Road, Headington, Oxford OX3 9EE

Tel: 01865 741752

OP D MH

St John's Home **OACP**

St Marys Road, Oxford OX4 1QE

Tel: 01865 247725

OP D PD MH SI YA

Townsend House (OSJCT) **OACP**

Bayswater Road, Headington OX3 9NX

Tel: 01865 762232 **Advert page 62**

OP D

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

The Lady Nuffield Home

The Lady Nuffield Home is situated in Summertown with easy access to Oxford and with good transport links to nearby towns. The Home is Victorian in origin with modern purpose built extensions added over recent years giving an air of light, spacious accommodation. We provide care for 30 older people.

We place the rights of the resident at the forefront of our philosophy of care, treating each resident as a valued individual. We encourage our residents to maintain their independence, whilst experienced care staff provide assistance with daily living activities in accordance with their needs.



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T: 01865 888500
E: enquiries@ladynuffieldhome.co.uk
www.ladynuffieldhome.co.uk

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At The Headington Care Home, we pride ourselves on having a happy home, where residents and their families can enjoy spending quality time with each other and develop new friendships along the way.

Our Care team provides nursing care and nursing dementia care. They are trained in the complexities of looking after those living with dementia, who may also have other long-term medical conditions.

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today on: 01865 224609**

The Headington Care Home,
Roosevelt Drive, Headington, Oxford,
Oxfordshire, OX3 7XR
www.fshc.co.uk/theheadington



Tell us what you think ☒

⊙ What have you found useful?

⊙ What could we do better?

 CareChoices

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

Oxford care homes with nursing

Albany Care Home, The

7 London Road, Headington,
Oxford OX3 7SN
Tel: 01865 744444

OP D PD SI

Brookfield

Little Bury, Oxford OX4 7UY
Tel: 01865 779888

OP

Green Gates Bupa Care Home

2 Hernes Road, Summertown,
Oxford OX2 7PT
Tel: 01865 985660 **Advert below**

OP

Headington Care Home, The

Roosevelt Drive, Headington,
Oxford OX3 7XR
Tel: 01865 224609 **Advert page 60**

OP D MH YA

Iffley Residential and Nursing Home

Anne Greenwood Close, Iffley, Oxford OX4 4DN
Tel: 01865 718402

OP D

Isis House Care &

Retirement Centre (OSJCT) OACP

Cornwallis Road, Donnington OX4 3NH
Tel: 01865 397980 **Advert page 62**

OP D YA

St Luke's Hospital – Oxford OACP

4 Latimer Road, Headington,
Oxford OX3 7PF
Tel: 01865 228800

OP YA

Triangle, The

Old London Road, Wheatley, Oxon OX33 1YW
Tel: 01865 875596

OP D YA

Viking House

45-47 Saxon Way, Northway Estate,
Oxford OX3 9DD
Tel: 01865 762506

PD LDA SI

See the checklist on page 43 for questions to ask when looking at care homes.

Advertisement



**For care homes.
For Living**

Green Gates, your local Bupa care home.

If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why Green Gates, in Oxford could be something for you to think about, whether you've got our insurance or not.

Call us for advice or to arrange a visit
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Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.



Look in the listings for Green Gates

Q117368 FEB19 CS 01087

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

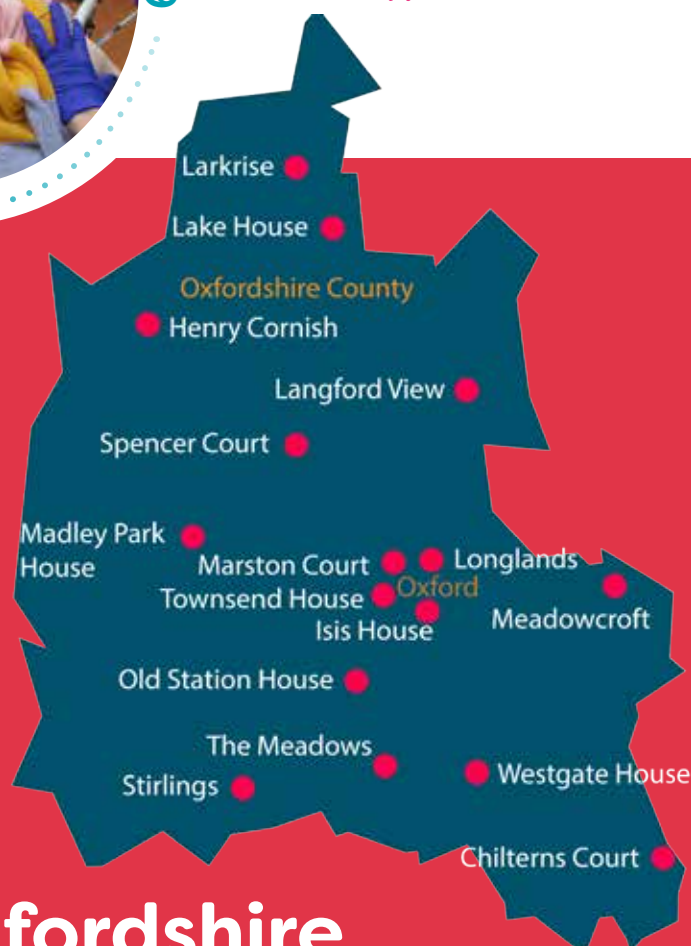
trust we care.



**We are still singing,
We are still laughing,
We are still dancing.**

Find out about our care
services at 16 homes
around Oxfordshire:

www.osjct.co.uk/oxfordshire



South Oxfordshire care homes

Amber House – Didcot

25-27 Norreys Road, Didcot OX11 0AT
Tel: 01235 512509

MH AD

Brook House Residential Care Home

19 Ockley Brook, Didcot OX11 7DR
Tel: 01235 818926

PD LDA MH

Cleeve Lodge OACP

11 Elmhurst Road, Goring-on-Thames,
Reading RG8 9BN
Tel: 01491 873588

OP D

Disabilities Trust – 4 Pages Orchard

Sonning Common, Reading RG4 9LW
Tel: 0118 972 2928

LDA YA

Disabilities Trust – 22 Woodlands Road

Sonning Common, Reading RG4 9TE
Tel: 0118 972 1460

LDA YA

Grange, The

Grange Close, Goring, Reading RG8 9EA
Tel: 01491 872853

OP D

Lyndhurst Residential Care Home

Lyndhurst Road,
Goring-on-Thames RG8 9BL
Tel: 01491 871325

OP D

Maples, The

Tokers Green, Reading RG4 9EY
Tel: 0118 907 1982

LDA YA

Meylan House OACP

136 Loyd Road, Didcot OX11 8JR
Tel: 01235 817773

LDA YA

Orchard House

High Street, Harwell, Didcot OX11 0EX
Tel: 01904 430600

OP PD MH SI YA

Sotwell Hill House

Brightwell-cum-Sotwell,
Wallingford OX10 0PS
Tel: 01491 836685

OP

Tower House OACP

Reading Road, Shiplake,
Henley-on-Thames RG9 3JN
Tel: 0118 940 1197

OP

Waterside Court Care Home

26 Winterbrook, Wallingford OX10 9EG
Tel: 01491 455 208 **Advert page 42**

OP D YA

Woodview

96 Wantage Road, Didcot OX11 0AF
Tel: 01235 814939

OP D PD LDA SI YA

South Oxfordshire care homes with nursing

Abbeycrest Nursing Home

Essex Way, Sonning Common, Reading RG4 9RG
Tel: 0118 970 9000

OP D YA

Acacia Lodge OACP

Quebec Road, Henley-on-Thames RG9 1EY
Tel: 01491 579100

OP D PD SI YA

Benson House Care Home

1 Churchfield Lane, Benson, Wallingford OX10 6SH
Tel: 0808 223 5356 **Advert page 44**

OP D YA

Chiltern Centre, The OACP

Greys Road, Henley-on-Thames RG9 1QR
Tel: 01491 575575

PD LDA SI YA

Chilterns Court Care Centre (OSJCT) OACP

York Road, Henley-on-Thames RG9 2DR
Tel: 01491 526900 **Advert page 62**

OP D PD SI YA

Close Care Home, The

Abingdon Road, Burcot, Abingdon OX14 3DP
Tel: 01865 407343

OP D PD YA

Hempton Field Care Home

36 Lower Icknield Way, Chinnor OX39 4EB
Tel: 01844 809 301 **Advert page 42**

OP

Henley Manor Care Home

Mill Lane, Henley-on-Thames RG9 4HD
Tel: 01277 655655

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

Oxenford House

Residential Care Home – a Member of The Abbeyfield Society Ltd



Abbeyfield
Making time for older people

The health, safety and wellbeing of our Residents and Staff has always been our highest priority. We have therefore taken immediate and extensive action in relation to the COVID-19 pandemic. This includes specific & thorough infection control procedures, weekly COVID testing, substantial stocks of PPE and a COVID-Secure 'Pod' so all Relatives can continue to visit loved ones.

We provide a friendly purpose built home for our 25 residents in the picturesque village of Cumnor, 4 miles from Oxford City.

Oxenford House offers its residents:

- 24 hour person centred care by experienced & well trained staff
- Single bedded rooms, some with en-suite
- Visiting dentist, doctors, physiotherapist, aromatherapist, optician, hairdresser, chiropodist & local clergy
- Daily activities & entertainment programme, including outings & pastimes
- Wide choice of homemade fresh meals cooked in House – Level 5 Food Hygiene Rating
- Our overall rating from CQC is **GOOD** with **OUTSTANDING★** in the Care domain.
- Long/short term, convalescence, holiday stays & day care – all to give families a well-earned rest – **The choice is all yours.**

For more information or to arrange an informal visit, feel free to contact us:

Tel: 01865 865116 **Fax:** 01865 865923

Email: care@oxenfordhouse.co.uk

Website: www.oxenfordhouse.co.uk

Facebook page: Abbeyfield Oxenford Society Ltd

The Glebe, Cumnor, Oxford OX2 9RL

General Manager: Anna Jakes

South Oxfordshire care homes with nursing continued

Huntercombe Hall Care Home **OACP**

Huntercombe Place, Nuffield,
Henley-on-Thames RG9 5SE
Tel: 0808 223 5356 **Advert page 44**

OP D

John Masefield House – Care Home with Nursing Physical Disabilities

Burcot Brook, Lodge Burcot, Abingdon OX14 3DP
Tel: 01865 340324

OP PD YA

Lashbrook House

Mill Road, Shiplake, Henley-on-Thames RG9 3LP
Tel: 0118 940 1770

OP D

Meadowcroft (OSJCT) **OACP**

78 Queens Road, Thame OX9 3NQ
Tel: 01844 212934 **Advert page 62**

OP D

Meadows, The (OSJCT) **OACP**

Britwell Road, Didcot OX11 7JN
Tel: 01235 518440 **Advert page 62**

OP D

Old Vicarage Residential, The – Nursing and Dementia Care Home

Moulsford, Wallingford OX10 9JB
Tel: 01491 651429

OP D

Rush Court **OACP**

Shillingford Road,
Wallingford OX10 8LL
Tel: 01491 837223

OP

Watlington and District Nursing Home

Hill Road, Watlington OX49 5AE
Tel: 01491 613400

OP D PD MH SI

Westgate House (OSJCT) **OACP**

Millington Road, Wallingford OX10 8FE
Tel: 01491 836332 **Advert page 62**

OP D

**If you are considering a care home with nursing,
see the checklist on page 43.**

Vale of White Horse care homes

Framland **OACP**

Naldertown, Wantage OX12 9DL
Tel: 0300 303 1470

OP D LDA

Holder House

35-37 Oxford Road, Abingdon OX14 2EE
Tel: 01235 521850

OP MH YA

Iris Hayter House

43 Sandford Road, Littlemore, Oxford OX4 4XL
Tel: 01865 749560

OP MH YA

Kirlena House **OACP**

18 Kennington Road, Kennington,
Oxford OX1 5NZ
Tel: 01865 739223

OP D PD SI YA

Leafield Residential Care Home **OACP**

32a Springfield Drive,
Abingdon OX14 1JF
Tel: 01235 530423

OP D PD LDA MH SI YA

Mon Choisy **OACP**

128 Kennington Road, Kennington,
Oxford OX1 5PE
Tel: 01865 739223

OP D PD SI YA

Old Station House (OSJCT) **OACP**

Old Station Yard,
Abingdon OX14 3US
Tel: 01235 536226 **Advert page 62**

OP D

Oxford House **OACP**

The Glebe, Cumnor, Oxford OX2 9RL
Tel: 01865 865116 **Advert page 64**

OP D PD MH SI

Stirlings (OSJCT) **OACP**

Garston Lane, Wantage OX12 7AX
Tel: 01235 762444 **Advert page 62**

OP D

**For information on different types of care homes,
see page 41.**

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
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OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted



HAMBERLEY

CARE HOMES



CHAWLEY GROVE

A luxury care home with a heart

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

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of FARINGDON • OXFORDSHIRE

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Welcome to Coxwell Hall, the Home of Outstanding Care.

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Coxwell Hall of Faringdon, Fernham Road, Faringdon, Oxon SN7 7LB





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VILLAGES

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Inspected and rated

Good

CareQuality
Commission

YOUR LOCAL RICHMOND VILLAGES' CARE HOMES

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"I can't compliment the staff enough. Laundry, admin, nurses, doctors, and the most wonderful carers"

Daughter of resident at Richmond Letcombe Regis, September 2020 Source: carehome.co.uk



Letcombe Regis



Witney



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**nursing, dementia
and residential care**



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Abingdon Court Care Home

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Tel: 01235 535405

OP D

Bridge House OACP

Thames View, Abingdon OX14 3UJ
Tel: 01235 5520439

OP D PD

Chawley Grove OACP

Cumnor Hill, Oxford OX2 9PJ
Tel: 01865 957650 **Advert page 66**

OP D PD

Coxwell Hall and Mews Nursing Home

Fernham Road, Faringdon SN7 7LB
Tel: 01367 242985 **Advert page 67** OP D PD SI YA

Cumnor Hill House OACP

Breeches End, Cumnor Hill, Oxford OX2 9FW
Tel: 01865 567548 **Advert page 70** OP D PD SI

Grange Care Centre, The

25 Church Green, Stanford in the Vale,
Faringdon SN7 8HU
Tel: 01367 718836 OP PD

Oaken Holt Nursing and Residential Home OACP

Eynsham Road, Farmoor, Oxford OX2 9NL
Tel: 0808 223 5356 **Advert page 44** OP D

Oxford Beaumont

Bayworth Lane, Bayworth Corner,
Boars Hill, Oxford OX1 5DF
Tel: 01865 565 461 **Advert page 42** OP D YA

Richmond Village Letcombe Regis

South Street, Letcombe Regis OX12 9JY
Tel: 01235 313082 **Advert page 68** OP D

Shrublands OACP

Faringdon Road, Cumnor, Oxford OX2 9QY
Tel: 01865 865363 OP D PD

St Katharine's House OACP

Ormond Road, Wantage OX12 8EA
Tel: 01235 762739 OP YA

Stowford House Care Home OACP

Faringdon Road, Shippon, Abingdon OX13 6LN
Tel: 01235 538623 OP D PD SI

Vale House OACP

Sandford Road, Littlemore, Oxford OX4 4XL
Tel: 01865 718467 OP D YA

Wantage Nursing Home

Garston Lane, Wantage OX12 7AR
Tel: 01235 774320 OP D PD MH SI

Advertisement

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Elmbrook Court Care Home will give you or your loved one the freedom to explore and enjoy a range of hobbies, providing independence and support to continue living life to the fullest, together.

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Exceptional Luxury Care Home

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<https://oaklandcare.com/our-homes/elmbrook-court-wantage/>



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Outstanding

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Oxford's Finest
Care Home*

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t: 01865 567 548

e: info@cumnorhillhouse.com



*"The facilities
and environment are
first-rate and the whole
ambience of the care home is a
joy to visit."*

carehome.co.uk



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West Oxfordshire care homes

See page 75 for the **Service User Bands** key.

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OP D PD LDA SI YA

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OP D

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OP D LDA

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OP D PD YA

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

OACP Member of OACP – see page 52. This provider list has been provided to Care Choices by the Care Quality Commission.

Advertisers are highlighted

Support and care at home provider listings

A-E

1st Homecare (Oxford) Ltd	29
A Caring Hand Ltd	29
Acquire Care Ltd	29
Age UK Oxfordshire – Foot Care Home Service	29
Agincare UK Ltd	29
Alina Homecare Banbury	29
Allied Health-Services Ltd Oxfordshire	29
Amber Healthcare Personnel Ltd	29
Autumn Years Care	29
Be Well Care Ltd	29
BelleVie Abingdon, Oxford, Witney, Wantage, Henley-on-Thames	29
Bicester Care and PA Ltd	29
Bluebird Care (Cherwell)	29
Bluebird Care (South Oxfordshire)	29
Borough House, 10	29
Bridges Home Care Ltd	29
Brownbill Associates Ltd	29
Care Bureau Ltd, The – Domiciliary Care – Banbury	29
Care Compassion and Conversation Ltd	29
Care Outlook (Oxford)	29
Care With Care	29
Care With Dignity Partnerships	29
Care with Heart Ltd – 66 Bradstocks Way	29
Care Workshop, The	29
Caremark (West Oxfordshire & Cherwell)	31
Caretree Ltd	31
Caring Company, The (Oxon)	31
CaringPlus Healthcare Services Ltd	31
Centurion House (OSJCT)	31
Chamomile Care Ltd	31
Charterville Care at Home Ltd and Content Care Ltd	31
Cherry Care Services Oxfordshire Ltd	31

Christies Care Oxfordshire	31
Clark Care Services	31
Countywide Caring Ltd – Domiciliary Care Office	31
Crossroads Care (Oxford)	31
Crystal Business Solutions Ltd T/A Everycare Oxford	31
Day and Nightcare Assistance	31
Day and Nightcare Assistance (HO)	31
Day and Nightcare Live-in Care Ltd	31
Direct Link Care Ltd – Oxfordshire	31
Diversity Care Providers Ltd	31
Elite Care Agency	31
Enable Health Ltd	31

F-J

Fernleigh (OSJCT)	32
FiNN Homecare Ltd – Head Office	32
Flexi Direct Ltd	32
Flexicare	32
Gain Healthcare Ltd	32
Genesees Ltd	32
Genuine Carers – Cherwell	32
Genuine Carers – Oxford	32
George Springall Homecare Partnership	32
Get Care	32
Golden Services Care Ltd	32
Goldsmith Personnel Ltd (Oxfordshire)	32
Greigcare Ltd	33
Healthcare Access Ltd Oxford	33
Henley Care Ltd	33
Heritage Healthcare Oxford South	33
HF Trust – North Oxfordshire DCA	33
HF Trust – South Oxfordshire & Berks DCA	33
Home Helpers Care Ltd	33
Home Instead Henley & Wallingford (South Oxfordshire)	33

Home Instead North Oxfordshire	33
Home Instead Oxford	33
Home Instead Swindon and Vale of White Horse	33
Homecomforts	33
Housing 21 – Stanbridge House	33
ICE Centre, The	33
Isis Court (OSJCT)	33
Jes Care Services Ltd	33

K-O

Kare Plus Oxford	33
Kcare	33
Laurel Leaf Support Ltd	33
Lifecarers (West Oxfordshire)	33
MacIntyre Central England Support	33
Mayott House (OSJCT)	33
Merewood Healthcare Services Ltd	33
Moorside Place (OSJCT)	33
Mumby's Homecare Support Ltd	37
My Carer	37
Nelly Ndoyiwa	37
Oasis Private Care Ltd	37
Olive Tree Services	37
Orchard Meadows (OSJCT)	37
Oxford Aunts	37
Oxford Private Care	37
Oxfordshire Children – Young People & Families	37
Oxfordshire DCA	37

P-W

Paddocks, The (OSJCT)	37
Paterson Health and Social Care	37
PB Moinville Care	37
Pechiv Care Services	37
Petypher House (OSJCT)	37
Pioneering Care Bicester Ltd	37
PLL Care Services	37
Premier Personal Care Ltd	37
Prestige Nursing Banbury	37
Reable Health Ltd	37

Real Life Options – Oxfordshire Response	37	Same Ways Care Ltd	39	Thames Valley & North – Domiciliary Care	39
Richmond Village Letcombe Regis DCA	37	SeeAbility – Bicester Support Service	39	Towse Court (OSJCT)	39
Richmond Village Witney DCA	37	SeeAbility Oxfordshire Support Service	39	Warm Care Support Oxford	39
Right at Home Oxford	39	Shotover View (OSJCT)	39	We-Care-Recruitment Ltd	39
Risborough Carers Ltd	39	Siete Care Services	39	Windmill Place (OSJCT)	39
Roses Care Services	39	Stewart House	39	X-Y	
Royal Mencap Society – Oxford Domiciliary Care	39	Style Acre	39	Xperience Recruitment Ltd	39
Saint Catherine's Care Oxford	39	SureCare Oxfordshire	39	Your Life (Didcot)	39
			39	Yourlife (Chipping Norton)	39

Care homes / care homes with nursing

A-E

Abbeycrest Nursing Home	63	Disabilities Trust – 22 Woodlands Road	63	Huntercombe Hall Care Home	65
Abingdon Court Care Home	69	Eden House Residential Home	59	Iffley Residential and Nursing Home	61
Acacia Lodge	63	Enstone House	72	Iris Hayter House	65
Agnes Court – Care Home with Nursing Physical Disabilities	55	F-J		Isis House Care & Retirement Centre (OSJCT)	61
Albany Care Home, The	61	Fairfield Residential Home	59	John Masefield House – Care Home with Nursing Physical Disabilities	65
Amber House – Didcot	63	Fairholme House	55	Julie Richardson Nursing Home, The	59
Banbury Heights Nursing Home	55	Featherton House	55	K-O	
Beech Court Nursing Home	72	Ferendune Court	59	Kirlena House	65
Beech Haven	72	Fewcott House Nursing Home	55	Lady Nuffield Home, The	59
Benson House Care Home	63	Framland	65	Lake House (OSJCT)	55
Bridge House	69	Freeland House Nursing Home	72	Langford View (OSJCT)	59
Brook House Residential Care Home	63	Glebe House (OSJCT)	55	Langston, The	72
Brookfield	61	Glebefields Care Home	55	Larkrise Care Centre (OSJCT)	59
Burford Nursing Home	72	Godswell Park	55	Lashbrook House	65
Cedar Court Care Home	72	Gosford Lodge	55	Launton Grange Care Home	55
Chacombe Park	55	Gracewell of Adderbury	55	Leafield Residential Care Home	65
Chawley Grove	69	Grange, The	63	Lincroft Meadow Care Home	59
Cherwood House Care Centre	55	Grange Care Centre, The	69	Longlands (OSJCT)	59
Chiltern Centre, The	63	Green Gates Bupa Care Home	61	Lyndhurst Residential Care Home	63
Chilterns Court Care Centre (OSJCT)	63	Green Pastures Christian Nursing Home	59	Madley Park House (OSJCT)	72
Churchfields Care Home	72	Hawthorns	72	Maples, The	63
Cleeve Lodge	63	Headington Care Home, The	61	Marston Court (OSJCT)	59
Close Care Home, The	63	Heathfield House Nursing Home	59	Meadow View Nursing Home	72
Cotswold, The	72	Hempton Field Care Home	63	Meadowcroft (OSJCT)	65
Coxwell Hall and Mews Nursing Home	69	Henley Manor Care Home	63	Meadows, The (OSJCT)	65
Cumnor Hill House	69	Henry Cornish Care Centre (OSJCT)	72	Merryfield House Nursing Home	75
Disabilities Trust – 4 Pages Orchard	63	Highmarket House	59	Meylan House	63
		Holder House	65	Middletown Grange	75
		Holt Farm Care Ltd	55		
		Homestead, The	72		

Mill House	75	Richmond Village Witney	75	Sycamore	59
Millers Grange	75	Ridings, The	55	Tall Trees	75
Mon Choisy	65	Rosebank Care Home	72	Tower House	63
Newland House	72	Rush Court	65	Townsend House (OSJCT)	59
Oaken Holt Nursing and Residential Home	69	Short Term Breaks – 69 Neithrop Avenue	55	Triangle, The	61
Old Prebendal House, The	75	Short Term Breaks – April Cottage	72	Vale House	69
Old Station House (OSJCT)	65	Shrublands	69	Viking House	61
Old Vicarage Residential, The – Nursing and Dementia Care Home	65	Sotwell Hill House	63	W-Y	
Orchard House	63	Southerndown	59	Wantage Nursing Home	69
Oxenford House	65	Spencer Court (OSJCT)	72	Wardington House Nursing Home	59
Oxford Beaumont	69	St Andrew's Residential Care Home Ltd	59	Waterside Court Care Home	63
Oxford Respite Service – The Brandon Trust	59	St Anne's Residential Care Home	55	Watlington and District Nursing Home	65
P-V		Stirlings (OSJCT)	65	Westgate House (OSJCT)	65
Penhurst Gardens Care Home	75	St John's Home	59	Woodview	63
Richmond Village Letcombe Regis	69	St Katharine's House	69	Wyndham Hall Care Home	59
		St Luke's Hospital – Oxford	61	Wytham House	75
		Stowford House Care Home	69	Yarnton Residential and Nursing Home	59

Other advertisers

Abbeyfield	64	Daybreak	10	Oakland Care	69
Abbots Care	26	Driving Miss Daisy	24	Orders of St John Care Trust, The	62
Abicare	24	Four Seasons Health Care	60	Porthaven Care Homes	
Anchor	56	Hamberley Care Homes	66	Inside front cover	
Barchester	42	Helping Hands	35	Protection & Investment Ltd	
Bower Bailey	47	Ideal Care Homes	54	Inside back cover	
Bupa	61	Maricare	72	Richmond Villages	68
Care Choices	18, 20, 32, 52, 60	Mariposa Elderly Care	74	Spratt Endicott Solicitors	47
Caring Homes Group	44	My Family, Our Needs	17	Trust on Tap	35
Elmbrook Court	69				



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