

# Oxfordshire

## Care Services Directory 2009



*A Care Choices™ Publication*

The comprehensive guide to choosing and paying for care  
• Home support • Care homes • Specialist care • Useful contacts •

Modern homes | 24-hour care | Stunning locations

# Amazing Care



Chacombe Park Care Home



Middletown Grange Care Home



Our homes in the  
Oxfordshire area



Oxford Beaumont Care Community



Southerndown Care Home

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We have four homes around the Oxfordshire area providing 24-hour Nursing Care, Respite and Day Care. Middletown Grange and Southerndown also provide Specialist Dementia Care while Chacombe Park and Oxford Beaumont provide first-class Assisted Living.

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**Chacombe Park Care Home**

Banbury Road, Chacombe, Oxford OX17 2JL  
Tel: 01295 712 001

**Middletown Grange Care Home**

Middletown, Hailey, Oxon OX29 9UB  
Tel: 01993 700396

**Oxford Beaumont Care Community**

Bayworth Lane, Boars Hill, Oxford OX1 5DE  
Tel: 01865 730 990

**Southerndown Care Home**

Worcester Road, Chipping Norton OX7 5YF  
Tel: 01608 644129



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*Celebrating life*



# Taking the worry out of paying for care

Our specialist care fees advisers can help you to:

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# Areas covered by this Directory



Care homes / care homes with nursing listings can be found on pages:

- Cherwell Care Homes..... 42
- Cherwell Care Homes with Nursing..... 43
- Oxford City Care Homes.....46
- Oxford City Care Homes with Nursing..... 46
- South Oxfordshire Care Homes..... 48
- South Oxfordshire Care Homes with Nursing..... 50
- Vale of White Horse Care Homes..... 50
- Vale of White Horse Care Homes with Nursing..... 52
- West Oxfordshire Care Homes.....54
- West Oxfordshire Care Homes with Nursing..... 56

## EDITORIAL

<b>Areas covered by this Directory</b> .....	2
<b>What does Social and Community Services in Oxfordshire do?</b> .....	4
• Self Directed Support in Oxfordshire.....	4
• What is Self Directed Support?.....	4
• Care services.....	6
• Am I eligible for an assessment?.....	6
• Who can refer you for an assessment?.....	6
• Can other people be involved in my assessment?.....	6
• What does this process involve?.....	6
• Do I have a say in what services I get?.....	7
• Care plans.....	7
• Fair access to care.....	7
<b>What services are available?</b> .....	8
• Occupational therapy.....	8
• Home support service.....	8
• What does the Home Support Specialist Service do?.....	8
• What support can home support workers provide?.....	9
• Delivered meals.....	9
• Day centres / Resource Centres and respite care.....	9
• Laundry service.....	10
• Shopping deliveries.....	10
• Safety pendant alarms and sensors: Telecare.....	10
• Leaving hospital.....	10
<b>What care is available?</b> .....	11
• Going into a care home.....	11
• Support when moving on from hospital.....	11
• Direct Payments.....	11
<b>Care charges</b> .....	12
• Support if you are funding your own care.....	13
<b>Help for carers</b> .....	14
• What is a carer?.....	14
• Carers' assessments.....	14
<b>Help at home</b> .....	15
• Carers' breaks.....	15
• What types of respite care are available?.....	16
• Relief to carers service.....	16
• What can the care staff do?.....	16
• How can I get this service?.....	16
• Is there a charge for this service?.....	16
<b>Residential and nursing care</b> .....	17
• What does a registered care home provide?.....	17
• Checking standards in residential care.....	17
• Searching for a care home in Oxfordshire.....	17
• Specialist care.....	18
• Out of area care homes.....	20
• Care home contracts for self-funding residents.....	20
• Protection of Vulnerable Adults - POVA.....	20
• Choosing the right service for you.....	21

• Charges for residential care.....	22
• Making a comment, compliment or complaint.....	22
• How to complain.....	22
• Care home fees.....	22
<b>Products and Services</b> .....	23
<b>Care fees - who pays what?</b> .....	24
<b>Care homes checklist</b> .....	26
<b>How solicitors can help</b> .....	28
<b>How care services are rated - the star rating system</b> .....	30
<b>Useful contacts</b> .....	32
<b>The Oxfordshire Care Homes Association</b> .....	34

## LISTINGS

<b>Home support</b> .....	36
<b>Care homes / care homes with nursing</b> .....	42
(Please note that providers are broken down into colour coded areas as indicated below and on the map on page 2)	
■ Cherwell Care Homes.....	42
■ Cherwell Care Homes with Nursing.....	43
■ Oxford City Care Homes.....	46
■ Oxford City Care Homes with Nursing.....	46
■ South Oxfordshire Care Homes.....	48
■ South Oxfordshire Care Homes with Nursing.....	50
■ Vale of White Horse Care Homes.....	50
■ Vale of White Horse Care Homes with Nursing.....	52
■ West Oxfordshire Care Homes.....	54
■ West Oxfordshire Care Homes with Nursing.....	56
<b>Index</b> .....	60

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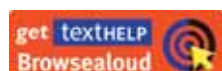
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# What does Social and Community Services in Oxfordshire do?

Oxfordshire County Council (OCC) assesses need and provides services to the people of Oxfordshire, 24 hours a day, 365 days a year. They aim to protect vulnerable people, enabling them to get the most out of their lives by providing a range of services for older people to enable them to live safely and independently in their own homes for as long as possible.

Social workers work closely with people, their carers and families to decide the best way of meeting their needs. If people need more care than can be offered at home OCC may be able to assist

with costs for residential or nursing home care.

One in ten people in the UK care for friends or family members. OCC offer support to people in caring roles.

Over the next 19 pages of this Directory, you can find more information about OCC's services to people in Oxfordshire.

If you would like further information, or wish to discuss your needs in more detail, please contact the Access Team on **0845 050 7666** or email [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)

## Self Directed Support in Oxfordshire

The Department of Health has been developing a model of social care delivery based on choice and control – this is called Self Directed Support. In December 2007 a document titled 'Putting People

First' was published, outlining the transformation of adult social care. A major theme in this publication is Self Directed Support.

## What is Self Directed Support?

Self Directed Support is the process by which a person is offered choice and control over the support that they need to go about their daily lives.

Everyone who is eligible for social care will be allocated a personal budget. There is no obligation for people to manage their budgets themselves, and a range of options is available to help plan and arrange suitable care for each individual. In some cases individuals may continue to require Oxfordshire County Council to arrange services to meet their needs. OCC retains its duty of care, safeguarding and risk management responsibilities and other statutory duties.

### How does it work?

First, the needs of the individual are assessed. This establishes the personal budget available to the individual, who then puts together a support plan ensuring they receive the care they want and need. The individual can ask anyone they feel comfortable with to help making the plan, for example a family member, a friend, or their support broker. A support broker is someone who makes sure that

people and their families who want extra assistance to plan and make choices about support can get it.

The support plan encourages people to think about what would make a difference in their lives; what they would like to achieve. It enables people to describe the changes or improvements that could help address the difficulties they face or describe what they need to stay healthy, safe and well. It will say who will provide the support they need, how much it will cost, and how it will be arranged and managed. Finally, it sets out the practical steps that need to be taken to make it happen.

### What's different?

The important difference is that the personal budget can be used for services or care solutions an individual would benefit from which may currently not be within reach. It offers more flexibility than the current care system allows. As long as needs are met and usage is legal, people should be free to spend their personal budgets in the way that makes best sense to them. Each support plan

**Continued on page 6**



## Quality facilities, varied choices

Majesticare's prestigious hotel-style homes meet a variety of needs for elderly guests. These include nursing care, residential care, and specialist dementia care. Our dementia care settings are purpose designed and employ latest thinking in this area of care, resulting in calm, relaxing and medication free outcomes for our residents. We provide short stay, long stay and respite care.

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- Personalised care planning
- En-suite rooms
- Hairdressing, chiropody
- Special diets catered for
- Dedicated activity coordinators
- Short, long and respite stay

We will be delighted to show you around our homes. For further information please visit our website [www.majesticare.co.uk](http://www.majesticare.co.uk) or telephone the home of your choice.



**Majesticare**  
Luxury Care Homes



Eastfield House in Whitchurch on Thames provides residential care.

**0118 984 2586**



Glebefields near Banbury provides residential, nursing and person centred dementia care with nursing.

**01295 738133**



Hempton Field in Chinnor provides residential, nursing and palliative care.

**01844 351766**



Lashbrook House near Henley-on-Thames provides residential, nursing and person centred dementia care with nursing.

**0118 940 1770**



The Mount in Wargrave provides residential, nursing and person centred dementia care.

**0119 940 2046**

## What is Self Directed Support? continued

will be carefully considered and approved before it is put into place to ensure it will be successful.

### Am I eligible?

Self Directed Support is being rolled out in phases in Oxfordshire in 2009, starting in the north of the

county. The Government's aim is to have made significant progress on Self Directed Support by 2011. Your social worker will be able to tell you what this will mean for you personally, which will depend on where you live and when you need to look at your social care needs.

## Care services

If you, or someone you care for, needs help from the Council, the first thing to do is contact their Access Team on **0845 050 7666** who can provide an initial assessment of your needs. The services you are eligible for will be decided by a care manager or social worker from the Council who will talk to you and, possibly, with your agreement, your

family and your doctor.

Before they can arrange care services for you, OCC need to assess your needs. Social workers, housing staff and health professionals will work with you and your carer to identify what your needs are and how they might best be met.

## Am I eligible for an assessment?

To be eligible for an assessment, you may have one or more of the following:

- sight or hearing difficulties,
- mental health needs,
- frailty because of old age,
- learning disabilities,

- permanent, substantial physical disabilities,
- problems related to the misuse of drugs and/or alcohol,
- or you may be a carer, helping to provide substantial care for a relative or friend who may be eligible.

## Who can refer you for an assessment?

You can be referred by:

- yourself or a relative, friend or neighbour,
- a social worker or health professional such as a doctor or health visitor,
- any other agency.

If you wish to apply for this service or ask for more information, you can telephone the Access Team on **0845 050 7666**

## Can other people be involved in my assessment?

You can have a carer, friend, relative or advocate to help you put your views and wishes forward.

The assessment can also include your doctor, district nurse or other health professional who

knows you well. The Council will arrange for an interpreter if you do not speak English or if you use sign language.

## What does this process involve?

Your needs will be assessed. This 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. Services may be offered to meet needs that pose a critical or substantial risk to independence, in line with the Government's 'Fair Access to Care Services' guidelines - see page 7. Methods of best meeting your needs will be discussed and agreed with you.

## Do I have a say in what services I get?

After you are assessed OCC will advise you about services that are available. They will discuss with you:

- the type of help needed,
- when it is needed,

- who will be providing the assistance,
- how long they will be with you,
- your religious and cultural needs,
- when the service will be reviewed.

## Care plans

If you need a care plan, OCC may need - with your permission - to talk to other health or social care professionals to ensure you get the right help. A

needs assessment will help you to identify what your needs are and how best they can be met. Care plans are reviewed regularly.

## Fair access to care

Oxfordshire County Council follows government guidance called 'Fair Access to Care Services', which has been issued to councils across the country. The aim is to make sure all decisions on who receives care and support are made fairly, openly and consistently. Decisions must be reached only after looking carefully at what each person needs, whatever their age, gender, race, religion, illness, disability or living or care arrangements. This means each council has to set criteria to make sure help is allocated fairly and to

those in greatest need. Some things are not covered by 'Fair Access to Care Services'. These include freedom passes, blue badges and disabled facilities grants.

For more information about 'Fair Access to Care Services' call the Access Team on **0845 050 7666** and ask for a copy of the 'Fair Access to Care' leaflet, or download the leaflet from OCC's website at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## Are you starting to think about Care Homes?



**We have several homes in Devon, Cornwall and Avon providing residential and nursing care for older people with increasing physical and mental frailty. Staff are on hand 24-hours a day to provide care and support. Please call your local home for more details and to arrange a visit.**

### **St Anne's**

Saltash

**01752 847001**

### **Manor Court**

Plymouth

**01752 768425**

### **Selkirk House**

Plymstock

**01752 492850**

### **Kimberley Court**

Newquay

**01637 850316**

**For more details about Anchor Homes and other Anchor services, please log onto: [www.anchorhomes.org.uk](http://www.anchorhomes.org.uk)**

Ref: 329

Improving the lives of older people



# What services are available?

The Council provides a range of services to adults to enable them to live safely and independently in their own homes for as long as possible. For more

information about any of these services you should first contact the Access Team on **0845 050 7666** to request an assessment.

## Occupational therapy

An occupational therapist (OT) can support you to live your life to the full in your own home by assessing your needs. This may result in:

- providing equipment,
- advising where you can buy equipment,
- advising on alterations to your home,
- finding alternative ways to carry out day-to-day activities.

The role of an OT is to assess the needs of people of all ages who have difficulties managing activities of daily living due to a disability or frailty. Their aim is to help you find solutions to enable you to live independently or to support your carers.

If you have difficulty carrying out activities of daily

living such as moving around your property, getting in and out of a chair or bed, getting in and out of the bath, shower or toilet, preparing food and drinks, reaching the front door or carrying out parenting tasks, we may be able to advise you on different ways of doing these things or provide equipment to help you.

You can now see the range of equipment available from OCC's 'Help to Live at Home' online catalogue by going to - [www.oxfordshire.gov.uk/otequipment](http://www.oxfordshire.gov.uk/otequipment)  
You can also complete your own assessment form and tell them which equipment would suit you.

## Home support service

Home support is a service for older people and young disabled people. Home support provides practical help with the personal, social and rehabilitative care tasks associated with ordinary living. The aim is to enable people to live in their own homes for as long as they wish and to be as independent as possible. The service is available from 7am to 10pm, seven days a week, 365 days a year. Home support provides a trained worker who is vetted by police, carries ID and wears a

distinctive uniform.

If the Council hold a contract with a home support provider, they have certain additional criteria (as well as Commission for Social Care Inspection (CSCI) registration) that companies must meet in order to be approved by them.

Listings begin on page 36 and all OCC accredited home support providers are marked as a ●.

## What does the Home Support Specialist Service do?

Oxfordshire County Council Home support service provides specialist care for adults living in their own homes who may have conditions such as Stroke, Dementia, Mental Health, Learning Disabilities, Parkinson's, and/or who require end of life care. We will help you become more independent in activities such as personal care and daily living tasks.

The aim of the service is to support people to

remain in their own homes, providing choice independence and quality of life. The service is available from 7am to 10pm, seven days a week, 365 days per year.

Home Support Specialist Service provides a quality service which:

- is responsive, safe, flexible enabling and reliable,
- is cost efficient, effective and measurable,
- supports carers in their caring role,

## What does the Home Support Specialist Service do? continued

- meets the needs of those most at risk of not being able to remain in their own homes,
  - provides support to people during out of office hours.
- The service provides trained workers who are vetted by police, carry identification and wear a distinctive uniform. Our service meets the standards set out by the Commission for Social Care Inspections (CSCI) and are regularly inspected.

## What support can home support workers provide?

Home support workers carry out personal, social and rehabilitative tasks for people who are unable to manage without assistance. They help people with a range of tasks including:

- Assistance with washing, dressing, bathing and showering, getting up and going to bed.
- Assistance with toilet – using, WC or commode, emptying and cleaning commode.

- Assistance the handling and moving of clients.
- Assistance with feeding.
- Undertaking health care tasks under the direction of a health care professional within agreed protocols.

## Delivered meals

Community meals are available throughout the county. The service offers frozen meals to those unable to prepare their own food. They are delivered weekly at reasonable cost and can take account of dietary and cultural needs. A freezer and microwave

are provided free of charge and are returnable at the end of the service.

Contact the Access Team on **0845 050 7666** for more information.

## Day centres / Resource Centres and respite care

Day centres provide a range of services for people who need support because of physical, emotional or mental health disability. Day centres operate in towns and villages throughout the county, usually on a Monday to Friday basis - some open on Saturday. These centres are managed by OCC, Age Concern, independent charities and local village groups. They cater for people with a wide range of needs and also provide respite breaks for carers. Centres can provide a range of services including:

- hot meals,
- information and advice,
- bathing,
- chiropody,
- therapy services,
- opportunities to socialise and engage in a range of stimulating activities,
- preventative services, intermediate day care service supporting people over a six week rehabilitation period on hospital discharge,

- 'Well Being Services' for people with mental health needs,
- Activities supported by Community Development Officers re- Health Walks and Seated Exercise Sessions, trained tutors on site.

People can be referred to day centres by care managers, health professionals such as doctors and district nurses, family, friends - or they can refer themselves. Some day centre services are only available following an assessment. This is a discussion with you to find out how best to support you with the problems you are having. OCC will look at your needs and decide whether you are eligible for services including attending one of their day centres.

If you need transport to the centre, this can be discussed at the time of the assessment. Charges differ according to the day centre, but in general are between £3 and £5 per session.

## Laundry service

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This is a countywide service for people unable to manage their laundry needs. It is a weekly delivery and collection service and can be organised for

people following an assessment by a social worker or care manager.

## Shopping deliveries

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If you are unable to do your own shopping, we can help you order your groceries over the telephone. The order will be placed with Agincare, a company we recommend. Your shopping will be delivered and can be put away in your cupboards by the driver, if you require them to. There is a charge of

£5.50 per delivery, but no minimum spend.

You can find out about the home shopping service by calling the Access Team on **0845 050 7666**

## Safety pendant alarms and sensors: Telecare

---

Telecare is a service which promotes independence, improves safety at home and provides reassurance for carers. It consists of a base unit, linked to a telephone and a personal pendant which is worn around the neck, on the wrist or attached to a belt. In addition, there are a number of sensors that automatically monitor the home environment. These sensors are linked to the base unit without the need for wiring. The sensors detect potential dangers such as smoke or overflowing water.

When the alarm is activated, trained staff at the monitoring centre will respond to the alarm. They are available 24 hours a day, 365 days a year. They may contact the nominated relative/friend/

neighbour who has been provided as the key holder and responder. They may also contact the emergency services if necessary.

If you are interested in Telecare, OCC will provide you with an assessment of your needs and the risks. This is essential to decide which sensors will assist you. If you wish to apply for this service or ask for more information, you can telephone the Access Team on **0845 050 7666**, or contact Guidepost Trust on **01993 899985** for a demonstration of how the alarm and sensors work. Some services are free and others are subject to a Fairer Charging Assessment, for more information contact the Access Team or visit the OCC website.

## Leaving hospital

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If you have a stay in hospital you will want to get back on your feet as quickly as possible. The Oxford Radcliffe Hospital NHS Trust, Oxfordshire Primary Care Trust, the County Council and Buckinghamshire Mental Health NHS Foundation Trust are committed to partnership working and transferring patients to the right place at the right time. Patients should only remain in an acute NHS bed when their medical condition cannot be managed in an alternative setting, including home, which mean that patients will be transferred to other NHS funded facilities from an acute bed whilst final placement is agreed.

Hospital staff, and County Council care managers based in Oxfordshire hospitals, are available to help you plan your care for when you leave hospital. If they cannot help, they will tell you about other organisations who may be able to help.

Inform one of the nurses if:

- you were receiving care before your admission and it will need to be resumed on discharge
- it is clear that you will be needing care, perhaps for the first time.

They will then arrange for a care manager to visit you on the ward.

# What care is available?

If you are leaving hospital, you can be assessed for rehabilitation care. Depending on your assessment, you may be offered a period of intermediate care for up to six weeks. Help that may be available from OCC includes:

- assistance with getting up in the mornings, washing, dressing, getting ready for bed, etc,
- food preparation,

- physiotherapy in your own home,
- regular visits to day centres,
- a rehabilitative stay in a care home or a community hospital.

If you wish to apply for this service or ask for more information, you can telephone the Access Team on **0845 050 7666**

## Going into a care home

It may be that when you are ready to leave hospital you will decide you can no longer manage at home and you want to go into a residential care home or a nursing home. There are many alternatives to residential care available and therefore this decision

should be carefully considered before you choose this option. Care managers can help you arrange this, discuss alternatives or give you advice if you are able to make your own arrangement.

## Support when moving on from hospital

If you, or someone you care for, are able to pay for your own care but need some practical support to move on from hospital, Age Concern, working with OCC's Social and Community Services Department, can help to find the care home of your choice. They can help with independent advice and support to:

- identify care homes that meet your needs and preferences,
- support you to visit homes and make your choice or, visit the homes that you choose, on your behalf,
- ask your questions for you, about what you can expect from homes,
- find out all about the care available and the costs to you,

- provide a dossier of information on the care homes that you choose,
- arrange fees and make arrangements for your admission,
- support you with advice on benefits and financial options to fund care home fees,
- make arrangements for you about moving in.

OCC's social services care managers will be happy to help refer you to this unique and helpful service, for further information please contact the Social and Community Services care managers in the hospital that you are leaving, or contact Age Concern on **01235 849400** (message leaving facility).

## Direct Payments

Direct Payments are cash payments OCC can give you instead of giving you a service. It's a different way of getting the support you need. You spend the money on getting the support you want to meet eligible needs that have been agreed as part of your assessment. This enables you to have more choice and control in how you are supported.

### Who can benefit from Direct Payments?

Direct Payments can be made to:

- people aged 16 or over who are in need of community care services,
- people with parental responsibility for disabled children.

Continued on page 12

## Direct Payments continued

Carers aged 16 or over may have a one off Direct Payment for a specific carer's service following a carer's assessment even if the person for whom they care declines assessment or services. For more information see 'Help for carers' on page 14.

### What is the point of Direct Payments?

The aim of a Direct Payment is to give more flexibility in how services are provided. People have greater choice and control over their lives and are able to make their own decisions about how their care is delivered.

Following your community care assessment, or reassessment, you can now choose whether to have services provided directly by OCC, or have a Direct Payment.

### What am I allowed to spend the money on?

You can use the money to employ a personal assistant or you can use an agency to provide staff for you. Or you can 'mix and match' and have some of your support provided by OCC's Social and Community Services and take some as a Direct Payment.

You must use the money to meet your assessed

needs. You can't use the money to employ a close relative or person living in your home.

### What else do I need to know?

You will need to open a separate bank account to have the money paid into and send in monthly a bank statement from this account. The Direct Payment Support Agency will give you all the help you need to operate Direct Payments.

Direct Payments are not a social security benefit, will not affect any means tested benefit you are entitled to and are not taxable.

### What happens if my circumstances change?

Your social worker should review your assessment, at least annually. This will provide you with a regular check on how well your arrangements are meeting your needs. If at any time, you feel your circumstances have changed or that costs have increased, you should contact your social worker to request another assessment.

If you wish to apply for this service or ask for more information, contact the Access Team on **0845 050 7666**

## Care charges

Depending on your financial circumstances, you may be expected to contribute towards the cost of your care. OCC will give you a clear idea of what you can be expected to pay and how the charges are calculated.

### Fairer charging

Charges for Council services other than residential care are normally calculated in accordance with the Government's 'Fairer Charging' policy. The aim is to ensure greater consistency in decision making so that people in similar circumstances receive services to achieve broadly similar outcomes.

Factors such as age, gender, race, living arrangements and location should play no part in deciding if a person is eligible for care services. You can download OCC's 'Fairer Charging' guidelines and their latest charges for services from their website at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk), or call **0845 050 7666** to ask for a printed copy.

### Fairer Charging Financial Assessment

The amount you pay will depend on your circumstances and will be determined by the Fairer Charging Officer. He or she will make an appointment to see you at home to carry out a financial assessment in accordance with Council guidelines. Each client will also be offered an independent benefits check.

### Home support and day care

Clients are financially assessed taking into account all income, savings and investments, but excluding the cost of their home. Offset against this are standard living costs and expenses that arise from disabilities such as extra heating, clothing, gardening and domestic work. You will be seen by a financial assessor and be offered a full independent benefits check.

Clients have to pay for services if they are judged as being able to afford it. Those with more than

## Care Charges continued

£22,250 (from 7 April 2008) pay the full cost of their care. While you still have the right to assessment and care management by OCC, you or your carer may prefer to deal directly with agencies that provide personal care.

### Advice on fees

OCC guide prices are freely available to the general public and this information can be obtained by calling the Access Team on **0845 050 7666** for a copy of the 'Financial Information for Care Home Residents' booklet.

You can obtain advice and information about fees, benefits, legal and tax issues from Help the Aged. For an information pack, call the freephone number **0500 767476**.

You can also ask OCC's Trading Standards Unit for advice regarding terms and conditions included in care home contracts. They can be contacted on **0845 051 0845**. You may also wish to look at the Office of Fair Trading's 'Fair Terms For Care' leaflet at - [http://www.offt.gov.uk/shared\\_offt/consumer\\_leaflets/general/oft688.pdf](http://www.offt.gov.uk/shared_offt/consumer_leaflets/general/oft688.pdf)

## Support if you are funding your own care

If you are assessed as paying the full cost of your care, the Council can still provide you with advice and support. A Social Worker or Care Manager can assess your care needs and support you to meet these needs though the range of services included in this Directory. If you choose to move into a care home, you should visit Oxfordshire's care home vacancy website by going to -

[www.oxfordshire.gov.uk/carehomesearch](http://www.oxfordshire.gov.uk/carehomesearch)

This website will enable you to search for care homes in Oxfordshire and find one with a vacancy. You might also find it helpful to seek advice or support from the organisations listed in the 'useful contacts' section on page 32.

For more advice regarding support if you are funding your own care contact the Access Team on **0845 050 7666** or email: [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)



### Featherton House

*Residential Care Home for Retired Persons  
Chapel Square, Deddington, Banbury,  
Oxon OX15 0SG*

*Registered with The Commission  
For Social Care Inspection  
Excellence rating  
Investors In People Award*



An outstanding retirement home that prides itself on its highly qualified and experienced staff that give guidance to promoting independence, ensuring privacy and dignity and offering individual choice.



- Charming uniquely individual ensuite rooms
- Secluded Cottage Garden
- Nutritious varied and appetising daily menu catering for all dietary needs
- Close to local amenities
- Stimulating range of daily activities



For further information please contact  
**Marylyn MacDougall, Registered  
Manager Telephone: 01869 338259  
Fax: 01869 337599  
Email: [featherton-house@tiscali.co.uk](mailto:featherton-house@tiscali.co.uk)  
[www.feathertonhouse.co.uk](http://www.feathertonhouse.co.uk)  
Brochure on request  
Viewings welcome any time with or  
without prior appointment**



# Help for carers

One in ten people in the UK care for friends or family members. OCC offers support to people in caring roles. There is a dedicated website for Oxfordshire's carers, which brings together information and resources from a number of different sources. It can be found at [www.oxoncarers.org.uk](http://www.oxoncarers.org.uk). Whether you

are new to caring or have been caring for a long time, you can contact one of the three Carers Centres in Oxfordshire for information and support (see p. 32). You can complete a carer's assessment by going to [www.oxfordshire.gov.uk/carers](http://www.oxfordshire.gov.uk/carers) or by contacting the Access Team on **0845 050 7666**.

## What is a carer?

A carer is someone who looks after a friend or relative of any age with a physical or mental illness or disability, a learning disability, frailty or an addiction who needs support to live at home.

It does not matter whether that person is:

- young or old,
- a relative, a partner, a child or friend,
- living with you or not.

A parent carer is a carer who has parental responsibility for a disabled child under 18. A young carer is under 18 years of age.

You are not a carer if you are paid to carry out your caring role as part of your job or if you provide care through a voluntary organisation.

## Carers' assessments

OCC carry out carers' assessments to find out if carers - and the people they care for - are eligible for services. They must give priority to people in the most urgent need, where their health and welfare would be at serious risk without OCC's support. You can choose a separate assessment or a joint assessment with the person you are caring for.

### How do I apply for a carer's assessment?

You can download and print out the carers referral/self-assessment form for carers of adults from the 'Carers in Oxfordshire' website [www.oxoncarers.org.uk](http://www.oxoncarers.org.uk) or from [www.oxfordshire.gov.uk/carers](http://www.oxfordshire.gov.uk/carers). If you already use OCC's services you can ask your care manager. You can contact them directly. If you wish to apply for this service or ask for more information, call the Access Team on **0845 050 7666**.

### Who is entitled to a carer's assessment?

Carers of adults (aged 16 and over) and parent carers of disabled children have a right to a carer's assessment if:

- you provide (or are intending to provide) substantial care on a regular basis where caring has a major impact on your life,
- the person you care for may be eligible for support,
- you ask OCC's Social and Community Services or Children, Young People and Families department for

a carer's assessment.

Carers of adults have the right to an assessment even if the person they are caring for does not want one. You may still be eligible for specific carers' services for yourself. You can contribute to the discussion of the needs of the person you care for. This will make sure your needs are taken into account when planning services for them.

### Do I have to be assessed?

You do not have to have a carer's assessment. If you choose not to have one, it will not stop the person you care for from receiving services.

### What happens next?

You will receive a copy of the assessment. If OCC are able to help, they will draw up a care plan for the person cared for, taking into account your needs as a carer. The care plan explains what services will be arranged and who will provide them. A copy of the care plan is given to the person you care for. If you are eligible, OCC can arrange the services for you or they may be able to provide finance so you can purchase the services yourself using their Direct Payments scheme.

### What if I am not eligible?

If you are not eligible for services, OCC can still

provide information and advice and put you in touch with other carer support organisations. Information about other support available can be found at [www.oxoncarers.org.uk](http://www.oxoncarers.org.uk). There are three Carers Centres in Oxfordshire providing free, direct access information, advice and support to all carers, parent carers and young carers. Their contact details can be found on page 32.

### What sort of services can OCC provide for the person I care for?

Services for the person you care for which may benefit you include:

- home support services such as help with personal care, getting up, washing, and dressing,
- day care services or an activity to go to during the day,
- use of the home delivery shopping service,
- a place to stay for a short time (respite) so you can have a break,
- adaptations and equipment in the home, safety pendant alarms and sensors
- relief to care – care provided usually in your home

## Help at home

Following an assessment (see page 6), care in the home may be offered to people who are frail, have severe learning disabilities, mental health needs or a physical disability. Services may be offered to meet needs that pose a critical or substantial risk to independence, in line with the Government's 'Fair Access to Care' guidelines.

Staff offer support by working closely with

## Carers' breaks

'Respite care' means helping carers by giving them time off from the physical and mental demands of caring. Even a short break can help you to come back to your caring role refreshed and better able to continue caring. If you are caring for an older person, OCC's Care Services Placement Team are able to give advice to people who wish to make their own private respite arrangements outside of the service that OCC provides. They can share

to give you a break.

### What services are provided for carers?

Services for you include:

- advice and information,
- referral to carers' organisations and carer support groups,
- referral to specialist organisations or projects which provide expert advice and support about health, housing, benefits, education, employment and leisure opportunities,
- someone to talk to,
- in certain circumstances, a Direct Payment for a carer's service such as counselling or practical assistance to relieve you in your caring role.

### Care charges

- there is no charge for a carer's assessment,
- a charge may be made for services OCC provides to the person you are caring for, depending on their financial circumstances,
- there are no charges to children under 18,
- OCC does not charge for the services it provides to carers.

relatives and other carers, so that, where appropriate, caring tasks can be shared. OCC will work with you to develop confidence and possibly regain skills to increase your independence. Their aim is to help you stay as independent as possible.

For more information see the 'Help for Carers' page at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

their knowledge as to what private respite care may be available within the county and provide contact details of care homes for you to follow up.

To access this advice from OCC's Care Services Placement Team call **01865 323426 / 01865 323440** or email [scs.respite.bookings@oxfordshire.gov.uk](mailto:scs.respite.bookings@oxfordshire.gov.uk)

Continued on page 16

## What types of respite care are available?

To give you a break from the caring role, a number of different schemes operate for young people and adults.

Respite can be provided to offer short breaks in a range of different ways. They include:

- short residential breaks,
- care in the home,
- family support,

- day centres for older people,
- day care for people with learning disabilities,
- care for children with physical or learning disabilities.

For more information on these types of respite, see OCC's website at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

## Relief to carers service

This service is for carers who provide substantial care to an adult with an illness or disability who would be at risk if left on their own for more than a short period of time.

They provide trained care staff to relieve the carer for:

- a few hours at regular intervals and / or
- occasional longer or overnight breaks.

The service is designed to be as flexible as possible, and can operate, by arrangement, 24 hours a day, 7 days a week to suit individual requests. You can take a break from caring knowing that the person you care for is in safe hands.

## What can the care staff do?

The level of support provided by staff can range from companionship or supervision of the cared for person, to assisting with leisure activities and personal care. Where possible, the service aims to

allocate the same care assistant at each visit in order to provide continuity of care for both the carer and the person receiving care.

## How can I get this service?

For further information, telephone the Access Team on **0845 050 7666**. Depending on the carer and cared for person's needs, a service may be allocated.

When you apply for this service you will be offered a confidential carer's assessment which will enable OCC to advise you about other useful services.

## Is there a charge for this service?

Charges for adults are dependent upon their financial circumstances and any other services they

receive. The person receiving the care will have to be financially assessed.

## Confused by care decisions?



**As publishers of this Directory, we can assist you in your search for care.**

The Care Choices Helpline is a **free public information service**, providing you with a shortlist of care providers that meet your particular needs and preferences.

Call us on Freephone **0800 389 2077** or visit [www.carechoices.co.uk/looking\\_for\\_care.html](http://www.carechoices.co.uk/looking_for_care.html) to enter your details.



*Care Choices Ltd*

# Residential and nursing care

Sometimes living at home is no longer a practical option. Moving into a residential or nursing home may be the best way forward. If you are referred for residential or nursing care, a social worker or care manager will assess your needs, provide you with information about homes and help visit homes you may wish to consider. If a care home providing nursing is the best solution for you, a specially trained

nurse will assess your nursing needs to determine what level of nursing care the NHS will fund. The cost of the registered nursing care part of your fees is paid by the NHS to the home. This is called Funding Nursing Care and is currently £103.80 for new referrals. It is important that you get your nursing determination done before you go into a care home.

## What does a registered care home provide?

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

Unless the care home is registered to provide services 'with nursing' then nursing support is not provided. Care homes with nursing provide care from a qualified nurse employed by the home.

## Checking standards in residential care

Looking for a care home? You can get free independent reports on the quality of your local homes and care services to help you make an informed choice. All residential homes are regularly inspected by the Commission for Social Care Inspection (CSCI). CSCI can be contacted on **0845 015 0120** or **0191 233 3323** or by visiting **www.csci.org.uk** or emailing **enquiries@csci.gsi.gov.uk**. In April 2009 CSCI will merge with the Healthcare Commission and the Mental Health Act Commission to form the Care Quality Commission.

Following an inspection, each care home is given a report which covers all aspects of care including;

- a description of the building,
- staffing arrangements,
- daily life and social activities,
- health and personal care,
- complaints and protection,
- management of the care home.

Based on the inspection CSCI award each care home a star rating to explain simply and clearly how the care home is performing. The star ratings are 'no stars' denoting a 'poor' service, '1 star' representing a 'poor' service, '2 stars' indicating a 'good' service and '3 stars' demonstrating an 'excellent' service.

Listings of care homes and care homes with nursing start on page 42.

## Searching for a care home in Oxfordshire

If you are looking for a care home or a respite home, you should visit our Care Home Vacancy Information website by going to **www.oxfordshire.gov.uk/carehomesearch**. This website allows you to search all care homes in Oxfordshire for older people and adults with a physical disability and gives more detail about the home and the type of care provided. It also gives information about whether the home has any vacancies and provides contact details. You can also create and print a personalised information pack which includes the information that is specific to your requirements.

To search for a vacancy in a care home in Oxfordshire:

- enter the website via **www.oxfordshire.gov.uk/carehomesearch** and you will be able to search for a vacancy by location, type of care, room type or other criteria,
- if you would like to search for a home click on 'Home Search' on the top right of the screen,
- once you have completed the search, clicking on 'Create Information Pack' at the bottom of the screen allows you to print out the information you have selected.

## Specialist care

The official CSCI categories used to describe the services offered in care homes for people with disabilities can be confusing. For clarity, in this Directory the type of care each home offers is spelt out in full.

### Physical disability

If OCC arranges a care home placement for you, you should check a number of issues. What choices of home do you have and is this restricted by the amount of care you need? Is the provision in accordance with CSCI standards? Does the staff team in the home have good links with the local Physical Disability Care Management Team?

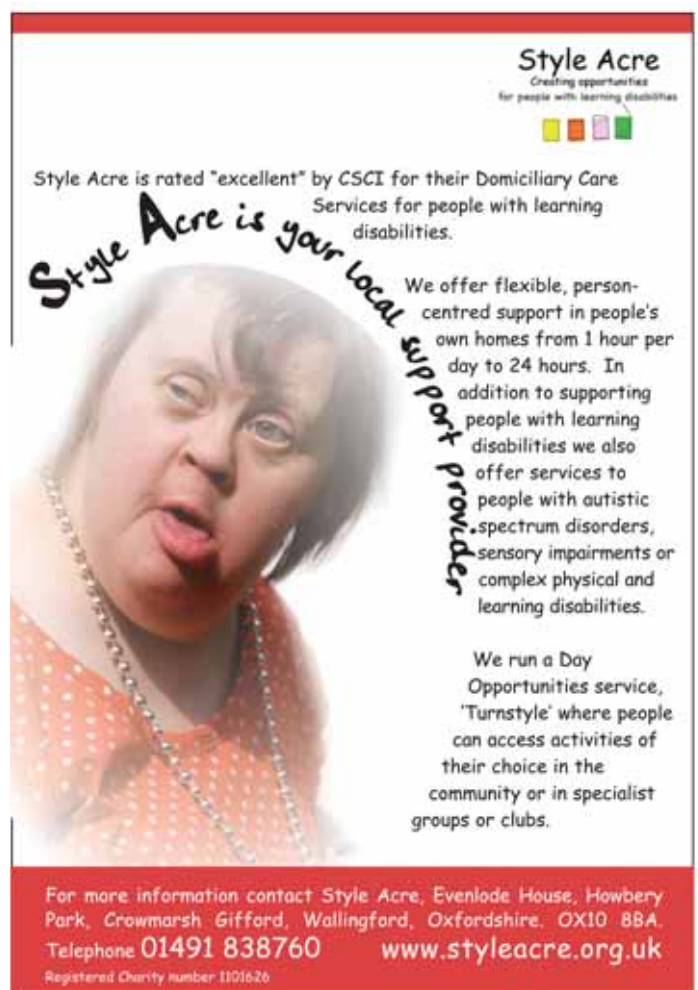
### Learning difficulties

Adults with learning difficulties who need residential care may still be young when they enter residential/nursing care and they will have a whole range of different needs. Homes often specialise and a good home will provide opportunities to learn and maintain skills and opportunities to take part in enjoyable and stimulating activities. Social workers and community nurses in Community Teams for Learning Difficulties are able to give information to enable people to make the right choices for themselves.

### Dementia

A care home should be able to maintain and improve your quality of life. Depending on the degree of the dementia, you should be able to live in a care home that offers quality personal care and person-centred care. It's important to consider homes that provide nursing care in case your condition deteriorates and you require a higher level of care. Many care homes offer specialist units with experienced nursing staff and facilities adapted to the needs of residents with dementia.

People with dementia may be able to benefit from a range of group or individual therapies. Most people benefit from social interaction and mental stimulation, including reminiscence. Activity coordinators and occupational therapists can provide people with dementia with reality orientation, reminiscence and validation therapy. Music therapy, art therapy approaches and other creative therapies can also be helpful. You will need to find out what is available in your chosen care home. Behaviour



**Style Acre**  
Creating opportunities  
for people with learning disabilities

Style Acre is rated "excellent" by CSCI for their Domiciliary Care Services for people with learning disabilities.

*Style Acre is your local support provider.*

We offer flexible, person-centred support in people's own homes from 1 hour per day to 24 hours. In addition to supporting people with learning disabilities we also offer services to people with autistic spectrum disorders, sensory impairments or complex physical and learning disabilities.

We run a Day Opportunities service, 'Turnstyle' where people can access activities of their choice in the community or in specialist groups or clubs.

For more information contact Style Acre, Evenlode House, Howbery Park, Crowmarsh Gifford, Wallingford, Oxfordshire. OX10 8BA.  
Telephone 01491 838760 [www.styleacre.org.uk](http://www.styleacre.org.uk)  
Registered Charity number 1101626

management approaches that promote understanding of the behaviour of the person with dementia can also be helpful and trained staff can offer this service within many establishments.

### Things to look for in homes specialising in dementia

- Do residents appear happy and responsive?
- Do residents seem alert and interested?
- Is there adequate signage and cues for different parts of the home such as the dining room and bathrooms?
- Is the seating within lounge areas arranged to encourage talking and interaction?
- Is there a garden where residents can walk safely?
- Are the activities individualised and peoples likes & dislikes recorded in the care plans?
- Are reminiscence activities available?
- Are residents able to compile memory boxes?
- Do the staff have training and experience in dementia care?
- Does the home manager have an understanding and experience of dementia care?

**Continued on page 20**



# WOODLANDS



# PHARMACY



WINNER PHARMACY BUSINESS 2008  
YOUNG PHARMACIST OF THE YEAR AWARD

Outstanding customer service and care in the Community

- We provide complete pharmaceutical care.
- Can help with disability & nursing home supplies.
- Online services are available at: [www.yourEpharmacy.com](http://www.yourEpharmacy.com)
- A free delivery service all over Oxfordshire is also available including toiletries & medication.

“Woodlands Pharmacy provide an excellent service, they are able to work around the home requirements and therefore able to provide a unique service, for which they should be proud of.”

Selvie Naidoo  
Home Manager, Winterbrook

Woodlands Pharmacy has been supplying our service users at Shrublands Residential Care Home with their medication requirements for a number of years now and I can only commend them for their outstanding customer care and dedication to get things right.”

Jane Quartermain  
Proprietor, Oxford Private Care OPC

“Woodlands Pharmacy provide an excellent service combining helpful and professional advice with the practical advantage of a prompt and reliable delivery service. I cannot recommend them highly enough for any of your pharmaceutical requirements.”

Esther McNeile Jones  
Managing Partner, Manor Farm Oxford

“Woodlands Pharmacy have given us a consistently superb professional & personal service over the last 2 years with our medical supplies, delivery service and pharmaceutical advice.

I am only too happy to recommend this family business.”

With compliments  
Paulene Shaw R.G.N., R.M.A.  
General Manager

“Woodlands Pharmacy support their local community with great dedication and go the extra mile to ensure a top quality service for all of their customers.”

Nigel Collins  
Director, Oxford Private Care OPC



## Opening Times:

Monday to Friday 9:00am - 5:30pm

Saturday 9:00am - 1:00pm

## Woodlands Pharmacy

74 Botley Road, Oxford, Oxfordshire OX2 0BO

Tel: 01865 242649 Fax: 01865 242649

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

Email: [woodlands.pharmacy@npanet.co.uk](mailto:woodlands.pharmacy@npanet.co.uk)

### Mental health

If you have mental health needs, residential care can help improve the quality of your life – the structured environment and activities provided can build up your confidence. The care providers should assess you carefully to make sure the placement is right for you. A qualified member of the residential care staff may visit you at home, talk to you and look at your assessments of health/social care need.

To find out more about mental health care in your region, organise visits to prospective care homes. Ask the residents about the care they receive. Are psychiatric nurses available if needed? Do the activities provided assist rehabilitation? What are the attitudes to medication and other therapies? How does the care home approach different types of challenging behaviour? Do the staff have close links with the Community Mental Health Team?

### Out of area care homes

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

If your care home place is state-funded, your home county local authority is still responsible for your care fees, even if you choose a care home in another region. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The

fees that your local authority will pay may vary. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision. If you're self-funded, obviously you have freedom of choice.

**Details of organisations that can offer advice are listed on page 33.**

### Care home contracts for self-funding residents

An Office of Fair Trading market study on care homes for older people found that a number of care home contracts for self-funding residents were unfair or unclear.

The main areas of the study focused on:

- The lack of price transparency (the cost of care, what services the price includes, how often the price is reviewed).
- The need for better complaints procedures.
- Complex or unfair terms that make it difficult to assess the true rights and obligations of the

resident and of the care home under the contract.

- The procedure for termination of a contract.
- The administering of medication.

It is advisable to consult a solicitor before signing any contract to ensure that the terms are fair and you understand your rights and obligations. The report applies only to those paying for their own care and can be obtained from the OFT (reference OFT 780).

**More information at: [www.of.gov.uk](http://www.of.gov.uk)**

### Protection of Vulnerable Adults – POVA

Provision for the Protection of Vulnerable Adults (POVA) is set out in Part VII of the Care Standards Act 2000. The scheme created a list of people, held by the Secretary of State, who are considered unsuitable to work with vulnerable adults in England and Wales because their conduct has harmed, or placed at risk, a vulnerable adult in their care.

Care home owners, domiciliary care agencies and employment agencies which supply care workers are

required to request checks against the POVA list as part of a range of rigorous pre-employment checks, including disclosures from the Criminal Records Bureau (CRB). Requests for such checks must be made to the CRB. Enhanced CRB checks will automatically include checks against the POVA register.

Care providers and suppliers of care workers are also required to refer workers to the Secretary of State for possible inclusion on the POVA list where,

## Protection of Vulnerable Adults – POVA continued

in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment.

The POVA list runs alongside the Protection of Children Act (POCA) scheme that has been in force since 2000 and contains similar provisions in relation to child-care organisations.

Guidance on the POVA list can be found on the Social Care Institute for Excellence website - [www.scie.org.uk](http://www.scie.org.uk) – type in ‘POVA’.

The POVA list does not currently apply to those who work with vulnerable adults in NHS or independent hospitals and other health facilities. However within the Safeguarding Vulnerable Groups Act 2006, a new vetting and barring scheme will be introduced in a phased rollout from Autumn 2008. This will be known as the ‘Independent Safeguarding Authority’ and will:

- Build on the existing list of those barred from work with children and vulnerable adults including the POVA list.
- Be more comprehensive in coverage, with a wider workforce eligible for checks. This will include health settings and there will be no distinction between paid and unpaid (voluntary) work.
- Enable a barring decision to be made on the basis of an individual’s criminal record as well as following a referral from an employer or other body.
- Update barring decisions as soon as any new information is made available and notify an employer if an employee is deemed unsuitable.
- Enable employers to make secure, instant online checks of an applicant’s status in relation to the scheme.

For more information visit:  
[www.everychildmatters.gov.uk/vettingandbarring](http://www.everychildmatters.gov.uk/vettingandbarring)

## Choosing the right service for you

If you, a relative or friend, needs care or support at home it is important to find the right care service for you. The Oxfordshire Safeguarding Adults Board website ‘Safe from Harm’ can help you make the right choices for you. If you go to: [www.oxonsafeguardingadults.org.uk](http://www.oxonsafeguardingadults.org.uk) you can find information on what questions to ask and where to go for more information about the care

service you are interested in. There’s also information about keeping safe at home and what to do if you are being abused or you are worried about someone who might be.

Staying safe and getting the right service for you is important so it’s worthwhile spending some time finding the right one.

### Checklist

Here are some other important steps that you should consider making:

- contact the Access Team on **0845 050 7666** for an assessment,
- ask a relative or a friend to help with decision making,
- seek advice from your solicitor before making any final decisions,
- speak to an independent financial adviser about your financial situation and care costs,
- look into state benefits you can claim, irrespective of your personal wealth,
- use OCC’s care home vacancy website at [www.oxfordshire.gov.uk/carehomesearch](http://www.oxfordshire.gov.uk/carehomesearch),
- make a checklist before visiting possible care homes (see an example on page 26),
- make sure that your visit is not rushed and take time to talk to the other residents,
- ensure that you fully understand the rights and responsibilities of any formal contract with a care provider.

## Charges for residential care

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The Department of Health has issued statutory guidelines which local authorities must use to financially assess clients to take account of their incomes, savings and investments and, depending on individual circumstances, the capital value of their former home may also be taken into account (for permanent residents). Clients with more than £22,250 (from 7 April 2008) capital have to pay the full cost of their care although OCC may be

able to offer temporary assistance to those who do not have immediate access to their capital or do not want to sell their property immediately on entry to a care home.

For more information, download OCC's booklet 'Financial Information for Care Home Residents' from [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk) or call **0845 050 7666** to ask for a copy. For more financial information see page 24.

## Making a comment, compliment or complaint

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All registered homes have a complaints procedure, details of which must be made available to residents, relatives and other carers. Tell the manager of the home if you are not happy with the service to see if things can be put right. They may not be aware that there is a problem and may be able to sort things out for you. If you or your relatives or carers continue to be worried about any aspect of your care or treatment contact OCC's Social and Community Services Department or the

Commission for Social Care Inspection.

If you have a complaint about the services that Oxfordshire County Council provides, they have a simple procedure to help you inform them when things go wrong. They are committed to providing services that are as good as possible. One of the best ways to do this is to listen to you. They help thousands of people every year and know that they do not always get it right. Often, they don't know that something has gone wrong until you tell them.

## How to complain

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If you want to make a complaint it would be helpful if you could put it in writing, or get someone to write on your behalf. You can make your complaint in a number of ways:

- download the relevant leaflet from OCC's website at [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk) or call **0845 050 7666** for a hard copy and send it to the Comments and Complaints Service at the address below (you do not need a stamp),
- telephone the Comments and Complaints Service on **01865 323589**,
- send a fax to the Comments and Complaints Service at **01865 783134**,

- email the service at [commentsandcomplaints@oxfordshire.gov.uk](mailto:commentsandcomplaints@oxfordshire.gov.uk)
- write to -  
Oxfordshire County Council  
Social & Community Services  
Freepost RRYR-XTBE-GBTZ  
Comments & Complaints  
4th Floor County Hall  
New Road, Oxford OX1 1ND.

OCC will make sure you are given the name and telephone number of a senior officer and a date that you can expect to hear from them by.

## Care home fees

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OCC guide prices are freely available to the general public and this information can be obtained by calling the Access Team on **0845 050 7666** for

a copy of the 'Financial Information for Care Home Residents' booklet.

## Products and Services



### Ace Denture

174 Desborough Road,  
High Wycombe, Bucks HP11 2QA  
Tel: 01494 520515  
Web: [www.acedenture.com](http://www.acedenture.com)

Affordable dentures made in our on-site laboratory. Dentures repaired while you wait. Unconditional 12 months guarantee on all work. For a free consultation, information pack or appointment - give us a call.



### Cherwell Heights Dental Care

83 Chatsworth Drive, Banbury  
OX16 9YJ  
Tel: 01295 709500  
Email: [info@cherwelldental.co.uk](mailto:info@cherwelldental.co.uk)  
Web: [www.cherwelldental.co.uk](http://www.cherwelldental.co.uk)

Dr E Muksinovic and dental team offer dentistry with a gentle touch. We work with all age groups to achieve confidence and great looking smile with two qualified hygienists.



### Cotswold Mobility Ltd

The Old Cowshed, Pebbly Hill  
Farm, Bledington, Chipping  
Norton, Oxon OX7 6XJ  
Tel: 01608 658899 / 07774 984206

Supply, Service and Repair of Mobility Equipment. Free home assessments. Already serving some of the major Care Homes and Hospitals in the area. Contact us for an informal discussion of what we can offer.



### Jenner's

6 Manzil Way,  
Oxford, Oxfordshire OX4 1 GE  
Tel: 01865 727777  
Fax: 01865 725612  
Email: [jennersoffice@npanet.co.uk](mailto:jennersoffice@npanet.co.uk)

For sale or hire, we offer wheelchairs, walkers, scooters, chairs, recliners, incontinence products and other aids. Located in the East Oxford Health Centre, we can deliver if required.

# Confused by care decisions?

## As publishers of this Directory we can assist you in your search for care.

The Care Choices Helpline is a **free public information service**, providing you with a shortlist of care providers that meet your particular needs and preferences.

Call us on Freephone **0800 389 2077** or visit [www.carechoices.co.uk/looking\\_for\\_care.html](http://www.carechoices.co.uk/looking_for_care.html) to enter your details.



## Care Choices Ltd

# Care fees - who pays what?

When moving a loved one into a care home, fully understanding what the State provides and being certain about costs and affordability is essential for all involved. Seeking independent advice is important. However, here we seek to answer some of the most commonly asked questions.

## Who qualifies for local authority assistance?

If you have been assessed as needing a care home place and your capital is below £22,250 you should be entitled to financial support from your local authority. If you have capital below £13,500 you will be entitled to maximum support contributing your income less £21.15 retained for personal expenses. If you have capital between £13,500 and £22,250 you will also pay a capital tariff of £1 per week for each £250 between these two figures. Capital includes the value of your former home unless it's occupied by your partner, a relative who is aged over 60 years or incapacitated, a child under 16 years who you maintain or a separated partner who is a lone parent.

## If the State is paying do I have a choice of care home?

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 the authority, and not cost any more than they would usually pay for someone with your needs.

## What if the home costs more than the local authority is prepared to pay for?

The local authority will allow a third party to top-up if they are able to do so over the long term. You are not allowed to top-up the fees yourself from capital below £22,250.

## Will Adult Social Services pay my fees whilst I am selling my former home?

If, apart from your property, your other capital is below £22,250 the local authority will help as above with the costs during the first twelve weeks of permanent care. Beyond that period any financial help will be charged against the value of your former home and recovered from the eventual sale proceeds.

## Do I have to sell my property?

No, Adult Social Services can lend you the money to pay for your care charged against your property value. However, they may limit how much they will pay and it

could adversely affect your welfare benefit entitlements.

## Do I have to pay council tax on an empty property?

If you move into a care home and your property is left empty then you should receive full exemption from Council Tax until it's sold.

## My partner needs care, how does this affect me?

Only the partner requiring care should be means-tested. Property occupied by a partner is disregarded and only 50% of any private pension should be taken into account. The local authority will take into account 50% of joint savings. Therefore, to accelerate financial help it is better to have separate single accounts, meeting care costs from the account of the person in the care home.

## Is there any financial help I can claim that is not means-tested?

If you are self funding, Attendance Allowance is a non-means-tested, non-taxable allowance paid at the lower rate of £44.85 for those needing care by day or night and, at a higher rate of £67.00 for those needing care by day and night. Also, whether your stay is temporary or permanent, if you receive nursing care in a care home you may be entitled to an NHS Nursing Care Contribution towards registered nurse time costs. This is currently £103.80 per week for the lower rate and £142.80 per week for the higher rate\*. If you need primarily health care, you may be entitled to full funding from your local Primary Care Trust (local health authority) under their Continuing Care eligibility criteria.

## What happens if I move into a care home independently and run out of money?

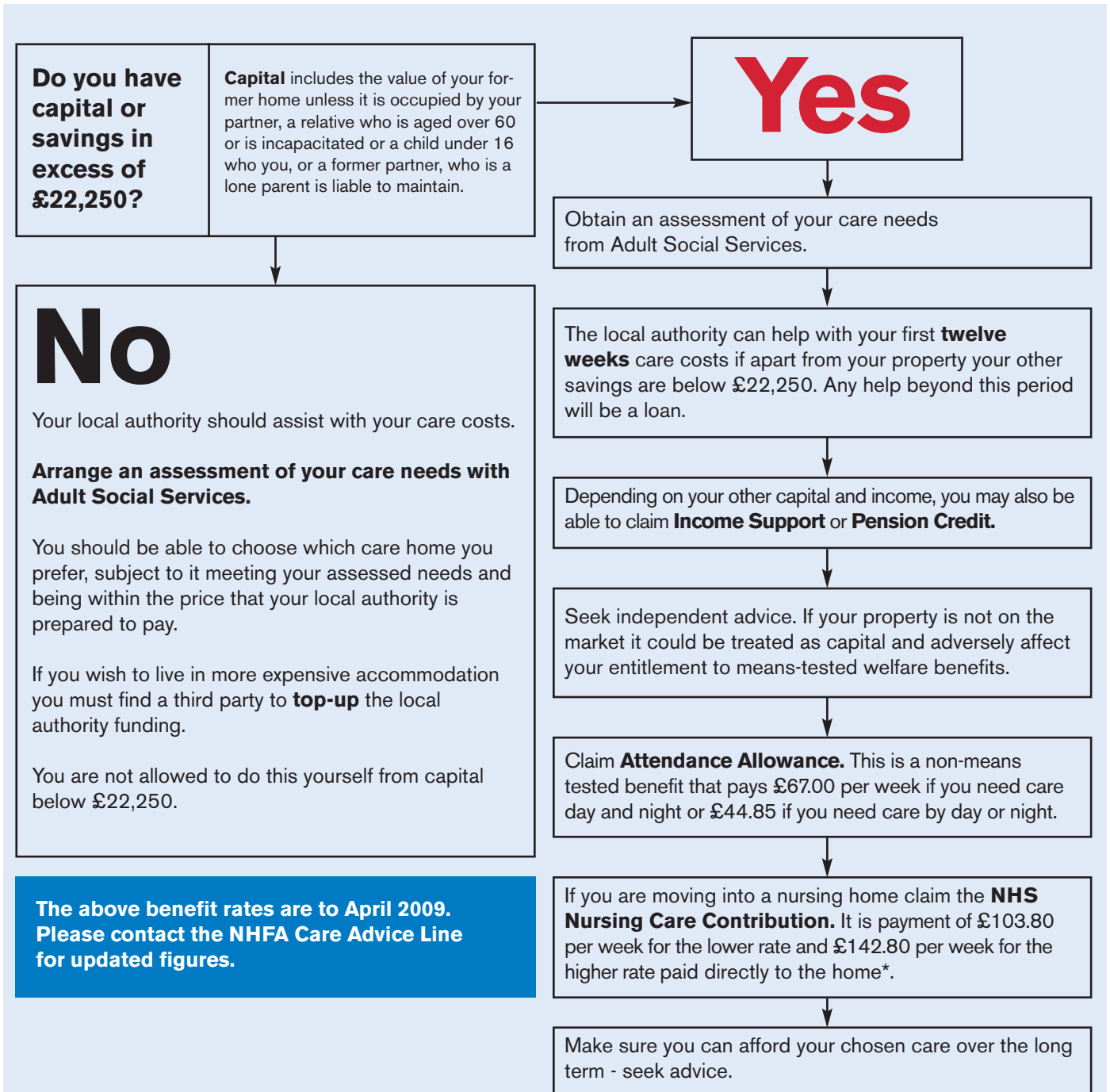
Once your capital reduces to £22,250 you can seek local authority assistance. However, if the home costs more than the local authority usually pays and won't reduce its fees you could be in the difficult situation of either finding a source of top-up, or, which could be detrimental to health and well being, cheaper accommodation. If running out of money is likely you should arrange to have an assessment from your local Adult Social Services department to make sure they will step into help and check if the care home owner can continue to accommodate you at Adult Social Services funding rates.

## What can I do to avoid this situation?

They are ways of meeting care costs for as long as you need care whilst using up only part of your capital, thus, as so many older people wish, capping the cost and enabling an inheritance to be left for the family. Do not try to do it alone, seek advice. NHFA Care Fees Advice specialise in this and through their local advisers will ensure you fully understand your entitlements from the State and the options available

to best meet care costs whilst also preserving capital and savings.

**Further advice and information can be obtained from: NHFA Care Advice Line  
Tel: 0800 99 88 33  
Web: [www.nhfa.co.uk](http://www.nhfa.co.uk)**



Nick Tyler, Chief Executive, NHFA Ltd

NHFA Ltd is authorised and regulated by the Financial Services Authority.

\* At the time of going to press, this figure was correct. It may change after April 2009. Wales and Scotland have different rates.

# Care homes checklist

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## FIRST IMPRESSIONS

- Were you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

## FEES

- How much are the fees?
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs?
- Is the notice to terminate reasonable?

## TRANSPORT

- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport?

## ACCOMMODATION

- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal rooms?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

## ACCESSIBILITY

- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

## LIFE WITHIN THE HOME

- Are there any rules and restrictions (e.g. going out, time of return etc)?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Does the home offer free internet access for all residents?
- Is there a telephone where you can make and take calls in private and comfort?

## LIFE WITHIN THE HOME (CONTINUED)

- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- What arrangements are there for religious observance?
- Are places of worship nearby? Is there a prayer room?
- Can you handle your own money? If not, what arrangements are in place?
- Does a hairdresser or chiropodist visit?
- Are residents accompanied on visits to the GP or hospital?

## STAFF

- Do the staff appear clean, cheerful and respectful?
- Do the staff talk to residents and how do they talk to them?
- Do staff have appropriate language skills?
- Are the staff formally trained?
- Is there an adequate number of staff on day and night?

## VISITORS

- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- Can your visitors join you at meals?
- Can your visitors stay overnight?

## CATERING

- How much choice do you get about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs including religious or cultural needs?
- Can you have snacks or drinks any time?
- Can you eat in your room?

## ACTIVITIES

- Can you continue to pursue your hobbies and interests?
- What sorts of activities and entertainment are organised?
- Do they cater for all cultures?
- Are outings and holidays arranged? How much do they cost?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?
- Does the home have internet access for residents?

## GARDENS

- Are the grounds / gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?

## CONTRACT TERMS

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?

# TRUST IN CARE



## Our Care & Nursing Homes

Castle View, Chipping Norton	01608 642364
Chilterns End, Henley on Thames	01491 574066
Glebe House, Kidlington	01865 841859
Isis House, Oxford	01865 397980
Lake House, Banbury	01295 811183
Lincoln House, Banbury	01295 257471
Longlands, Oxford	01865 779224
Madley Park House, Witney	01993 890720
Marston Court, Oxford	01865 241526
Mayott House, Abindon	01235 521959
Meadowcroft, Thame	01844 212934
Spencer Court, Woodstock	01993 812725
St Edburgs House, Bicester	01869 252343
Stirlings, Wantage	01235 762444
The Meadows, Didcot	01235 518440
Townsend House, Oxford	01865 762232
Westgate House, Wallingford	01491 836332



## Other services provided by The Orders of St John Care Trust in Oxfordshire

### Isis Court, Oxford

- Isis Court contains 20 "Extra Care" sheltered housing units with on-site care services
- "Extra Care" offers flexible care and support, a safe environment and rights and control to people in their own home, with back-up 24 hour support from housing, social care and health care teams
- Isis Court can also provide meals, domestic support, leisure and recreational facilities.



### Domiciliary Care Service

- Isis Domiciliary Care team provides 24 hour care and support to residents of Isis Court Extra Care flats.
- Waking staff are on duty from 6am to 12 midnight and a carer sleeps within the staff sleepover room to answer emergency care needs between midnight and 6am.
- Additional care is provided on a planned basis to the residents flats.

For further information on both services Tel: 01865 748301 or email [isiscourt@osjctoxon.co.uk](mailto:isiscourt@osjctoxon.co.uk)



For general enquiries:  
Telephone: 01865 202356  
Email: [oxon@osjct.co.uk](mailto:oxon@osjct.co.uk)  
Website: [osjct.co.uk](http://osjct.co.uk)

# How solicitors can help

Our care and legal system is complex, and the implementation of the Mental Capacity Act 2005 means we are at a time of immense change in the law, making expert advice vital. The Act affects people who may lack mental capacity and those who take decisions on their behalf. The Act affects everyone aged 16 and over and provides a statutory framework to empower and protect people who may not be able to make some decisions for themselves.

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 (LPA)** 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.

**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 should they not have a LPA. The Court

procedure is presently very slow and the fees are quite expensive so preparing a 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.

**Long-term care:** whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

It's important to find a solicitor who specialises in this area of the law.

Solicitors for the Elderly (SFE)  
Web: [www.solicitorsfortheelderly.com](http://www.solicitorsfortheelderly.com)

## Turpin & Miller Solicitors

1 Agnes Court, Oxford Road, Oxford OX4 2EN

T: 01865 770111 F: 01865 749099

E: [office@turpinmiller.co.uk](mailto:office@turpinmiller.co.uk) W: [www.turpinmiller.co.uk](http://www.turpinmiller.co.uk)

### INDEPENDENT AND CONFIDENTIAL LEGAL ADVICE

Comprehensive range of legal services including:

- FREE NURSING HOME CARE
- SAFE DISCHARGE FROM HOSPITAL
- PREVENTION OF ELDER ABUSE
- COURT OF PROTECTION  
(Financial or Care Decisions)

Contact Cathy for details on 01865 406008





Planning for Long  
Term Care Fees?  
Speak to a  
specialist who can  
guide you  
through the  
maze of red tape

With prudent planning  
care fees do not need  
to be a problem

**We look to provide you with:**

A guaranteed income for life

The ability to live in the home of  
your choice

No fear that your money will run out

The provision for rising care costs

Peace of mind for you and your family

Please call 01344 886988 or  
0118 9821710 to speak to  
our specialist advisor  
Daniel Kasaska or visit our  
website [www.pil.uk.com](http://www.pil.uk.com) for  
more information. If you  
prefer, simply cut out and  
return the attached coupon.

Please send me information about  
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services it provides for Long Term Care  
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Protection & Investment Ltd  
Gibbs House, Kennel Ride,  
Ascot, Berkshire SL5 7NT.



Protection & Investment Ltd  
an Independent Financial Advisor that  
understands the needs of elderly people

Authorised and Regulated by the Financial Services Authority

# How care services are rated - the star rating system

All care homes are registered, regulated and inspected by the **Commission for Social Care Inspection (CSCI)** which is responsible for the maintenance of standards through inspection and a star rating system. In April 2009 CSCI will become the **Care Quality Commission**.

## Star Ratings

These are much the same as those used by hotels in that they give an instant view of how good the services of a particular home are assessed to be.

## Star Rating Categories

The ratings run from '0 star' poor, '1 star' adequate, '2 stars' good and '3 stars' excellent. However a note of caution is appropriate when judging a home solely on its star rating. A care home can receive no stars and be deemed 'poor' in one of the three key areas involving safety and management, even if other areas are rated excellent. CSCI maintain that this is fair because the key issue does not perform as an overall 'safe' service.

## How are the ratings decided?

The ratings are based on an inspection by CSCI. It includes a review of all facilities and systems of control, interviews with residents, their families and staff, surveys completed by residents and families, information provided by the home in its **Annual Quality Assurance Assessment (AQAA)**, and the Inspector's own observations. To ensure that ratings are as consistent as possible, CSCI Inspectors adhere to the **Key Lines of Regulatory Assessment (KLORA)**.

## Which areas are assessed?

CSCI assesses seven categories or 'outcome groups', regarding the National Minimum Care Standards. These are: individual needs and choices; health and personal care; daily life and social activities; complaints and protection; environment; staffing; and management and administration. The more of these that are graded 'excellent', the more likely a home is to be graded as '3 stars'.

## What makes an excellent care home?

An 'excellent' rating is awarded if at least half the outcome groups are rated 'good' or 'excellent', all the safety and management areas are 'good' and at least one is 'excellent', and no 'outcome' group is rated as 'poor'. A sustained track record of good performance and managing improvement is also taken into account.

## Are all care homes rated?

Yes, although at this moment not all have been allocated a score. CSCI visits the majority of homes once a year and all those inspected so far will have a rating. Those still awaiting a visit will be marked 'not yet rated'. This means nothing detrimental to the home and is merely a question of timescale. CSCI expects all homes to be graded by December 2008.

## What if a care home has a '0' rating?

If a home receives a '0' rating, it will have to fill out an improvement plan. This will include: what action is going to be taken to improve services and to ensure that those actions are successful; the date the actions will be completed; the name of the person responsible for each action and the person in charge of the overall co-ordination of the plan. The home will also receive another inspection within six months. If CSCI has serious concerns about a home it can close it down.

## Inspection frequency

Homes will no longer receive one inspection per year. A home judged as 'poor' will receive at least two inspections per year, so it will be quickly able to improve its rating. Meanwhile homes rated 'excellent' can expect a visit from the Inspector only once every two or three years although the home must submit its own Annual Quality Assurance Assessment to CSCI.

When looking at care homes, you should check a home's inspection report and its star rating on the Commission for Social Care Inspection's website: [www.csci.org.uk](http://www.csci.org.uk)



## *Rosebank Care Home, Bampton*

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*‘This is our Home – make it yours’*

Please come and meet us at anytime, or contact us by phone or email.

For further details contact us on  
01993 850308 or via [www.rosebankcarehome.co.uk](http://www.rosebankcarehome.co.uk)  
Rosebank Care Home, High Street, Bampton, Oxon OX18 2JR

# Useful contacts

If you need help and advice about social care needs - support to live independently, help in the home or residential care - call the Access Team at 0845 050 7666. Staff will help you to contact the services you need. Hours are Monday to Thursday, 8.30am to 5pm; Friday, 8.30am to 4pm.

Write to: Oxfordshire County Council, PO Box 221, Kidlington Delivery Office, Oxford OX5 1YD  
Fax: 01865 854443 Email: [access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)

## Carers

**North and West Carers' Centre,**  
27 Horsefair, Banbury, Oxon OX16 0AE  
Tel: 01295 264545 Fax: 01295 270660  
Email: [cc.nwoxon@dsl.pipex.com](mailto:cc.nwoxon@dsl.pipex.com)

**South and Vale Carers' Centre,**  
3-5 Lydalls Road, Didcot, Oxon OX11 7HX  
Tel: 01235 510212 Fax: 01235 512198  
Email: [carers@svcarers.org.uk](mailto:carers@svcarers.org.uk)

**Oxford Carers' Centre,**  
174A Cowley Road, Oxford OX4 1UE  
Tel: 01865 205192 Fax: 01865 242569  
Email: [info@carerscentre.co.uk](mailto:info@carerscentre.co.uk)

**The Oxfordshire Carers' Forum,**  
'The Elms', 9 Church Green, Witney, Oxon OX28 4AZ  
Tel: 01993 706543 Fax: 01993 706651  
Email: [carers@oxoncarersforum.org.uk](mailto:carers@oxoncarersforum.org.uk)

## District Councils

**Cherwell District Council** Tel: 01295 252535  
**Oxford City Council** Tel: 01865 249811  
**South Oxfordshire District Council**  
Tel: 01491 823000

**Vale of the White Horse District Council**  
Tel: 01235 520202  
**West Oxfordshire District Council**  
Tel: 01993 702941

## Patient Advice and Liaison Services (PALS)

**Churchill Hospital** Tel: 01865 221473  
**Horton Hospital** Tel: 01295 229259  
**John Radcliffe Hospital** Tel: 01865 221473  
**Oxfordshire PCT** Tel: 0800 052 6088  
**Oxfordshire and Buckinghamshire  
Partnership NHS Trust** Tel: 0800 328 7971

**Ridgeway Partnership  
(Oxfordshire Learning Disability NHS Trust)**  
Tel: 01865 228173  
**South Central Ambulance Service NHS Trust**  
Tel: 01962 892622  
**West Wing and Children's Hospital**  
Tel: 01865 743324

## Primary Care Trust

**NHS Continuing Care Office**, Abingdon Community Hospital, Marcham Road,  
Abingdon, Oxon OX14 1AG Tel: 01865 336 800 Tel: 01235 205784 or 01235 205785  
Email: [continuingcare@oxfordshirepct.nhs.uk](mailto:continuingcare@oxfordshirepct.nhs.uk)

## Other useful numbers

**Age Concern** Tel: 01235 849400  
**Alzheimer's Society**  
• Abingdon and Vale of White Horse Branch  
Tel: 01235 205407  
• Banbury and District Branch Tel: 01295 750622  
• Oxfordshire Tel: 01865 876508  
• Local helpline Tel: 01865 556469

**Benefits Agency** Tel: 0845 604 2757  
**Children's Information Service**  
Tel: 0845 226 2636  
**NHS Direct** Tel: 0845 4647  
**Oxfordshire MIND (Mental health services)**  
125 Walton Street, Oxford OX2 6AH  
Tel: 01865 511702 Fax: 01865 558680  
Email: [info@oxfordshire-mind.org.uk](mailto:info@oxfordshire-mind.org.uk)

## National contacts

### **Association of Charity Officers**

A national umbrella body for benevolent charities, charities who provide aid and advice to individuals in need. Any charity helping individuals can join the Association.

Five Ways,  
57/59 Hatfield Road,  
Potters Bar, Hertfordshire  
EN6 3JW. Tel: 01707 651777  
Web: [www.aco.uk.net](http://www.aco.uk.net)

### **Carers UK**

Carers UK is the voice of carers and is the only carer-led organisation working for all carers.

20/25 Glasshouse Yard,  
London EC1A 4JT.  
Tel: 020 7490 8818  
Web: [www.carersuk.org](http://www.carersuk.org)

### **Care Select Matching Service, The**

A free information service for those looking for care for older people.

Tel: 0800 389 2077  
Web: [www.carechoices.co.uk](http://www.carechoices.co.uk)

### **Counsel and Care**

Advice and help for older people.

Twyman House,  
16 Bonny Street,  
London NW1 9PG.  
Tel: 0845 300 7585  
Web:  
[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

### **Disabilities Care Register, The**

A free information service for those looking for care for adults with special needs.

Tel: 0800 389 2077  
Web: [www.carechoices.co.uk](http://www.carechoices.co.uk)

### **Elderly Accommodation Counsel**

Helping older people make informed choices about meeting their housing and care needs.

89 Albert Embankment,  
London SE1 7PT.  
Tel: 020 7820 1343  
Web: [www.housingcare.org](http://www.housingcare.org)

### **Friends of the Elderly**

Supporting older people who have a range of practical needs.

40–42 Ebury Street,  
London SW1W 0LZ.  
Tel: 020 7730 8263  
Web: [www.fote.org.uk](http://www.fote.org.uk)

### **Help the Aged**

Fighting to free disadvantaged older people in the UK and overseas from poverty, isolation and neglect.

Senior Line: 0808 800 6565  
Web: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

### **IndependentAge**

The main aim of this charity is to help older people on low incomes to live with dignity and independence.

6 Avonmore Road,  
London W14 8RL.  
Tel: 020 7605 4200  
Web:  
[www.independentage.org.uk](http://www.independentage.org.uk)

### **National Association for Providers of Activities for Older People (NAPA)**

Open discussion on training needs, and compiling the information of all service providers in the UK regarding social and therapeutic activities for older persons.

Bondway Commercial Centre,  
5th Floor Unit 5.12, 71  
Bondway, London SW8 1SQ.  
Tel: 0207 078 9375  
Web: [www.napa-activities.co.uk](http://www.napa-activities.co.uk)

### **NHFA**

The aim of the NHFA is to enable older people to meet the cost of their chosen care whilst also preserving as much of their capital as possible and, with that the independence, dignity and right of choice they deserve at what is perhaps the most vulnerable time of their life.

St Leonards House,  
Mill Street, Eynsham,  
Oxfordshire OX29 4BR.  
Tel: 01865 733000  
Web: [www.nhfa.co.uk](http://www.nhfa.co.uk)

### **Pension Service, The**

The Pension Service website is published by the Government. It provides information for individuals about pensions and other pensioner benefits in the UK, whether you are planning for the future, are about to retire or have already retired. It also has information about pensions for pension providers/advisers and employers.

Tel: 0845 60 60 265

### **United Kingdom Home Care Association Ltd (UKHCA)**

United Kingdom Home Care Association Ltd (UKHCA) is the professional Association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

42b Banstead Road,  
Carshalton Beeches,  
Surrey SM5 3NW.  
Tel: 020 8288 1551  
Web: [www.ukhca.co.uk](http://www.ukhca.co.uk)

# The Oxfordshire Care Homes Association

Choosing a home is rarely easy but this Directory is designed to give you as much information as possible to help you make the right choice. Remember that a home's success depends on it satisfying its customers' needs. Homes will be pleased to send you a brochure and arrange a visit for you to look around. It is often a good idea to look at a number of homes to get a good idea of what is available and what you like.

Don't hesitate to ask to visit the same home a second time if you want to, especially if there are other family members who want to be involved. It's an important decision and homes will want to help you as much as they can.

Fees for homes will vary depending on the type of care and accommodation you are looking for. Some homes provide residential care, others provide nursing care. Homes' fees can range from £450 to over £1000 per week. There is some non

means-tested help available. Fees for care services are very dependent on staffing costs and these usually go up each year faster than general inflation.

If you are funding your own care, then the choice of home will be yours. If a local authority, such as Oxfordshire County Council, is paying for your care, then your preferred choice of home is covered by a Government Directive on Choice. You can find this document by searching on Google for LAC(2004)20.

Our Association can also provide you with information on funding and assessment procedures.

If you require any more information or help please contact:

George Tuthill, Chairman, Oxfordshire  
Care Homes Association on 01295 750513  
Email: [george.tuthill@wardington.com](mailto:george.tuthill@wardington.com)



## CARE FOR THE ELDERLY MENTALLY INFIRM

*We have an outstanding reputation for the care of the elderly, mentally infirm, particularly those suffering from Alzheimer's disease. We have learned how to meet the special needs of this group of people. We use no routine tranquillizing drugs.*

*We offer a relaxed and happy environment, in which residents can retain their freedom of choice and individuality. The house has secure gardens and grounds where residents can stroll about whenever they like. Many enjoy our daily minibus trips through the country lanes.*

*If you are looking for somewhere that will be able to cope, no matter what the future may hold - then call **George Tuthill** or **Maggie Rampley** who will be pleased to send you a brochure or arrange for a visit.*

TEL: 01295 757123 FAX: 01295 750036  
Wardington, Banbury, Oxon OX17 1SD.  
(five minutes from Junction 11 on the M40)

Visit our website - [www.wardington.com](http://www.wardington.com)



# Winterbrook Nursing Home

## Where Care Comes First

Choosing the right Home is an important decision. To appreciate fully the benefits that Winterbrook and its dedicated staff can offer please come and visit our home.



26 bed home, set in an acre of picturesque gardens, between Reading and Oxford in the market town of Wallingford, in close proximity to local hospital and other amenities. Winterbrook Nursing Home is truly a home from home.

- Nursing, convalescent, care for chronically sick & terminally ill.
- Offering **short/long term** and **respite care**.
- 20 single rooms and 3 double rooms mostly en-suite.
- Dedicated 24 hours care provided by Registered Nurses & NVQ trained Health Carers.
- Promoting physical, emotional, social and spiritual well-being.
- Daily activities and regular outings organised by our dedicated activity co-ordinator.
- Vertical lift, with disability access and nurse call system.
- Regular visits by hairdresser, chiropodist & optician
- Nutritious menus with special diets catered for.
- Regular GP visits to assess resident's medical needs.
- Excellent relationship with local GP surgery and pharmacy.
- Jointly owned by local doctor and managed by a RGN experienced elderly care.
- Affiliated with Oxford Brookes University and training institutions for continuous professional development of staff.



Registered by the Oxfordshire Health Authority & Commission for Social Care  
Inspection for care of Elderly, Chronically Sick, Convalescent Care & Terminally Ill

Contact the Home Manager on

**Tel 01491 833922**

**Fax 01491 836166**

Email [winterbrookhome@tiscali.co.uk](mailto:winterbrookhome@tiscali.co.uk)  
18 WINTERBROOK, CHOLSEY,  
WALLINGFORD, OXON, OX10 9EF

Administration Office

**Tel 0118 9668845**

**Fax 0118 9351862**

Email [hsss@compuserve.com](mailto:hsss@compuserve.com)  
1 THE DRIVE, EARLEY, READING,  
BERKS, RG6 1EG

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

# Home support listings

**1-TO-1 CARE** Tel: 01865 343134 @ Stewart House The Notcutts Centre Nuneham Courtenay Oxon OX44 9PP ●  
**Advert page 37**

**ABACUS CARE (OXFORD & SOUTH WEST ENGLAND) LTD** Tel: 01865 744174 @ 137b London Road Headington Oxford Oxfordshire OX3 9HZ ●

**ADVANCE SUPPORT** Tel: 01993 772885 @ Riverside House 3 Witan Way Witney Oxfordshire OX28 6HF

**ALL CARE LTD** Tel: 01256 799825 @ Viewpoint Basingview Basingstoke Hampshire RG21 4RG ●

**ALLIED HEALTHCARE GROUP LTD (KIDLINGTON)** Tel: 01865 370707 @ 27-31 High Street Kidlington Oxford OX5 2DH ●

**AMBER HEALTHCARE PERSONNEL DCA** Tel: 01235 531616 @ 1 Vineyard Chambers Abingdon Oxford OX14 3PX ●  
**Advert page 37**

**ARCH** Tel: 01865 240236 @ 322 Cowley Road Oxford Oxfordshire OX4 2AG

**BARDWELL LOW LEVEL SITTING SERVICE** Tel: 01869 242182 @ Bardwell School Hendon Place Bicester Oxfordshire OX26 4RZ

**BLUEBELLES LTD** Tel: 01295 258920 @ 6 South Bar Banbury Oxfordshire OX16 9AA  
**Advert adjacent**

**BRIGHT YELLOW GROUP** Tel: 01295 722868 @ Bloxham Mill Barford Road Bloxham Banbury Oxfordshire OX15 4FF ●

**CARE UNLIMITED** Tel: 01865 763553 @ Barton Neighbourhood Centre Underhill Circus Headington Oxford OX3 9LS


**CARE WITH CARE** Tel: 01865 882219 @ 1 Abbey Street Eynsham Oxford OX29 4TB ●

**CARING COMPANY, THE** Tel: 01245 206117 @ 32b Bowness Avenue Didcot Oxfordshire OX11 8NG

**CHARTERVILLE CARE AT HOME LTD** Tel: 01993 775515 @ Office G16, Spinners Court 55 West End Witney Oxfordshire OX28 1NJ ●

**CHERWELL CARE SERVICES** Tel: 01869 243839 @ 50 Bucknell Road Bicester Oxon OX26 2DG ●

**CHILDREN & FAMILY CARE SERVICES** Tel: 01865 374154 @ Unit 4 Lakesmere Close North Oxford Business Park Kidlington Oxfordshire OX5 1LG



**Bluebelles Ltd**

OUR SERVICE IS TAILORED TO MEET THE INDIVIDUAL REQUIREMENTS OF THE SERVICE USER, TO ENABLE SERVICE USERS TO MAINTAIN MAXIMUM QUALITY OF LIFE AND NORMALITY IN THEIR OWN HOME ENVIRONMENT.

QUALIFIED CARE ASSISTANTS ARE EXPERIENCED IN ALL ASPECTS OF PERSONAL CARE REQUIREMENTS AND ARE HAPPY TO ASSIST WITH DOMESTIC DUTIES AND MEAL PREPARATION.

OUR 24 HOUR SERVICES INCLUDE:

- BATHING • DRESSING AND UNDRRESSING • MOBILITY • FEEDING
- ASSISTANCE TO THE TOILET AND CONTINENCE CARE
- EXERCISE PROGRAMMES • PROMPTING OF PRESCRIBED MEDICATION

6 SOUTH BAR, BANBURY, OXFORDSHIRE OX16 9AA  
TELEPHONE NUMBER: 01295 258920 FAX: 01295 258920

**CHILTERN CENTRE FOR DISABLED CHILDREN, THE** Tel: 01491 575575 @ Greys Road Henley On Thames Oxfordshire RG9 1QR

**CHIPPING NORTON SUPPORTED LIFESTYLES** Tel: 01608 645286 @ Cromwell Business Park 18a & 19a Cheriton House Banbury Road Chipping Norton Oxfordshire OX7 5SR

**COMFORT HOME CARE AGENCY LTD** Tel: 01865 350476 @ 34 Merewood Avenue Headington Oxford Oxfordshire OX3 8EF

**CONTENT CARE LTD (APL)** Tel: 01280 840464 @ 12 Westhills Gardens Brackley Northamptonshire NN13 6AA ●

**COUNTY HOME CARE SERVICES** Tel: 01531 632003 @ Beggars Ash Bromyard Road Ledbury Herefordshire HR8 1LQ ●

**COUNTYWIDE CARING LTD** Tel: 01491 837692 @ Rockford Estate Unit 5 Hithercroft Road Wallingford Oxfordshire OX10 9DB

**CROSSROADS CARE (OXFORD)** Tel: 01865 260280 @ 3 Hurst Street Oxford OX4 1EZ ●

**DAY AND NIGHTCARE ASSISTANCE (OXFORD)** Tel: 01865 715716 @ 9 Hollow Way Cowley Oxford OX4 2NA ●

**DAY AND NIGHTCARE ASSISTANCE (WANTAGE)** Tel: 01235 772440 @ 7 Post Office Vaults 8 Market Place Wantage Oxfordshire OX12 8AT ●

**DAY AND NIGHTCARE ASSISTANCE (WITNEY)** Tel: 01993 708905 @ 46 Market Square Witney Oxfordshire OX28 6AL ●

**DELIGHT CARE LTD** Tel: 01235 548308 @ Linde Building 7 Nuffield Way Abingdon Oxfordshire OX14 1RJ  
**Advert page 37**

● - Indicates OCC approved home support providers see page 8 for more information

ALL ADVERTISERS ARE HIGHLIGHTED

**When looking at providers, you should check their inspection report and star rating. Please see page 30 for information.**

# Delight

DEVOTED TO HOME CARE

Maintain your independence at home with Delight. Our services range from simple domestic chores to specialised care and from half an hour to 24 hour.



Call us on 01235 530655 or 01865 575981 for further information

We cover Oxford and environs, the Vale and South Oxfordshire. Our service is always individually tailored to suit your needs.

**Email:** [enquiry@delightcare.co.uk](mailto:enquiry@delightcare.co.uk)

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

Main Office: Linde Building, 7 Nuffield Way, Abingdon OX14 1RJ  
Regulated by CSCI and Member of UKHCA



**Cost effective care tailored to your individual needs**

- Personal care
- Respite care
- Live in care
- Household chores
- Companionship
- Enhanced CRB checks
- Well trained staff
- Assured continuity of care
- Respect for privacy and independence

For further help and advice call our experienced team on:

**01235 53 16 16**

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

Members of UKHCA - Approved OGC Provider - Fully Registered with CSCI

# We care

We consistently provide exemplary care to vulnerable adults, our services extend from regular check up calls to ensure a loved one who may need a little assistance to cope, is kept independent & safe; through to more intensive care needs for Dementia, Parkinson's, Multiple Sclerosis and end of life clients – the standards of care are the same – exemplary.

**1 to 1 Care** is registered with the Commission for Social Care Inspection & full members of the UKHCA.

**1 to 1 Care** provide care services for Oxfordshire County Council, the NHS - End of Life and Continuing Care, Sir Michael Sobell House Hospice and private clients.



For further information how 1 to 1 Care can help

Telephone: 01865 34 31 34

or email: [care@1to1care.co.uk](mailto:care@1to1care.co.uk)

**ELITE CARE AGENCY** Tel: 01869 247779 @ 1 Sunderland Drive Bicester Oxfordshire OX26 4FJ ●

**EMPATHY PRIVATE HOME CARE** Tel: 01844 202041 @ Crendon House Drakes Drive Long Crendon Buckinghamshire HP18 9BB ●

**ENARA COMMUNITY CARE** Tel: 01235 812209 @ C21 & C22 Didcot Enterprise Centre Southmead Industrial Park Hawksworth Didcot Oxfordshire OX11 7PH ●

**EUROPEAN WELLCARE LIFESTYLES LTD** Tel: 01869 244210 @ 4a Lower Farm Barns Bainton Road Bucknell OX27 7LT

**FLEXICARE (OXFORD AND ABINGDON)** Tel: 01865 779404 @ Windy Corner 1 Fairfax Road Cowley Oxfordshire OX4 2QG

**GOLDSBOROUGH HOME CARE LTD** Tel: 01494 535025 @ Ground Floor Aspect House 75 West Wycombe Road High Wycombe Buckinghamshire HP11 2LR ●

**GP HOMECARE LTD** Tel: 01865 250767 @ Elms Court Botley Oxford Oxfordshire OX2 9LP ●

**GREIGCARE LTD** Tel: 01295 266224 @ Warwick House 159a Warwick Road Banbury Oxfordshire OX16 2AR ●

**HEART TO HEART CARE LTD** Tel: 01993 846099 @ 7 Ramillies House Alvescot Road Carterton Oxfordshire OX18 3DW ● **Advert adjacent**

**HELP AT HOME** Tel: 01993 899980 @ Neighbourhood Centre Guideposts Trust Independent Living Centre Northfield Farm Lane Witney Oxfordshire OX28 1UD

**HOME CHOICE CARE PROVIDER** Tel: 01865 770412 @ 142-144 Oxford Road Cowley Oxford Oxfordshire OX4 2DZ ●

**HOME FARM TRUST** Tel: 01295 267906 @ HFT North Oxfordshire 47c Broad Street Banbury Oxfordshire OX16 5TH

**HOME HELPERS CARE LTD** Tel: 01235 848822 @ 25 The Nursery Sutton Courtenay Abingdon Oxfordshire OX14 4UA ● **Advert adjacent**

**HOME SUPPORT - CITY** Tel: 01865 323302 @ 21 Between Towns Road, Oxfordshire County Council, Cowley, Oxfordshire, OX4 3LX ●



## Heart To Heart Care Ltd

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Heart to Heart offer support at home from 7 day 24 hour care to half hour visits.

We offer complex care for clients in need of specialist care for reasons of incapacity or disability.

The nature of our services is providing help with shopping, meal preparation and light domestic duties.

Heart to Heart provide assistance with all personal care needs as well as providing assistance with meals.

**CONTACT:** Tel: **01993 846099**  
 Fax: 01993 846346  
 Email: h2h@hearttoheartcare.ltd.uk

7 Ramillies House, Alvescot Road, Carterton, Oxon. OX18 3DW

## Home Helpers Care Ltd

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 Tel: 01235 848822 Fax: 01235 848688  
 Established since 1993

Providing Services in the South & Vale to Private Customers / Direct Payments Customers / Social Services Funded Customers, Health funded & Independent Living Customers.

Comprehensive Range of Care Services Including:  
 Palliative Care / Day & Night Sitters / Meals at Home / Laundry / Shopping / Collecting Pensions / Paying Bills & Light Domestic tasks.

Call our team for further information.  
**01235 848822** [www.homehelperscare.co.uk](http://www.homehelperscare.co.uk)

**HOME SUPPORT SERVICE NORTH & WEST** Tel: 01865 848133 @ 14 Lakesmere Close North Oxon Business Centre Kidlington OX5 1LG ●

**HOME SUPPORT SOUTH AND VALE** Tel: 01235 469686 @ Foxcombe Court Wyndyke Furlong Abingdon Business Park Abingdon Oxfordshire OX14 1DZ ●

● - Indicates OCC approved home support providers see page 8 for more information

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**When looking at providers, you should check their inspection report and star rating. Please see page 30 for information.**



OXFORD PRIVATE CARE PROVIDES CARE THAT ENABLES YOU TO MAINTAIN YOUR INDEPENDENCE AT HOME



Our services include, Personal Care, Palliative Care, Complex Care, Meal Preparation, Companionship, Day and Night sitting, Light domestic duties, Shopping and Pension collection.

All care is delivered by our dedicated team of carers who have completed all the necessary training and employment checks.

For further advice, information and a personal assessment of your needs please contact us on 01865 861944 or visit our website at [www.oxfordprivatecare.co.uk](http://www.oxfordprivatecare.co.uk)

**HEMOCARE SUPPORT LTD** *Tel:* 01865 391187 @ The Ark Wantage Road Frilford Oxfordshire OX13 5NY ●

**ISIS DOMICILIARY CARE SERVICE** *Tel:* 01865 202 356 @ The Order of St John Care Trust Oxfordshire County Office Marston Resource Centre Marston Road Marston Oxford OX3 0EA **Advert page 27**

**LAURELS, THE** *Tel:* 01865 300850 @ D14A Spinners Court 55 West End Witney OX28 1NJ

**LEONARD CHESHIRE DISABILITY** *Tel:* 01295 713270 @ Unit 5 Manor Farm Warkworth Banbury Oxfordshire OX17 2AG ●

**NICHOLSON HOUSE** *Tel:* 01235 535859 @ Gainsborough Green Abingdon OX14 5TT

**NIGHT CARE SERVICE** *Tel:* 01865 323302 @ 21 Between Towns Road Oxfordshire County Council Cowley Oxford Oxfordshire OX4 3LX

**NORTH CHERWELL SUPPORTED LIVING SCHEME** *Tel:* 01295 254571 @ Greenwood Resource Centre Parklands Off Warwick Road Banbury Oxfordshire OX16 2BA

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**NORTH LOCALITY INTERMEDIATE CARE SERVICE** *Tel:* 01295 267735 @ Greenwood Resource Centre Parklands Off Warwick Road Banbury Oxfordshire OX16 2BA

**OASIS PRIVATE CARE** *Tel:* 01235 862919 @ 85 Hanney Road Steventon Abingdon Oxford OX13 6AN

**OXFORD AUNTS CARE** *Tel:* 01865 791017 @ 3 Cornmarket Street Oxford Oxfordshire OX1 3EX

**OXFORD BEAUMONT** *Tel:* 01865 730990 @ Bayworth Corner Bayworth Lane Boars Hill Oxford OX1 5DE **Advert Inside Front Cover**

**OXFORD CITY INTERMEDIATE CARE TEAM** *Tel:* 01865 787300 @ East Oxford Health Centre Manzil Way Cowley Oxford Oxfordshire OX4 1XB

**OXFORD PRIVATE CARE** *Tel:* 01865 861944 @ Shrublands Faringdon Road Cumnor Oxford OX2 9QY ● **Advert above**

**When looking at providers, you should check their inspection report and star rating. Please see page 30 for information.**

**OXFORD SUPPORTED LIVING SCHEME** *Tel:* 01865 323201 @ 21 Between Towns Road Knights Court Oxford OX4 3LX

**OXFORDSHIRE DOMICILIARY CARE AGENCY** *Tel:* 01865 379656 @ John Kallie Court Catwell Close Oxford OX4 2YF

**OXFORDSHIRE PRIMARY CARE TRUST - INTERMEDIATE CARE** *Tel:* 01865 787300 @ Raglan House 23 Between Towns Road Cowley Oxford Oxfordshire OX4 3LX

**PLL CARE SERVICES** *Tel:* 01993 836463 @ 36 Barrington Close Witney Oxfordshire OX28 5FL

**PREMIER PERSONAL CARE LTD** *Tel:* 01491 411144 @ Bix Manor Broadplat Lane Bix Oxfordshire RG9 4RS ●

**PRIMARY HEALTH CARE** *Tel:* 01491 413729 @ Primary House Wargrave Road Henley on Thames Oxfordshire RG9 2LT ●

**RELIEF TO CARERS SERVICE** *Tel:* 01993 706392 @ Social and Community Services Mount House Church Green Witney Oxfordshire OX28 4AZ ●

**RESPONSE D.C.A.** *Tel:* 01865 397940 @ A G Palmer House Morrell Crescent Littlemore Oxford Oxfordshire OX4 4SU

**RIDGEWAY PARTNERSHIP - BANBURY** *Tel:* 01295 269650 @ 69 Neithrop Avenue Banbury Oxfordshire OX16 7NT

**RIDGEWAY PARTNERSHIP - BICESTER** *Tel:* 01869 249533 @ 2 Piggy Lane Bicester Oxfordshire OX26 6HT

**RIDGEWAY PARTNERSHIP - CHIPPING NORTON** *Tel:* 01608 645286 @ 18a & 19a Cheriton House Cromwell Business Park Banbury Road Chipping Norton Oxfordshire OX7 5SR

**RIDGEWAY PARTNERSHIP - CITY** *Tel:* 01865 721433 @ Wadham Court 15 Edgeway Road Marston Oxford OX3 0HD

**RIDGEWAY PARTNERSHIP - SOUTH AND VALE** *Tel:* 01235 535048 @ Abbey Centre Audlett Drive Abingdon OX14 3GD

**RIDGEWAY PARTNERSHIP - WEST** *Tel:* 01993 774045 @ Bourton House 18 Thorney Leys Business Park Witney Oxfordshire OX28 4GJ

**RISBOROUGH CARERS** *Tel:* 01844 212271 @ Ferndale House 1 Chinnor Road Thame Oxfordshire OX9 3LN ●

**SECURE CARE** *Tel:* 01865 871910 @ Unit 7 Isis Business Centre Pony Road Cowley Oxfordshire OX4 2RD ● **Advert page 41**

**SEVACARE UK BANBURY** *Tel:* 01295 278261 @ 19A George Street Banbury Oxfordshire OX16 5BH ●

**SEVACARE UK OXFORD** *Tel:* 01865 728402 @ 69 St Clements Oxford Oxfordshire OX4 1AH ●

**SOLE MATES FOOTCARE SERVICE** *Tel:* 01865 717615 @ St Edmund House 39 West St Helen Street Abingdon Oxfordshire OX14 5BW

**SOUTH AND VALE SUPPORTED LIVING SCHEME** *Tel:* 08450 507666 @ Stowford House Faringdon Road Shippon Abingdon OX13 6NH

**SOUTH LOCALITY INTERMEDIATE CARE TEAM** *Tel:* 01235 469726 @ Foxcombe Court Abingdon Business Park Abingdon Oxfordshire OX14 1DZ

**STYLE ACRE** *Tel:* 01491 838760 @ Evenlode House Howbery Park Benson Lane Crowmarsh Gifford Wallingford Oxfordshire OX10 8BA **Advert page 18**

**SUPPORTA CARE LTD** *Tel:* 01865 884345 @ Beacon House 35D Newland Street Eynsham Oxford OX29 4LB ●

**TACT** *Tel:* 01865 368701 @ Oxford ISLA Suite C, Oxford Equestrian Centre Lower Road Garsington Oxford OX44 9DP

**TOTAL HOMECARE SOLUTIONS LTD** *Tel:* 01865 256040 @ Unit 14 Elms Court Botley Oxford OX2 9LP ●

**TWO COUNTIES COMMUNITY CARE LTD** *Tel:* 01371 811133 @ Barn 5-7 Great Wincey Farm Brenthall Road Finchingfield Essex CM7 4JZ ● **Advert page 41**

**VIKING HOUSE DOMICILIARY CARE AGENCY** *Tel:* 01865 762506 @ 45-47 Saxon Way Northway Estate Oxford OX3 9DD

**VOYAGE** *Tel:* 01543 416106 @ 118 Greys Road Henley on Thames Oxfordshire RG9 1QW

**WEST OXFORDSHIRE SUPPORTED LIVING SCHEME** *Tel:* 01993 703953 @ 8 Thorney Leys Park Witney Oxfordshire OX28 4GE

● - Indicates OCC approved home support providers see page 8 for more information

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**When looking at providers, you should check their inspection report and star rating. Please see page 30 for information.**

# Secure Care ( Oxford ) Ltd

Live-In & Domiciliary Services Provider

Established 1994



*For people who require assistance or care at home  
from as little as 30 minutes to 24 hour live-in support.*

We are the provider that can assist you with all your needs.

- Shopping, domestic, outings & meal preparation
- Personal & complex care needs
- Palliative & post operative care
- Dementia support
- Respite care in your own home 'long or short term'
- Live-in Companionship, Housekeeper or Carers

All staff are fully vetted, trained & monitored & supported regularly



Unit 7 Isis Business Centre Pony Road Cowley Oxford OX4 2RD  
Tel: 01865 871910 Email: [office@securecare.co.uk](mailto:office@securecare.co.uk) Web: [www.securecare.co.uk](http://www.securecare.co.uk)

## Confused by care decisions?

**As publishers of this Directory, we can assist you in your search for care.**

The Care Choices Helpline is a **free public information service**, providing you with a shortlist of care providers that meet your particular needs and preferences.

Call us on Freephone **0800 389 2077** or visit [www.carechoices.co.uk/looking\\_for\\_care.html](http://www.carechoices.co.uk/looking_for_care.html)



*Care Choices Ltd*



Helping you keep your independence

### 24 hour Live-in Care

- Fully trained professional carers
- Specialist staff for palliative care and dementia
- Care tailored to the wishes of the service user
- Competitive rates

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**01865 202002      0207 495 7574**  
**01983 400900      01371 811133**

Enquiries are welcomed from both private clients and those in receipt of direct payments.

A **FREE, no obligation, assessment of care needs** is carried out by one of our qualified managers.

**Two Counties Community Care Limited**  
[www.twocounties.co.uk](http://www.twocounties.co.uk) e: [enquiries@twocounties.co.uk](mailto:enquiries@twocounties.co.uk)



**4 PIGGY LANE** Tel: 01869 249533 @ 4 Piggy Lane Bicester Oxfordshire OX26 6HT Places: **5 Learning disability, Physical disability, Physical disability over 65**

**69 NEITHROP AVENUE** Tel: 01295 269650 @ Banbury Oxfordshire OX16 7NT Places: **6 Learning disability, Physical disability**

**8 PIGGY LANE** Tel: 01869 249533 @ 8 Piggy Lane Bicester Oxfordshire OX26 6HT Places: **5 Learning disability, Physical disability**

**AGNES COURT** Tel: 01295 673760 @ Warwick Road Banbury Oxfordshire OX16 2AB Places: **23 Physical disability**

**ASHLEY HOUSE** Tel: 01295 261403 @ 9 Cope Road Banbury Oxfordshire OX16 2EJ Places: **3 Learning disability, Learning disability over 65**

**BLOXHAM RESIDENTIAL CARE HOME** Tel: 01295 721538 @ 4 Courtington Lane Bloxham Nr Banbury Oxon OX15 4QX Places: **3 Dementia - over 65, Old age** Advert page 43

**BROWNING CARE HOME, THE** Tel: 01295 261496 @ 19 Browning Road Banbury Oxfordshire OX16 9LA Places: **4 Dementia - over 65, Old age** Advert page 43

**FAIRHOLME HOUSE** Tel: 01295 266852 @ Church Street Bodicote Banbury Oxfordshire OX15 4DW Places: **22 Dementia - over 65, Old age, Physical disability - over 65**

**FEATHERTON HOUSE** Tel: 01869 338259 @ Chapel Square Deddington Oxfordshire OX15 0SG Places: **25 Old age** Advert page 13

**GLEBE HOUSE** Tel: 01865 841859 @ 8 Mill Street Kidlington Oxfordshire OX5 2EF Places: **40 Dementia Old age** Advert page 27

**GREENACRES** Tel: 01295 269535 @ 67 Delapre Drive Banbury Oxfordshire OX16 3WS Places: **4 Learning disability**

**HOLT FARM** Tel: 01869 347600 @ Hopcrofts Holt Steeple Aston Oxfordshire OX25 5QQ Places: **5 Learning disability, Mental health**

**LAKE HOUSE** Tel: 01295 811183 @ Lake Walk Adderbury Banbury Oxfordshire OX17 3NG Places: **43 Past or present alcohol dependence - over 65, Dementia - over 65, Learning disability - over 65, Old age, Physical disability - over 65** Advert page 27

**LAVENDER HOUSE** Tel: 01295 267191 @ 48 Bloxham Road Banbury Oxfordshire OX16 9JR Places: **6 Learning disability**

**LEY COMMUNITY, THE** Tel: 01865 378600 @ Sandy Croft Sandy Lane Yarnton Oxfordshire OX5 1PB Places: **58 Past or present alcohol dependence, Past or present drug dependence**

**LINCOLN HOUSE** Tel: 01295 257471 @ Lincoln Close Wood Green Banbury Oxfordshire OX16 0EF Places: **44 Dementia, Old age, Physical disability** Advert page 27

**RIDINGS, THE** Tel: 01295 276767 @ Calder Close Daventry Road Banbury OX16 3WR Places: **41 Dementia, Old age, Physical disability**

**ROCKHOLME** Tel: 01295 257382 @ 59 Hightown Road Banbury Oxfordshire OX16 9BE Places: **8 Learning disability**

**ST ANNE'S RESIDENTIAL HOME** Tel: 01869 338295 @ Clifton Deddington Banbury Oxfordshire OX15 0PA Places: **22 Dementia - over 65**

**ST EDBURGS HOUSE** Tel: 01869 252343 @ Old Place Yard Church Lane Bicester Oxfordshire OX26 6AS Places: **40 Dementia - over 65, Old age, Physical disability - over 65** Advert page 27

**STEWART HOUSE CARE HOME** Tel: 01295 259541 @ 85 Bloxham Road Banbury Oxfordshire OX16 9JS Places: **3 Dementia - over 65, Old age** Advert page 43

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When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.

## Residential Care Where You Feel At Home, Not In A Home

Three unique, independently owned, small care homes,  
each providing all aspects of care, mostly by ourselves in our own homes.

- Full Access to Professional Support
- Continuous Care in a Family Environment
- Family & Friends Very Welcome



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s.a.chiappinelli@btopenworld.com

85 Bloxham Road, Banbury  
Tel: 01295 259541  
c.echlin@btopenworld.com

19 Browning Road, Banbury  
Tel: 01295 261496  
daveheather@ackrill8400.fsnet.co.uk

## Confused by care decisions?

As publishers of this Directory we can assist you in your search for care.

The Care Choices Helpline is a **free public information service**, providing you with a shortlist of care providers that meet your particular needs and preferences.

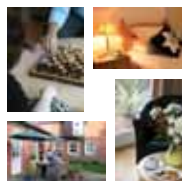
Call us on Freephone **0800 389 2077** or visit [www.carechoices.co.uk/looking\\_for\\_care.html](http://www.carechoices.co.uk/looking_for_care.html)

*Care Choices Ltd*



CHRISTCHURCH COURT

Specialised care & supported living for people recovering from acquired brain injury



\* We are creative solution orientated & optimistic

\* We encourage those who live here to develop to have the best possible life

4 Christchurch Road, Northampton, NN1 5LL  
Tel: 08442 640533 Email: [enquiries@christchurchcourt.co.uk](mailto:enquiries@christchurchcourt.co.uk)

# Brooklands



**BROOKLANDS 2**  
11 OLD PARR ROAD  
BANBURY, OXON OX16 5HT  
TEL: 01295 262083

NURSING HOMES



Fax: 01295 278404



**BROOKLANDS 1**  
12-14 DASHWOOD ROAD  
BANBURY, OXON OX16 5HD  
TEL: 01295 268522

*Brooklands offer a friendly, caring, homely environment*

Both Brooklands 1 and Brooklands 2 are expanding due to popular demand. Brooklands 1 expansion was completed March 2008 with the registration changing to a 40 bedded nursing home with dementia care, general nursing and learning disability. Brooklands 2 will be completed mid 2009 offering a 56 bedded nursing home for dementia care and general nursing. These expansions add to the quality of life for residents by providing more single en-suite rooms, extra lounges and additional sensory gardens. In each home there will be more activities and outings on offer thus giving residents more choice in how they spend their time. Subject to availability both homes can offer respite and rehabilitation.

## Cherwell Care Homes with Nursing

**BROOKLANDS 1** Tel: 01295 268522 @ 14 Dashwood Road Banbury Oxfordshire OX16 5HD  
Places: 40 Old age, Dementia, Learning disability, Physical disability  
Advert above

**BROOKLANDS 2** Tel: 01295 262083 @ 11 Old Parr Road Banbury Oxon OX16 5HT  
Places: 32 Old age, Dementia  
Advert above

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating.  
Please see page 30 for information.

**CHERWOOD HOUSE CARE CENTRE** Tel: 01869 245005 @ Buckingham Road Caversfield Bicester Oxfordshire OX27 8RA Places: **103 Old age, Dementia, Past or Present Alcohol dependence, Mental health, Dementia - over 65, Physical disability, Learning disability, Physical disability - over 65, Learning disability - over 65, Terminally ill - over 65, Sensory impairment - over 65, Mental health - over 65**

**COTSWOLD HOME, THE** Tel: 01993 824225 @ Woodside Drive Bradwell Village Burford Oxfordshire OX18 4XA Places: **51 Old age, Terminally ill, Physical disability** **Advert page 45**

**FEWCOTT HOUSE NURSING HOME** Tel: 01869 345501 @ Fritwell Road Fewcott Bicester Oxfordshire OX27 7NZ Places: **35 Old age, Dementia, Mental health**

**GLEBEFIELDS CARE HOME** Tel: 01295 738133 @ Stratford Road Drayton Banbury OX15 6EH Places: **48 Old age, Dementia** **Advert page 5**

**GREEN PASTURES CHRISTIAN NURSING HOME** Tel: 01295 279963 @ The Hawthorns Banbury Oxfordshire OX16 9FA Woodward Places: **30 Old age**

**HEATHFIELD HOUSE NURSING HOME** Tel: 01869 350940 @ Bicester Road Bletchington Oxfordshire OX5 3DX Places: **48 Old age, Dementia**

**Advert below**

**MANOR HOUSE NURSING HOME** Tel: 01865 331555 @ Main Street Merton Nr Bicester Oxfordshire OX25 2NF Places: **102 Dementia, Mental health**

**WARDINGTON HOUSE NURSING HOME** Tel: 01295 750622 @ Wardington, Banbury Oxfordshire OX17 1SD Places: **60 Old age, Terminally ill - over 65, Past or present alcohol dependence, Past or present drug dependence - over 65, Physical disability - over 65, Mental health - over 65, Dementia - over 65, Learning disability - over 65**

**Advert page 34**



## HEATHFIELD HOUSE CARE HOME

Heathfield, Bicester Road, Bletchington  
Oxon OX5 3DX

Heathfield House Care Home aims to provide a secure, relaxed and homely environment in which the care, well being and comfort of our residents is of prime importance

- ♣ Situated in beautiful surroundings just outside of Oxford
- ♣ Impressive mansion house set in rural countryside
- ♣ Privately owned and run, established since 1986
- ♣ Attractive en-suite bedrooms and large day areas
- ♣ Highly trained, sensitive and competent staff
- ♣ Full programme of activities daily
- ♣ Aromatherapist, chiropodist, reflexologist,
- ♣ Dentist and optician visit regularly
- ♣ Hairdressing salon
- ♣ Secluded, safe gardens and pleasant patio areas
- ♣ Home cooked traditional food
- ♣ Member of the Registered Nursing Home Association

For further information or to arrange for a viewing

**Telephone 01869 350940**

[www.heathfield-house.co.uk](http://www.heathfield-house.co.uk) [info@heathfield-house.co.uk](mailto:info@heathfield-house.co.uk)

ALL ADVERTISERS ARE HIGHLIGHTED

**When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.**

The Cotswold Home  
Personal and Nursing Care  
Woodside Drive, Bradwell Village,  
Burford OX18 4XA  
Tel: 01993 824225  
email pat.hamilton@efhl.co.uk



The award-winning Cotswold Home is a personal and nursing care home built in traditional Cotswold style. It is located in a charming new development at Bradwell Grove just outside the attractive town of Burford. The Cotswold Home was opened in 1998 and has 21 rooms for residents and 30 for those who need nursing care.



"Exceptional Care for the Individual"

## ELIZABETH FINN HOMES LTD.

FOUNDED AS DGAA IN 1897

Choosing the right home is a major step and a very personal decision. The Elizabeth Finn Homes Ltd has 10 residential and nursing care homes - two of which are in Oxfordshire - and one unit of sheltered accommodation near Birmingham. You can expect a warm, welcoming atmosphere and the greatest respect for individual dignity.

Each home is run by an experienced general manager and staffed by a dedicated team of nurses and carers. Excellent facilities and attractive surroundings combine to create a pleasant environment. We strive to match the care we provide with the needs of each person, regardless of their financial circumstances.

Rush Court is an elegant Queen Anne style house just outside Wallingford. The main house has been completely refurbished to provide 19 high-quality personal and nursing care rooms. A new wing, added at the rear of the main house, adds accommodation for 31 residents requiring nursing care.



Rush Court  
Residential and Nursing Care  
Shillingford Road  
Wallingford OX10 8LL  
Tel: 01491 837223

# Oxford City Care Homes

**27 ISLIP ROAD** Tel: 01865 554920 @ Oxford Oxfordshire OX2 7SN Places: **9 Learning disability**

**EDEN HOUSE** Tel: 01865 776012 @ 50 Horspath Road Cowley Oxfordshire OX4 2QT Places: **8 Dementia, Dementia - over 65, Old age, Physical disability - over 65**

**EDEN HOUSE III** Tel: 01865 439723 @ 38 Horspath Road Cowley Oxfordshire OX4 2QT Places: **3 Old age**

**FAIRFIELD RESIDENTIAL HOME** Tel: 01865 558413 @ Fairfield 115 Banbury Road Oxford Oxfordshire OX2 6LA Places: **30 Old age**  
Advert page 47

**HOUSE 2 SLADE HOUSE** Tel: 01865 228135 @ OLD NHS Trust Horspath Driftway Headington Oxford OX3 7JH Places: **3 Learning disability, Mental health**

**IRIS HAYTER HOUSE** Tel: 01865 749560 @ 43 Sandford Road Littlemore Oxfordshire OX4 4XL Places: **13 Mental health**

**JACK HOWARTH HOUSE** Tel: 01865 251271 @ Hill Top Road Oxford Oxfordshire OX4 1PH Places: **9 Physical disability**

**KIRLENA HOUSE** Tel: 01865 730510 @ 18 Kennington Road Oxford OX1 5NZ Places: **12 Dementia - over 65, Old age, Physical disability - over 65**  
Advert page 47

**LADY NUFFIELD HOME, THE** Tel: 01865 888500 @ 165 Banbury Road Oxford Oxfordshire OX2 7AW Places: **30 Old age**  
Advert page 47

**LONGLANDS** Tel: 01865 779224 @ Balfour Road Blackbird Leys Oxford Oxfordshire OX4 6AJ Places: **47 Dementia - over 65, Old age, Physical disability**  
Advert page 27

**MARSTON COURT** Tel: 01865 241526 @ Marston Road Oxford Oxfordshire OX1 1ND Places: **39 Past or present alcohol dependence - over 65, Dementia - over 65, Learning disability - over 65, Old age, Physical disability - over 65**  
Advert page 27

**MON CHOISY** Tel: 01865 739223 @ 128 Kennington Road Kennington Oxford OX1 5PE Places: **28 Dementia, Old age**  
Advert page 47

**OXFORD RESPITE SERVICE** Tel: 01865 751115 @ Northway 43 Saxon Way Oxford OX3 9DD Places: **5 Learning disability, Learning disability - over 65, Physical disability**

**ST ANDREW'S RESIDENTIAL CARE HOME** Tel: 01865 741752 @ 184 London Road Headington Oxford Oxfordshire OX3 9EE Places: **23 Dementia, Mental health, Old age**

**ST JOHN'S HOME** Tel: 01865 247725 @ St Mary's Road Oxford OX4 1QE Places: **38 Dementia, Mental health, Old age, Physical disability** Advert page 47

**TOWNSEND HOUSE** Tel: 01865 762232 @ Bayswater Road Headington Oxfordshire OX3 9NX Places: **45 Dementia Old age, Physical disability**  
Advert page 27

## Oxford City Care Homes with Nursing

**ALBANY NURSING HOME, THE** Tel: 01865 744444 @ 7 London Road Headington Oxford OX3 7SN Places: **48 Old age, Terminally ill - over 65**

**BROOKFIELD CHRISTIAN CARE HOME** Tel: 01865 779888 @ Little Bury Oxford OX4 7UY Places: **66 Dementia - over 65, Mental health - over 65, Old age**

**GREEN GATES NURSING HOME** Tel: 01865 558815 @ 2 Hernes Road Summertown Oxford Oxfordshire OX2 7PT Places: **40 Old age**

**HEADINGTON CARE HOME, THE** Tel: 01865 760075 @ Roosevelt Drive Headington Oxfordshire OX3 7XR Places: **52 Dementia, Mental health**

**ISIS CARE AND RETIREMENT CENTRE** Tel: 01865 397980 @ Cornwallis Road Oxford OX4 3NH Places: **80 Old age, Dementia**  
Advert page 27

**ST LUKE'S HOSPITAL** Tel: 01865 228800 @ 4 Latimer Road Headington Oxford Oxfordshire OX3 7PF Places: **51 Old age, Physical disability, Dementia, Terminally ill, Terminally ill - over 65, Physical disability - over 65**

**TRIANGLE NURSING HOME, THE** Tel: 01865 875596 @ London Road Wheatley Oxfordshire OX33 1YW Places: **28 Old age, Terminally ill - over 65**

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.

# The Lady Nuffield Home



165 Banbury Road, Oxford, OX2 7AW  
Telephone: 01865 888500  
Fax: 01865 553040  
E-Mail: [jenny@ladynuffieldhome.co.uk](mailto:jenny@ladynuffieldhome.co.uk)  
[www.ladynuffieldhome.co.uk](http://www.ladynuffieldhome.co.uk)



The Lady Nuffield Home is a care home for the older person, with accommodation consisting of 30 single rooms, some ensuite. Reception rooms are elegantly decorated and furnished.

- Experienced care staff provide 24 hour care with dignity and respect in comfortable surroundings.
- Quality home cooked food with varied menus.
- Visiting physiotherapist, podiatrist, hairdresser and clergy.
- Planned activities programme including outings. Residents are encouraged to pursue their own interests and hobbies in the wider community.
- Ideally situated in Summertown within walking distance of a wide variety of shops, restaurants and community facilities.



## Fairfield Residential Home

Owned by a charitable trust, Fairfield is a large and extended Victorian residence in extensive grounds. Residents enjoy quality home cooking and a high standard of comfort with experienced, caring staff available 24 hours each day. The 30 rooms are all single occupancy and the majority have full en-suite facilities.

Whilst at Fairfield, residents are encouraged to retain their hobbies. The large well maintained garden is available for enjoyment and participation. Within walking distance of shops and churches and a short bus ride from the city centre, Fairfield is convenient for the many facilities of Oxford.

For further details and a brochure please apply to: The Manager, Fairfield, 115 Banbury Road, Oxford OX2 6LA Telephone: 01865 558413 Fax: 01865 513699



### Mon Choisy

128 Kennington Road  
Kennington  
Oxford OX1 5PE

Tel: 01865 739223/730510  
Fax: 01865 321337/730575

## AUDIT CARE

*'Established providers of elderly care in Oxfordshire'*

Audit Care Residential Care Homes is an established provider of total private care and management for the elderly. Our homes are set in the heart of the peaceful and tranquil village of Kennington, only moments from the historic town of Oxford

- Comfortable shared / single / en-suite / recreational and privacy rooms •
  - Home varied menu and special dietary needs •
- Tailored specialist care by experienced qualified and professional staff •
  - Planned activities, village community and outside interaction •
  - Stimulation, orientation and occupational therapy •
- Library, chiropodist, hairdresser, dentist, medical practitioner, religious and other needs •

[www.auditcare.com](http://www.auditcare.com)   [enquiries@auditcare.com](mailto:enquiries@auditcare.com)



### Kirlena House

18 Kennington Road  
Kennington  
Oxford OX1 5NZ

Tel: 01865 730510/739223  
Fax: 01865 321337/730575



## ST JOHN'S HOME

*A residential Care Home for the Elderly, in the beautiful grounds of the Society of All Saints, Oxford.*

- A caring atmosphere where the dignity of every resident is respected.
- Residents encouraged to maintain their independence.
- Friends and relatives welcome to visit at any time.
- Activities and outings arranged.
- Varied and healthy menu with special diets catered for.

*Please feel free to visit us at any time or telephone us to receive a brochure.*  
01865 247725 • St Mary's Road, Oxford OX4 1QE  
[admin@st-johns-home.org](mailto:admin@st-johns-home.org)   [www.stjohnshome.org.uk](http://www.stjohnshome.org.uk)

# South Oxfordshire Care Homes

**11 LANE END** Tel: 01491 826794 @ Crowmarsh Hill Wallingford Oxfordshire OX10 8DG Places: **6 Learning disability**

**22 WOODLANDS ROAD** Tel: 01189 721460 @ Sonning Common Reading Berkshire RG4 9TE Places: **3 Learning disability**

**60 WOOD LANE** Tel: 01189 722080 @ Sonning Common Oxfordshire RG4 9SL Places: **3 Learning disability**

**7 WYCHWOOD CLOSE** Tel: 01189 722678 @ Sonning Common Reading RG4 9SN Places: **3 Learning disability**

**CHILTERN ENDS** Tel: 01491 574066 @ Greys Road Henley-On-Thames Oxfordshire RG9 1QR Places: **46 Past or present alcohol dependence, Dementia, Learning disability, Mental health - over 65, Old age, Physical disability** Advert page 27

**CLEEVE LODGE** Tel: 01491 873588 @ 11 Elmhurst Lane Goring-On-Thames Reading Berkshire RG8 9BN Places: **21 Dementia - over 65, Old age** Advert adjacent

**DOLPHINS, THE** Tel: 01844 212463 @ 32 Aylesbury Road Thame Oxfordshire OX9 3AW Places: **6 Learning disability**

**DYSONS WOOD HOUSE** Tel: 01189 724553 @ Tokers Green Caversham Reading Berkshire RG4 9EY Places: **15 Learning disability**

**EASTFIELD HOUSE** Tel: 01189 842586 @ Eastfield Lane Whitchurch-On-Thames Oxfordshire RG8 7EJ Places: **27 Old age, Physical disability** Advert page 5

**FIRS, THE** Tel: 01491 613904 @ 2 Pauls Way Watlington Oxfordshire OX49 5QX Places: **6 Learning disability**

**GRANGE, THE** Tel: 01491 872853 @ Grange Close Manor Road Goring-On-Thames Oxfordshire RG8 9DY Places: **42 Old age**

**HILLSIDE** Tel: 01491 577169 @ 45 Gainsborough Road Henley-On-Thames Oxfordshire RG9 1SY Places: **3 Learning disability**

**LYNDHURST RESIDENTIAL HOME** Tel: 01491 871325 @ Lyndhurst Road Goring-On-Thames Reading RG8 9BL Places: **23 Dementia, Mental health, Old age**

## Cleeve Lodge

*Maximising quality of life, dignity, privacy and respect*

- 24 hour care
- Safe and friendly environment
- Accommodation for 21 residents
- Comfortable communal lounges
- Spacious conservatory overlooking the gardens and patio areas
- Excellent home cooked meals, incorporating special dietary requirements
- Individually tailored and regularly updated care plans
- Varied entertainment programme

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

**MEADOWCROFT** Tel: 01844 212934 @ Towersey Road Thame Oxfordshire OX9 3NN Places: **40 Dementia, Old age, Physical disability** Advert page 27

**NEW HOUSE** Tel: 01491 681874 @ Behoes Lane Woodcote Reading Berkshire RG8 0PP Places: **8 Learning disability**

**OAKS, THE** Tel: 01235 815424 @ 27 Wandle Beck Didcot Oxfordshire OX11 7XB Places: **2 Learning disability**

**OLD VICARAGE, THE** Tel: 01491 651429 @ Reading Road Moulsoford Wallingford Oxfordshire OX10 9JB Places: **50 Old age, Mental health - over 65, Dementia - over 65**

**ORCHARD LODGE** Tel: 01189 722582 @ 36 Baskerville Road Sonning Common Reading RG4 9LS Places: **11 Dementia - over 65**

**POPLARS, THE** Tel: 01235 523630 @ Drayton Road Abingdon Oxfordshire OX14 5HY Places: **6 Learning disability**

**SOTWELL HILL HOUSE** Tel: 01491 836685 @ Brightwell-Cum-Sotwell Wallingford Oxfordshire OX10 0PS Places: **36 Old age** Advert page 49

**STOWFORD HOUSE** Tel: 01235 524933 @ Faringdon Road Shippon Abingdon OX13 6NA Places: **6 Learning disability - over 65, Learning disability**

**TOWER HOUSE, THE** Tel: 01189 401197 @ Reading Road Shiplake Henley-On-Thames Oxon RG9 3JN Places: **9 Old age**

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.

# Sotwell Hill House

## Luxury Residential Retirement Home



A late Victorian country house sympathetically restored and enlarged, set in almost twenty acres of landscaped parkland. Reception rooms are elegantly furnished and enjoy magnificent views over open countryside. Accommodation consists of 35 private bedrooms, all en-suite. A six person lift serves the first floor.

The unique location and ambience of this family run home is complemented by the high quality of care, sympathy and understanding provided by our dedicated and permanent staff.

We rigidly apply a NO SMOKING POLICY.



Telephone: 01491 836685  
or see our website  
[www.sotwellhillhouse.co.uk](http://www.sotwellhillhouse.co.uk)

Proprietors:  
J.E. & J.P. Butterfield

Sotwell Hill House  
Brightwell-Cum-Sotwell,  
Wallingford  
Oxon. OX10 0PS

Healthy  
Eating and  
Food Hygiene  
Award



## South Oxfordshire Care Homes continued

**WOODLANDS** Tel: 01189 724913 @ 4 Gaskells End  
Tokers Green Reading Berkshire RG4 9EW Places: **3**  
**Learning disability**

**WOODVIEW** Tel: 01235 814939 @ 97 Wantage Road  
Didcot Oxfordshire OX11 8TY Places: **5 Learning**  
**disability**

## South Oxfordshire Care Homes with Nursing

**ABBEYCREST NURSING HOME** Tel: 01189  
724414 @ Essex Way Sonning Common Reading  
Berkshire RG4 9RG Places: **24 Old age, Learning**  
**disability**

**CROWN NURSING HOME, THE** Tel: 01235 820010  
@ High Street Harwell Didcot Oxfordshire OX11 0EX  
Places: **16 Old age**

**FLINT HOUSE** Tel: 01491 874499 @ Reading Road  
Police Rehabilitation Centre Goring Oxfordshire RG8  
OLL Places: **5 Past or present alcohol dependence,**  
**Past or present drug dependence, Physical**  
**disability**

**HEMPTON FIELD NURSING HOME** Tel: 01844  
351766 @ 36 Lower Icknield Way Chinnor Oxfordshire  
OX39 4EB Places: **33 Old age** **Advert page 5**

**HUNTERCOMBE HALL CARE HOME** Tel: 01491  
641792 @ Huntercombe Hall Huntercombe Place  
Nuffield Henley on Thames Oxfordshire RG9 5SE  
Places: **48 Old age** **Advert Outside Back Cover**

**JOHN MASEFIELD CHESHIRE HOME** Tel: 01865  
340324 @ Burcot Abingdon Oxfordshire OX14 3DP  
Places: **22 Physical disability, Physical disability -**  
**over 65**

**LASHBROOK HOUSE** Tel: 01189 401770 @ Mill  
Road Shiplake Henley-on-Thames Oxfordshire RG9 3LS  
Places: **46 Old age, Dementia - over 65**

**Advert page 5**

**MEADOWS, THE** Tel: 01235 518440 @ Britwell Road  
Didcot Oxfordshire OX11 7JN Places: **68 Old age,**  
**Mental health, Physical disability - over 65**

**Advert page 27**

**RUSH COURT** Tel: 01491 837223 @ Shillingford Road  
Wallingford Oxfordshire OX10 8LL Places: **50 Old age,**  
**Physical disability**

**Advert page 45**

**WATLINGTON AND DISTRICT CARE HOME** Tel:  
01491 613400 @ Hill Road Watlington Oxfordshire  
OX49 5AE Places: **60 Old age, Dementia**

**WESTGATE HOUSE** Tel: 01491 836332 @ Millington  
Road Wallingford Oxon OX10 8FE Places: **61 Old age,**  
**Dementia - over 65, Learning disability - over 65**

**Advert page 27**

**WINTERBROOK NURSING HOME** Tel: 01491  
833922@ 18 Winterbrook Wallingford Oxfordshire  
OX10 9EF Places: **26 Old age** **Advert page 35**

## Vale of White Horse Care Homes

**34-36 VICTORIA ROAD** Tel: 01235 533557 @  
Abingdon Oxfordshire OX14 1DQ Places: **9 Learning**  
**disability, Learning disability - over 65**

**61 ADKIN WAY** Tel: 01235 762279 @ Wantage  
Oxfordshire OX12 9HN Places: **4 Learning disability**

**AMBER HOUSE** Tel: 01235 512509 @ 25/27 Norreys  
Road Didcot Oxon OX11 0AT Places: **6 Mental health**

**BROOK HOUSE RESIDENTIAL CARE HOME** Tel:  
01235 818926 @ 19 Ockley Brook Didcot Oxon OX11  
7DR Places: **4 Learning disability, Mental health,**  
**Physical disability**

**FRAMLAND** Tel: 01235 769876 @ Naldertown  
Wantage Oxfordshire OX12 9DL Places: **21 Dementia**  
**- over 65, Learning disability - over 65, Old age,**  
**Physical disability - over 65**

**HAVEN, THE** Tel: 01235 521801 @ Radley Road Abingdon  
Oxfordshire OX14 3PP Places: **6 Learning disability**

**KING WALK** Tel: 01235 813454 @ 4 King Walk Road  
Didcot Oxfordshire OX11 7PE Places: **2 Mental health**

**KNIGHTSWARD HOUSE** Tel: 01235 861468 @  
Lower Road Chilton Oxford OX11 0RR Places: **4**  
**Mental health**

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating.  
Please see page 30 for information.

# Oxenford House

# Residential Care for the Elderly



As part of The Abbeyfield Society, we provide a friendly home for our 25 residents in the picturesque village of Cumnor, 4 miles from Oxford City.

Oxenford House offers residents:

- \* 24 hour care from experienced & well trained staff
- \* Single bedded rooms, some with en-suite
- \* Visiting doctors, physiotherapist, aromatherapist, optician, hairdresser, chiropodist & clergy
- \* Regular activity & entertainment programme, including outings & pastimes
- \* A wide choice of freshly prepared meals, all cooked in-house
- \* 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](mailto:care@oxenfordhouse.co.uk)**

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

**Abbeyfield**  
Where older people find care in housing

The Glebe, Cumnor, Oxford, OX2 9RL  
Manager: Paulene Shaw



## SOUTHMOOR HOUSE

REGISTERED RESIDENTIAL HOME FOR THE ELDERLY

*(off A420 Oxford - Swindon Road)*

No one knows what the future may bring.

But if you are looking for somewhere to place a loved one,  
we have an excellent reputation for caring for the elderly and confused.  
Especially those with Alzheimers and Dementia.

This we achieve, not by sedation, but by giving loving care  
24 hours a day in a warm and homely atmosphere, where all staff receive on-going dementia training  
If you think we may be able to help, please call

Miss S Rundle on 01865 820225 to arrange a visit and receive a coloured brochure.

DIRECTOR:- MRS P. J. RUNDLE

**FARINGDON ROAD SOUTHMOOR, OXON, OX13 5AA**

## Vale of White Horse Care Homes continued

**KNOWL, THE** Tel: 01235 521850 @ 52 Stert Street  
Abingdon Oxfordshire OX14 3JU Places: **20 Mental health**

**LEAFIELD REST HOME** Tel: 01235 530423 @ 32a  
Springfield Drive Abingdon Oxfordshire OX14 1JF  
Places: **24 Dementia - over 65, Old age**

**MANOR FARM** Tel: 01865 245473 @ North Hinksey  
Oxford Oxfordshire OX2 0NA Places: **2 Mental health**

**MAYOTT HOUSE** Tel: 01235 521959 @ Ock Street  
Abingdon Oxfordshire OX14 5DH Places: **43 Past or  
present alcohol dependence - over 65, Dementia -  
over 65, Learning disability - over 65, Old age,  
Physical disability - over 65 Advert page 27**

**MILTON HEIGHTS** Tel: 01235 831686 @ Milton  
Heights Abingdon Oxfordshire OX14 4EH Places: **39  
Learning disability**

**OLD STATION HOUSE** Tel: 01235 536226 @ Old  
Station Yard Abingdon OX14 3US Places: **43  
Dementia, Old age**

**OXENFORD HOUSE** Tel: 01865 865116 @ The Glebe  
Cumnor Oxford Oxfordshire OX2 9RL Places: **25 Old  
age, Physical disability - over 65 Advert above**

**OXFORD BEAUMONT** Tel: 01865 730990 @  
Bayworth Corner Bayworth Lane Boars Hill Oxford OX1  
5DE Places: **49 Old age, Physical disability,  
Terminally ill) Advert Inside Front Cover**

ALL ADVERTISERS ARE HIGHLIGHTED

**When looking at care homes, you should check a home's inspection report and star rating.  
Please see page 30 for information.**

## Vale of White Horse Care Homes continued

**PAGES ORCHARD, 4** Tel: 01734 722928 @ Sonning Common Reading Berkshire RG4 9LW Places: **3**  
**Learning disability, Physical disability**

**SHRUBLANDS CENTRE, THE** Tel: 01865 865561 @ Faringdon Road Cumnor Oxford Oxfordshire OX2 9QY Places: **7** **Dementia - over 65, Old age, Physical disability - over 65**

**SOUTHMOOR HOUSE RESIDENTIAL HOME** Tel: 01865 820225 @ Faringdon Road Southmoor Nr Abingdon Oxfordshire OX13 5AA Places: **26**  
**Dementia, Mental health** **Advert page 51**

**STIRLINGS** Tel: 01235 762444 @ Garston Lane Wantage Oxfordshire OX12 7AX Places: **40** **Past or present alcohol dependence - over 65, Dementia - over 65, Old age, Physical disability - over 65**  
**Advert page 27**

## Vale of White Horse Care Homes with Nursing

**ABINGDON COURT CARE HOME** Tel: 01235 535405 @ Marcham Road Abingdon Oxford OX14 1AD Places: **64** **Dementia - over 65, Old age** **Advert below**

**CLOSE NURSING & RESIDENTIAL HOME, THE** Tel: 01865 407343 @ Burcot Abingdon Oxfordshire OX14 3DP Places: **97** **Old age** **Advert Inside Back Cover**

**COXWELL HALL AND MEWS NURSING HOME** Tel: 01367 242985 @ Fernham Road Faringdon Oxfordshire SN7 7LB Places: **68** **Dementia - over 65, Mental health - over 65** **Advert page 53**

**FERENDUNE COURT** Tel: 01367 243834 @ Ash Close Faringdon Oxfordshire SN7 8ER Places: **48** **Old age, Dementia, Physical disability - over 65**



MY GRANDMA IS A V.I.P

nursing and dementia care for very important people

Abingdon Court, Marcham Road, Abingdon, Oxfordshire, OX14 1AD Tel. 0845 409 3743 [www.abingdoncourtcarehome.co.uk](http://www.abingdoncourtcarehome.co.uk)

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating.  
Please see page 30 for information.



# Coxwell Hall

*It's a privilege to care*

Coxwell Hall Nursing Home  
Fernham Road  
Faringdon  
Oxon SN7 7LB

T: 01367 242985


F: 01367 241594

E: [info@coxwellcare.org](mailto:info@coxwellcare.org)

Located within a short distance from the historic market town of Faringdon and nestled within the beautiful surroundings of the Oxfordshire countryside, Coxwell Hall has been carefully and tastefully decorated whilst retaining the elegance and charm of a 19th Century Grade II listed home, offering elegant surroundings and excellent facilities for the elderly suffering with memory loss conditions.

Our friendly, courteous staff provides skilled yet unobtrusive professional care, ensuring our residents' individuality is respected and preserved; whilst improving their quality of life in a dignified atmosphere of peace, comfort and tranquillity.

Equipped with modern care home amenities, Coxwell Hall presents the perfect setting for convalescence, respite and long term care.

- *Professional care and hospitality standards*
- *Excellent facilities*
- *Elegant communal areas*
- *Sensory room*
- *Activities room*
- *Individually styled en-suite accommodation*
- *Cuisine of the highest standard, freshly prepared daily*
- *A place to call home*
- *Member of the Registered Nursing Home Association* 



*For more information contact the Home Manager on 01367 242985 or visit our website [www.coxwellcare.org](http://www.coxwellcare.org)*



**GRANGE CARE CENTRE, THE** Tel: 01367 244267 @ 25 Church Green Stanford In The Vale Faringdon Oxfordshire SN7 8HU Places: **49 Old age** Advert page 55

**OAKEN HOLT HOUSE NURSING & RESIDENTIAL HOME** Tel: 01865 863710 @ Eynsham Road Farmoor Oxfordshire OX2 9NL Places: **80 Old age, Dementia** Advert Outside Back Cover

**ST KATHARINE'S HOUSE** Tel: 01235 763732 @ Ormond Road Wantage Oxfordshire OX12 8EA Places: **76 Old age** Advert below

**VALE HOUSE** Tel: 01865 794096 @ West Way Botley Road Botley Oxford OX2 9UD Places: **20 Old age, Dementia, Mental health**

**WANTAGE NURSING HOME** Tel: 0845 337 0445 @ Garston Lane Wantage Oxfordshire OX12 7AR Places: **50 Old age, Dementia**

## West Oxfordshire Care Homes

**1 BUTLER'S DRIVE** Tel: 01993 844923 @ Carterton Oxon OX18 3HA Places: **4 Past or present alcohol dependence, Learning disability, Mental health**

**APRIL COTTAGE** Tel: 01993 773832 @ Ducklington Lane Witney Oxfordshire OX28 4TJ Places: **4 Learning disability, Physical disability**

**BARTLETT CLOSE, 1** Tel: 01993 709646 @ Witney Oxfordshire OX28 6FD Places: **4 Learning disability**

**BEECH HAVEN** Tel: 01608 642766 @ 77 Burford Road Chipping Norton Oxfordshire OX7 5EE Places: **29 Dementia - over 65, Old age, Physical disability over 65**

**CASTLE VIEW RESIDENTIAL HOME** Tel: 01608 642364 @ Spring Street Chipping Norton Oxfordshire OX7 5LU Places: **47 Dementia - over 65, Old age, Physical disability - over 65** Advert page 27

**CHERVIL COTTAGE** Tel: 01865 300820 @ Brighthampton Standlake Oxfordshire OX29 7QW Places: **17 Old age**

**DORIS WATTS HOME, THE** Tel: 01993 844103 @ 79 Milestone Road Carterton Oxfordshire OX18 3RL Places: **29 Dementia - over 65, Learning disability - over 65, Mental health - over 65, Old age, Physical disability**

**ENSTONE HOUSE** Tel: 01608 677375 @ Cox's Lane Enstone Oxfordshire OX7 4LF Places: **28 Dementia - over 65, Old age, Physical disability - over 65**

**JASMINE HOUSE** Tel: 01993 702860 @ 7 Pensclose Witney Oxfordshire OX28 6EG Places: **3 Old age**

**MADLEY PARK HOUSE** Tel: 01993 890720 @ Madley Park Witney Oxon OX28 1AT Places: **60 Dementia - over 65, Learning disability over 65, Mental health - over 65, Old age, Physical disability - over 65, Sensory Impairment over 65, Terminally ill - over 65** Advert page 27

**MAYTREES** Tel: 01993 776336 @ 2 Bushey Ground Brize Norton Road Minster Lovell Witney Oxfordshire OX29 0SW Places: **6 Learning disability**



### ST KATHARINE'S HOUSE

*Residential Home With Nursing*

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- Non-profit making charity, under the aegis of Community of St Mary the Virgin •
- Excellent facilities include beautiful Chapel in grounds •
- Residents strongly encouraged to live independent lives in a vibrant and happy community •

Contact: The Warden, Ormond Road, Wantage, Oxon, OX12 8EA  
**Tel: 01235 762739**

Email: [warden@stkatharines.co.uk](mailto:warden@stkatharines.co.uk) Web: [www.stkatharines.co.uk](http://www.stkatharines.co.uk)

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.

# THE GRANGE CARE CENTRE, FARINGDON, OXFORDSHIRE

24 HOUR NURSING CARE



## A LOVELY SETTING FOR A SPECIAL HOME



**Whether you require 24 hour nursing care, need a short break, or are recovering from an operation, you'll find just the care you need at The Grange.**

Here, in the serene setting of what was originally a 17th century vicarage, you'll benefit from the kind of considerate attention our dedicated staff are noted for. We cater to all specialised needs and many of our rooms are en suite.

And although it's a restful place, you'll find that there's no shortage of activities. Live entertainment is often the order of the day and many of our activities take place in the garden terrace.

So if you're looking for a nursing home for yourself or a loved one, make sure you come and see us.

- Personal attention
- Nutritional meals
- Highly trained staff
- Single/companion rooms
- Superb facilities
- Daily activities
- Entertainment
- Beautiful landscaped gardens
- Resident hairdressing
- Personal furniture
- En-suite facilities
- GP visits/24 hour nursing
- Excellent parking

**forest**  
HEALTHCARE

A family of homes

The Grange, Church Green, Stanford In The Vale, Faringdon, Oxfordshire SN7 8HU

Advice and assistance willingly given.

For further information or to arrange a viewing call **01367 718836** or visit our website **www.foresthc.com** or email us at **info@foresthc.com**

## West Oxfordshire Care Homes continued

**NEWLAND HOUSE** Tel: 01993 702525 @ 50  
Newland Witney Oxfordshire OX28 3JG Places: **30**  
**Dementia, Old age** **Advert below**

**ROBERT & DORIS WATTS HOME, THE** Tel: 01993  
844923 @ 32 Black Bourton Road Carterton Oxfordshire  
OX18 3HA Places: **31 Physical disability, Learning**  
**disability, Old age, Physical disability - over 65**

**ROSEBANK CARE HOME** Tel: 01993 850308 @  
High Street Bampton Oxfordshire OX18 2JR Places:  
**28 Dementia, Old age** **Advert page 31**

**SPENCER COURT** Tel: 01993 812725 @ Union Street  
Woodstock Oxford OX20 1JG Places: **46 Dementia -**  
**over 65, Old age, Physical disability - over 65**  
**Advert page 27**

**ST WINEFRIDE'S** Tel: 01865 883937 @ 2 Abbey Street  
Eynsham Oxfordshire OX29 4HR Places: **6 Learning**  
**disability, Mental health, Mental health - over 65, Old age**

**WOODSTOCK HOUSE** Tel: 08453 455796 @ Rectory  
Lane Woodstock Oxford Oxfordshire OX20 1UG Places:  
**14 Old age**

## West Oxfordshire Care Homes with Nursing

**BEECH COURT NURSING HOME** Tel: 01865  
883611 @ 37 Newland Street Eynsham Oxfordshire  
OX29 4LB Places: **26 Old age** **Advert adjacent**

**COTSWOLD HOME, THE** Tel: 01993 824225 @  
Woodside Drive Bradwell Village Burford Oxfordshire  
OX18 4XA Places: **51 Old age, Terminally ill,**  
**Physical disability** **Advert page 45**

**FREELAND HOUSE NURSING HOME** Tel: 01993  
881258 @ Wroslyn Road Freeland Witney Oxfordshire  
OX29 8AH Places: **76 Old age, Physical disability**  
**Advert page 57**



### Beech Court

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*Truly a home from home*

Beech Court are committed to providing the highest standards of comfort and care whilst proudly maintaining a homely atmosphere.

- All rooms equipped with TV points, telephone and nurse call system
- 24 hour nursing care • Physiotherapy and occupational therapy available
- Visiting medical practitioner, chiropodist, dentist, hairdresser and optician
- Home cooking, special diets catered for • Special bath and shower facilities
- Long and short stays, convalescence and holiday breaks • 5 miles west of Oxford.

37 Newland Street, Eynsham, Oxon OX29 4LB Tel: 01865 883611



## NEWLAND HOUSE

Residential Home for the Elderly

50 Newland, Witney,  
Oxfordshire, OX28 3JG

Telephone: 01993 702525

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



All accommodation en-suite.

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Completely refurbished in a classic style,  
with modern facilities.

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suppression systems.

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highest standard.

Warm, welcoming atmosphere where  
Residents are given dignity through respect.

Excellent home cooked food from  
local fresh ingredients.

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating.  
Please see page 30 for information.

# *Freeland House Nursing Home combines the best of the old with the new*



*A luxury nursing home where many period features have been retained*



*The purpose built wing has single bedrooms and en suites*

*Our aim is to provide high quality and affordable care in friendly and beautiful surroundings*



*One of two beautifully presented dining rooms*



*A spacious single bedroom with an en suite*



*The Drawing Room is used for our social programme*



*The Knott Room is one of many comfortable lounges*

*At Freeland House you can expect 24-hour care provided by skilled and caring nursing staff, quality assurance systems, forums for residents and relatives, a comprehensive social activities programme, attractive and well appointed bedrooms.*

*For more information about Freeland House please call Matron on 01993 881 258.*

*Email us on:  
frhouse@rock.com*

  
**Freeland House**

*Visit our website:  
www.minstercaregroup.co.uk*

*Freeland House, Wroslyn Road, Freeland, nr Witney, OX29 8AH.*

**HOMESTEAD, THE** Tel: 01993 845754 @ 24 Flax Crescent Shilton Park Carterton Oxfordshire OX18 1NA  
Places: **68 Dementia, Old age**

**LANGSTON, THE** Tel: 01608 658233 @ Station Road Kingham Oxfordshire OX7 6UP Places: **36 Old age**

**LONGLANDS NURSING HOME** Tel: 01865 881440 @ Pound Lane Cassington Oxfordshire OX28 1DL  
Places: **35 Old age, Terminally ill - over 65**

**MEADOW VIEW NURSING HOME** Tel: 01865 300205 @ 48 Rack End Standlake Witney Oxfordshire OX29 7SB Places: **42 Old age, Dementia - over 65**  
**Advert page 59**

**MERRYFIELD HOUSE NURSING HOME** Tel: 01993 775776 @ 33 New Yatt Road Witney Oxfordshire OX28 1NX Places: **24 Old age**  
**Advert below**

**MIDDLETOWN GRANGE** Tel: 01993 700396 @ Middletown Hailey Witney OX29 9UB Places: **56 Old age, Dementia** **Advert Inside Front Cover**

**MILL HOUSE NURSING HOME** Tel: 01993 775907 @ 32 Bridge Street Witney Oxfordshire OX28 1HY  
Places: **43 Old age**

**OLD PREBENDAL HOUSE, THE** Tel: 01993 831888 @ Station Road Shipton-under-Wychwood Chipping Norton Oxfordshire OX7 6BQ Places: **45 Old age**  
**Advert below and page 61**

**RAMPING CAT HOUSE NURSING HOME** Tel: 01993 822088 @ White Hill Burford Oxfordshire OX18 4EX Places: **15 Old age**

**SOUTHERNDOWN NURSING HOME** Tel: 01608 644129 @ Worcester Road Chipping Norton Oxfordshire OX7 5YF Places: **87 Old age, Dementia - over 65, Mental health - over 65, Physical disability**  
**Advert Inside Front Cover**

## The Old Prebendal House

Residential & Nursing Care for the Elderly



A beautiful 16th Century manor house offering a very high standard of care facilities and purpose built Nursing wing. Three stars excellent rating from CSCI  
Prebendal Court Close Care Apartments Superb riverside apartments and cottages, one or two bedrooms available.

See our main advert on page 61

Shipton-under-Wychwood, Oxford OX7 6BQ Telephone: 01993 831888



For more information or to arrange a visit please call

**01993 775776**

## Merryfield House Nursing Home

Dignity - Respect - Choice

CSCI top star rating of 3 stars - "Excellent"

Merryfield House is a Privately owned Care Home offering a high standard of nursing care to its elderly residents. We are situated in a quiet residential area of Witney. Our caring philosophy is one of warmth and comfort. Care Staff are trained to provide a high standard of care, with fully qualified nursing staff on duty 24 hour a day.

Nursing care is given by fully trained nursing staff who plan and implement the 24-hour care with the help of a dedicated team of care assistants. The home rarely uses agency nurses or care assistants. Merryfield House has successfully gained the Investors In People award.

Merryfield House Nursing Home • 33 New Yatt Road • Witney • OX28 1NX. Tel: 01993 775776 • Fax: 01993 705976  
E-mail: [tracy@merryfieldcare.co.uk](mailto:tracy@merryfieldcare.co.uk) • Web: [www.peverelcourt.co.uk](http://www.peverelcourt.co.uk)

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



View this and other regional care directories online at [www.carechoices.co.uk](http://www.carechoices.co.uk)

You will also find care information on:

- **The Care Select Helpline Service** A FREE information service aimed at people searching for care homes and services for those aged 65 and above.
- **The Disabilities Care Register (DCR)** A FREE information service for those searching for care homes or independent housing options for disabled adults aged 16 - 64.

To receive your free shortlist of relevant homes and services, simply register online or call 0800 389 2077

ALL ADVERTISERS ARE HIGHLIGHTED

When looking at care homes, you should check a home's inspection report and star rating. Please see page 30 for information.



# Meadow View

Set in four acres of grounds and leading on to open countryside, Meadow View Nursing Home is situated in the peaceful village of Standlake, about four and half miles from Witney in Oxfordshire.

- Each bedroom is beautifully decorated and has its own nurse call system, smoke detector, tv point and provisions for personal telephone if required.
- The restaurant takes pride in preparing tasty and well balanced meals. Any special Dietary requirements are catered for. Residents are encouraged to use the dining room but may eat in their room if they so wish.
- Specially trained staff on duty 24 hours a day.
- Residents are encouraged to join in social events and visits to places of interest.
- Regular visits by the hairdresser, Chiropodist and Optician ensure that all aspects of care are covered. Whenever possible residents may retain their own G.P.

**Finding the right home is so important and can be daunting, so do come along and see us for an informal chat about your needs before you decide.**



*Caring for the one you love*





# The Old Prebendal House

★ ★ ★ Residential & Nursing Care for the Elderly

Regional winner of the Housing Design Award, this beautiful 16th Century manor house is designed specifically for those seeking choice, independence and long-term security during retirement. Fully registered care facilities, including 24 hour nursing care, in a tranquil riverside setting. Congenial relaxing atmosphere, lounges and well stocked library. Apartments for couples, with all accommodation en-suite. Superb leisure facilities including music and the arts. Purpose built Nursing wing for long-term, convalescent and post-operative care. Holiday breaks available.



## Prebendal Court Close Care Apartments

Superb riverside apartments and cottages set in the communal gardens of a Listed Grade II\* Residential Nursing Home. For the discerning owner who wishes to enjoy the delights of the countryside and traditional Cotswold architecture in a sophisticated and historic environment. One or two bedroom accommodation with complete independence.

For further details please contact Dora Gurnett, The Old Prebendal House,  
Shipton-under-Wychwood, Oxford OX7 6BQ  
Telephone: 01993 831888 Website: [www.oldprebendalhouse.com](http://www.oldprebendalhouse.com)

Day and Nightcare Assistance (Witney)	36	<b>Forest Healthcare</b>	<b>55</b>	Home Support - City	38
<b>Delight Care Ltd</b>	<b>36</b>	Framland	50	Home Support Service North & West	38
<b>Disabilities Care Register, The</b>	<b>64</b>	<b>Freeland House Nursing Home</b>	<b>56</b>	Home Support South and Vale	38
Dolphins, The	48			Homecare Support Ltd	39
Doris Watts Home, The	54	<b>G</b>		Homestead, The	58
Dysons Wood House	48	<b>Glebe House</b>	<b>42</b>	House 2 Slade House	46
		<b>Glebefields Care Home</b>	<b>44</b>	<b>Huntercombe Hall Care Home</b>	<b>50</b>
		Goldsborough Home Care Ltd	38		
<b>E</b>		GP Homecare Limited	38		
<b>Eastfield House</b>	<b>48</b>	Grange, The	48	<b>I</b>	
Eden House	46	<b>Grange Care Centre, The</b>	<b>54</b>	Iris Hayter House	46
Eden House III	46	Green Gates Nursing Home	46	<b>Isis Care and Retirement Centre</b>	<b>46</b>
Elite Care Agency	38	Green Pastures Christian Nursing Home	44	<b>Isis Domiciliary Care Service</b>	<b>39</b>
<b>Elizabeth Finn Homes Ltd</b>	<b>45</b>	Greenacres	42		
Empathy Private Home Care	38	Greigcare Ltd	38	<b>J</b>	
Enara Community Care	38			Jack Howarth House	46
Enstone House	54	<b>H</b>		Jasmine House	54
European Wellcare Lifestyles Ltd	38	Haven, The	50	<b>Jenner's</b>	<b>23</b>
<b>Excellent Care Homes</b>	<b>35</b>	Headington Care Home, The	46	John Masefield Cheshire Home	50
		<b>Heart to Heart Care Ltd</b>	<b>38</b>		
<b>F</b>		<b>Heathfield House Nursing Home</b>	<b>44</b>	<b>K</b>	
<b>Fairfield Residential Home</b>	<b>46</b>	Help at Home	38	King Walk	50
Fairholme House	42	<b>Hempton Field Nursing Home</b>	<b>50</b>	<b>Kirlena House</b>	<b>46</b>
<b>Featherton House</b>	<b>42</b>	Hillside	48	Knightsward House	50
Ferendune Court	52	Holt Farm	42	Knowl, The	51
Fewcott House Nursing Home	44	Home Choice Care Provider	38		
Firs, The	48	Home Farm Trust	38		
Flexicare (Oxford and Abingdon)	38	<b>Home Helpers Care Ltd</b>	<b>38</b>		
Flint House	50				

**L**

<b>Lady Nuffield Home, The</b>	<b>46</b>
<b>Lake House</b>	<b>42</b>
Langston, The	58
<b>Lashbrook House</b>	<b>50</b>
Laurels, The	39
Lavender House	42
Leafield Rest Home	51
Leonard Cheshire Disability	39
Ley Community, The	42
<b>Lincoln House</b>	<b>42</b>
<b>Longlands</b>	<b>46</b>
Longlands Nursing Home	58
Lyndhurst Residential Home	48

**M**

<b>Madley Park House</b>	<b>54</b>
<b>Majesticare</b>	<b>5</b>
Manor Farm	51
Manor House Nursing Home	44
<b>Marston Court</b>	<b>46</b>
<b>Mayott House</b>	<b>51</b>
Maytrees	54
<b>Meadowcroft</b>	<b>48</b>
<b>Meadows, The</b>	<b>50</b>
<b>Meadow View Nursing Home</b>	<b>58</b>
<b>Merryfield House Nursing Home</b>	<b>58</b>
<b>Middletown Grange</b>	<b>58</b>
Mill House Nursing Home	58
Milton Heights	51
<b>Mon Choisy</b>	<b>46</b>
<b>Mount, The</b>	<b>5</b>

**N**

New House	48
<b>Newland House</b>	<b>56</b>
<b>NHFA</b>	<b>1</b>
Nicholson House	39
Night Care Service	39
North Cherwell Supported Living Scheme	39
North Locality Intermediate Care Service	39

**O**

<b>Oaken Holt House Nursing &amp; Residential Home</b>	<b>54</b>
Oasis Private Care	39
Oaks, The	48
<b>Old Prebendal House, The</b>	<b>58, 61</b>
Old Station House	51
Old Vicarage, The	48
Orchard Lodge	48
<b>Orders of St John Care Trust, The</b>	<b>27</b>
<b>Oxford House</b>	<b>51</b>
Oxford Aunts Care	39
<b>Oxford Beaumont</b>	<b>39, 51</b>
Oxford City Intermediate Care Team	39
<b>Oxford Private Care</b>	<b>39</b>
Oxford Respite Service	46
Oxford Supported Living Scheme	40
Oxfordshire Domiciliary Care Agency	40

Oxfordshire Primary Care Trust - Intermediate Care	40
---	----

**P**

Pages Orchard, 4	52
PLL Care Services	40
Poplars, The	48
<b>Peverel Court</b>	<b>58</b>
<b>Prebendal Court Close Care Apartments</b>	<b>58, 61</b>
Premier Personal Care Ltd	40
Primary Health Care	40
<b>Protection and Investment Ltd</b>	<b>29</b>

**R**

Ramping Cat House Nursing Home	58
Relief to Carers Service	40
Response D.C.A.	40
Ridings, The	42
Ridgeway Partnership -	
• Banbury	40
• Bicester	40
• Chipping Norton	40
• City	40
• South and Vale	40
• West	40
Risborough Carers	40
Robert & Doris Watts Home, The	56
Rockholme	42
<b>Rosebank Care Home</b>	<b>56</b>
<b>Rush Court</b>	<b>50</b>

<b>S</b>		<b>St Katharine`s House</b>	<b>54</b>	<b>V</b>	
<b>Secure Care</b>	<b>40</b>	St Luke`s Hospital	46	Vale House	54
Sevacare UK Banbury	40	St Winefride`s	56	Viking House Domiciliary Care Agency	40
Sevacare UK Oxford	40	<b>Stewart House Care Home</b>	<b>42</b>	Voyage	40
Shrublands Centre, The	52	<b>Stirlings</b>	<b>52</b>		
Sole Mates Footcare Service	40	Stowford House	48	<b>W</b>	
<b>Sotwell Hill House</b>	<b>48</b>	<b>Style Acre</b>	<b>18, 40</b>	Wantage Nursing Home	54
South and Vale Supported Living Scheme	40	Supporta Care Ltd	40	<b>Wardington House Nursing Home</b>	<b>44</b>
South Locality Intermediate Care Team	40			Watlington and District Care Homes	50
<b>Southerndown Nursing Home</b>	<b>58</b>	<b>T</b>		West Oxfordshire Supported Living Scheme	40
<b>Southmoor House Residential Home</b>	<b>52</b>	TACT	40	<b>Westgate House</b>	<b>50</b>
<b>Spencer Court</b>	<b>56</b>	Total Homecare Solutions Ltd	40	<b>Winterbrook Nursing Home</b>	<b>50</b>
St Andrew`s Residential Care Home	46	Tower House, The	48	Woodlands	50
St Anne`s Residential Home	42	<b>Townsend House</b>	<b>46</b>	<b>Woodlands Pharmacy</b>	<b>19</b>
<b>St Edburghs House</b>	<b>42</b>	Triangle Nursing Home, The	46	Woodstock House	56
<b>St John`s Home</b>	<b>46</b>	<b>Turpin and Miller Solicitors</b>	<b>28</b>	Woodview	50
		<b>Two Counties Community Care Ltd</b>	<b>40</b>		

## Confused by care decisions?



**As publishers of this Directory, we can assist you in your search for care.**



The Care Choices Helpline is a **free public information service**, providing you with a shortlist of care providers that meet your particular needs and preferences.

Call us on Freephone **0800 389 2077** or visit [www.carechoices.co.uk/looking\\_for\\_care.html](http://www.carechoices.co.uk/looking_for_care.html) to enter your details.

*Care Choices Ltd*

# Finding the right Care Home needn't be a worry

Purpose built less than two years ago The Close offers a complete home from home environment coupled with the best professional care available.

Set in 4 acres of landscaped gardens beside the River Thames, The Close offers long-term care, short-stay convalescent and respite care in a beautiful location close to the market town of Abingdon and the City of Oxford.

Why not see for yourself? We would be delighted to show you around.

Contact Nymys on:  
01865 407343

## The Close

NURSING & RETIREMENT HOME

Burcot | Nr Abingdon | Oxon | OX14 3DP  
[www.theclosecarehome.co.uk](http://www.theclosecarehome.co.uk)



# Care Closer to Home



## Huntercombe Hall

CARE HOME WITH NURSING

Freephone:

**0808 155 8337**

Henley-on-Thames | Oxfordshire



## Hulcott

CARE HOME WITH NURSING

Freephone:

**0808 137 1473**

Aylesbury | Buckinghamshire



## Mill House

CARE HOME WITH NURSING

Freephone:

**0808 166 1222**

Chipping Campden | Gloucestershire



## Oaken Holt

CARE HOME WITH NURSING

Freephone:

**0808 155 2447**

Farmoor | Oxford

For further information  
please visit our website  
[www.caringhomes.org](http://www.caringhomes.org)  
or email [marketing@caringhomes.org](mailto:marketing@caringhomes.org)



CARING HOMES 