



# Wiltshire

## Adult Care and Support Guide 2022

- Staying independent • Support in your community
- Home care • Care homes

In association with



# CELTIC CARE SERVICES

*Committed to quality & professionalism*

Throughout Wiltshire, **Celtic Care Services** will provide you with a high quality personalised care and support service to help you retain or regain your independence and enable you to **stay in the comfort of your own home.**



Established in 2001, **Celtic Care Services** is a family owned and run domiciliary care provider.

All our services are **individually tailored** to your preferences and are **continually adapted to meet your changing needs**



Domiciliary care is a real alternative to a residential or nursing home. We offer a wide range of flexible services including:

- All aspects of **personal care** including help getting up in the morning or accessing a bath or shower
- **Social care** including assisting you to go shopping or accompanying you to groups or social activities
- **Complex care** for people with more individual health care needs

These services are available to children, adults and the more elderly members of our community and can be long term or for short periods; to help during holidays or just to enable you to regain your independence.



**CHIPPENHAM BRANCH**  
**01249 651908 • 07866 464363**  
[Shelley@celticcareservices.co.uk](mailto:Shelley@celticcareservices.co.uk)

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**01793 741153 • 07891 933327**  
[Jen@celticcare.co.uk](mailto:Jen@celticcare.co.uk)

**WWW.CELTICCARE.CO.UK**



trust  
we  
care.

# Life at OSJCT is fun & fulfilling



**OSJCT** is one of the UK's leading not-for-profit care organisations working solely to provide high quality care for older people.

The Orders of St John Care Trust helps families make the right choice for individualised residential, dementia or nursing care.



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

0800 988 8133

[www.osjct.co.uk/Wiltshire](http://www.osjct.co.uk/Wiltshire)



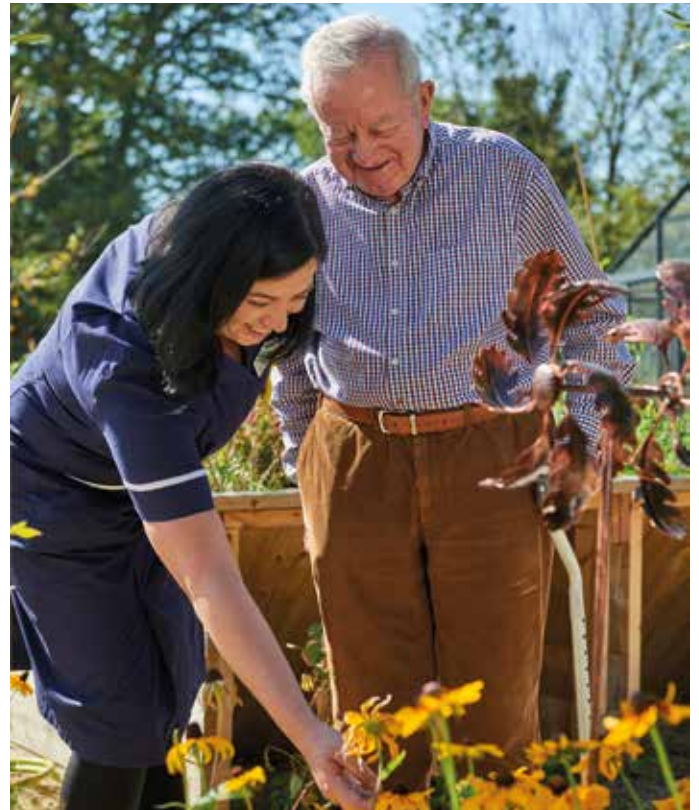
The Orders of  
**St John**  
Care Trust

## SAVERNAKE VIEW

MARLBOROUGH  
A PORTHAVEN CARE HOME

## WILTSHIRE HEIGHTS

BRADFORD ON AVON  
A PORTHAVEN CARE HOME



# Care with compassion

See the difference Porthaven makes

**Savernake View Care Home**  
Priory Court, Salisbury Road  
Marlborough SN8 4FE  
Tel 01672 555287

**Wiltshire Heights Care Home**  
16 Cottle Avenue, off Berryfield Rd  
Bradford on Avon BA15 1FD  
Tel 01225 435588

**Book a visit and find out more at [porthaven.co.uk](http://porthaven.co.uk)**

NURSING • RESIDENTIAL • DEMENTIA





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To obtain extra copies of this Guide, free of charge, call **Wiltshire Council's Advice and Contact Team** on: **0300 456 0111**.

### Alternative formats



This Guide is available electronically at: **www.carechoices.co.uk**

The e-book is also Recite Me compatible for those requiring information in the spoken word.

# Welcome

Welcome to the Wiltshire Adult Care and Support Guide 2022. This Guide provides:

- Details of a range of services to enable you, and anyone you know or care for, to make informed decisions about your care and support
- Clear, easy-to-use information that will help you to think about your options and make the right choices

We want to make this Guide simple, clear and easy to understand to enable you to make informed decisions.

Residents in Wiltshire have told us they want to be able to live safely and independently in their own homes for as long as they can and to enjoy the best possible quality of life. This Guide provides details of a range of services to enable you, and anyone you know or care for, to live well.

Whether you are paying for services yourself, or receiving support from the council, we know that making decisions about social care can be daunting. The uncertainties and concerns that have arisen from COVID-19 mean that clear information has never been so important.

In addition to the Wiltshire Adult Care and Support Guide, you can find information about care and support in Wiltshire at: <https://adults.wiltshire.gov.uk/> This website holds information about adult social care in Wiltshire and services in the community to support your health and wellbeing.

If you require any further information on a particular service, our dedicated Advice and Contact Team is here to support you, whether you are a customer, carer or someone who is looking for more information about adult care services in Wiltshire. The Advice and Contact Team can be contacted on: **0300 456 0111.**

We hope you find this Guide helpful, and staff are here to support you and your loved ones where required.



**Lucy Townsend**  
Corporate Director  
for People,  
Wiltshire Council



**Cllr Jane Davies**  
Cabinet Member for  
Adult Social Care,  
SEND, Transition and  
Inclusion

## Wiltshire Council

Where everybody matters





## Search for care in your area

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

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

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





## Regions covered by this Guide

### Care homes

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### Care homes with nursing

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### Home care providers

As a result of the COVID-19 pandemic, many services in Wiltshire have been affected. Some have changed how they operate, and others may have had to stop completely. This Guide reflects 'business as usual' and therefore it is recommended that you check with the relevant service to determine availability.



# Helping you to stay independent

## Services developed in partnership with the voluntary sector

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

Examples include:

- Day services
- Befriending, visiting and telephone contact services
- Support schemes to help people being discharged from hospital (Home from Hospital)
- Support for carers

- Handyperson schemes

### Age UK Wiltshire

Tel: **0808 196 2424**

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

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

### Carer Support Wiltshire

Tel: **0800 181 4118**

Email: **admin@carersupportwiltshire.co.uk**

Web: **www.carersupportwiltshire.co.uk**

### Wiltshire Council's Advice and Contact Team

Tel: **0300 456 0111**

Web: **https://adults.wiltshire.gov.uk**

## Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact

the individual through their home unit. Operators will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services. →

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

→ Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help to monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and assistive technology from private companies and organisations, or the council may be able to provide you with the means to apply for telecare services yourself.

For more information call Wiltshire Council's Advice and Contact Team on: **0300 456 0111**.



**Age UK Wiltshire** is the county's **leading charity** providing **support and services to older people**.

**We offer:**

- Quality accredited information and advice on a range of issues including accessing care and support, welfare benefits, housing and more
- Fun Fitness & Friendship Clubs to help keep you active
- Help to build your social connections in the community
- Support to help you at home when you need it

To find out how we can help, please get in touch:  
**0808 196 2424**  
**enquiries@ageukwiltshire.org.uk**  
**www.ageukwiltshire.org.uk**

## There are care homes. And then there is your home...

...with the best spot for breakfast, your favourite cup for tea, the comfort of your well loved chair and your fondest memories.

We know how important it is to stay at home, so if you are in need of affordable 24 hour care, Abicare can help. We provide a wide range of specialist care options, enabling you to stay at home with a fully trained live-in carer. Finding your perfect match is important to us, so that we can make a difference for you.

### Call us today to create your bespoke live-in care package.

For full details of specialist care available please visit our website

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

0330 128 9094 | [live-in@abicare.co.uk](mailto:live-in@abicare.co.uk)



**Abicare**  
 Achieving Better Independence



Consider the following questions before buying any assistive technology. If you are in doubt about what technology might help meet your needs, you can contact your council or visit:

<https://asksara.livingmadeeasy.org.uk>

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

## Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

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

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

Will it work alongside any assistive technology you already have?

## Usability

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

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

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

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

Is it portable?

## Notes

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Will it need to be installed by a professional?

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

## Reliability

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

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

Can you speak to someone who already uses it?

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

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

## Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

## Adapting your home

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

### Home Improvement Agencies (HIAs)

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

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

you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed and will normally offer to get estimates from one or more of its regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee. HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need.

HIAs can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit: **[www.housingcare.org](http://www.housingcare.org)** or contact the council using the following details.

### Wiltshire Council's Advice and Contact Team

Tel: **0300 456 0111**

Web: **<https://adults.wiltshire.gov.uk>**

## Specialist equipment

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

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

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

Visit: **<https://asksara.livingmadeeasy.org.uk>** to learn more about possible solutions or see pages 12 to 13. Once you have identified equipment that might help with your support needs, use the checklist on page 9 to make sure it's right for you.

# Search for care in your area

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



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

 CareChoices

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



## keeping people independent for longer

Medequip work with Wiltshire Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

### Return Recycle Reuse

**Help your Local Authority and NHS services by returning equipment you no longer need**

Contact Medequip now to request a collection

Call **01249 815052**

Email **[calnecustomerservice@medequip-uk.com](mailto:calnecustomerservice@medequip-uk.com)**

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

If you would prefer to return equipment to Medequip yourself, you can bring it to our distribution centre:

**Medequip Wiltshire Depot**  
Beversbrook Industrial Estate  
Redman Road  
Calne  
Wiltshire  
SN11 9PL

Monday to Friday 8:45am - 5:00pm

## Manage home

 **0800 910 1313**

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

Find us on:   @ManageAtHome

Call us or visit our website to request a free catalogue

Shop mobility aids at [www.manageathome.co.uk](http://www.manageathome.co.uk)



## **Connect** Technology Enabled Care Service

 **0800 910 1390**

[connectadmin@medequip-uk.com](mailto:connectadmin@medequip-uk.com)

**Lease a Care Alarm which is monitored 24 hours a day for as little as £2.99 per week**

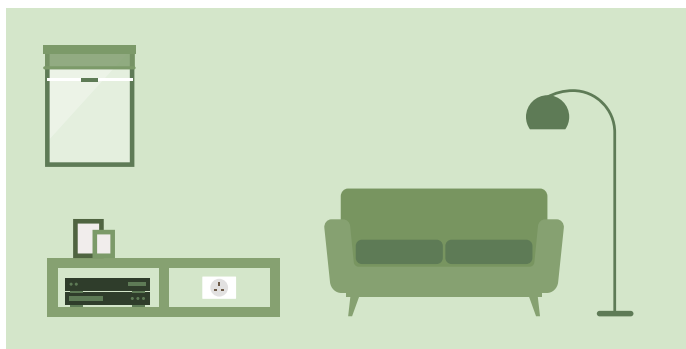
We will supply the equipment and monitor it 365 days per year, 24 hours per day. We will alert your next of kin, nominated contacts or emergency services to assist you in the event of an emergency.

Shop now at [www.medequip-connect.com](http://www.medequip-connect.com)



## Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

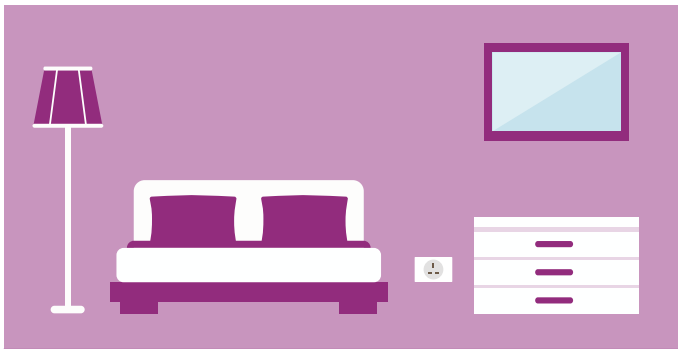


Level indicator



Teapot tipper

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



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

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

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

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

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



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

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

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

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

#### **Wiltshire Council's Advice and Contact Team**

Tel: **0300 456 0111**

Web: <https://adults.wiltshire.gov.uk>



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners



## Intermediate care

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

Intermediate care includes a range of services that can be provided in your own home or in a care home (these are called Discharge to Assess Beds) depending on your specific needs. Reablement helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

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

Speak to your GP, hospital staff or Wiltshire Council if you think you might benefit from intermediate care. These people can put you in touch with the right services if it is felt that they will help you.

## Care in your own home

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

### Why choose home care?

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

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

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

### How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See page 16 for more information about live-in care.

## Help to Live at Home (HTLAH)

Supporting you to live independently in your own home underpins the council's Help to Live at Home (HTLAH) programme. Wiltshire Council is working with providers across the county to develop a range of care services to help you live at home.

HTLAH services will help you to maintain your independence by supporting you to achieve your goals and objectives. →



**There4U**

**Need help at home?  
We have Time For You.**

For help with personal care, housework, sitting and more call: **01722 774444**  
**www.there4u.org.uk**




Helping Hands  
Caring since 1989

“ Home Care to support you in Wiltshire ”

We provide personalised home care packages with care visits available from 30 minutes all the way up to full-time live-in care. Supporting you to live independently in the home you know and love, including:

- Personal Care • Getting out and about
- House keeping • Short term-care and more.

 Call us today on: 01488 853 244



Rated Excellent  
★ Trustpilot

Agincare  
Live in Care

Fully managed high quality affordable live-in care from £795 per week



0808 301 2235 | AGINCARE.COM

Your local family-run home care provider



*Home care you can trust*

Apex Prime Care is a family-run business providing care you can trust from the comfort of your own home. Our carers can lend a hand with personal care, companionship, domestic visits and more. Choose the right care for you today, choose Apex Prime Care.

Contact us for a free quote  
**0330 2020 200**  
www.apexprimecare.org




**My Willows independence means everything.**

My Willows is a bespoke home care service tailored to your needs, offering peace of mind to allow you to live the life you choose.

Whether it is helping you to get out of bed in the morning, accompanying you to the shops, or just lending a friendly ear when you need to talk; we can be there when you need us the most.

Find out more about our personalised care plans by calling 0800 817 4990 or visiting [www.somersetcare.co.uk](http://www.somersetcare.co.uk)

My Willows Community.



→ Further information is available at: <https://adults.wiltshire.gov.uk> or by calling the **Advice and Contact Team** on: **0300 456 0111**. The information relating to the HTLAH programme is subject to change during the lifetime of this Guide.

For the latest information, contact the council directly.

**A countywide list of home care providers starts on page 19.**

## Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary. The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality

Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 46.



## AUDLEY CARE INGLEWOOD

### We support you in your own home

Our dedicated team of highly trained carers will support you based on your individual needs. With a Good CQC rating, we will help you with as little or as much as you want. You only pay for the time you use.

We go the extra mile to ensure your needs are met in a safe way with all the correct protections in place.

**Personal support | Companionship  
Housekeeping | Specialist care**

Contact us to find out more  
**01488 209 104**

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





Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

## Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

## Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

## Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

## Notes

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\*See page 46.

## Care Matters (Wiltshire) Ltd

Providing Quality  
Community Care Services  
Est. 2003



T: 01985 218055

### Do you need help?

We can assist you with:

- Personal care • Wellbeing visits • Domestic duties
- Helping with getting up and getting ready for bed
- Companionship • Shopping • Cooking • Bathing
- Outings • Sitting service • Escorted trips

Care Matters is a small private care agency providing home support services to people who wish to remain independently in their own homes.

Areas covered are Mere, Warminster, Westbury and all surrounding villages.

[www.carematters-wilts.co.uk](http://www.carematters-wilts.co.uk)  
[carematters@btconnect.com](mailto:carematters@btconnect.com)



PROVIDING CARE IN THE COMMUNITY  
BY PROMOTING INDEPENDENCE WITH DIGNITY & RESPECT



- Personal Care
- Support with Medication
- Emotional Support
- Sitting Service
- Shopping and Domestic Services
- Meal Preparation



To discuss your individual needs with one of our experienced staff, please contact us.

Tel: **01722 323223** Email: [enquiries@elite-care.co.uk](mailto:enquiries@elite-care.co.uk)  
or visit our website [www.elite-care.co.uk](http://www.elite-care.co.uk)

Unit 2 | Deans Farm | Stratford Sub Castle | Salisbury | SP1 3YP

### Invictus Plus Care

Where commitment and  
compassion come together



We are a well led family run care & support provider, with strong values of service and a real passion for helping adults of all ages maintain their well-being and independent living skills in familiar surroundings for as long as possible.

Homecare • Supported Living • Live-in • Respite  
Care • Waking Nights • Caring For Children



01225 760 356 • 07310 516 833

[enquiries@invictuspluscare.org](mailto:enquiries@invictuspluscare.org) • [www.invictuspluscare.org](http://www.invictuspluscare.org)  
22 Silver Street, Trowbridge, Wiltshire BA14 8AE

cloud  
homecare

01373  
832597



A bespoke service to help you live  
independently in your own home.

Covering Warminster and the surrounding areas.

[enquiries@cloudhomecare.co.uk](mailto:enquiries@cloudhomecare.co.uk)  
[www.cloudhomecare.co.uk](http://www.cloudhomecare.co.uk)

## SAFE CARE

Providing care in the comfort of your own home

#### WE CAN ASSIST WITH:

- ◆ Personal Care
- ◆ Lunches
- ◆ Shopping
- ◆ Laundry
- ◆ Domestic duties
- ◆ Medication prompting
- ◆ Safety visits / sitting service
- ◆ Escort to appointments

We operate 7 days a week, 365 days a year from 1 visit a week to several visits a day and we are registered with the CQC.

The areas we cover are Bradford on Avon, Melksham, Trowbridge, surrounding villages.

For further information, please contact us on:

Phone Number: 01225 350612  
E-mail: [safe-care@blueyonder.co.uk](mailto:safe-care@blueyonder.co.uk)  
Website: [www.safecare-wiltshire.co.uk](http://www.safecare-wiltshire.co.uk)

Dementia Friends  
INNOVATIONS  
WILTSHIRE LIMITED  
PROGRESSIVE SUPPORT CREATIVELY DELIVERED  
DOMICILIARY CARE



We are a family run domiciliary care agency that provide person centred care for our clients in their own home. All of our staff live locally, are DBS checked and are trained to very high standards. We pride ourselves in the services we provide, which include:

**Meal preparation • Medication assistance •  
Personal care • Domestic support • End of life care  
and much more...**

For more information please contact Sally or Kaidey on  
**01672 514339**, email [sally.innovations@gmail.com](mailto:sally.innovations@gmail.com)  
or visit our website

# Home care provider listings

Wiltshire Council works with local providers to deliver services developed by local people, care providers and front-line staff. Contact details can be found at: <https://adults.wiltshire.gov.uk> – search ‘help to live at home’.

## 12/13 Church Walk

Trowbridge

Tel: 01225 251280

OP D PD LDA MH SI YA

## A & T (Salisbury) Ltd

Salisbury

Tel: 07721 460075

OP D PD LDA MH SI

## Abicare Services Ltd WCP

Bradford-on-Avon

Tel: 01225 864043

Salisbury

Tel: 01722 343981

Advert page 8  
OP D PD LDA MH SI YA

OP D PD LDA MH SI YA AD

## Abbeyfield Malmesbury Care at Home

Malmesbury

Tel: 01823 663116

OP D PD SI YA

## Abney & Baker (Bath) Ltd

Melksham

Tel: 01225 952200

OP D PD LDA MH SI YA AD

## Agincare UK

Chippenham

Tel: 0808 301 2235

Advert pages 15 & 57

OP D PD LDA MH SI YA AD

## Alabare Christian Care Centres

Salisbury

Tel: 01722 322882

OP D PD LDA MH SI YA AD

## Alina Homecare – Devizes

Devizes

Tel: 01722 273322

D LDA MH SI AD

## Alina Homecare – Salisbury

Salisbury

Tel: 01722 273322

OP D PD LDA YA

## Alina Homecare – Trowbridge

Trowbridge

Tel: 01225 632922

OP D PD LDA YA

## Altogether Care LLP – Bradford on Avon

Care at Home WCP

Bradford-on-Avon

Tel: 01305 300161

Advert page 20

OP D PD LDA MH SI YA

## Altogether Care LLP –

Salisbury Care at Home WCP

Salisbury

Tel: 01305 300161

Advert page 20

OP D PD LDA MH SI YA

## Alzheimer’s Support WCP

Trowbridge

Tel: 01225 776481

OP D YA

## Arrow Care Services Ltd – Office 3

Melksham

Tel: 01225 920280

OP D PD LDA MH YA

## Ash Care Services Salisbury Ltd

Salisbury

Tel: 01722 346494

OP D PD LDA MH SI YA AD

## Atwell Care Ltd

Westbury

Tel: 01373 470760

OP D PD LDA MH SI YA

## Autonomy Care Ltd WCP

Melksham

Tel: 07702 946205

OP D PD LDA MH SI YA

## Avon Park

Bath

Tel: 01225 72288

OP D PD SI AD YA

## Bailey Employment Services Ltd WCP

Melksham

Tel: 01225 898232

OP D PD LDA MH SI YA

## Beckford Lodge WCP

Warminster

Tel: 01985 847755

OP D PD LDA MH SI YA

## Beeches Homecare Services, The WCP

Malmesbury

Tel: 01666 825496

OP D PD LDA MH SI YA

## Bespoke Guardians

Swindon

Tel: 01793 987157

OP D PD LDA MH SI YA

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

WCP Wiltshire Care Partnership member – page 51

Advertisers are highlighted



There's nothing like the comfort of your own home



Care at home offers a practical and affordable alternative to moving into a residential setting, helping you to keep your independence.

The flexibility of our homecare and one-to-one support is designed to enable you to continue living in the comfort of your own home.

Whether you require daily, weekly or Live-in care, we can build a unique plan to suit your every need. Our Dedicated Care Professional's are handpicked for you, allowing you to genuinely connect with your care team and continue doing all things you love, such as staying active, socialising or cooking your favourite meal.

We can provide support for:

- Companionship
- Medication administration
- Mental health needs
- Physical & sensory impairments
- Live-in care
- 24-hour care
- Dementia care
- Learning disabilities support
- Brain & spinal injuries
- Emergency care
- Respite care

*Nurseplus staff treat my mother with dignity and respect at all times and allow her to continue with independent living at home.*

Speak to our friendly team on

**08000 448 848**

[nursepluscareathome.com](http://nursepluscareathome.com)



**Live In Care** provides a professional and friendly, fully managed live-in care service that allows you or your loved one to continue to live independently in the comfort of your home, supported by fully trained, experienced and trusted live in carers.

We provide live-in care packages which include:

- ♥ 24 hour Live-in care ♥ Respite Care
- ♥ Waking nights ♥ End of life/Palliative care
- ♥ Dementia care ♥ Holiday Companionship

**T: 01722 682 452 E: [info@livein.care](mailto:info@livein.care)**



## Care... when you want it, where you want it.

### The Perfect Fit

Our forward-thinking **Care Match** options are designed for your future, so no matter how your care needs might change, you can simply switch to the most appropriate service for care that fits around you.

### The Perfect Balance

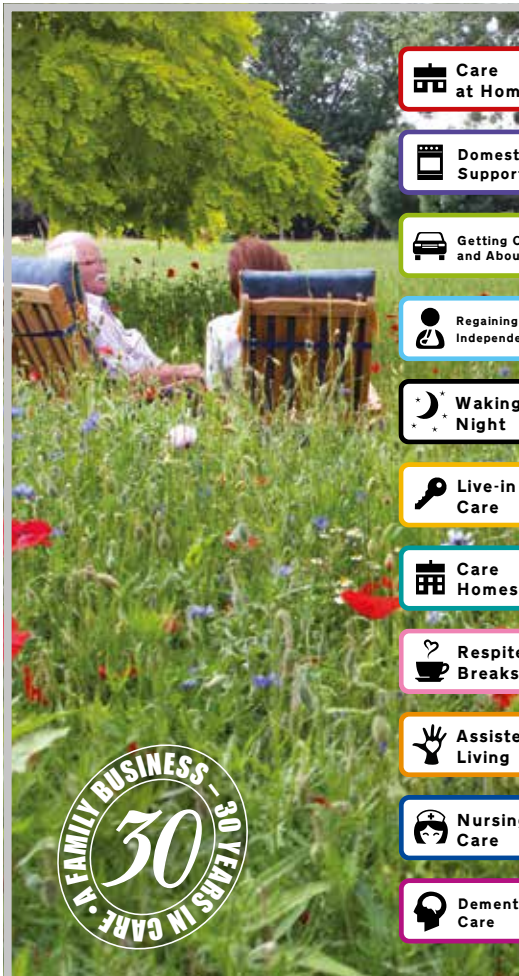
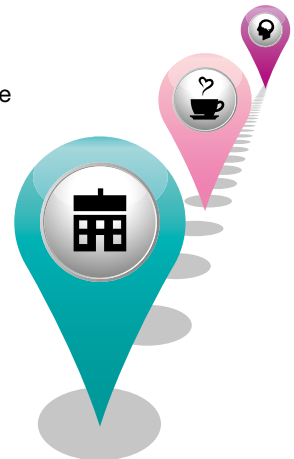
Altogether Care is a family business established for 30 years and brings family values to life. Creating the ideal environment and support for individuals we deliver just the right balance between independent living and professional care.

Care Match available throughout Dorset, Hampshire, Wiltshire and South Somerset. Care Homes located in Dorchester, Weymouth and Yeovil.

**01305 300161**

[contact@altogethercare.co.uk](mailto:contact@altogethercare.co.uk)  
[www.altogethercare.co.uk](http://www.altogethercare.co.uk)

**Altogether Care**  
a better life



- Care at Home
- Domestic Support
- Getting Out and About
- Regaining Independence
- Waking Night
- Live-in Care
- Care Homes
- Respite Breaks
- Assisted Living
- Nursing Care
- Dementia Care

## Home care provider listings continued

### BGS Healthcare Ltd

Chippenham  
Tel: 01249 821701 **OP D PD LDA MH SI YA**

### Blakehill Healthcare

Chippenham  
Tel: 07877 543889 **OP D PD LDA MH SI YA**

### Blue Sky Enabling

Trowbridge  
Tel: 0800 456 1337 **OP D PD LDA MH SI YA**

### Bluebird Care (Wiltshire North)

Bradford-on-Avon  
Tel: 01225 863565 **OP D PD SI YA**

### Bluebird Care (Wiltshire South)

Salisbury  
Tel: 01722 568930 **OP D PD SI**

### Brighter Days Care at Home **WCP**

Salisbury  
Tel: 01980 753029 **OP D PD LDA SI YA AD**

### Butterfly Care (Bath, Wiltshire and Somerset)

Westbury  
Tel: 01373 825951 **OP D PD MH SI YA**

### C&S Makenston Special Care Service

Trowbridge  
Tel: 01225 762911 **OP D PD LDA SI YA**

### Candlelight Care (Corsley) Office **WCP**

Westbury  
Tel: 01225 776000 **D PD LDA MH SI YA AD**

### Care Matters (Wiltshire) Ltd

Warminster **Advert page 18**  
Tel: 01985 218055 **OP D PD LDA SI YA**

### Caring Partners Healthcare Ltd

Trowbridge  
Tel: 07944 733202 **OP D PD YA**

### Carons Care Line

Warminster  
Tel: 01985 850124 **OP D LDA MH YA**

### Casbens Supported Living Services Ltd

Swindon  
Tel: 07903 749329 **OP PD LDA MH YA**

### Cathedral Gate Domiciliary Care Services **WCP**

Salisbury  
Tel: 01722 340644 **OP D PD LDA MH SI YA AD**

### Cera – Wiltshire **WCP**

Devizes  
Tel: 01380 825146 **OP D PD LDA SI YA**

### Celtic Care Services Ltd

Chippenham **Advert inside front cover**  
Tel: 01249 651908 **OP D PD LDA MH SI YA**

### Chantry Court

Westbury  
Tel: 01373 828800 **OP**

### Cloud Homecare Ltd **WCP**

Warminster  
Tel: 01373 832597 **Advert page 18** **OP D PD YA**

### Connect and Care

Salisbury  
Tel: 07305 958649 **OP D PD LDA MH SI YA**

### Cura Homecare **WCP**

Warminster  
Tel: 01249 463880 **OP D PD LDA MH SI YA AD**

### Dementia@Home

Trowbridge  
Tel: 07359 213552 **OP D YA**

### Dimensions Oxfordshire & Warwickshire Domiciliary Care Office

Chippenham  
Tel: 07943 514289 **OP LDA YA**

### Elite Care – Unit 2 Deans Farm **WCP**

Salisbury **Advert page 18**  
Tel: 01722 323223 **OP D PD LDA MH SI YA**

### ELSI (SW) Ltd

Trowbridge  
Tel: 07925 584455 **LDA YA**

### Everlife (Wiltshire)

Trowbridge  
Tel: 01225 719333

### Fabeliz Services Ltd

Marlborough **Advert page 22**  
Tel: 07557 967208 **OP D PD LDA MH SI YA**

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

**WCP** Wiltshire Care Partnership – page 51

**Advertisers are highlighted**

Fabeliz Services Limited a local domiciliary care agency. We focus on providing high quality care and support for our service users, with fully trained staff to meet all of your requirements. We offer many other services including: **Therapeutic counselling, Scenar treatments, Community room** and much more.

**Our services include:**

- Personal Care
- Personal Assistants
- Cleaning
- Gardening
- Medication Collection
- Shopping
- Sitting Services
- Counselling and Psychological Support
- And much more...

**FABELIZ SERVICES LIMITED**

Delivering good quality care in Wiltshire



**For information, contact us:**

**07557 967208**

[www.fabelizservicesltd.co.uk](http://www.fabelizservicesltd.co.uk)  
[fabelizservicesltd@hotmail.com](mailto:fabelizservicesltd@hotmail.com)



 **Home Instead**  
*To us, it's personal*

Live well,  
*your* way

Start your home care journey with Home Instead® today.

-  Home Help
-  Companionship
-  Personal Care
-  Dementia Care

North West Wiltshire  
 01249 713777  
[homeinstead.co.uk/bath-west-wilts](http://homeinstead.co.uk/bath-west-wilts)

East Wiltshire  
 01672 556300  
[homeinstead.co.uk/andover-east-wilts](http://homeinstead.co.uk/andover-east-wilts)

South West Wiltshire  
 01985 988282  
[homeinstead.co.uk/warminster](http://homeinstead.co.uk/warminster)

South Wiltshire  
 01722 515761  
[homeinstead.co.uk/salisbury-and-romsey](http://homeinstead.co.uk/salisbury-and-romsey)

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## Home care provider listings continued

### Fairfield Farm College

Dilton Marsh  
Tel: 01373 823028

**Advert page 55**  
**PD LDA SI YA**

### Fairways Retirement Village, The

Chippenham  
Tel: 01249 705060

**OP D PD MH SI**

### Firs Home Care Ltd, The

Calne  
Tel: 01249 814246

**OP D PD LDA MH SI YA**

### Forget Me Not Care Ltd **WCP**

Westbury  
Tel: 01373 858333

**OP D PD SI**

### Four Hills Care Ltd

Westbury  
Tel: 01373 825630

**OP D PD MH SI YA**

### Grace 24/7 Care Wiltshire

Salisbury  
Tel: 01722 672305

**OP D LDA MH YA**

### Helping Hands Calne

Calne  
Tel: 01488 853 245

**Advert page 15**  
**OP D PD LDA MH SI YA**

### Home Instead Andover and East Wiltshire **WCP**

Pewsey  
Tel: 01672 556300

**Advert page 22**  
**OP D**

### Home Instead Bath and West Wilts **WCP**

Corsham  
Tel: 01249 847594

**Advert page 22**  
**OP D PD LDA MH SI YA**

### Home Instead Salisbury and Romsey **WCP**

Salisbury  
Tel: 01722 443559

**Advert page 22**  
**OP D PD MH SI**

### Home Instead Warminster and Gillingham

Warminster  
Tel: 01985 988282

**Advert page 22**  
**OP D YA**

### Honeydew Healthcare Ltd

Corsham  
Tel: 01249 691354

**OP D PD MH YA**

### Honeysuckle Home Care Ltd

Swindon  
Tel: 07557 037492

**OP D PD MH SI YA**

### Housing 21 – Dairy View

Royal Wootton Bassett  
Tel: 0370 192 4226

**OP D PD SI YA**

### Independent Living Solutions Ltd

Salisbury  
Tel: 01722 742442

**OP D PD LDA MH SI YA AD**

### Innovations Wiltshire Ltd – Pelham Court

Marlborough  
Tel: 01672 514339

**Advert page 18**  
**OP D PD LDA MH**

### Invictus Plus Care

Trowbridge  
Tel: 01225 760356

**Advert page 18**  
**OP PD MH SI YA AD**

### Keiron Starns Care Agency

Warminster  
Tel: 01985 844752

**OP D PD LDA MH SI YA AD**

### Lighthouse Professional Care Ltd

Warminster  
Tel: 01985 988944

**OP D PD SI YA**

### Live in Care

Taunton  
Tel: 01722 682 452

**Advert page 20**  
**OP D PD MH SI YA**

### Lizor Care Concept

Salisbury  
Tel: 01980 259236

**OP D PD MH YA**

### Louisa Homecare Ltd

Trowbridge  
Tel: 01225 800875

**OP D PD MH SI YA AD**

### Maisy Care at Home Ltd

Salisbury  
Tel: 01980 591663

**OP D PD LDA MH SI YA**

### Mencap – Trowbridge

Trowbridge  
Tel: 07535 622135

**OP LDA YA**

### My Little Angels Care Company Ltd

Trowbridge  
Tel: 01225 767806

**OP D PD MH YA**

### Nimble Care **WCP**

Chippenham  
Tel: 01249 444022

**OP D PD LDA MH SI YA**

### Nurseplus UK

Salisbury  
Tel: 08000 448 848

**Advert page 20**  
**OP D PD LDA MH YA**

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

**WCP** Wiltshire Care Partnership member – page 51

**Advertisers are highlighted**

## I need support at home



We have been providing care in West Wiltshire for 20 years.

From a short weekly visit to enhanced daily care, you can be sure of our full attention to your specific needs.

We pride ourselves on excellent communication skills and friendly service.

*"I am on my own with no close relations and really appreciate the excellent care from everyone at Surecare" Mr S*



You're in good hands, talk to us:  
t: 01225 760 100  
w: [surecare.co.uk/wessex](http://surecare.co.uk/wessex)



*You're in safe hands*

At **Totally Living Care** we promise to give you the **warmth, compassion and support** you may need whether it be for a day, month or for your future years to **help you stay in the comfort of your own home**. Our services include:

**Companionship • Physical assistance • Hospital to Home**  
• Personal well-being • Personal Care and Hygiene  
• Medical condition support • 24 hour Live-in care

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

01722 567356 • 07738 496016  
[enquiries@totallylivingcare.co.uk](mailto:enquiries@totallylivingcare.co.uk)  
[www.totallylivingcare.co.uk](http://www.totallylivingcare.co.uk)

**We are always recruiting, so if you have a talent for caring, don't hesitate to contact us**



## Quality care and companionship in the comfort of your own home

Right at Home is one of the UK's most trusted care companies. Our local team of friendly, reliable carers specialise in assisting people who may need a helping hand with day-to-day tasks in their own home.

To find out how we can help care for you or your family, contact our friendly local team in Swindon.

# 01793 602502

[www.rightathomeuk.com/swindon](http://www.rightathomeuk.com/swindon)  
Email: [swindon@rightathomeuk.com](mailto:swindon@rightathomeuk.com)



### Our services include:

- Companionship
- Transportation and errands
- Meal preparation
- Light housekeeping
- Help with washing, dressing and personal care
- Medication reminders
- Post-operative support
- Holiday and respite cover
- Specialist dementia care
- Live-In Care

## Home care provider listings continued

See page 23 for the **Service User Bands** key

### Old Rectory, The

Trowbridge  
Tel: 01225 777728

OP LDA YA

### OSJCT Florence Court

Trowbridge  
Tel: 01225 764400

Advert page 3  
OP D PD LDA

### Oxleycare Ltd

Tidworth  
Tel: 01980 846690

OP D PD LDA

### Penponds Homecare Ltd

Swindon  
Tel: 01793 337061

Advert page 26  
OP D PD LDA MH SI YA

### Prime Care Associates

Salisbury  
Tel: 01980 652526

OP D PD LDA MH SI

### Princess Homecare **WCP**

Chippenham  
Tel: 01793 381000

OP D PD MH SI

### Rainbow Trust Offices at Church Farm

Chippenham  
Tel: 07580 510915

PD LDA SI

### Rangeford Care – Wadswick Green

Corsham  
Tel: 01225 585050

OP D PD MH SI YA

### Redjacket Specialist Care

Salisbury  
Tel: 01722 433202

OP D PD MH YA

### Retain Healthcare Ltd – Chippenham

Chippenham  
Tel: 01249 444900

Advert page 26  
OP D PD LDA MH SI YA AD

### Retain Healthcare Ltd – Salisbury **WCP**

Salisbury  
Tel: 01722 320000

Advert page 26  
OP D PD LDA MH SI YA AD

### Right at Home Chippenham

Chippenham  
Tel: 01249 569569

OP D PD YA

### Right at Home Swindon

Swindon  
Tel: 01793 602502

Advert page 24  
OP D PD YA

### Safe Care **WCP**

Trowbridge  
Tel: 01225 350612

Advert page 24  
OP D PD MH SI YA

### Saxon Care Solutions Ltd **WCP**

Chippenham  
Tel: 01249 705050

OP D PD LDA MH SI YA

### Saxon Care Solutions (Royal Wootton Bassett)

Swindon  
Tel: 01249 705050

OP D PD MH SI YA

### Saxon Care Solutions Ltd (Trowbridge and Westbury)

Trowbridge  
Tel: 01249 705050

### Serene Healthcare Group Office

Salisbury  
Tel: 07432 437061

OP D PD MH SI YA

### Shaftesbury Court (Manor Close)

Trowbridge  
Tel: 01225 760228

PD LDA

### Somerset Care Community Services (Wiltshire)

Melksham  
Tel: 01225 702141

Advert page 15  
OP D PD LDA MH SI YA AD

### Spire Homecare Ltd

Salisbury  
Tel: 01722 327319

OP D PD LDA MH SI YA

### Support Carers Ltd

Tidworth  
Tel: 01264 791341

OP D PD LDA MH SI YA

### SureCare Services (Wessex) **WCP**

Trowbridge  
Tel: 01225 760100

Advert page 24  
OP D PD MH SI YA

### There4U (Salisbury) Ltd

#### – Cross Keys House

Salisbury  
Tel: 01722 774444

Advert page 14  
OP D PD SI YA

### Totally Living Care Ltd

Salisbury  
Tel: 01722 567356

Advert page 24  
OP D PD LDA MH SI YA

### United Response – Wiltshire DCA

Chippenham  
Tel: 01249 765504

LDA

### Voyage (DCA) Wiltshire

Trowbridge  
Tel: 01793 967290

OP PD LDA MH SI YA



**Wessex Care**

**Community Services** WCP

Salisbury

Tel: 01722 336933

**Advert page 40**

OP D PD LDA SI YA

**Wiltshire Council Reablement Service  
(Chippenham Hub)**

Chippenham

Tel: 0300 456 0111

OP D PD LDA MH SI YA

**Wiltshire Council Reablement Service  
(Salisbury Hub)**

Salisbury

Tel: 01722 438128

OP D PD LDA MH SI YA AD

**Wiltshire Council Reablement Service  
(Trowbridge Hub)**

Trowbridge

Tel: 0300 456 0111

OP D PD LDA MH SI YA

**YourLife (Chippenham)**

Chippenham

Tel: 01249 654954

OP D PD SI

**Yourlife (Devizes)**

Devizes

Tel: 01380 729020

OP D PD SI

**YourLife (Salisbury)**

Salisbury

Tel: 01722 332290

OP D PD SI




**Penponds Homecare**



**Penponds provides good old fashioned values**

Penponds Homecare will always put our Service Users First. We will enable our Service Users to live and remain in the comforts of their own homes safely with support, to maintain their personal independence in a dignified way to preserve their quality of life.

**T: 01793 337061**  
**E: enquiries@penpondshomecare.com**  
**www.penpondshomecare.com**



Regulated by  skillsforcare 

**Retain HEALTHCARE**

A family run award winning organisation celebrating over 25 years of supporting people throughout the South west.

If you or a loved one need additional support at home, our Homecare service is individually tailored to meet your needs.

**HOMECARE**

We offer a range of support, enabling people to stay independent in their own homes for longer.

- Home from Hospital and Reablement
- Respite Service
- Complex Care
- Companionship
- Dementia Care
- Live-In
- Palliative Care
- Domestic help

**AGENCY SERVICES**

Retain Healthcare are ready to cover your staffing needs with a hand-picked fully trained and reliable Registered Nurses, Care Assistants and Support Workers.

All of our agency staff are experienced, well trained and available for long and short term cover.

**TRAINING**

All staff receive training from our training centre endorsed by Skills for Care and accredited with City and Guilds to deliver diplomas up to level 5 in health and social care. This high-quality training is also available to external organisations.

For more information on how we can help, please contact our **Wiltshire teams** on:

Salisbury **01722 320000** | Chippenham **01249 444900**  
 enquiries@retaingroup.co.uk | www.retainhealthcare.co.uk

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

# Living with dementia at home

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

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

- Specialist day centres
- Respite care or short breaks
- Assistive technology and community alarms
- Home care
- Meals at home
- Community equipment
- Extra care sheltered housing
- Carers' support groups

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## Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years.

Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person living with dementia and find out more about the condition.

When someone is living with dementia, they need:

- Support to live their life
- Reassurance that they are still valued and that their feelings matter
- Freedom from as much external stress as possible
- Appropriate activities and stimulation to help them to remain alert and motivated for as long as possible

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## Dementia Friends

People living with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a

difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for further information about the initiative.

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## Respite care

Spouses, partners and relatives who care for a person living with dementia may require a break from their caring responsibilities. This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can

involve the person living with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services. See page 40 for information on assessments.

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## Care at home

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

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

## Specialist dementia day centres

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

Specialist day centres for people living with dementia aim to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to several days.

Alzheimer's Support provides day opportunities to help people with complex dementia to continue to live in their own homes and remain as independent as possible for longer. For more information, visit: [www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk) (select 'Our services' then 'Day care').

## Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 53 for contact details.

Alzheimer's Society's Dementia Connect support line is available on: **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations.

It is open from 9.00am to 8.00pm, Monday to

Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people living with dementia, see page 35.



# Search for care in your area

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

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



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



# Support for carers

## Who is a carer?

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

The carer may be helping with:

- Personal care, such as washing and dressing
- Going to the toilet or dealing with incontinence
- Eating or taking medicines
- Getting about at home or outside
- Practical help at home and keeping someone company
- Emotional support or communicating

## Having a carers' assessment

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

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

- The care the carer provides and how this affects their life
- Any support they are getting now and what else would help
- What they would like their support to achieve

The assessment can also give lots of information about other services that might help and other ideas for support. The carer's assessment will show if they qualify for support from Wiltshire Council. →



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

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

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

### → Carers' personal budgets

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

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

## Respite at home

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

A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If the person being cared for has a personal budget for their own needs (see page 42), they could use that money to pay for it.

A financial assessment of the cared-for person will confirm if they need to pay towards the cost.

## Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £69.70 per week but this may change over the lifetime of this Guide. Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility.

The Government's website ([www.gov.uk](http://www.gov.uk)) has more information on benefits, including carers' benefits. Alternatively, you could contact a local carers' organisation which may be able to help you undertake a benefit check.

## Local carers' support

You can find out more about the organisations supporting carers in Wiltshire by exploring the following resources.

### Carer Support Wiltshire

Tel: **0800 181 4118**

Email: [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)

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

### Wiltshire Parent Carer Council

Tel: **01225 764647**

Email: [admin@wiltspcc.co.uk](mailto:admin@wiltspcc.co.uk)

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

### Wiltshire Young Carers Service

Web:

[www.communityfirst.org.uk/yaw/young-carers](http://www.communityfirst.org.uk/yaw/young-carers)

## Resource for those supporting disabled children



My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners

supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work,

family and relationships. Visit: [www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)



# Specific care and support services

## Mental health

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

Your GP should be your first point of contact if you want confidential advice or services, or for information on care and support options, contact Wiltshire Council's Advice and Contact Team on: **0300 456 0111**.

The Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) offers a Patient Advice and Liaison Service (PALS) which is a free, confidential and impartial service available to everyone who uses AWP services, their families, carers or anyone who needs advice, information, support or guidance with a particular issue.

PALS can help if you:

- Are worried and not sure what to do or where to go
- Need clarity about a situation
- Want someone to listen to your experience of services
- Need information and help

Tel: **01225 362900** • Freephone: **0800 073 1778**

Email: **[awp.pals@nhs.net](mailto:awp.pals@nhs.net)**

Web: **[www.awp.nhs.uk/advice-support/pals](http://www.awp.nhs.uk/advice-support/pals)**

For a list of local mental health and wellbeing contacts (compiled by AWP and Healthwatch Wiltshire), visit the following website and search 'Where to get mental health support in Wiltshire.'

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

### Support in a crisis

If you are currently experiencing a mental health crisis or supporting someone in crisis, call the AWP crisis line on: **0800 953 1919**. In an emergency, dial: **999**.

Alabaré Riverside Sanctuary is a confidential service aimed at anyone who is in a mental health crisis or who is struggling to manage their mental wellbeing. The specialist team can provide guidance and advice including coping strategies and help people get further support if they need it.

Tel: **01772 466680** (5.00pm to 9.45pm, Tuesday, Wednesday, Thursday and Friday. Drop-in sessions on Wednesday, 4.30pm to 8.30pm, ring ahead to check availability).

Web: **[www.alabare.co.uk/home/riverside-sanctuary-salisbury](http://www.alabare.co.uk/home/riverside-sanctuary-salisbury)**

## Hearing and Vision Team

This specialist countywide team is based in Devizes and provides a range of services for people who have limited or impaired sight, are D/deaf or have an acquired hearing loss or are deafblind, which is sometimes known as dual sensory impairment – which is when a person has a significant combination of hearing and sight loss.

Deafblindness is a direct impairment that is more than 'just' the loss of your vision and hearing. It is a unique impairment and is recognised in the Care Act as needing a specialist assessment of needs.

The Hearing and Vision Team consists of the following:

- Social workers with D/deaf people
- ROVIs (Rehabilitation Officers with People who are Visually Impaired)
- ROHIs (Rehabilitation Officers with People who are Hearing Impaired)
- Dual Sensory Lead
- Dual Sensory Specialists

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



- • Communicator Guides for people with a dual sensory impairment

The team answers public enquiries face-to-face through a number of 'front doors' in the community, primarily for British Sign Language (BSL) users. Access to the service is also available via email, SMS, Skype, WhatsApp, Facetime, fax, minicom, letters or telephone.

The team also have a resource centre in Devizes where members of the public and professionals can access specialists to gain further information, advice and support and look at equipment that may support individuals with maintaining independence. The centre has been closed during the pandemic but will be opening again in 2022 for appointments only. For more information, call the Advice and Contact Team on: **0300 456 0111**.

The team offers support with day-to-day living such as using a telephone, preparing meals or getting out in the community. The team also signposts to other services, providing information and advice, including equipment providers to help customers maintain their independence at home.

The team can provide assessments that include the everyday needs of adults, both in relation to sensory difficulties and to the ability to live safely and independently. This is achieved by providing a range of specialist services, for which eligibility is assessed.

These services include, amongst others:

- Training in independent living skills, such as cooking and getting around, both in and out of your home through indoor and outdoor mobility training
- Counselling and therapeutic work
- Advocacy
- Training in communication skills, such as the use of textphones and reading Braille

- Advice on communications services, such as sign language interpreters
- Sensory awareness training, for the public and other professionals
- Providing access to a wide range of equipment such as talking books, large print labels and markers, visual, audible and tactile alarms
- Support for carers
- Registration as severely sight impaired, sight impaired, dual sensory, D/deaf or hearing impaired
- Liaising with and supporting voluntary agencies, including those engaged in service user consultation
- Accessing information, communication and mobility

For referrals to the service, the individual needs to have a diagnosed hearing loss and/or a diagnosed visual impairment (Macular Degeneration for example). This is to check that the individual has already had specialist input from a medical professional to ensure that the support the service offers complements that of a social care perspective.

The team takes referrals from several different sources: the individual themselves, a carer, neighbour or professionals working with that person.

### The Hearing and Vision Team

Tel: **01380 826480** (voice/text).

Email: **hearingandvisionteam@wiltshire.gov.uk**

### Wiltshire Sight

Providing information and advice across the county for those living with or newly diagnosed with sight loss.

St. Lucy's Sight Centre, Browfort, Bath Road, Devizes SN10 2AT

Tel: **01380 723682**

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

Web: **www.sightsupportwest.org.uk**



**www.myfamilyourneeds.co.uk**

For parents and carers of children with additional needs and those who support them.



## Learning disability and autism

If you are living with a learning disability or autism in Wiltshire, you should browse <https://adults.wiltshire.gov.uk> or contact the council for support. The council might be able to signpost you to local services and assess your needs in case help is available to you.

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider other accommodation options – see page 33.

If your needs are such that you require support in a care home, this Guide contains a list of all care homes in Wiltshire. Any learning disability and autism providers are denoted with **LDA**. You may also find the organisations listed opposite useful to refer to.

### Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)

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

### National Autistic Society

The UK's leading charity for people on the autism spectrum and their families.

Tel: **0207 833 2299** • Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)

Web: [www.autism.org.uk/advice-and-guidance](http://www.autism.org.uk/advice-and-guidance)

### Scope

Offers free, impartial and expert information, advice and support to disabled people.

Tel: **0808 800 3333**

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

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

# Accommodation

## Supported Living



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

Supported Living can be delivered in a range of

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

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 7).

## Shared Lives

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

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

### Shared Lives Wiltshire

Tel: **01380 826451**

Email: [sharedlives@wiltshire.gov.uk](mailto:sharedlives@wiltshire.gov.uk)

Facebook: [@SharedLivesWilts](https://www.facebook.com/SharedLivesWilts)

Twitter: [@SLWiltshire](https://twitter.com/SLWiltshire)

## Sheltered housing

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

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts,

door entry systems and specially adapted facilities. Refer to the following details for local sheltered housing options.

To apply for sheltered housing, download the application form from the **Homes 4 Wiltshire** website and return it to the team. Visit: **[www.homes4wiltshire.co.uk](http://www.homes4wiltshire.co.uk)**

## Extra care housing

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

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that

you can remain safely in your own self-contained accommodation.

For more information on extra care housing in Wiltshire, please call: **0300 456 0111** or email: **[extracarehousing@wiltshire.gov.uk](mailto:extracarehousing@wiltshire.gov.uk)**

The information relating to extra care housing is subject to change during the lifetime of this guide. For the latest information, contact the council directly.

## Care homes

Care homes offer accommodation and personal care for people who may not be able to live independently in their own homes. There are two main types of care home:

### Care home offering personal care only

A care home provides support for people who are unable to live independently in their own homes but who do not need nursing care. The home provides help with personal care, such as washing and dressing, provides meals and laundry services and arranges activities for residents. Some homes also specialise in caring for people who are living with dementia or other long-term conditions.

### Care home with nursing

A care home with nursing (or 'nursing home') provides all the care that is available in a care home but also has a registered nurse on duty 24 hours a day.

### Choosing a home

If you are unsure which type of home would be suitable for you, you can ask for a care needs assessment.

If you have savings or capital of less than £23,250 you may be entitled to a contribution from the council to help you pay for your care. For more information about paying for care see page 42.

If you live in a care home with nursing, the NHS will pay part of the care home fees direct to the home, provided you meet the relevant criteria. This is called Funded Nursing Care (FNC). The current amount that the NHS pays for FNC is £209.19 per week.

### Before you move to a care home

If you are thinking of moving into a care home, it is a good idea to get an assessment before you make the decision. This will help you choose the right type of care and find out whether you are entitled to a contribution towards your fees from the council and/or the NHS.

When looking for a care home:

- Is it Care Quality Commission registered?
- Remember, the care must suit your needs
- A careful and honest assessment by the care provider should establish whether the home



matches your needs, but bear in mind that your requirements may change

- Consider whether the home is sufficiently safe/secure
- Ask what activities and facilities are offered
- Ask if the home normally does business with the council at its fee levels and, if not, find out whether you would have to move or find someone else (known as a third party) to help

pay your care home fees should you seek financial support from the council in the future

See page 42 for more information about paying for care.

Comprehensive lists of care homes and care homes with nursing in Wiltshire start on page 59. See page 37 for a checklist of questions to ask care home providers.

## Care homes and dementia

A good care home will have a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning. The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should also identify a named care co-ordinator.

The person living with dementia must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 48 and 49 respectively.

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

Within the home, much is down to the attitude and skills of the manager and the staff. Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 39.

### Design and technology

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

within a safe environment.

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

### Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people living with dementia.

Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.



**Quality care in the heart of Salisbury**

Wessex Care is an independent, family-run group of residential care homes and domiciliary care services in Salisbury, Wiltshire with a distinctly different approach to looking after vulnerable adults.

We take pride in offering them a home in the real sense of the word – where everything is focused solely on their needs and where the care and support is everything they deserve, helping them to lead their everyday lives just as they wish.

- 24hr Nursing Care
- Community Care
- Activity and Engagement Care
- Therapy Support
- Medical Support
- Complex Dementia Care

Wessex Care, 11 Tollgate Road, Salisbury, Wiltshire SP1 2JA  
Phone: 01722 336933 Email: info@wessexcare.com  
Visit our website: [www.wessexcare.com](http://www.wessexcare.com)

# Welcome to... feeling right at home

There are lots of reasons to feel welcome at a Barchester care home. From the choice of visiting options, to the delicious food and a commitment to truly celebrating life.



Residential care • Nursing care • Dementia care • Respite care and short breaks  
Daily life-enriching activities programme • All staff trained in specialist dementia care  
Spa bathroom • En-suite bedrooms • Hair and beauty salon • Choice of lounges • Café

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

**Cepen Lodge Care Home**  
West Cepen Way,  
Chippenham, SN14 6UZ  
**01249 489229**

**Henford House Care Home**  
Lower Marsh Road,  
Warminster, BA12 9PB  
**01985 881 730**

**Milford House Care Home**  
Milford Mill Road,  
Salisbury, SP1 1NJ  
**01722 622 082**

**The Cedars Care Home**  
North Common Lane,  
Landford, Salisbury, SP5 2EJ  
**01794 725507**

**The Wingfield Care Home**  
70A Wingfield Road,  
Trowbridge, BA14 9EN  
**01225 560035**

**White Lodge Care Home**  
Braydon,  
Swindon, SN5 0AD  
**01666 718 761**

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## Staff

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

## Activities

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

## Life in the home

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

## Personal preferences

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

## Catering

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

## Fees

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

\*See page 46.





# When you love every day, it's magic.

Every day in Westbury Court Care Home is sprinkled with 'Magic Moments'. One day our residents might be taking part in our exercise classes, the next, enjoying some baking or alternatively they may just choose to potter about in the garden.

Our dedicated team bring award winning, innovative thinking into every aspect of every day of the extraordinary care we provide at Westbury Court. When everything is right, bright and beautifully done – it's a place where you can truly love every day.

For more information, call our friendly team on 01373 441929

Westbury Court Care Home  
6 Station Road, Westbury, BA13 3JH  
[www.brighterkind.com/westburycourt](http://www.brighterkind.com/westburycourt)



Recommended  
by families on  
[carehome.co.uk](http://carehome.co.uk)  
\*correct June 2022



Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 37. You can download and print this checklist at: [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

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

## Choices

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

## Activities

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

## Health

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

## Staff

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

## Approach to care

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

\*See page 46.

# When to contact the council

Wiltshire Council's aim is to support people to live independently for as long as possible. The council works with customers, carers and care providers to make this happen.

The council will always support people to access the information, advice and community resources that will prevent them from developing eligible needs. However, if you appear to have care and support

needs, the council may offer you an assessment to identify your goals and talk about what options are available to you.

For information on care or support options, visit: <https://adults.wiltshire.gov.uk> or contact the **Advice and Contact Team** on: **0300 456 0111**. You can also complete a self-referral online.

## Assessment

If you feel you have a need for care and support, you can ask the council for an assessment of your care and support needs. Everyone who has an appearance of need is entitled to receive an assessment regardless of their financial situation.

You can refer yourself for an assessment or be referred by:

- A relative, friend or neighbour (with your permission)

- A social worker or health professional, such as a doctor or health visitor
- Any health or social care agency

You can have a carer, friend, relative or advocate with you during the assessment to help put your views and wishes forward if you'd like. Your doctor, district nurse or other health professional who knows you well may also be contacted if you wish. If you do not speak English, or if you use British Sign Language, the council can arrange for an interpreter to be present.

The assessment focuses on what you want to achieve, and you will be encouraged and assisted to contribute as much as possible. This means that the council will talk with you about how best to meet your needs and choices. The assessment will explore and identify an individual's strengths including personal and community networks that can meet needs and improve wellbeing.

If you have eligible needs, the council will work with you to identify how these needs can be met. If any of your needs are not eligible, the council will give you information and advice about how you might reduce the impact of those needs through accessing community and prevention services. For information on when the council might contribute towards the cost of your services, see page 42.

Further information is available on: [https://adults.wiltshire.gov.uk/](https://adults.wiltshire.gov.uk) Local agencies for home care and support are listed beginning on page 19.

**Tell us what you think**

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

**Share your feedback**  
Take our five minute survey

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

CareChoices

## National eligibility criteria

There is a minimum threshold for eligible care and support needs that has been set by central Government to ensure that all local authorities meet the same minimum level of needs. The aim is to make sure all decisions on who receives help with care and support are made fairly, openly and consistently.

You may be eligible for support from the council if:

- Your needs arise from, or are related to, a physical or mental impairment or illness
- As a result of those needs you are unable to achieve two or more of the specified outcomes (examples of these are: managing and maintaining nutrition; maintaining personal hygiene; and managing toilet needs)
- As a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on your wellbeing

For your needs to be considered eligible for support, you must meet all three criteria. In other words, if you are unable to achieve two or more of the above outcomes, but this doesn't have a significant impact on your wellbeing, then you are not eligible for support. Carers' eligibility works in a similar way to this. Eligibility is based on the impact of caring on the carer's wellbeing.

Following a decision on your eligibility, you will be assessed to see whether you need to make a financial contribution to any services provided by the council – see page 42. There are many council services which are not means-tested, including bus passes and blue badges for disabled people and carer support.

For more information, call the **Advice and Contact Team** on: **0300 456 0111** or visit: <https://adults.wiltshire.gov.uk>

## Good Lives Alliance



The Good Lives Alliance is a list of providers that Wiltshire Council has checked

to make sure that they can provide good-quality services in Wiltshire that are value for money. All service providers on the scheme have gone through a full accreditation process evidencing their skills, knowledge and experience.

The Good Lives Alliance will promote a 'wrap around' service which enables customers to live independently in their family homes, or in a tenancy

or with other customers in a supported living arrangement or in a residential care home.

To browse providers, visit: <https://adults.wiltshire.gov.uk> and search 'good lives alliance'.





## Search for care in your area

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

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

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

 CareChoices

# Paying for care

The information here has been developed by a group of public organisations and charities to help people make better and more informed decisions about paying for care, and to encourage people to obtain information and advice about the use of their money in this regard.

Before you think about the likely costs of any care

and support, it is important that you get information and advice about the options open to you regarding the type of service that might suit you. The council can help you identify services and resources in your community that will help you live at home. It will also conduct a financial assessment based on your income, capital and savings to see whether you are eligible for any financial support from the council.

## Financial assessments

Social care is a chargeable service. If you need care and support, contact the council for an assessment of your needs. This will determine your care and support needs and whether any of those needs are eligible. See page 40 for more information on assessments. You may be able to regain your independence with equipment or adaptations to your home or through programmes of rehabilitation.

For more information on remaining independent, see page 7 or call the **Advice and Contact Team** on: **0300 456 0111**. Alternatively, visit: **<https://adults.wiltshire.gov.uk>**

If you do have eligible care needs, the council will assess your income, savings and capital in accordance with national guidance and its Charging for Care policy. This will determine who is responsible for meeting the cost of your care and how much you might need to contribute. As part of the financial assessment, a welfare benefit check will be completed to ensure that you are in receipt of all applicable benefits.

You may wish to consider your financial situation using the council's online calculator: **<https://wiltshire.mycostofcare.com/OFA>**

The value of your main home is only included in

your financial assessment if you are moving into permanent residential care.

If you have income, capital or savings of more than £23,250, you will have to pay for any care services you require, but you are entitled to discuss your needs with someone at Wiltshire Council who is trained to advise you. For further information about your options, visit: **<https://adults.wiltshire.gov.uk>** (search 'self-funding adult care in Wiltshire' and select 'Information') or see 'Support for people who are funding their own care' on page 43.

If you have income, capital and savings of less than £23,250, you may be entitled to funding support from the council. The council will advise you on this in more detail.

The amount you may have to contribute to your care and support will be based on your individual circumstances and your financial assessment carried out by Wiltshire Council. As part of this assessment, the council will check that you are receiving all relevant benefits you are entitled to.

For further information, contact the **Advice and Contact Team** on: **0300 456 0111** or visit: **<https://adults.wiltshire.gov.uk>** and select 'Advice, advocacy, money' then 'Paying for care'.

## Personal budgets

A personal budget is the amount of money it costs to pay for the care and support you require to meet your eligible needs. Everyone who is eligible for a council

contribution towards the cost of their social care will be offered a personal budget once their needs have been agreed. The value of your personal budget will



be based on your eligible needs and your support plan. You will usually have to pay a contribution towards your personal budget. If your personal budget is to meet your needs for support as a carer, then you will not be required to pay a contribution towards your carer support. Contributions will be based on a means-tested financial and benefits assessment, which will identify how much you will need to contribute towards care services.

Most services are means-tested, and you will likely

need to fund all of your care if you have savings, capital and income above the maximum threshold set by the Government (currently £23,250).

If the council is contributing towards your personal budget, you can choose to have it managed by the council, or you can choose to manage it yourself through a direct payment or it can be managed by an authorised person. You can also decide to have some support managed by the council and some by yourself.

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## Direct payments

If you choose to take at least some of your personal budget as a direct payment, either with or without assistance, you will receive a payment to organise and buy services yourself. If you are not able to manage the direct payment, then an authorised person may be able to manage it on your behalf.

An authorised person is someone who agrees to manage a direct payment for a person who lacks capacity according to the Mental Capacity Act 2005. An authorised person must have the capacity to manage the direct payment and be deemed appropriate by the local authority.

Direct payments can be used to arrange support designed to meet your needs in a way that makes sense to you. The council will agree the support with you and write it into your support plan. You can choose to use your direct payment to buy care from an agency or employ your own personal assistant.

A carer may be able to get a direct payment to pay for support or services which will help them to carry on caring, although they cannot use the payment to support the person they care for.

Direct payments cannot be used for:

- Health services
- Permanent care in a care home or care home with nursing
- Anything illegal
- Services which are managed by the council, e.g. its in-house day care service

To learn more about having a direct payment, or for support with an existing direct payment, contact the **Wiltshire Centre for Independent Living** on: **0300 123 3442**. You can also contact the council's **Advice and Contact Team** on: **0300 456 0111**.

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## Support for people who are funding their own care

If you have eligible needs, and have capital, income and savings below £23,250 and a property that would normally be taken into account in your financial assessment (see page 42), you may be entitled to some of the following assistance with funding your care.

### The twelve-week property disregard

If you are moving into a residential or nursing setting on a permanent basis and your home is to be included in your financial assessment, the council may be able to assist you with the cost of your care during the first 12 weeks of your stay. This is known as

the twelve-week property disregard, as the value of your property is disregarded from the financial assessment for up to 12 weeks. You may be entitled to this disregard if your other capital (excluding your property) totals less than the current threshold of £23,250. You will still be required to make a contribution to your care, which will be based on your remaining capital and income.

### Deferred payment agreements

After the twelve-week property disregard period (if applicable), you may be eligible for a deferred

payment, whereby the council contributes towards your care fees and the money is considered as a loan against the value of your home. The loan is then recovered once your house has been sold or from your estate. However, the council may limit how much it will pay, and it may affect your entitlement to pension credit or income support if your property is not seen to be on the market, as it will be treated as capital by the Department for Work and Pensions (DWP).

## **NHS funding**

### **Funded nursing care**

If you need nursing care in a care home with nursing, you may be entitled to funding from the NHS towards the nursing care part of your fees. You should ask your local council, the local clinical commissioning group, your hospital or your doctor whether you might be entitled to this.

### **NHS Continuing Healthcare**

NHS Continuing Healthcare is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital, who have primary ongoing and severe healthcare needs. You can receive NHS Continuing Healthcare in any setting, including your own home or a care home. NHS Continuing Healthcare is free, unlike support provided by local authorities for which a financial charge may be made.

If you are found to be eligible for NHS Continuing Healthcare in your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and associated social care needs (e.g. personal care and

domestic tasks, help with bathing, dressing, food preparation and shopping). In a care home, the NHS also pays for your care home fees, including board and accommodation.

For further information, contact the **Continuing Healthcare Team** at Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group on: **0300 304 7455** or email: **bswccg.bswchc@nhs.net**

### **Non-means-tested care and support**

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

### **Running out of money**

If you are fully funding your own care and your capital, savings and income begin to fall to £23,250, you should let the council know well in advance. It may conduct assessments of your needs and finances to see if it can help you with your care costs. If you do become eligible for support from the council, but the care that you are already receiving costs more than the council is able to pay, you may want to fund the difference by using a third party. This is known as a third-party top-up payment – see page 44 for more information.

Contact **Wiltshire Council** to find out more: **0300 456 0111** or see page 45 for information on getting financial advice.

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## **Top-ups**

If you are eligible for the council's support with your care home fees, you will be offered a choice of at least one home that meets the local authority's funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the difference between the council's rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

You are unable to make this additional payment yourself except if you are entitled to the twelve-week property disregard. During the twelve-week

property disregard you can pay the top-up from your own savings or income.

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

If the additional payments stop being paid for any reason, you should seek help and advice from your

council. You may have to move to a cheaper home within the local authority's funding levels.

If you are already resident in a care home, and no top-up was required when you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to

your arrangements is made at your request or with your agreement, for example you move to a nicer room.

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

## Seeking financial advice

Some advisers specialise in the financial needs of people who may need care and support now or in the future. Those advisers who have taken steps to become independently accredited can offer added reassurance that they offer the practical help and guidance needed to make the right decisions at the right time.

You can access both general information about paying for care and information about accredited financial advisers in your area through the Society of Later Life Advisers (SOLLA); visit:

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

or call: **0333 202 0454**.

**Money Helper** also gives information about finding independent financial advisers.

Tel: **0800 138 7777**

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

Age UK, Citizens Advice and the National Debtline can advise you further.

### Age UK

Provides independent information and advice on finding and paying for care.

Tel: **0800 055 6112**

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

### Citizens Advice

Provides quality, free, independent, confidential and impartial advice for everyone.

Tel: **0800 144 8848**

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

### National Debtline

A charity offering free and independent debt advice over the phone and online.

Tel: **0808 808 4000**

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

## Essential information

### Out of county care

You can choose a care home outside Wiltshire. You may want to be closer to friends or family, or you may want to relocate to another part of the country. If you choose to move to a new local authority area and, before you move, you are eligible for support from Wiltshire Council to pay for your care, Wiltshire Council may contribute to the costs of your care home placement in the other area.

The council will usually only pay care home fees that are the same as the fees that the local authority where you are moving to would pay. If the care home that you would like to move to is more expensive than this, the council might offer

you an alternative at a fee that it would agree to pay, or you may wish to pay a 'top-up' to cover the difference. For more information about paying for care, see page 42.

If you are paying for your own care, you should contact the local authority in the area that you are moving to, so that they can support you with advice and information. It is important to find out about the support that your new local authority could give you if you need help to pay the care home fees in the future.

If you pay for your own care when you move, any

help that you may later need to pay for care would need to come from the local authority in the area you move to.

For help finding care across England, visit: [www.carechoices.co.uk](http://www.carechoices.co.uk) with details of your requirements.

## Inspecting and regulating care services



Health and social care services must be registered to

show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services. After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

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

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

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

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

Tel: **03000 616161**

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

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

## Keeping people safe

Wiltshire Council and its partner agencies expect health and social care services to respect people's dignity, independence, choice and safety and to have zero tolerance towards abuse. The council and its partner agencies recognise that people can be the victim of abuse or neglect. This could include the following:

- Physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint or inappropriate sanctions
- Sexual abuse, including rape and sexual assault, contact or non-contact sexual acts to which the adult at risk has not consented, or could not consent or was pressurised into consenting
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of

contact or communication, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks

- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits





- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating, failure to report abuse or risk of abuse
- Discriminatory abuse, including that based on a person's ethnic origin, religion, language, age, sexuality, gender, disability, and other forms of harassment, slurs or similar treatment
- Organisational abuse, including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation
- Domestic abuse, including any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16\* or over who are, or have been, intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, psychological, physical, sexual, financial and emotional abuse. \*Although this definition refers to those over 16, in the context of this policy, safeguarding adults refers to victims of domestic abuse who are 18 years or over
- Modern slavery, including slavery, human trafficking, forced labour and domestic servitude
- Self-neglect, including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding

### Where might abuse occur?

Abuse can take place in any situation:

- Where the person lives, either alone or with someone else
- In supported/sheltered accommodation
- Within nursing, residential or day care settings
- In hospital

- In custodial situations
- Where support services are being provided
- In public places

### Who might be the abuser?

Those who carry out abuse or neglect are not confined to any section of society, and may hold a position of trust, power or authority in relation to an adult in need of care and support (from here on referred to as 'adult' in this section).

A person who causes harm may be:

- A member of staff, proprietor or service manager
- A member of a recognised professional group
- A volunteer or member of a community group such as a place of worship or social club
- A service user or adult at risk
- A spouse, relative or member of the adult's social network
- A carer, i.e. someone who has the right to an assessment and may be eligible for services to meet their caring role independently of an adult at risk
- A neighbour, member of the public or stranger
- A person who deliberately targets adults at risk
- In the case of self-neglect, the adult themselves

All organisations providing health, housing and social care services in Wiltshire should follow the Policy and Procedures for Safeguarding Adults Wiltshire (2019 – [www.wiltshiresab.org.uk/policies-and-procedures](http://www.wiltshiresab.org.uk/policies-and-procedures)) and report any allegations or suspicions that a vulnerable adult is being abused. Members of the public should also report abuse to the council if they suspect or know about it. →



→ Your concern will always be taken seriously. For more information about abuse, and to read the Policy and Procedures for Safeguarding Adults Wiltshire, visit the Wiltshire Safeguarding Adults Board website: [www.wiltshiresab.org.uk](http://www.wiltshiresab.org.uk)

Alternatively, contact the Advice and Contact Team and ask for more information. There is also information about forms of abuse on Wiltshire Council's website: <https://adults.wiltshire.gov.uk>

If you have any concerns about a vulnerable person being harmed or neglected, you should contact the **Advice and Contact Team**.

Tel: **0300 456 0111**

Out of hours: **0300 456 0100**

Web: <https://adults.wiltshire.gov.uk/Information/referrals-and-forms>

If you think someone is in immediate danger, call the **emergency services** straight away on: **999**.

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

The Disclosure and Barring Service (DBS) helps employers to make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Anyone employing a Personal Assistant is advised to carry out a DBS check. You can be supported to do this by the direct payment support organisation, see page 43 for more information.

For more information, visit: [www.gov.uk](http://www.gov.uk) and search 'DBS'.

## **Finding care in your area**

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 46), indicating the quality of care provided.

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

**A countywide list of home care providers starts on page 19.**

## **How solicitors can help**

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

### **Lasting Powers of Attorney (LPAs)**

This can be set up when you are able to make informed decisions for yourself; it allows you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once

registered with the Office of the Public Guardian. It authorises the person you have chosen to make decisions on your behalf at a time when you may be unable to do so.



## The Court of Protection (Deputyship)

The Court of Protection can issue orders directing the management of a person's property and financial affairs/health and welfare if they have been medically assessed as lacking capacity and have not arranged an LPA. The Court will appoint a Deputy who will then be authorised to administer your affairs whether finance and property or health and welfare. The Office of the Public Guardian monitors the work undertaken by the Deputy and an annual report is submitted to ensure that the Deputy has undertaken this administration appropriately and made decisions in the best interest of the incapacitated person.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance

decision' setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result. Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizen's Advice offers an advice service and will be able to recommend solicitors in your area. See page 53 for contact details.

## Planning for end of life

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

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

The service should have an open approach to end of

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

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

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

It is worth asking care providers whether they are



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

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- Brochure requests

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

### Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included on the Hospice UK website. Visit [www.hospiceuk.org](http://www.hospiceuk.org) (search 'how to arrange a funeral').

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



## Complaints, compliments and feedback

If you receive care at home or in a care home, you should feel able to complain about any aspect of your life there which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of food served.

You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided and compliment staff when things go well.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive. Care homes are required under government regulations to have a simple and easy-to-use complaints procedure.

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

If your complaint is about a breach of regulations, contact the [Care Quality Commission](http://www.cqc.org.uk).

Tel: **03000 616161** • Web: [www.cqc.org.uk](http://www.cqc.org.uk)

If the council has arranged and funded a place for you in a care home, you can complain to your social worker, care manager or the [Customer Complaints Team](#).

Post: Customer Complaints Team, Wiltshire Council, County Hall, Trowbridge BA14 8JN  
Tel: **01225 718400**

Email: [complaints@wiltshire.gov.uk](mailto:complaints@wiltshire.gov.uk)

Web: [www.wiltshire.gov.uk/complaints-making-a-complaint](http://www.wiltshire.gov.uk/complaints-making-a-complaint)

### Complaints about care that you pay for yourself

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

Tel: **0300 061 0614**

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



# Care associations in Wiltshire

## The Registered Nursing Home Association



The Registered Nursing Home Association (RNHA), established in 1968, is the authoritative voice of nursing homes throughout the United Kingdom.

The fundamental aims of care homes that belong to the Wiltshire branch of the Association are:

- To ensure that the client comes first in the provision of high-quality nursing care designed to meet individual needs
- To ensure that the client is always treated in a dignified manner which respects the individual's right to make decisions regarding their care
- By constant endeavour, to review and improve professional standards in order to provide a high quality of life for vulnerable people
- To ensure that the professional status of care homes is further developed
- To develop a forum that encourages the exchange of expertise and practical experience in order to secure high professional standards

Care homes are subject to statutory inspection by the Care Quality Commission. All members must, in addition to this, fulfil the stringent criteria of the Registered Nursing Home Association (RNHA).

By fulfilling the exacting standards of the Care Quality Commission and the RNHA, the public can be assured that members achieve the highest quality of care.

Members are denoted by **RNHA**. For further information or advice, please use the following contact details.

### Matthew Airey

Managing Director

Wessex Care Ltd

Tel: **01722 336933**

Email: **matthew@wessexcare.com**

Wiltshire Regional Chair and National Director  
Registered Nursing Home Association

**A countywide list of home care providers begins on page 19.**

## Wiltshire Care Partnership



A dedicated and effective association for Wiltshire's independent care providers.

Wiltshire Care Partnership (WCP) is a member-led organisation. Our role is to represent and support independent providers of residential, nursing and domiciliary care for older people and adults with disabilities in Wiltshire, working alongside commissioners to achieve the provision of high-quality, safe services.

WCP provides a valuable channel of communication, facilitating information and idea exchanges and sharing best practice amongst our members. →



→ WCP is a voice for care providers and ensures their skills and expertise are promoted to achieve the best outcomes. We also work hard to ensure issues affecting our members are addressed by commissioning successful partner organisations. WCP membership is open to all independent sector providers of residential, nursing and domiciliary care for older people and adults with disabilities. Our members currently provide over 65% of all older people's residential and nursing care in Wiltshire, and we have also been joined by many of Wiltshire's domiciliary care providers.

Key benefits of membership include:

- Weekly e-bulletins with key local, national and members' news, information and links to events, training and publications
- The opportunity to engage with and influence the agenda of commissioners, NHS providers and new local developments
- Free support from our Trusted Assessors, who have been commissioned through the Better Care Fund to assist care providers with discharges from acute and community hospitals and Discharge to Assess beds in the community
- Exclusive access to our CQC Inspection Toolkit from our website's Members Area
- Forum meetings held virtually and in person for members exclusively, focused on issues of importance to providers and workshops delivered in conjunction with our sponsors
- Invitations to WCP events and conferences free or at a discount to members, including heavily subsidised training and development events
- Free or discounted training sessions on topics of interest, such as the Mental Capacity Act and dementia
- Members' briefings summarising the key points of any important new policies
- Regular email updates and e-surveys to identify members' needs and issues
- Free listing of your service on our online Care Provider Directory
- Voting power to elect the WCP Board and influence the annual work programme
- Access to a joint working programme with commissioners focused on shared priorities

- Free and discounted services provided by our sponsors RWK Goodman solicitors
- Input to the joint work programme between WCP, Bath & North East Somerset Clinical Commissioning Group (BANES) and Swindon & Wiltshire Care Skills Partnership, to identify and respond to the specific training and development needs of local care providers, registered managers and staff
- Free support with cyber security and completion of the Data Security and Protection Toolkit, which is increasingly being used by NHS and local authority commissioners to assess cyber readiness

Over the last 18 months, our focus has been to support care providers through the pandemic, ensuring they have timely access to the latest guidance, information about Government support grants, access to PPE and answers to a wide range of COVID-19 related issues. We have run Zoom calls with experts on infection prevention and control, virtual working, finance and other topics of interest. We have also continued to contribute to the wider commissioning agenda in both health and social care, ensuring the input of care providers is embedded in the ongoing planning and development of services.

WCP's board comprises provider representatives, with full voting rights. These include members of the Wiltshire Registered Nursing Home Association (RNHA), Wiltshire Care Home Association (WCHA) and Learning Disabilities Provider Forum. Wiltshire Council and Wiltshire Clinical Commissioning Group are represented on the board, but do not have voting rights. This ensures high-level discussion of key issues, giving WCP members a voice at a senior level in both commissioning organisations.

If you are a residential, nursing or domiciliary care provider in Wiltshire, or you provide services to people with learning disabilities, please consider joining Wiltshire Care Partnership. The stronger the membership, the better WCP can develop effective peer support, grow a collective voice and influence commissioners to provide high-quality, safe services.

To find out more about **WCP** and how to contact us, please visit our website at:

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

# Useful contacts

## Advocacy

### Advocacy People, The

Independent advocacy, Independent Mental Capacity Advocacy, Care Act Advocacy, the NHS Complaints Advocacy Service and generic advocacy.  
PO Box 375, Hastings TN34 9HU  
Tel: **0330 440 9000**  
Email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)  
Web: [www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)

### Rethink Mental Illness

An advice service offering practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care.  
Tel: **0808 801 0525**

(1.00pm to 4.00pm, Monday to Friday).  
Web: [www.rethink.org](http://www.rethink.org)

### Wiltshire & Swindon Users' Network

Independent Living Centre, St George's Road, Semington BA14 6JQ  
Tel: **01380 871800**  
Email: [info@wsun.co.uk](mailto:info@wsun.co.uk)  
Web: [www.wsun.co.uk](http://www.wsun.co.uk)

### Wiltshire People First

Independent Living Centre, St George's Road, Semington BA14 6JQ  
Tel: **01380 871900**  
Email: [enquiries@wiltshirepeople1st.org.uk](mailto:enquiries@wiltshirepeople1st.org.uk)

---

## Support for people with dementia and their carers

### Alzheimer's Society – Dementia Support Wiltshire

Tel: **01249 443469**  
(Monday to Friday, 9.00am to 5.00pm).  
Email: [wiltshire@alzheimers.org.uk](mailto:wiltshire@alzheimers.org.uk)

### Alzheimer's Support Wiltshire

Tel: **01225 776481**  
Email: [office@alzheimerswiltshire.org.uk](mailto:office@alzheimerswiltshire.org.uk)  
Web: [www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk)

### Devizes

5 Sidmouth Street SN10 1LD

### Trowbridge

Trinity House,  
Bryer Ash BA14 8HE

### Warminster

Old Silk Works,  
Beech Avenue BA12 8LX

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## Carers' support

### Carer Support Wiltshire

Independent Living Centre, St George's Road, Semington BA14 6JQ  
Freephone: **0800 181 4118**  
Email: [admin@carersupportwiltshire.co.uk](mailto:admin@carersupportwiltshire.co.uk)  
Web: [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### Wiltshire Citizens Advice

Call or email in advance of visiting branches face-to-face.  
Tel: **0800 144 8848** (Monday to Friday, 9.00am to 5.00pm. Closed on public holidays).  
Web: [www.cabwiltshire.org.uk](http://www.cabwiltshire.org.uk)

### Chippenham

3 Avon Reach,  
Monkton Hill SN15 1EE

### Devizes

New Park Street SN10 1DY

### Salisbury

Five Rivers Health and Wellbeing Centre,  
Hulse Road SP1 3NR

### Trowbridge

Trinity House,  
Bryer Ash Business Park BA14 8HE

## Equipment to support independence

### Medequip – returning equipment

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop-off

point, visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the website below.  
Web:

[www.medequip-uk.com/returning-equipment](http://www.medequip-uk.com/returning-equipment)

## Equality and inclusion

### Wiltshire Racial Equality Council

Tel: **01225 766439**

Email: [wiltsrec@gmail.com](mailto:wiltsrec@gmail.com)

Web: [www.wiltsrec.wordpress.com](http://www.wiltsrec.wordpress.com)

**A countywide list of care homes and care homes with nursing starts on page 59.**

## Patient Advice and Liaison Service (PALS)

### Avon and Wiltshire Mental Health Partnership NHS Trust

PALS Office, Bath NHS House, Newbridge Hill, Bath BA1 3QE

Tel: **01225 362900**

Freephone: **0800 073 1778**

Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

Web: [www.awp.nhs.uk/advice-support/pals](http://www.awp.nhs.uk/advice-support/pals)

### RUH Bath NHS Trust

PALS Office, Combe Park BA1 3NG

Tel: **01225 825656**

Email: [ruh-tr.PALS@nhs.net](mailto:ruh-tr.PALS@nhs.net)

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

### Salisbury NHS Foundation Trust

Salisbury District Hospital, Oldstock Road SP2 8BJ

Tel: **01722 429044** • Email: [sft.pals@nhs.net](mailto:sft.pals@nhs.net)

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

### Great Western Hospitals NHS Foundation Trust

Great Western Hospital, Marlborough Road, Swindon SN3 6BB

Tel: **01793 604031**

Email: [gwh.pals@nhs.net](mailto:gwh.pals@nhs.net)

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

### Wiltshire Health and Care

Room 2060 Rowan West, Chippenham Community Hospital, Chippenham SN15 2AJ

Tel: **0300 123 7797** • Email: [whc.pals@nhs.net](mailto:whc.pals@nhs.net)

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

## Support for people with additional needs

### Wiltshire & Swindon Users' Network

Independent Living Centre,

St George's Road,

Semington BA14 6JQ

Tel: **01380 871800**

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

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

### Wiltshire People First

Independent Living Centre,

St George's Road,

Semington BA14 6JQ

Tel: **01380 871900**

Email: [enquiries@wiltshirepeople1st.org.uk](mailto:enquiries@wiltshirepeople1st.org.uk)

### Wiltshire Centre for Independent Living

11 Couch Lane,

Devizes SN10 1EB

Tel: **0300 123 3442**

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

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

### Wiltshire Sight

St Lucy's Sight Centre,

Browfort, Bath Road,

Devizes SN10 2AT

Tel: **01380 723682**

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



## Support for older people and vulnerable people

### Age UK Wiltshire

Tel: **0808 196 2424**

Email: [enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk)

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

### Devizes

The Wool Shed, New Park Street SN10 1DY

### Salisbury

St Michael's Community Centre,  
96 St Michael's Road SP2 9LE

### Wiltshire Bobby Van Trust

An independent charity working closely with

Wiltshire Police to provide home security services for people aged over 60 and adults with disabilities.

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

You can refer yourself for a home security visit or an agency can make the referral for you.

Tel: **01225 256867**

Email: [bobbyvan@wiltshire.police.uk](mailto:bobbyvan@wiltshire.police.uk)

The team can also support eligible people with staying safe online. This service is for existing customers.

Tel: **01225 256867**

Email: [BV.OnlineSafety@wiltshire.police.uk](mailto:BV.OnlineSafety@wiltshire.police.uk)

## Support for people with mental health conditions

### Alabaré

Riverside House,  
2 Watt Road, Churchfields, Salisbury SP2 7UD  
Tel: **01722 322882** • Email: [enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk)  
Web: [www.alabare.co.uk](http://www.alabare.co.uk)

Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net) • Web: [www.awp.nhs.uk](http://www.awp.nhs.uk)

### Richmond Fellowship

Tel: **0207 697 3300**  
Web: [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)

### Avon and Wiltshire Mental Health Partnership PALS

PALS Office, Bath NHS House,  
Newbridge Hill, Bath BA1 3QE  
PALS and complaints: **01225 362900**  
Freephone: **0800 073 1778**

### Wiltshire Community Housing Support

Bath Road Business Centre,  
Bath Road, Devizes SN10 1XA  
Tel: **01380 724833**  
Email: [wiltshirechs@richmondfellowship.org.uk](mailto:wiltshirechs@richmondfellowship.org.uk) →

 [www.fcc.ac.uk](http://www.fcc.ac.uk) 01373 823028   FIND US ON SOCIAL MEDIA  
FAIRFIELD FARM COLLEGE, 43 HIGH STREET, DILTON MARSH, WILTSHIRE, BA13 4DL

### Independent Specialist College for students with learning disabilities.

We provide our students with opportunities to learn new skills to prepare them for adult life, living and working in the community. We offer:

- Day and residential courses for ages 16-25
- Vocational learning including: Animal Management, Practical Skills, Equine Studies and Horticulture
- Work-based learning in our cafe, shop, kitchen and more
- Work experience with local employers
- Supported Internships
- Supported Living Programmes
- Short breaks, weekend breaks and respite packages with independence training opportunities
- Holiday workshops

To find out more and arrange a visit call 01373 823028 or email [admissions@fcc.ac.uk](mailto:admissions@fcc.ac.uk).

We are also offering virtual open days on our website, visit [www.fcc.ac.uk/opendays](http://www.fcc.ac.uk/opendays) for more details.



→ **Wiltshire IPS (Employment Service)**  
Green Lane, Marshall Road, Devizes SN10 5DS  
Tel: **01380 737676**  
Email: **wiltshireips@richmondfellowship.org.uk**

Email: **counselling@wiltshiremind.co.uk**  
Web: **www.wiltshiremind.co.uk**

**Wiltshire Mind**  
Part 1st/2nd Floor, 21-23 High Street,  
Melksham SN12 6JY  
Tel: **01225 706532**

For a list of local mental health and wellbeing contacts (compiled by AWP and Healthwatch Wiltshire), visit the website below and search 'Where to get mental health support in Wiltshire'.  
Web: **www.healthwatchwiltshire.co.uk**

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## Customer/patient representative organisations

**Healthwatch Wiltshire**  
Tel: **01225 434218**  
Email: **info@healthwatchwiltshire.co.uk**  
Web: **www.healthwatchwiltshire.co.uk**

**Wiltshire Centre for Independent Living**  
11 Couch Lane,  
Devizes SN10 1EB  
Tel: **0300 123 3442**  
Email: **info@wiltshirecil.org.uk**  
Web: **www.wiltshirecil.org.uk**

**Wiltshire & Swindon Users' Network**  
Independent Living Centre,  
St George's Road,  
Semington BA14 6JQ  
Tel: **01380 871800**  
Email: **info@wsun.co.uk**  
Web: **www.wsun.co.uk**

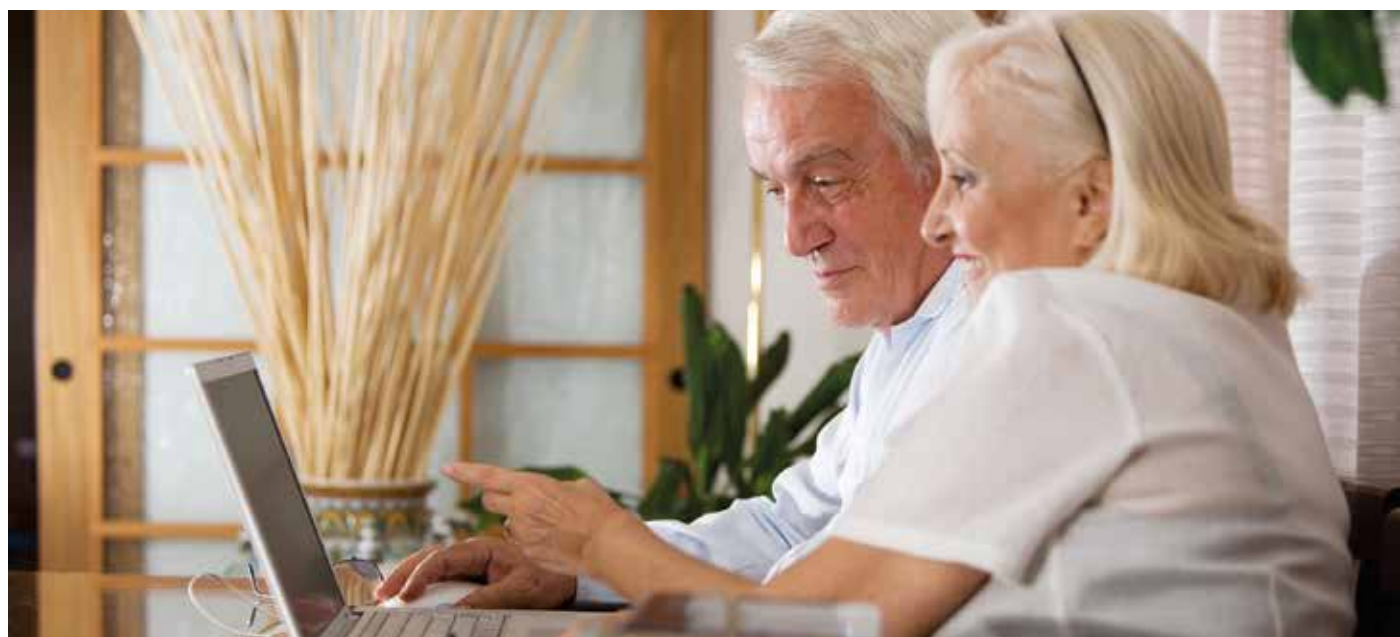
**Wiltshire People First**  
Independent Living Centre, St George's Road,  
Semington BA14 6JQ  
Tel: **01380 871900**  
Email: **enquiries@wiltshirepeople1st.org.uk**

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## Volunteering

**Community First**  
Unit C2, Beacon Business Centre, Hopton Park,  
Devizes SN10 2EY  
Tel: **01380 722475**  
Email: **enquiries@communityfirst.org.uk**  
Web: **www.communityfirst.org.uk**

**Wessex Community Action**  
Unit 6, Paxton Business Centre, Whittle Road,  
Churchfields, Salisbury SP2 7YR  
Tel: **01722 326822**  
Email: **info@wessexcommunityaction.org.uk**  
Web: **www.wessexcommunityaction.org.uk**







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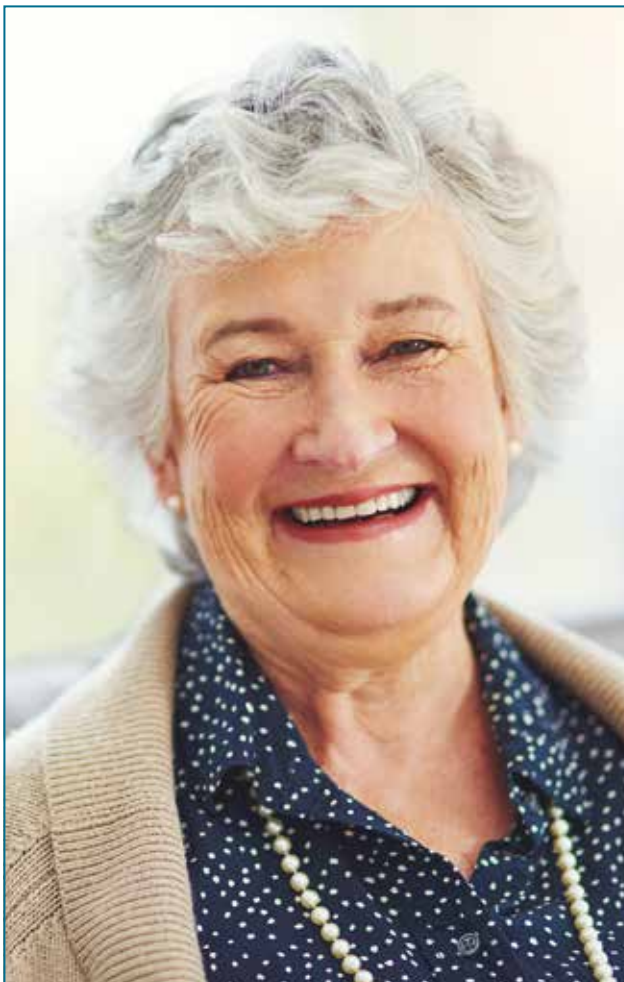


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Edgehill

Find out more, please visit our website

01793 239 432 | [agincare.com/wiltshire](http://agincare.com/wiltshire)



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We aim for a culture of inclusion and ensure that an individual's equality and human rights are respected at all times.



For more information call or visit us today

## Cheriton Care Home

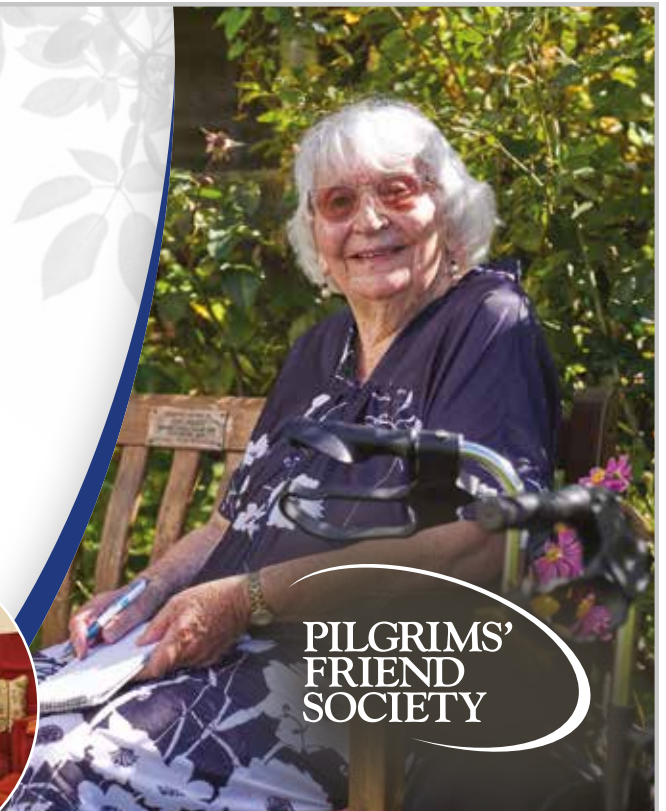
41-51 Westlecot Road | Swindon  
Wiltshire | SN1 4EZ

[cheritoncarehome.uk](http://cheritoncarehome.uk)

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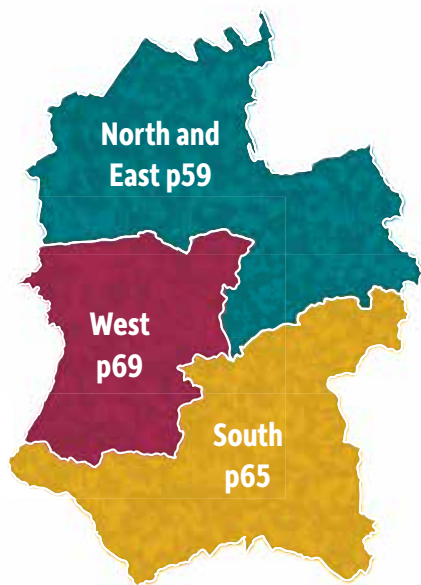
☎ **0300 303 8470**  
✉ **[middlefieldshouse@pilgrimsfriend.org.uk](mailto:middlefieldshouse@pilgrimsfriend.org.uk)**  
🌐 **[pilgrimsfriend.org/middlefieldshouse](http://pilgrimsfriend.org/middlefieldshouse)**



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# North and East Wiltshire



## North and East Wiltshire care homes

### Ashables House

Oak Lodge Close, Chippenham SN15 1NG

Tel: 01249 658498

OP PD LDA MH YA

### Ballards Ash

Brinkworth Road, Royal Wootton Bassett SN4 8DS

Tel: 01793 840807

LDA

### Broadfields, 50

Pewsey SN9 5DU

Tel: 01672 563429 Advert page 18

OP LDA MH YA

### Callisto

35a Wilcot Road, Pewsey SN9 5EJ

Tel: 01672 563429

LDA MH

### Caring Hands (Wiltshire)

Battle Lake Farm, Braydon,

Swindon SN5 0AA

Tel: 01793 772777

OP PD SI

### Cepen Lodge

West Cepen Way, Chippenham SN14 6UZ

Tel: 01249 489229 Advert page 36

OP D PD

### Cheriton Care Home

41-51, Westlecot Road, Swindon SN1 4EZ

Tel: 01793 522149 Advert page 58

OP D PD

### Claremont Residential Home WCP

The Linleys, Gastard Road, Corsham SN13 9PD

Tel: 01249 713084

OP

### Cocklebury Farmhouse

Cocklebury Lane, off Darcy Close,  
Chippenham SN15 3QW

Tel: 01249 658670

LDA YA

### Dramsdon

Rivar Road, Shalbourne, Marlborough SN8 3QE

Tel: 01672 870565

OP D PD LDA YA MH SI

### Fairways, The

Malmesbury Road, Chippenham SN15 5LJ

Tel: 01249 461239

OP D PD MH SI

### Ferfoot Care Home WCP

Old and New House, The Folly, Old Hardenhuish  
Lane, Chippenham SN14 6HH

Tel: 01249 658677

OP D

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

WCP Wiltshire Care Partnership – page 51

Advertisers are highlighted



# All-Inclusive Luxury at an Amazing Price

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*"This care home is excellent. The care, attention to detail, the staff all combine to make the home feel like a 5-star home from home. My mother felt very safe and nurtured. She kept thanking me for having found Old Sarum. She loves it."*

## Our Care homes in Wiltshire

Old Sarum Manor, [Salisbury](#) | 01722 626 817

Flowers Manor, [Chippenham](#) | 01249 472 069

We do everything we can to ensure our residents have the best quality of life possible. We've created a happy community, a place of opportunity for interaction and enjoyment.

We believe help with independence, strong links with friends and family, forging new friendships and a calendar of favourite pastimes and new experiences make for a happy life.

[elmfieldcare.co.uk](#) | [info@elmfieldcare.co.uk](mailto:info@elmfieldcare.co.uk)



 [carehome.co.uk](#)



**ELMFIELD**  
Care



**Firs Care Home, The**

2 Lickhill Road, Calne SN11 9DD  
Tel: 01249 812440

OP D

**Flowers Manor**

1 Wood Lane, Chippenham SN15 3DQ  
Tel: 01275 472 069 **Advert page 60**

OP D SI

**Forestview WCP**

60 Cherry Orchard, Marlborough SN8 4AS  
Tel: 01672 512464

OP D PD LDA MH SI YA

**Glanmor**

Bath Road, Chippenham SN15 2AD  
Tel: 01249 651336

MH

**Greenway Park, 13**

Chippenham SN15 1QG  
Tel: 01249 443965

OP LDA YA

**Highfield Residential Home**

The Common,  
Marlborough SN8 1DL  
Tel: 01672 512671

OP D PD SI

**Hill House Care Home**

Little Somerford,  
Chippenham SN15 5BH  
Tel: 01666 822363

OP

**Innovations Wiltshire Ltd – 10 The Crescent**

Pewsey SN9 5DP  
Tel: 01672 562266

**Advert page 18**  
OP LDA MH YA

**Innovations Wiltshire Ltd – 20 Stratton Road**

Pewsey SN9 5DY  
Tel: 01672 564957

**Advert page 18**  
LDA

**Innovations Wiltshire Ltd – 27 Stratton Road**

Pewsey SN9 5DY  
Tel: 01672 562691

**Advert page 18**  
LDA

**Kingston House WCP**

Lansdowne Crescent East, Derry Hill, Calne SN11 9NT  
Tel: 01249 815555

OP D PD

**Laurieston House**

78 Bristol Road, Chippenham SN15 1NS  
Tel: 01249 444722

OP D

**Lilacs, The**

2a Lickhill Road, Calne SN11 9DD  
Tel: 01249 821422

OP

**Malmesbury Road, 79**

Chippenham SN15 1PX  
Tel: 01249 651992

OP LDA YA

**Maltings, The**

Brewers Lane, Shelbourne Road, Calne SN11 8EZ  
Tel: 01249 815377

PD LDA SI YA

**Marlborough Lodge**

83-84 London Road, Marlborough SN8 2AN  
Tel: 01672 512288

OP D PD MH SI YA

**Meadow Lodge**

Sadlers Mead, Monkton Park, Chippenham SN15 3PE  
Tel: 01249 656136

PD LDA YA

**Merlin Court Care Home**

The Common, Marlborough SN8 1JR  
Tel: 01672 481150 **Advert page 57**

OP D PD SI YA

**Merlin's Barrow**

10 George Lane, Marlborough SN8 4BT  
Tel: 01672 515747 **Advert page 18**

LDA

**Middlefields House**

Cornfields, Chippenham SN14 6GA  
Tel: 0300 303 8470 **Advert page 58**

OP D

**Old Vicarage, The WCP**

54 St Mary Street, Chippenham SN15 3JW  
Tel: 01249 653838 **Advert below**

OP



**THE OLD VICARAGE**  
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Wiltshire, SN15 3JW  
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Offering a friendly, relaxed, homely atmosphere.

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## North and East Wiltshire care homes continued

### Ordinary Life Project Association

#### – 15 Mossmead **WCP**

Chippenham SN14 0TN

Tel: 01249 461587

**OP D PD LDA MH SI YA**

### Ordinary Life Project Association

#### – 18 Boundary Road **WCP**

Chippenham SN15 3NN

Tel: 01249 656255

**OP D PD LDA MH SI YA**

#### **OSJCT Cedars, The** **WCP**

High Street, Purton SN5 4AF

Tel: 01793 772036

**Advert page 3**

**OP D MH**

#### **OSJCT Coombe End Court** **WCP**

London Road,

Marlborough SN8 2AP

Tel: 01672 512075

**Advert page 3**

**OP D**

#### **OSJCT Hungerford House** **WCP**

Beechfield Road,

Corsham SN13 9DR

Tel: 01249 712107

**Advert page 3**

**OP D MH**

#### **OSJCT Marden Court** **WCP**

Quarr Barton,

Calne SN11 0EE

Tel: 01249 813494

**Advert page 3**

**OP D MH YA**

#### **OSJCT Ridgeway House** **WCP**

The Lawns, Wootton Bassett SN4 7AN

Tel: 01793 852521 **Advert page 3**

**OP D**

#### **OSJCT Seymour House**

Monkton Park,

Chippenham SN15 3PE

Tel: 01249 653564

**Advert page 3**

**OP MH**

#### **Priory Care Home, The** **WCP**

Greenway Lane,

Chippenham SN15 1AA

Tel: 01249 652153

**OP D**

#### **Savernake View Care Home**

Priory Court, Salisbury Road, Marlborough SN8 4FE

Tel: 01672 555287 **Advert page 4**

**OP D YA**

#### **Shalom** **WCP**

1 Pen Close, Manor Lane, Baydon,

Marlborough SN8 2JD

Tel: 01672 541351

**OP D PD LDA MH SI YA**

#### **Stainsbridge House**

101 Gloucester Road,

Malmesbury SN16 0AJ

Tel: 01666 823757

**OP D MH**

#### **Stratton Road, 1**

Pewsey SN9 5DY

Tel: 01672 563429 **Advert page 18**

**LDA MH YA**

#### **Tullyboy** **WCP**

2 Inlands Close,

Pewsey SN9 5HD

Tel: 01672 562124

**OP D PD LDA MH SI YA**

#### **United Response – 2 William Street**

Calne SN11 9BD

Tel: 01249 817215

**LDA**

#### **United Response – 74 Oaklands**

Chippenham SN15 1RQ

Tel: 01249 654293

**LDA**

#### **Warrington Lodge** **WCP**

The Linleys, Gastard Road,

Corsham SN13 9PD

Tel: 01249 280050

**OP D**

#### **White Horse Care Trust – 5 Elcot Close** **WCP**

Marlborough SN8 2BB

Tel: 01672 516320

**OP D PD LDA MH SI YA**

#### **White Horse Care Trust – 89 Pavenhill**

Purton SN5 4DA

Tel: 01793 771373

**OP D PD LDA MH SI YA**

#### **White Lodge, The**

Braydon, Swindon SN5 0AD

Tel: 01666 718 761 **Advert page 36**

**OP D PD YA**

#### **Wilcot Road, 37**

37 Wilcot Road, Pewsey SN9 5EJ

Tel: 01672 563429

**OP LDA MH YA**

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

**WCP** Wiltshire Care Partnership – page 51

**Advertisers are highlighted**





## GOATACRE MANOR CARE CENTRE



**Our care home goes above and beyond because it matters.**

**Goatacre Lane, Nr Calne, Wiltshire, SN11 9HY  
Tel: 01249 760464 | [www.goatacre.com](http://www.goatacre.com)**



Goatacre Manor Care Centre has been a family run and professionally operated nursing and residential home for over 30 years.

**24 HOUR CARE** - On-site Nurses (RGN) and Care Assistants. Providing the following types of care for your loved ones:

- RESIDENTIAL CARE
- NURSING CARE
- RESPITE CARE
- END OF LIFE CARE



Goatacre Manor is a home away from home, balancing care needs with social activities which create a sense of community

We offer a variety of facilities to ensure the utmost comfort for every resident. All single occupancy rooms include a medical grade, adjustable bed where needed and many have en-suite facilities.

### **IN-HOUSE CHEF**

Food is so important within our home and our team of professional chefs take care to provide a choice of fresh meals to suit everyone's dietary needs.

### **ACTIVE LIVES – CARE HOME ACTIVITIES**

We recognise moving into a care is a big change - that doesn't mean you have to stop your favourite activities.

### **SOME ACTIVITIES WE OFFER AT OUR HOME:**

- Family days – BBQs, Summer fayres.
- Trips out in our very own minibus.
- Wheelchair accessible garden.
- Gardening club.
- Movement to Music/ Relaxation Classes.
- Coffee mornings/ Quizzes/ Bingo.
- Painting Classes/ Craft Classes.
- Singing Events (including our staff choir as featured on Wiltshire Radio).
- Tea Parties/ Birthday parties.
- Pet Therapy.
- Our very own Hair Salon and Nail Bar.



Call us now for a chat or come and visit our lovely home and see for yourself....

**01249 760464  
[www.goatacre.com](http://www.goatacre.com)**

## Aldbourn Nursing Home

South Street, Aldbourn, Marlborough SN8 2DW

Tel: 01672 540919

OP D YA

## Cote House

24 Rowden Hill, Chippenham SN15 2AG

Tel: 01249 653760

OP PD LDA YA

## Ashgrove House Nursing Home RNHA WCP

63 Station Road,

Purton, Swindon SN5 4AJ

Tel: 01793 771449

OP D PD YA

## Goatacre Manor Care Centre RNHA WCP

Goatacre Lane, Goatacre, Calne SN11 9HY

Tel: 01249 760464 **Advert page 63**

OP D PD

## Avon Court Care Home

St Francis Avenue,

Chippenham SN15 2SE

Tel: 01249 660055

OP D PD YA

## Holly Lodge WCP

Old Hospital Road, Pewsey SN9 5HY

Tel: 01672 569950

OP D PD LDA MH SI YA

## Miranda House

High Street, Royal Wootton Bassett, Swindon SN4 7AH

Tel: 01793 854458

OP D MH YA

## Bassett House WCP **Advert inside back cover**

Cloatley Crescent, off Station Road,

Royal Wootton Bassett SN4 7FJ

Tel: 01793 855415

OP D PD SI YA

## OSJCT Athelstan House WCP

Priory Way, Burton Hill, Malmesbury SN16 0FB

Tel: 01666 848000 **Advert page 3**

OP D MH YA

## Brendoncare Froxfield

Littlecote Road, Froxfield, Marlborough SN8 3JY

Tel: 01488 684916

OP D

## Salisbury Manor

Wilton Road, Salisbury SP2 7EJ

Tel: 01722 447100

OP D PD SI YA

## Brunel House

The Wharf, Box, Corsham SN13 8EP

Tel: 01225 560100 **Advert below**

OP D PD MH YA

## Savernake View Care Home

Priory Court, Salisbury Road, Marlborough SN8 4FE

Tel: 01672 555287 **Advert page 4**

OP D YA

## Bybrook House Nursing Home

Middle Hill, Box, Corsham SN13 8QP

Tel: 01225 743672 **Advert page 72**

OP PD SI

## White Lodge, The

Braydon, Swindon SN5 0AD

Tel: 01666 718 761 **Advert page 36**

OP D PD YA

*Highest quality at every turn*

Our care homes provide high-quality residential, nursing and dementia care as well as respite care and short stays for those well-needed breaks.

The people who live with us enjoy comfort, with personalised care, fresh seasonal dining options and a varied activities and social programme all in home-from-home environments.

**Speak to our friendly team to find out more or to book an in-house show round.**



**Brunel House**  
The Wharf, Box,  
Corsham, SN13 8EP  
**01225 560100**

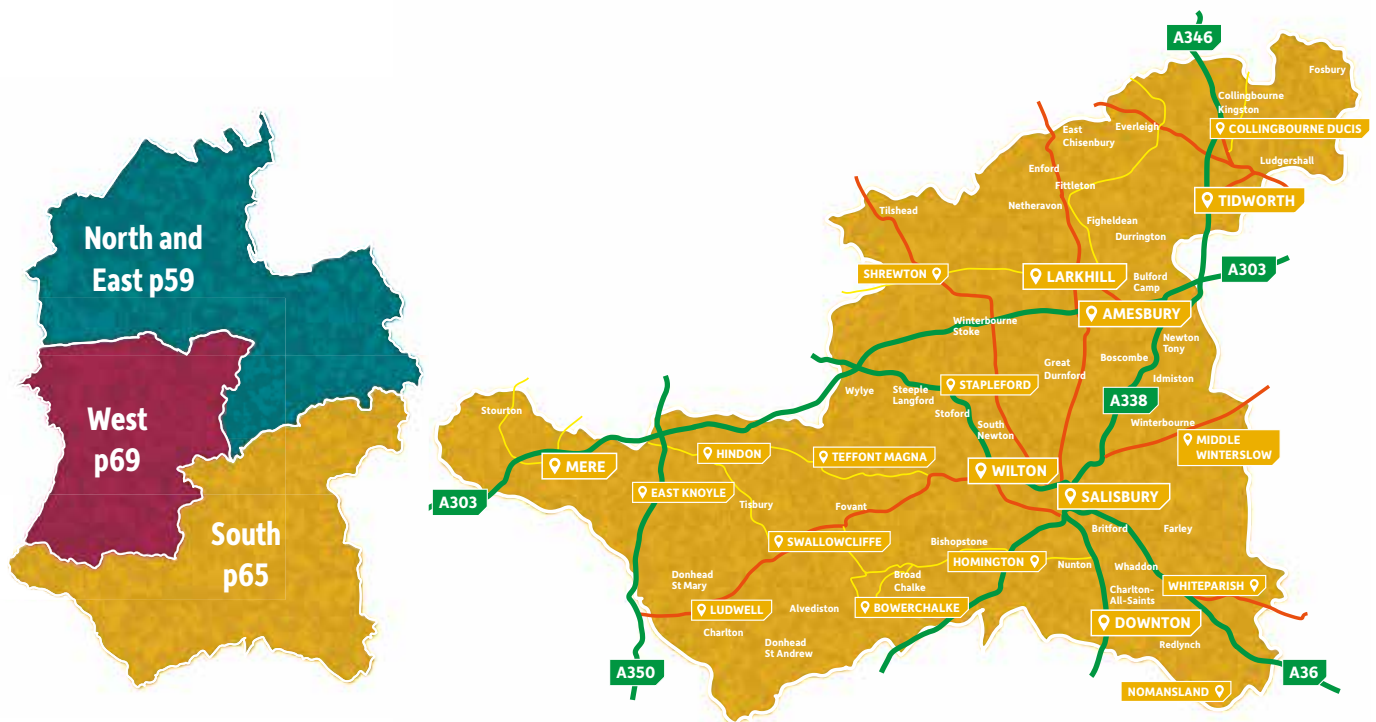
**Kings Court**  
Kent Road,  
Swindon, SN1 3NP  
**01793 393 918**

**Princess Lodge**  
17 Curie Ave,  
Swindon, SN1 4GB  
**01793 398112**

 **Maria  
Mallaband**

For more information about our care homes visit: [www.mmccg.co.uk](http://www.mmccg.co.uk)

# South Wiltshire



## South Wiltshire care homes

### Albany House – Tisbury

The Square, Tisbury, Salisbury SP3 6JP  
Tel: 01747 870313

OP

### Avoncourt

1 Mitre Way, Old Sarum, Salisbury SP4 6GW  
Tel: 01722 429400

OP D PD SI YA

### Bourne House

1 Mitre Way, Old Sarum, Salisbury SP4 6GW  
Tel: 01722 429400 **Advert page 3**

OP D PD SI YA

### Bradbury House

The Portway, Salisbury SP4 6BT  
Tel: 01722 438100

PD LDA

### Clarendon House

3 Christie Miller Road, Salisbury SP2 7EN  
Tel: 0203 195 3558

LDA MH YA

### Dunraven House and Lodge

12 Bourne Avenue, Salisbury SP1 1LP  
Tel: 01722 321055

OP D PD LDA MH SI YA AD

### Fairfax House

85 Castle Road, Salisbury SP1 3RW  
Tel: 01722 332846 **Advert page 66**

OP D PD MH SI

### Herbert House

39 Christie Miller Road, Salisbury SP2 7EN  
Tel: 01722 324432

MH

### Holmhurst

Downton Road, Salisbury SP2 8AR  
Tel: 01722 340689

OP LDA MH YA AD

### Holmwood Care Home WCP

30 Fowlers Road, Salisbury SP1 2QU  
Tel: 01722 331130 **Advert page 35**

OP D PD MH SI

### Hulse Road

15 Hulse Road, Salisbury SP1 3LU  
Tel: 01722 326490

LDA

### Inwood House

10 Bellamy Lane, Salisbury SP1 2SP  
Tel: 01722 331980 **Advert page 66**

OP D PD MH SI

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

RNHA Registered Nursing Home Association – page 51 WCP Wiltshire Care Partnership – page 51

Advertisers are highlighted



# Fairfax House and Inwood House

*Salisbury Christian Care Homes for the Elderly*

**Two family run, small and friendly care homes located in the heart of Salisbury. We cater for all types of care of older people and specialise in dementia care.**

**We pride ourselves on our welcoming environment full of fun and laughter, with home cooked meals, landscaped gardens and charming character.**

*\*picture taken during our 'cruise week' visiting Hawaii*

**Fairfax House,**  
85 Castle road,  
Salisbury,  
SP1 3RW  
**01722 332 846**

**Inwood House,**  
10 Bellamy Lane,  
Salisbury,  
SP1 2SP  
**01722 331 980**

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



**Mead, The**

7-8 The Mead, Portway Lane, Warminster BA12 8RB  
Tel: 01985 215800 **MH**

**Milford Manor Care Home WCP**

Milford Manor Gardens, Salisbury SP1 2RN  
Tel: 01722 338652 **Advert page 35** **OP D PD MH SI**

**Old Sarum Manor**

Rhodes Moorhouse Way, Old Sarum, Longhedge, Salisbury SP4 6SA  
Tel: 01722 445490 **Advert page 60** **OP D PD SI YA**

**OSJCT Bemerton Lodge WCP**

Christie Miller Road, Salisbury SP2 7EN  
Tel: 01722 324085 **Advert page 3** **OP D**

**OSJCT Buckland Court WCP**

South Mill Road, Amesbury, Salisbury SP4 7HR  
Tel: 01980 623506 **Advert page 3** **OP D**

**OSJCT Willowcroft WCP**

Odstock Road, Salisbury SP2 8BG  
Tel: 01722 323477 **Advert page 3** **OP D**

**Pennings View**

Porton Road, Amesbury, Salisbury SP4 7LL  
Tel: 01980 624370 **LDA**

**Sharon and Glen Arnott – 32 Beamont Way**

Amesbury, Salisbury SP4 7UA  
Tel: 01980 676788 **LDA YA**

**St Patrick's House**

1a Porton Road, Amesbury, Salisbury SP4 7LL  
Tel: 01980 626434 **LDA**

**Stratford Lodge**

4 Park Lane, Salisbury SP1 3NP  
Tel: 01722 421504 **LDA YA**

**Tower House Residential Home WCP**

34 Manor Road, Salisbury SP1 1JT  
Tel: 01722 321055 **D PD LDA MH SI YA AD**

**Tower View Residential Home**

43 Manor Road, Salisbury SP1 1JS  
Tel: 01722 321055 **D PD LDA MH SI YA AD**

**Turning Point – Avondale**

62 Stratford Road, Salisbury SP1 3JN  
Tel: 01722 331312 **PD LDA YA**

**Turning Point – Hollygrove**

49 Roman Road, Salisbury SP2 9BJ  
Tel: 01722 415578 **OP LDA YA**

**Willow House**

101 Countess Road, Amesbury, Salisbury SP4 7AT  
Tel: 0203 195 0120 **PD LDA YA**

**Wilton Road**

44 Wilton Road, Salisbury SP2 7EG  
Tel: 01722 410724 **MH**

**Woodfalls Care Home WCP**

Vale Road, Woodfalls, Salisbury SP5 2LT  
Tel: 01725 511226 **D**

**Woodstock House**

20 Woodstock Road, Salisbury SP1 3TJ  
Tel: 01722 417171 **OP MH YA**

**South Wiltshire care homes with nursing**

**Amesbury Abbey Care Home**

Church Street, Amesbury SP4 7EX  
Tel: 01980 622957 **OP PD SI**

**Ashley Grange Nursing Home WCP**

Lode Hill, Downton, Salisbury SP5 3PP  
Tel: 01725 512811 **OP D PD LDA MH SI YA**

**Bourne House**

1 Mitre Way, Old Sarum, Salisbury SP4 6GW  
Tel: 01722 429400 **Advert page 3** **OP D PD SI YA**

**Braemar Lodge**

18-20 Stratford Road, Salisbury SP1 3JH  
Tel: 01722 439700 **OP YA**

**Camelot Care Homes Ltd WCP**

1 Countess Road, Amesbury, Salisbury SP4 7DW  
Tel: 01980 625498 **OP D PD**

**Castle View Nursing Home RNHA**

8 Old Castle Road, Salisbury SP1 3SF  
Tel: 01722 328315 **OP D PD MH SI**

**Cedars Nursing Home, The**

North Common Lane, Landford,  
Salisbury SP5 2EJ

Tel: 01794 725507 **Advert page 36**

OP D PD

**Harnham Croft Care Home**

76 Harnham Road,  
Salisbury SP2 8JN

Tel: 01722 327623

OP PD

**Hays House Nursing Home WCP**

Sedgehill, Shaftesbury SP7 9JR

Tel: 01747 830282

OP YA

**Kimberly West and East Care Centres RNHA WCP**

27 Tollgate Road,  
Salisbury SP1 2JA

Tel: 01722 336933 **Advert page 35**

OP D MH SI

**Laverstock Care Centre**

London Road, Salisbury SP1 3HP

Tel: 01722 428210

OP D

**Little Manor Nursing Home WCP**

Manor Farm Road, Salisbury SP1 2RS

Tel: 01722 333114 **Advert page 35**

OP D PD MH SI

**Maristow Nursing Home RNHA WCP**

16 Bourne Avenue, Salisbury SP1 1LT

Tel: 01722 322970

OP D PD YA

**Milford House**

Milford Mill Road, Milford, Salisbury SP1 1NJ

Tel: 01722 622 082 **Advert page 36**

OP PD YA

**No 68 Specialist Care**

68 London Road, Salisbury SP1 3EX

Tel: 01722 433202

OP D YA



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

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

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# Search for care in your area

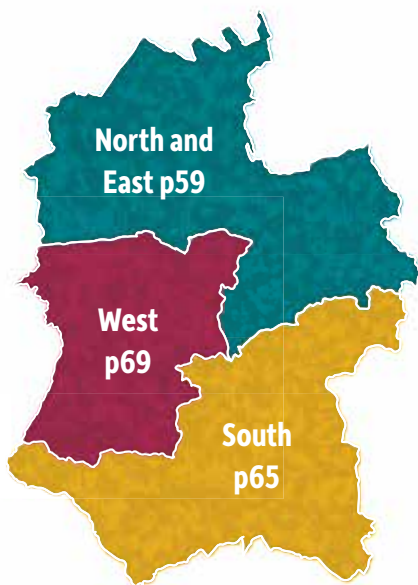
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- Find care providers quickly and easily
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- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

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



# West Wiltshire



## West Wiltshire care homes

### ABLE (Action for a Better Life)

– 57 King Street

Melksham SN12 6HE

Tel: 01225 707669

OP MH YA

### Dauntsey House

9 Church Street, West Lavington SN10 4LB

Tel: 01380 812340

OP D

### Alpine Villa Care Home

70 Lowbourne,

Melksham SN12 7ED

Tel: 01225 706073

### Durlston House

115b Hilperton Road,

Trowbridge BA14 7JJ

Tel: 01934 429448

LDA YA

### Bows

324 Frome Road, Trowbridge BA14 0EB

Tel: 01225 774444

OP D YA

### Durlston Lodge

115c Hilperton Road,

Trowbridge BA14 7JJ

Tel: 01225 719263

LDA YA

### Bradbury Manor

Nursted Road, Devizes SN10 3AF

Tel: 01380 732620

YA

### Grange Court

115d Hilperton Road, Trowbridge BA14 7JJ

Tel: 01225 774177

LDA YA

### Chantry Gardens

69 Chantry Gardens, Southwick,

Trowbridge BA14 9QT

Tel: 01225 766381

PD LDA MH

### Haven, The

High Street, Littleton Pannell,

Devizes SN10 4ES

Tel: 01380 812304

OP D

PD LDA SI YA

#### Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

#### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

## West Wiltshire care homes continued

### Hawthorne Grove, 39

Trowbridge BA14 0JF  
Tel: 01225 767441

PD LDA SI YA

### High Street, 10

Semington, Trowbridge BA14 6JR  
Tel: 01380 870061

LDA

### Lavender House & Primrose Lodge

62 The Down,  
Trowbridge BA14 7NQ  
Tel: 01225 753485

LDA YA

### Newtown (65a)

65a Newton, Trowbridge BA14 0BQ  
Tel: 01225 777728

LDA YA

### Old Rectory, The

27 Stallard Street,  
Trowbridge BA14 9AA  
Tel: 01225 777728

OP LDA YA

### Ordinary Life Project Association – 5 St Margaret's Gardens WCP

Melksham SN12 7BT  
Tel: 01225 709691

OP D PD LDA MH SI YA

### Ordinary Life Project Association – 12 Addington Close WCP

Devizes SN10 5BE  
Tel: 01380 720001

OP D PD LDA MH SI YA

### Ordinary Life Project Association – 17 Berryfield Road WCP

Bradford-on-Avon BA15 1SU  
Tel: 01225 864397

OP D PD LDA MH SI YA

### Ordinary Life Project Association – 19 Berryfield Road WCP

Bradford-on-Avon BA15 1SU  
Tel: 01225 868058

OP D PD LDA MH SI YA

### Ordinary Life Project Association – 56 Sycamore Grove WCP

Trowbridge BA14 0JD  
Tel: 01225 763056

D PD LDA SI

### OSJCT Ashwood Care Centre WCP

Gipsy Lane, Warminster BA12 9LR  
Tel: 01985 213477 **Advert page 3** OP D PD MH SI YA

### OSJCT Brookside WCP

Ruskin Avenue, Melksham SN12 7NG  
Tel: 01225 706695 **Advert page 3** OP D MH

### OSJCT Goodson Lodge Care Centre WCP

Hilpertown Road, Trowbridge BA14 7JG  
Tel: 01225 769414 **Advert page 3** OP D YA

### OSJCT Hayward Care Centre WCP

Corn Croft Lane, Off Horton Road, Devizes SN10 2JJ  
Tel: 01380 722623 **Advert page 3** OP D PD SI YA

### OSJCT Watersmead WCP

White Horse Way, Westbury BA13 3AH  
Tel: 01373 826503 **Advert page 3** OP D PD

### Paddocks, The

493A Semington Road,  
Melksham SN12 6DX  
Tel: 07714 244273 LDA YA

### Park Street

82 Park Street, Trowbridge BA14 0AT  
Tel: 01225 777728 OP LDA YA

### Peel House

398 The Spa, Melksham SN12 6QL  
Tel: 01225 702037 PD LDA YA



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

WCP Wiltshire Care Partnership – page 51

Advertisers are highlighted



## West Wiltshire care homes continued

### Phoenix House

318 Station Road,  
Trowbridge BA14 6RD  
Tel: 01225 783127

OP PD LDA YA

### Romney House

11 Westwood Road,  
Trowbridge BA14 9BR  
Tel: 01225 753952

OP D PD SI

### Rowde

Furlong Close, Rowde,  
Devizes SN10 2TQ  
Tel: 01380 725455

OP LDA YA

### Sandmar WCP

18 Wingfield Road, Trowbridge BA14 9EB  
Tel: 01225 775060

OP MH YA

### Sense – 6 Lilac Grove

Trowbridge BA14 OHB  
Tel: 01225 766200

PD LDA SI

### Shaftesbury Court (Manor Close)

Manor Close, Trowbridge BA14 9HN  
Tel: 01225 760228

PD LDA

### Starbrook

35a Dursley Road, Heywood BA13 4LG  
Tel: 01934 429448

LDA YA

### Staverton House WCP

51a Staverton,  
Trowbridge BA14 6NX  
Tel: 01225 782019

OP D YA

### Sursum Ltd Bramley House WCP

Bramley House, Castle Street,  
Mere BA12 6JN  
Tel: 01747 860192

OP D PD

### Wellhead Lane

16 Wellhead Lane, Westbury BA13 3PW  
Tel: 01373 303248

LDA YA

### Westbury Lodge

130 Station Road, Westbury BA13 4HT  
Tel: 01373 859999

OP D LDA MH SI YA

### Whistley Dene WCP

Whistley Road, Potterne,  
Devizes SN10 5TD  
Tel: 01380 721913

OP D PD LDA MH SI YA

### Willow View

63b Boreham Road,  
Warminster BA12 9JX  
Tel: 01985 219377

PD LDA YA

### Willows, The

72 Boreham Road, Warminster BA12 9JN  
Tel: 01985 215757

OP LDA

### Wingfield Road

22 Wingfield Road, Trowbridge BA14 9ED  
Tel: 01225 762043

PD LDA MH SI YA

### Wren House Residence for the Retired and Elderly – Warminster

32 Vicarage Street,  
Warminster BA12 8JF  
Tel: 01985 212578

OP



## Search for care in your area



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

Q

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

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

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

WCP Wiltshire Care Partnership – page 51

## West Wiltshire care homes with nursing

### Avebury House **WCP**

11 Canal Way,  
Devizes SN10 2UB  
Tel: 01380 718888

**Advert outside back cover**  
**OP D PD MH YA**

### Blenheim House Care Home

27 Shurnhold, Bath Road,  
Melksham SN12 8DD  
Tel: 01225 896200

**OP D YA**

### Briggs Lodge Residential and Nursing Home

London Road,  
Devizes SN10 2DY  
Tel: 01380 711622

**OP D**

### Henford House

Lower Marsh Road, Warminster BA12 9PB  
Tel: 01985 881 730 **Advert page 36**

**OP PD YA**

### Longbridge Deverill House and Nursing Home **WCP RNHA**

Church Street, Longbridge Deverill,  
Warminster BA12 7DJ  
Tel: 01985 214040

**OP D PD LDA YA**

### Market Lavington Care Home

39 High Street, Market Lavington,  
Devizes SN10 4AG  
Tel: 01380 812282

**OP D PD YA**

### Mavern House Nursing Home **WCP**

Corsham Road, Shaw,  
Melksham SN12 8EH  
Tel: 01225 708168

**OP YA**

### Old Parsonage, The

The Street, Broughton Gifford, Melksham SN12 8PR  
Tel: 01225 782167

**OP D MH**

### OSJCT Hayward Care Centre **WCP**

Corn Croft Lane, Off Horton Road, Devizes SN10 2JJ  
Tel: 01380 722623 **Advert page 3**

**OP D PD SI YA**

### Sutton Veny House **WCP**

Sutton Veny, Warminster BA12 7BJ  
Tel: 01985 840224 **Advert below**

**OP YA**

### Trowbridge Oaks Bupa Care Home

West Ashton Road,  
Trowbridge BA14 6DW  
Tel: 01225 800 593

**Advert page 73**

**OP D YA**



### Sutton Veny House



Sutton Veny House is set in 25 acres of stunning gardens and grounds in an area of outstanding beauty. Our experienced staff provide excellent care with registered nurses on duty 24 hrs a day. We provide traditional home cooked food, a range of activities, and resident's personal Laundry is included. Other services available are chiropody, newspapers, and hairdresser. Our care assistants are experienced and trained to a high standard, always go the extra mile, and treat residents with dignity and respect.

For more information please contact Paula Brown Registered Manager on  
**01985 840224** | [suttonvenymanager@avoncarehomes.co.uk](mailto:suttonvenymanager@avoncarehomes.co.uk)  
[www.suttonvenyhouse.com](http://www.suttonvenyhouse.com) | Sutton Veny, Warminster, Wiltshire, BA12 7BJ

### Bybrook House



Bybrook House is a very luxurious home which provides the highest standards of care. All the rooms are individually designed. Bybrook House is set in 7 acres of beautiful and exquisite gardens in the village of Box, close to the city of Bath. We place great importance in the social activities of our residents.

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OP D



**A countywide list of home care providers begins on page 19.**

**See page 42 for more information on paying for care homes in Wiltshire.**



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