

Shropshire Choices Support Finder 2017/18

Adult Care and Support Services

Helping you to make the right choice to remain independent and stay well.



In association with:



The comprehensive guide to choosing and paying for care and support in Shropshire

• Home support • Specialist care • Care homes • Useful contacts

The Uplands

Multi award-winning family owned Care Home

The Uplands is your very best choice for care with nursing in Shropshire. Set in glorious countryside on the outskirts of Shrewsbury, it provides spacious single en suite rooms with outstanding facilities, and offers the highest standards of dementia nursing and care for those with long term conditions.

- Specialists in end-of-life care, short term respite, rehabilitation and post-operative care
- Experienced, professional and friendly staff
- Full programme of activities in a true home-from-home
- CQC rated Good in all standards
- Two dedicated dementia units

NHS choices



'Attentive caring attitude of nursing and care workers, compassion and patience demonstrated continually throughout Mum's short stay.'

J T, Shropshire



Marches
Care

For more information call
01743 282040

or come and visit us at:
The Uplands
Clayton Way
Bicton Heath
Shrewsbury SY3 8GA

See our consistently high customer reviews at:
www.marchescare.co.uk

The Uplands is owned and operated by Marches Care Ltd, part of the Marches Care Group.

KIND

CARING

FRIENDLY

EXPERIENCED

PROFESSIONAL



Welcome from Shropshire Council	4	I care for someone	46
Areas covered by this Directory	5	Carers Support Service	46
<hr/>			
Your health and wellbeing	6	Carers Emergency Response Service	46
Shropshire Choices	6	Young Carers	47
Healthy Shropshire	9	Local Support Swap	47
Let's talk about the F-Word: preventing falls	10	NHS Carers Direct	47
Shropshire Libraries: Books on Prescription	11	Resource for those supporting disabled children	47
<hr/>			
In your community	12	Money Matters	48
<hr/>			
Safety in your community	14	Financial assessments	48
Staying safe	14	Additional Income you may be entitled to	48
Protecting your property	14	Managing your Personal Budget	49
Concerned about abuse?	14	Paying for your own care	50
<hr/>			
Travel and mobility	15	Top-ups	51
Community transport	15	Running out of money	51
Concessionary travel schemes	17	Seeking financial advice	51
<hr/>			
Social and physical activities	18	Having your say	52
<hr/>			
I want to stay independent	19	Making It Real	52
Advice and advocacy support	19	Healthwatch Shropshire	52
<hr/>			
Equipment, gadgets and adaptations	20	Inspecting and regulating care services	53
Assistive Technology	20	Customer comments and complaints	53
Making life easier at home	21	How solicitors can help	54
Your home	25	<hr/>	
<hr/>			
Adult Social Care	25	Useful contacts	55
Getting the help you need	26	Shropshire Choices	55
Let's Talk Local sessions	26	Finding care options in your area	55
Planning your support	27	Local contacts	55
Support options	27	<hr/>	
Leaving hospital	29	Care homes and care homes with nursing	59
Personal Assistants (PAs)	29	Want to work as a Personal Assistant	
NHS Continuing Healthcare	30	in Adult Social Care?	59
End of life care	31	Care homes checklist	61
Home care agency checklist	32	Care home listings	62
Home care providers	35	<hr/>	
<hr/>			
Specialist care and support	41	Index	69
Learning and physical disabilities and autism	41	<hr/>	
Sensory Impairment Service	41	<div data-bbox="798 1590 981 1657" data-label="Image"> </div> <p>All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Shropshire Council nor Care Choices can be held liable for any errors or omissions. The information contained in this Directory was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Support Finder does not act as an endorsement or recommendation by Shropshire Council.</p>	
Alcohol/drug misuse	42		
Mental health	42		
Dementia care	43		
Residential dementia care checklist	45		

To obtain extra copies of this Directory, free of charge, call Shropshire Council's Customer Services on **0345 678 9005** or email shropshirechoices@shropshire.gov.uk



Welcome from Shropshire Council



Welcome again to the annual edition of the Shropshire Support Finder

2017/18. You'll find this publication provides a wealth of information on support and care for adults across the county. Social care is an important issue for everyone, regardless of age, health or personal circumstances.

It is well documented that health and social care services across the UK and here in Shropshire face significant and growing pressures. However in light of this, we continue to look at ways to ensure our most vulnerable people, their families and carers get the right help as soon as they can.

We know that most people in need of support would prefer to be at home and we work closely with our health and voluntary sector partners within the local community to help people remain safe, well and independent for longer. By integrating health and social care services and utilising local resources, we can ensure you get the right support at the right time, focusing on what you can do rather than what you can't.

We want you to have a positive experience when seeking advice to help you live more independently. You can start by talking to us – either via the **First Point of Contact team** or a **Let's Talk Local** session. There is more information on these services on page 26.

Shropshire's Support Finder is another place where you can find information to help you get the support that's right for you. It is full of support services, voluntary organisations and community-based solutions that are available across Shropshire to help you or a loved one lead the life you want, as well as maintaining or regaining independence. It is designed to give you help and advice so that you can find your own way to meet any needs for support and care. You might want to know how to find support and care to help you live at home, and how much you might pay for it,

or how to find the right place to live.

We are also very proud to introduce our Shropshire Choices website, launched to help you make the right choices and to remain independent and well. Shropshire Choices provides information about a wide range of sources of help and support, including independent financial advice and information about care homes and housing options. It can also help with getting out and about; keeping safe; health and wellbeing; employment and volunteering opportunities; and being a carer. The website provides a resource directory of organisations across Shropshire to enable you to make the right choice to remain independent and stay well. Organisations can add, manage and update their own information absolutely free of charge.

Our key priority in Shropshire is to ensure that our most vulnerable residents get the right support to help them stay safe and well and, ultimately out of hospital. We therefore hope you find our Shropshire Support Finder and our Shropshire Choices website a useful resource, and that they provide you or the person you care for with the information and advice you need to remain independent for longer.

Visit **Shropshire Choices** at www.shropshirechoices.org.uk



Andy Begley

Director of Adult Services

Shropshire Council

Tel: **0345 678 9044**

Email: firstpointofcontact@shropshire.gov.uk

Web: www.shropshire.gov.uk

Areas covered by this Directory

Home care providers

■ All regions 35

Care home listings

■ North Shropshire 62

■ Central Shropshire 65

■ South Shropshire 67

Care homes with nursing listings

■ North Shropshire 64

■ Central Shropshire 66

■ South Shropshire 68



Contains Ordnance Survey data © Crown copyright and database right 2014

Alternative formats

This Directory is available electronically at www.carechoices.co.uk.

For those requiring the information in spoken word, there is also a Browsealoud option.



Shropshire Partners in Care

The Care Workforce Development Partnership

Representing and supporting Care Providers in Shropshire, Telford & Wrekin

We are committed to supporting & promoting excellent, ethical and best value Social and Health Care Services in Shropshire and Telford & Wrekin

To help deliver excellence we:

Keep members updated on legislative, policy and best practice developments

Help individual members with business systems and regulatory compliance

Work in partnership with local authorities, health trusts and others, representing members to help shape and develop the sector

Put those needing support at the centre of everything we do

Provide a DBS (pre-employment check) service

Develop and provide high quality training for the care workforce

SPIC works in a way that safeguards the human rights of all those who may need, use or work in care services and supports its members to deliver services that place people's rights at the centre of their decision making

Contact us

Tel: 01743 860011

Email: info@spic.co.uk

Website: www.spic.co.uk

App:

SPIC is a not for profit company



To access information about community groups, clubs, societies, organisations, and much more, visit the resource directory on www.shropshirechoices.co.uk

Shropshire Choices



Shropshire Choices is a social care website offering information and advice about adult social care, housing and health. The website is designed to encourage individuals, carers and families to make the right choice, and to be independent for as long as possible within their local community.

The site has been designed and developed using feedback given by users of services and their carers to ensure it is easy to use, with the right information to encourage people to self-serve and remain well.

The easy to navigate website aims to improve access to quality local information and provide adults and carers in Shropshire with more choice and control over their social care and health needs.

If you have support and/or care needs, care for someone else, or are planning ahead, Shropshire Choices has a wide range of information for you.

The site includes information on how to stay independent in your home, receiving support as a carer, independent financial advice, care and support needs, and housing, as well as support groups, social activity groups and how to remain safe in your community.

You can find out about local voluntary and community organisations as well as personal care assistants. Please visit the site at www.shropshirechoices.org.uk

SHROPSHIRE CHOICES

Visit www.shropshirechoices.co.uk

Helping you to make the right choice to remain independent and stay well.

- ✓ Quality local information
- ✓ What's on and where
- ✓ Find the answers you need
- ✓ Money matters
- ✓ Making your own decisions
- ✓ Helping others
- ✓ Keeping safe

For further advice please ring 0345 678 9044
Do you provide a service? Join our Resource Directory.

Follow us on Facebook and Twitter for news and updates

Calling all providers!

Do you provide a service for adults who have care and support needs or those with health and sensory needs? Are your details missing from the Shropshire Choices resource directory? Sign up and tell people about your service, free of charge. If you sign up and register your service, you can manage and update your own information which can include:

- name and address of organisation with a map facility;
- contact details and web address;
- logos;
- service summary details;
- opening times and locations you cover;
- accessibility details;
- hyperlinks to social media and other platforms including CQC reports;
- promotional material, such as leaflets, newsletters and flyers; and
- minutes, agendas and booklets.

To sign up, go to www.shropshirechoices.org.uk/directoryregistration

Would you like employment in care as a Personal Assistant?

Would you like a job as a Personal Assistant (PA) or are you already employed, but looking for more hours? Why not register with Shropshire Choices and promote your availability – free of charge!

You can promote your experience, skills and qualifications, as well as what kind of care work you are looking for. You will have full access to your account so you can update your profile details as and when you gain further qualifications or find employment.

For more information about becoming a Personal Assistant and to register, go to www.shropshirechoices.org.uk/workasapa

Celebrating **20** years of care in Shropshire



Caring for your loved ones across Shropshire

Coverage Care is a not for profit organisation reinvesting its resources to provide a range of the highest quality care services in Shropshire.

For further information contact us on **01743 283200**.



Coverage Care Services, Allison House, Oxon Business Park, Shrewsbury SY3 5HJ
coveragecareservices.co.uk  @CoverageCare  /CoverageCare

Shrewsbury | Telford | Wellington | Whitchurch
Bridgnorth | Oswestry | Donnington | Newport
Market Drayton | Bishop's Castle

Coverage Care Services is Shropshire's largest independent care provider, operating care homes on a not for profit basis throughout the county mainly for older people.

coverage  care
making life easier

ALSO FROM THE PUBLISHER OF THIS CARE DIRECTORY

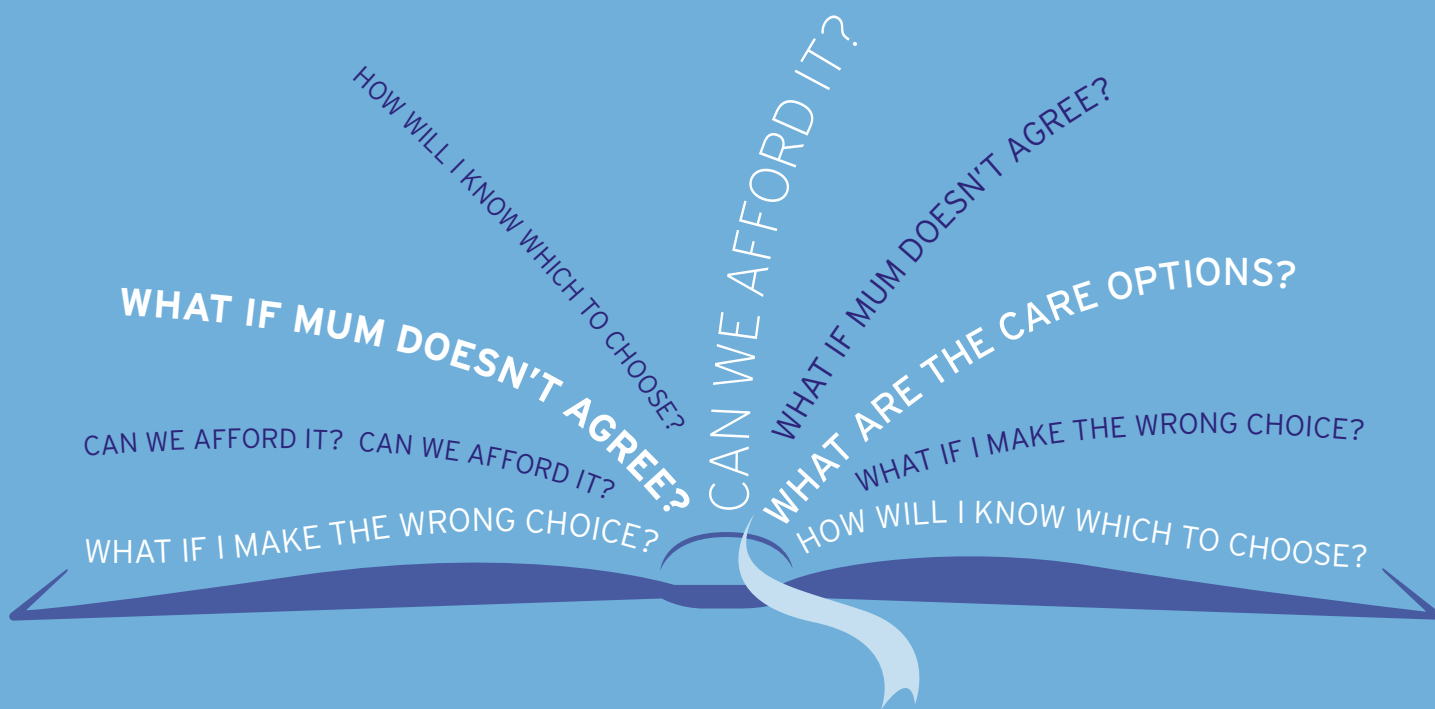
CARE *select*

THE HANDBOOK FOR RELATIVES

YOUR COMPANION THROUGH THE EMOTIONAL AND PRACTICAL ASPECTS OF CHOOSING AND FUNDING CARE FOR AN AGEING RELATIVE.

Care Select delves further into the subject of arranging support for a loved one, including detailed information on different types of care and support, as well as:

- Understanding their needs
- Choosing care
- Broaching difficult conversations



TO CLAIM YOUR **FREE** COPY OF CARE SELECT
CALL **0800 389 2077***

WWW.CARESELECT.CO.UK

Healthy Shropshire



Many of us feel our lifestyles should be healthier and Healthy Shropshire has been designed with this in mind. The aim is to help anyone who wants to make positive changes by providing information on the support available to improve people's health and promoting local health projects, some of which are listed here.

Help2Change

Help2Change provides free support delivered by specialist Help2Change advisers in a range of venues, including GP surgeries, pharmacies, community venues, hospitals and supermarkets in Shropshire.

Help2Quit

Help2Quit is the local stop smoking service in Shropshire. It offers free support delivered by stop smoking specialists, including practice nurses, midwives, pharmacists and school nurses.

The service is available in almost all GP surgeries, as well as many pharmacies, community venues, hospitals and selected supermarkets, and is very successful. By using a combination of stop smoking medicine and specialist help and support from Help2Quit, individuals are up to four times more likely to successfully go smoke free than when trying to quit without support.

Around 1 in 20 adults now uses electronic cigarettes. Whilst they are not risk free, they are considered to be less harmful than smoking and smokers who want to use e-cigarettes to quit smoking are encouraged to contact Help2Quit.

Help2Slim

Maintaining a healthy weight is important for good health, as being overweight can increase your risk of developing health conditions including coronary heart disease, stroke, type 2 diabetes, osteoarthritis and some types of cancer. Help2Slim offers free support to help you lose weight and keep it off. Advisers support you to make small sustainable changes that fit with you and your lifestyle.



66
Nutritious
and delicious.
The clue is in
the name. ”



Chicken & Spring Vegetable Casserole **£3.79**
from our **Nutritious & Delicious** range

Now you can eat healthily every day. Order what you want. No-contract. No-commitment. Delivered free.



Call us for your **FREE** brochure
01952299222
wiltshirefarmfoods.com



NHS Health Check

The NHS Health Check programme has been developed to prevent heart disease, diabetes, stroke and kidney disease. If you are between 40 and 74 years old and are not already diagnosed with one of these conditions, you will be invited by your GP once every five years to have a check to assess your risk. If necessary, you will be given advice to help reduce or manage your risk of disease.

Healthy eating

Maintaining a healthy diet provides you with the energy and nutrition you need. It improves your physical and mental health and wellbeing and provides protective health benefits against a range of health conditions including heart disease, stroke, type 2 diabetes and some cancers.

For more information on Help2Change programmes, NHS Health Checks and practices delivering the services, visit



www.shropshirechoices.org.uk/myhealth

Let's talk about the F-Word: preventing falls

Let's Talk about the F-Word.
Don't let falls get you down.



Most of us will have fallen at some time in our lives. For many, particularly younger people, the fall will be nothing more than a bit embarrassing. For others, a fall can be startling and upsetting. As we get older, falls can become more common and the effect of the fall on our lives can become more serious.

Preventing falls

Falls are not inevitable and there are lots of practical and simple steps you can take to reduce your risk of falling. This includes 'fall proofing' your home, taking regular exercise, keeping well and seeking further advice and support when necessary.

There are also things you can do to reduce the harm caused by falls, such as looking after your bones and making sure help can be summoned quickly if you do have a fall.

Having a falls risk assessment and making practical day-to-day activity and lifestyle changes can help you identify, assess and reduce your risk of falling; improve stability and maintain or improve independence and wellbeing.

Falls prevention is about enabling you to regain your confidence and live as independent and full a life as possible.

If you have a fall

Tell your GP or other health professional if you fall. Be

sure to discuss the fall with your GP or other health professional, even if you aren't hurt. Many underlying causes of falls can be treated or corrected.

The following tools have been developed to help you. Search on the Shropshire Choices website or access them through your local library.

Falls assistant

- take an NHS-approved check to understand what may be putting someone at risk of a fall;
- what to do to reduce each risk; and
- key exercises to improve mobility, gait and balance.

Mobility and balance

Watch a simple video to see how someone getting in and out of a chair can indicate their need to improve their strength, gait and balance.

Strength and balance exercises for healthy ageing

Easy to follow exercise instructions to improve overall strength and balance.

Fall Check Home Safety

An easy to use, interactive check of common hazards in the home that might cause a fall.

For more information on health and wellbeing, go to



www.shropshirechoices.org.uk/myhealth



CareChoices

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Shropshire Libraries: Books on Prescription

Shropshire's libraries are a mine of information when it comes to helping you to look after your health. All branches offer a wide range of self-help books on various conditions, and free use of computers to access websites and the Shropshire Community Directory.

Reading Well Books on Prescription helps you to understand and manage your health and wellbeing using self-help reading on a wide range of topics, such as mental health for young people and adults, dementia and long-term conditions.

Libraries also offer sociable daytime activities, such as reading groups, Knit & Natter and the popular Time to Listen. The free Home Library Service for housebound customers is a great way to have books, audiobooks and DVDs delivered to your door,

while the e-book and e-magazine service gives you access to a wide range of publications in your home completely free of charge.

If you are a carer, you may be eligible for a carer's ticket which will make you exempt from late returns fines, and access to free audiobooks and free standard DVD rental.

For more information about staying healthy with Shropshire Libraries or to ask about a concessionary or a carer's ticket, visit your local library or go to www.shropshire.gov.uk/libraries

For more information on health and wellbeing in Shropshire, please visit



www.shropshirechoices.org.uk/myhealth

Are you an organisation which supports the community with health and wellbeing? Register on the Shropshire Choices resource directory free of charge. Visit www.shropshirechoices.org.uk/directoryregistration



CAREselect

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

VISIT THE CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

In your community

Shropshire Council aims to build positive communities by encouraging families and individuals to be independent, active and social within their local community while remaining healthy and safe for as long as possible. Many community-based professionals and voluntary organisations are working together to make sure you, your family and friends can find information on services near you. To find out what is available in your area, visit www.shropshirechoices.org.uk/localcommunities

Community Enablement Team



Shropshire Council's Community Enablement Team works within communities across Shropshire to support local organisations to fulfil their potential. Their work includes establishing new community groups, supporting volunteer recruitment, funding research for projects, developing community assets and linking people and organisations together and they work closely with communities through Shropshire Council's elected members and local councils.

They signpost people to the activities and places right for them. They also work with local statutory and voluntary organisations to identify what is needed within the community, and to develop new activities or solutions to fill any gaps that are identified.

The Team is also able to support local organisations to register and update their activities on the Shropshire Choices website.

If you think the **Community Enablement Team** could help you, call **01743 253077**, email communityenablement@shropshire.gov.uk or visit www.shropshirechoices.org.uk/resilientcommunities

The Voluntary and Community Sector Assembly (VCSA)



The VCSA brings together a diverse range of voluntary and community sector groups and

organisations to maximise energy, ideas and resources to provide a strong collective voice. The VCSA aims to improve representation of voluntary, community and social enterprise organisations and build partnerships with public and private sector organisations to meet the needs of local groups and communities.

Joining the **VCSA** is free. To download a membership form or to access the information pack, including eligibility criteria, visit www.vcsvoice.org To contact the **VCSA**, call **01743 258521** or email vcsassembly@shropshire.gov.uk

Shropshire Family Information Service (FIS)



Shropshire FIS provides free information and advice on all aspects of family life. From expecting a baby, to having young children or teenagers, the FIS can support parents, carers or any other family member.

Its online directory provides information on local and national organisations offering advice and support on some of the issues or concerns any family may encounter, including a wide range of information for parents of children with disabilities or additional needs.

Local activities within Shropshire are also promoted to encourage children of all abilities to get active and socialise, where they can learn new skills and make new friends.

For more information about **Family Services**, call **01743 254400**, email shropshireFIS@shropshire.gov.uk or go to www.shropshirechoices.org.uk/childrenandfamilyservices

Shropshire Rural Community Council (RCC)



Shropshire RCC is a local charity and membership organisation which helps people who live and work in

Shropshire to make life easier and more manageable for themselves and for their community.

It is committed to making Shropshire a great place for everyone to live, no matter what challenges they face, and has a strong track record for delivering a wide range of quality services and local projects, often working in partnership with other organisations.

For more information on the services **Shropshire RCC** provides, call **01743 360641**, email **info@shropshire-rcc.org.uk** or visit **www.shropshire-rcc.org.uk**

Age UK Shropshire Telford and Wrekin



Age UK Shropshire Telford and Wrekin has many services offering companionship and support for older people to prevent isolation and loneliness. For example, volunteers can visit you in your own home, providing a listening ear and confidential support whilst going for walks, playing games, watching a film or sharing hobbies. Alternatively, they can provide a regular telephone call or accompany you to social activities in your neighbourhood, helping you build friendships and share experiences.

They can also provide a wide range of activities to support you to stay well and socially active. There is something for everyone, with reading groups, craft classes, community choirs, exercise groups and dance classes. The service works with an array of clubs, such as Shrewsbury Walking Football Club, Severnside Bowling Club and even the Shropshire Theatre Organ Trust. It also supports over 30 lunch clubs and has a regular programme of guided walks.

For more information and additional services, call **01743 233788**, email **enquiries@ageukstw.org.uk** or visit **www.ageukshropshireandtelford.org.uk**

The Royal Voluntary Service (RVS)



The RVS Good Neighbours Service helps older people by offering practical advice, support and friendship and aims to prevent social isolation and act as a pre-emptive step to keep those who are vulnerable out of hospital. RVS can provide a lift to a lunch club, getting your shopping, transport to attend an appointment (eg doctors, hospital, or hairdressers). RVS can collect your prescription or simply offer a little bit of company. The service is a volunteer organisation which enriches the lives of older people and their families across Britain.

For more information, call **01743 240271** or visit **www.royalvoluntaryservice.org.uk**

Gusto



Organised through Shropshire Rural Community Council (RCC), Gusto is a network of active people who meet regularly and enjoy participating in activities together. These include social events like theatre trips, cycling, dog walking, going to the cinema and meeting for lunch or fine dining, cocktail evenings, photography and art classes. Members can also become a host for any activities they enjoy and want to share with others.

For further information, call **01743 360641**, email **enquiries@shropshire-rcc.org.uk** or visit **www.shropshire-rcc.org.uk**

Shropshire Wheelchair Users Group (SWUG)

SWUG is a proactive organisation promoting positive change for wheelchair users and their carers and supporting independence. It arranges meetings, group activities and social events as well as signposting and organising wheelchair repairs. The group meets on the first Thursday of every month (except August).

For more details, call **01743 350460** or email **towncriermartin@outlook.com**

To find out what is available in your community, visit **www.shropshirechoices.org.uk/localcommunities**

Staying safe

We want to make sure residents in Shropshire feel safe and secure in their own communities, and know where to go if they need help.

There are various ways of protecting yourself and you should report any issues you may be experiencing, including:

- **Scams** – schemes to con you out of your money. They can arrive by post, phone call, text message or email, or from someone coming to your home. Citizens Advice has lots of useful advice. Visit your local branch, call the Advice Line on **0844 499 1100** or go to **www.citizensadvice.org.uk/consumer/scams/scams**

- **Hate crime** – any criminal offence committed against a person or property which is motivated by an offender’s hostility or prejudice towards someone. Hate crime can be reported by dialling **999** if it is an emergency or **101** for non-emergencies.
- **Anti-social behaviour** – defined as acting ‘in a manner which causes or is likely to cause harm, alarm or distress’. It can be reported to the police by dialling **101** or through Shropshire Council’s reporting line on **0345 678 9020**.



Protecting your property

You can do simple things to improve your home security. Don’t leave side gates open or unlocked and make sure you shut any accessible windows overnight or if rooms are unattended.

Don’t leave ladders outside and store any garden tools securely. Keep hedges trimmed and low so they don’t provide cover for burglars and keep spare keys properly concealed and secured.

For more organisations which offer support, visit **www.shropshirechoices.org.uk/othersourcesofhelp**



The **Shropshire Choices** website has an interactive guide on staying safe in your community, visit **www.shropshirechoices.org.uk/guide**

Concerned about abuse?

Safeguarding adults who are at risk of abuse or neglect

Safeguarding means protecting an individual’s right to live in safety, free from abuse and neglect. Living a life free from harm and abuse is everyone’s human right. We all need to act as good neighbours and citizens to look out and care for one another and to stay safe.

If you find someone is being abused, please speak to a professional who will be able to help, like the police, a doctor or someone supporting the adult affected.

Abuse can take many forms, including:

- physical abuse;
- financial abuse;
- psychological abuse;
- sexual abuse;
- discriminatory abuse;
- neglect and self-neglect;
- domestic abuse;
- modern slavery; and
- organisational abuse.

Concerned about abuse? continued

Abuse can happen in many different settings, including:

- someone's own home;
- a care home;
- a hospital;
- a day centre; and
- public places.

Abuse is carried out by many different people but it is usually someone who is known and trusted. It might be a:

- family member;
- partner or neighbour;
- care worker;
- volunteer; or
- friend.

If you have any concerns about a person's safety, it is important you speak to someone you trust who will talk through your concerns and agree the best way forward with you.

If you need to tell Shropshire Council, please ring **0345 678 9021**.

If you need urgent help from Shropshire Council outside office hours, please phone the Emergency Social Work Duty Team on **0345 678 9040**. This number is for emergencies only.

If you need to report a crime, please ring **101**. If you are in immediate danger, contact the police on **999**. For more information, visit **www.shropshirechoices.org.uk/concernedaboutabuse**

If you have concerns about the standards or application of regulations in a care home, you should contact The Care Quality Commission. Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: **03000 616161**
Email: **enquiries@cqg.org.uk**
Web: **www.cqc.org.uk**

More information about the Care Quality Commission is on page 53.

Travel and mobility

Being active plays an important part in maintaining your independence and community transport is available to encourage this and prevent isolation. This section provides information on services to help you

get out and about in your community.

For more information, visit **www.shropshirechoices.org.uk/mytravel**

Community transport

Shropshire Community Transport Consortium

Shropshire Community Transport is run by independent charities and voluntary organisations working to support local people by providing door-to-door transport throughout Shropshire. The service is available for those who have no access to public transport or who find it too difficult. It also helps groups and individuals



to get to events and activities such as the theatre, sports, music, WI and social groups. The service is fully accessible for wheelchairs.

For more information, call **07772 964517**, email **info@shropshirecommunitytransport.org.uk** or visit **www.shropshirecommunitytransport.org.uk** >>

For additional local information and support, visit **www.shropshirechoices.co.uk**

>> North Salop Wheelers



A community transport minibus service providing accessible, affordable transport to isolated people within North Shropshire.

The ring-and-ride service is accessible for young people and the elderly, and covers rural villages around Wem, Whitchurch, Market Drayton and Telford on a weekly basis. The minibus is also available by arrangement for hospital and doctor appointments, excursions, clubs, societies and youth groups.

For more information, call **01948 880037** or visit www.northsalopwheelers.co.uk

The Friendly Transport Service



A community-based organisation providing transport for rural communities in and around the neighbouring towns of Broseley

and Much Wenlock in Shropshire. A friendly door-to-door service, reliable for people who don't have alternative means of transport or who have other difficulties in getting out. Helping you to attend local clubs, non-profit-making groups, meetings and other social events and day trips. Individual membership is £5 a year.

For more information, call **01952 881145**, email friendlybus@hotmail.com or visit www.friendlybus.co.uk

Other useful community transport contacts

Bridgnorth Community Transport

Tel: **01746 768539**

Email: bridgnorthcombust@btconnect.com

Dial-a-Ride Bishop's Castle

Tel: **01588 638350**

Email: dial.a.ride@hotmail.co.uk

Dial-a-Ride Shrewsbury

Tel: **01743 450350**

Email: manager@shrewsburydialaride.org.uk

Ludlow, Clun Valley and Corvedale

Tel: **01584 700907**

Email:

ludlowtraveller@shrewsburydialaride.org.uk

Oswestry Dial-a-Ride

Tel: **01691 671571**

Email: info@qube-oca.org.uk

Ring and Ride Church Stretton

Tel: **01694 720025**

Email: ring.ride@mayfaircentre.org.uk

All Shropshire Mobility



A vehicle adaptation company based near Shrewsbury. All

Shropshire Mobility started over 15

years ago and has built good working relationships with all major adaptation companies, provides a fully-equipped demonstration workshop and has three service vans for mobile fitting. They can help if you need adaptations to a vehicle to enable you to drive, such as hand controls or pedal modifications.

For more information, call **01743 790879** or visit www.allshropshiremobility.co.uk

Alpha Automatic School of Motoring



Driving tuition specialising in automatic disability and specific needs with adapted

vehicle for hand controls, left foot accelerator and infrared lodgeson's secondary controls. Tuition is also available for older driver assessments, retuning to driving courses, adaptation familiarisation and rehabilitation after illness or accident.

For more information, call **01743 240283** or visit www.alphaautomaticshrewsbury.co.uk

Are you an organisation which supports the community with



travel and mobility? Register on the Shropshire Choices resource directory free of charge, visit www.shropshirechoices.org.uk/directoryregistration

Concessionary travel schemes

If you are eligible for a state pension or have a disability, you can apply for free or reduced travel by applying for one of the concessionary travel schemes below which are administered by Shropshire Council.



Blue Badges

This scheme provides those with disabilities a variety of parking concessions, such as free parking or being able to park closer to a destination.

The badge is for passengers and drivers. Badges will not be issued to those who are temporarily incapacitated, for example people who are recovering from surgery.

To check your eligibility or to apply or renew your blue badge, download the appropriate application form or contact the **Customer Service Centre** on **0345 678 9014**.

Railcards

A railcard will give you discounts on rail fares, online or from a staffed railway station. There are several schemes for passengers with different needs, including carers.

To buy your card online, find out about ticket prices or get help planning your journey, call **0844 871 4036** or email **customer.relations@nationalrail.co.uk**

Bus passes

A concessionary travel scheme run by Shropshire Council offers free or discounted travel on local public transport for those who are over 63 years old or for those with a disability. For more information, call **0345 678 9088**.

To find out if you are eligible for one of the schemes and how to apply or for more travel and mobility information, visit **www.shropshirechoices.org.uk/mytravel**



What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey



Social and physical activities

Whether you take up a sport or hobby, join a community group, or just meet up with friends, having a social life plays an important role in keeping healthy, active and well. Whatever your age, being physically and socially active can help you lead a healthier and happier life and helps to combat loneliness.

People who do regular physical activity have a lower risk of age-related illness and many chronic diseases. Being active also boosts your mood which helps to improve your mental health and strengthens your immune system.

Healthy Shropshire, see page 9, can help find the type of activity that works best for you, in line with your abilities and what you enjoy. It can also find 'start up' Active4Health activities, including exercise on referral programmes, walking groups and exercise classes in local areas.

For more information, call

0345 678 9025 or go to

www.shropshirechoices.org.uk/myhealth



Energize Shropshire, Telford and Wrekin



Energize is the County Sports Partnership for Shropshire, Telford and Wrekin. It works

with a number of organisations to enable everyone to have access to sport and physical activities, whatever their level of interest or ability. Energize believes in encouraging and motivating people to give different sports and activities a go and offers a wide range of services and information to achieve this.

For more information, call **01743 297191**,

email **info@energizestw.org.uk** or visit

www.energizestw.org.uk

Inclusively Fit Project

A project which supports isolated, inactive people who would like to be more socially active in their community. The project encompasses a Buddy Programme using

volunteers to encourage confidence and motivation to try something new, providing a person-centred approach to overcome barriers.

Reader's story

Darren has been with the Inclusively Fit Project for 18 months.

He first got involved as he wanted to take part in an activity. Since then, he has become



a volunteer Buddy working with people one-to-one to help build their confidence. He also supports a local group, I Can 2, which provides activities for children with disabilities and has now gained a paid role with them. Darren has come a long way, overcoming severe anxiety along with other barriers he faced due to autism.

For more information or to make a referral, call **01743 297193** or email

inclusivelyfit@energizestw.org.uk

Loudwater Studio



Loudwater Studio is an arts, crafts and sound-recording studio situated in Ludlow. It assists everyone in their general health and wellbeing and offers the opportunity for people of all abilities to get creative in any way. Studio staff regularly work with people with visual impairments, complex disabilities and adults with learning difficulties, supporting them to actively take part in creative fun.

Call **01584 877272** or email

loudwater@visionhomes.org.uk

To find out what is available in your community, visit **www.shropshirechoices.org.uk/localcommunities**

Are you an organisation which supports the community and provides physical and social activities? Register on the Shropshire Choices resource directory free of charge, by visiting www.shropshirechoices.org.uk/directoryregistration



I want to stay independent

Shropshire Council aims to encourage and support individuals to remain independent in their community for as long as possible. If you have concerns about remaining independent in

your home, there are options you can explore to help you remain safe, secure and warm. For more information visit www.shropshirechoices.org.uk/iwanttostayindependent

Advice and advocacy support

Peer Counselling Advocacy Services (PCAS)



Shropshire PCAS helps adults with any disability maintain their independence.

Independent advocates support vulnerable people with disabilities to make informed decisions and choices. Advocates can also support people through adult safeguarding, offering long-term help and support to improve their wellbeing.

For more information, call **01691 658008**, email simon@shropshirepcas.co.uk or visit www.shropshirepcas.co.uk

Taking Part



Taking Part is a group of people with learning difficulties working together to help people speak up for themselves. Taking Part encourages people with learning difficulties to have more choice, know their rights, be included in society and have the chance of leading independent lives.

For more information, call **01743 363399**, email takingpart@takingpart.co.uk or visit www.takingpart.co.uk

Shropshire Independent Advocacy Service (SIAS)



SIAS supports adults aged 18 and over who are experiencing mental health issues in Shropshire, Telford and Wrekin. SIAS can support people on medical appointments and general meetings. It can also attend Community Mental Health meetings, psychiatrist appointments and other services to help provide independent information and enable people to make a choice for themselves.

For more information, call **01743 361702**, email enquiries@siasonline.org or visit www.siasonline.org



To access information about advocacy, advice, information and much more, visit the resource directory on www.shropshirechoices.co.uk/resourcedirectory



Equipment, gadgets and adaptations

There are various gadgets and aids available to support independence and wellbeing. Used correctly, they can go a long way to help prevent certain conditions from worsening or

going unnoticed. In addition, they can provide reassurance to carers who are concerned for their loved ones and/or feel that they are struggling to cope and continue in their caring role.

Assistive Technology

Assistive Technology is the term for specialist items which encourage and support vulnerable individuals to remain safe and independent within their own homes for as long as possible. Shropshire Council offers a range of Assistive Technology and equipment, from standalone Assistive Technology to its Telecare service.

Standalone Assistive Technology is equipment which is designed to provide support to an individual without the need for a connection via a telephone line. Standalone equipment can be as simple as a specialised bath plug or as complex as digital monitoring systems which allow carers to see, hear and speak to a person from another room.

Telecare uses telephone lines and wireless sensors to ensure peace of mind within the home by linking to a call centre, which is automatically alerted, for example if you might have had a fall or if the oven has been left on. Telecare items can range from a simple falls alarm or memory reminders to a domestic system which monitors a person's wellbeing whilst at home.

Telehealth provided by Health

Telehealth technology can assist in diagnosing and monitoring health conditions. A home unit to measure and monitor temperature, blood pressure and other vital signs can allow professionals to make efficient and effective decisions. Telehealth can monitor blood glucose levels, cardiac arrhythmia and lung functions, to name a few. If you would like more information about Telehealth, speak to your local GP. Or, if the person requiring the service is in hospital, speak to the medical team responsible for

their care. Shropshire Council does not provide telehealth technology at this time.

Useful organisations

Careline

Careline is a 24-hour alarm service, which is connected to your home through an alarm unit linked to your telephone line. A 24/7 monitoring centre is manned by friendly and helpful operators, ensuring peace of mind and helping you to live independently in your own home.

For details, contact **0345 863 8323** or visit their website **www.independencetrust.co.uk/our-services**

Telmenow.com

Telmenow.com provides technology to support independent living. For carers and the people they care for, it specialises in providing access to technology and services which can increase independence and allow people to enjoy life the way they want to.

For more information, visit **www.telmenow.com**



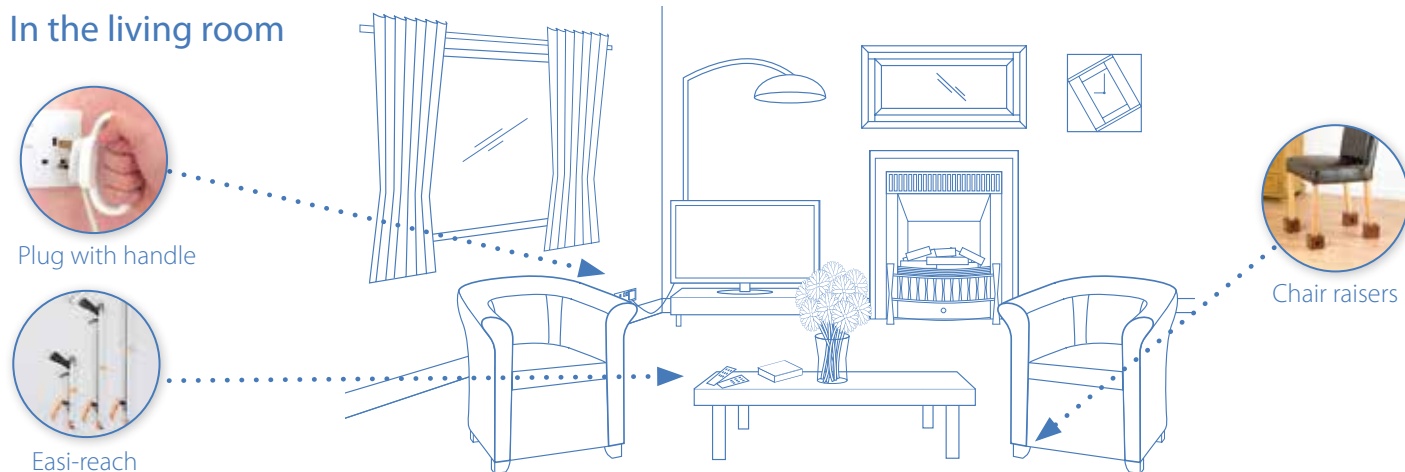
Making life easier at home

Over the next few pages you will see illustrations of the main living areas in a home, together with an information chart for identifying any issues and how to set about resolving them.

Have a look at the rooms and chart. Can you

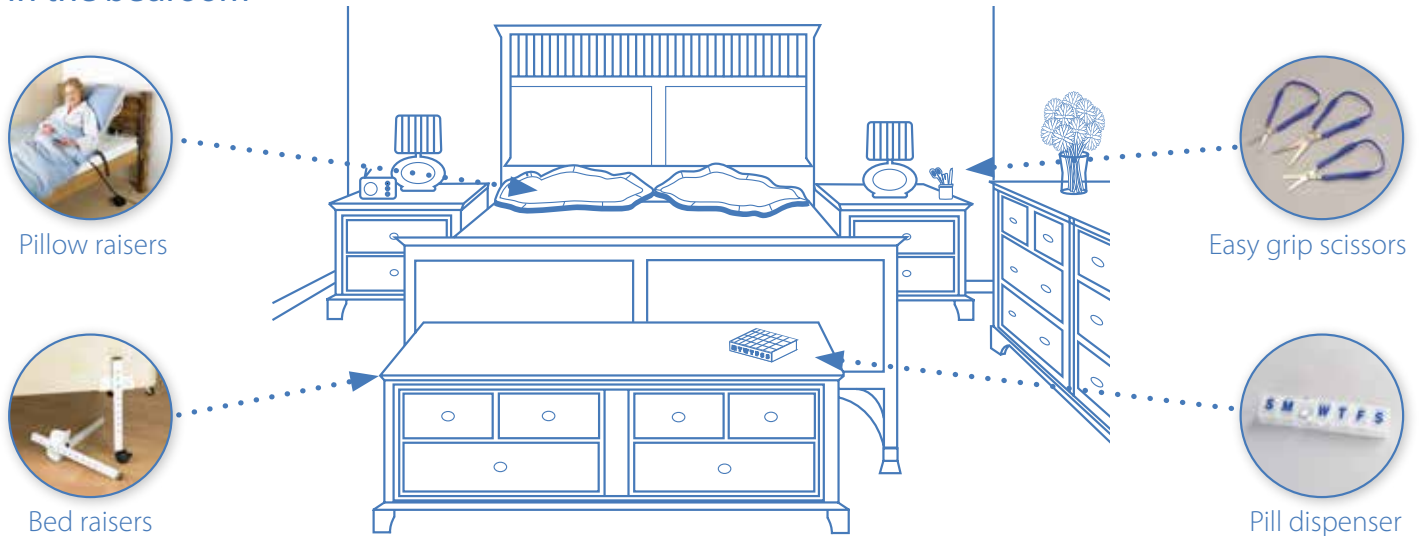
identify any problems which might affect you? Can they be resolved using the advice given? If you do require any further information about sourcing products, grants, or getting an assessment, please call Shropshire Council's First Point of Contact team on **0345 678 9044**.

In the living room



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	ALTERNATIVE SOLUTIONS
<p>GETTING IN/OUT OF CHAIRS Standing up from sitting is difficult</p>	<ul style="list-style-type: none"> Place a block of foam in chair base to lift you up Buy ready-made chair raisers Take regular, gentle exercise 	<ul style="list-style-type: none"> Buy an electric riser chair Buy a new chair ensuring the height is right
<p>DIFFICULTY OPENING AND CLOSING WINDOWS Can't reach the windows Not secure to leave windows open</p>	<ul style="list-style-type: none"> Move any unsafe objects to give clear access to windows Install/purchase a fan Buy a tool to open/close windows 	<ul style="list-style-type: none"> Install environmental controls or air-conditioning Install appropriate windows
<p>CONTROLLING THE HEATING Managing your home and body temperature</p>	<ul style="list-style-type: none"> Change the switches for ease of use Fit a timer switch Purchase a standalone heater 	<ul style="list-style-type: none"> Move the heating controls Install new or additional heating system Contact Energy Saving Trust for advice on 0300 1231 234
<p>KEEPING WARM Insulating your home Affording fuel Carrying fuel</p>	<ul style="list-style-type: none"> Use a trolley to transport the fuel for your fire Replace the open fire with a heater Check eligibility to apply for winter fuel payment 	<ul style="list-style-type: none"> Insulate your house Swap to a cheaper heating system Change to a simpler heating system Contact Energy Saving Trust for advice on 0300 1231 234
<p>TURNING ON LIGHTS Can't reach the switch Switch is difficult to use</p>	<ul style="list-style-type: none"> Install a light switch toggle Purchase a socket extension Purchase handi-plugs 	<ul style="list-style-type: none"> Move the light switches Install environmental controls
<p>DIFFICULTY HEARING THE TV Managing sounds</p>	<ul style="list-style-type: none"> Use subtitles Purchase wireless headphones Seek advice on hearing aids 	<ul style="list-style-type: none"> Request an assessment for a hearing aid Install a room loop Contact Age UK for Hearing Aids on 0808 102 0008

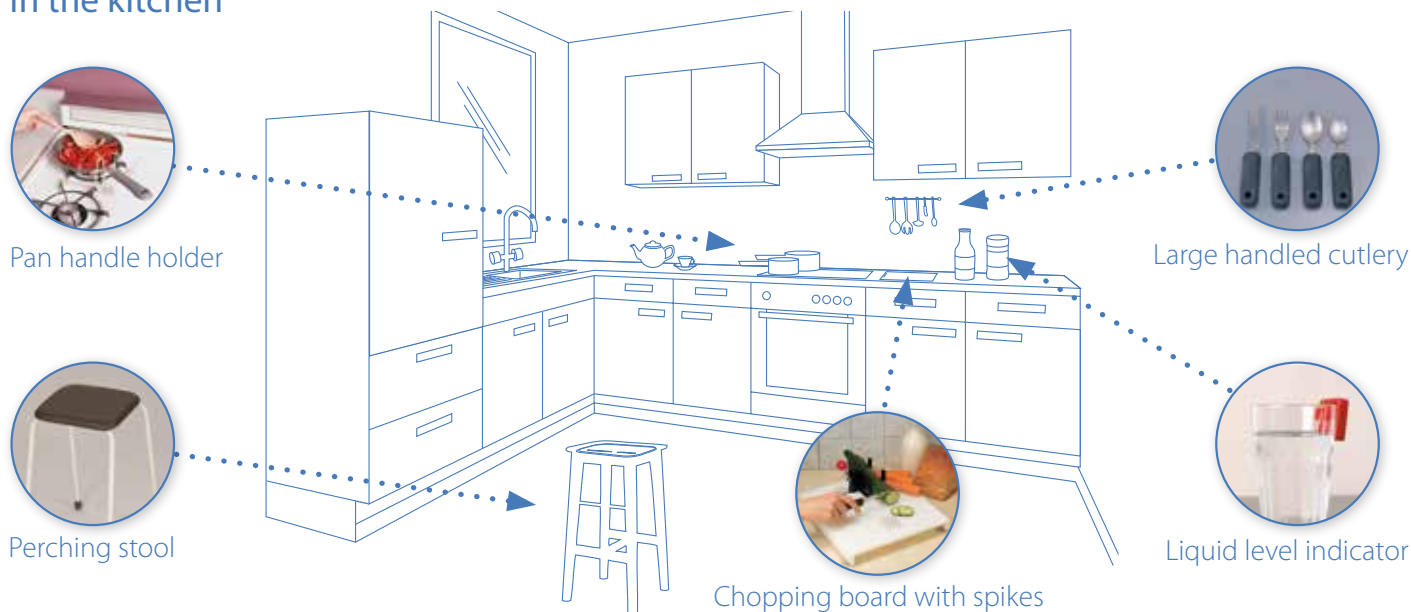
In the bedroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	ALTERNATIVE SOLUTIONS
<p>GETTING IN AND OUT OF BED Standing up from sitting on the bed</p>	<ul style="list-style-type: none"> • Learn new ways of moving safely • Purchase a leg lifter • Change the height of the bed 	<ul style="list-style-type: none"> • Use a transfer board • Buy an electric adjustable bed • Use a hoist • Contact ■ (see below) for an OT assessment
<p>SITTING UP IN BED, TURNING OR ROLLING OVER Bed is too soft Bedding is too heavy Nothing to lean on</p>	<ul style="list-style-type: none"> • Change to less heavy bedding • Learn new ways of moving safely • Purchase a pillow raiser • Change the mattress 	<ul style="list-style-type: none"> • Buy a bed cradle/bed ladder • Use a bed lever • Buy a specialised mattress • Install a drop-down rail • Install an over-bed pole
<p>KEEPING WARM IN BED Maintaining your body temperature</p>	<ul style="list-style-type: none"> • Buy a heavier togg duvet • Buy thermal clothing • Buy an electric blanket (make sure it's tested regularly) • Ensure the bedroom is warm 	
<p>GETTING DRESSED Difficulties using your hands</p>	<ul style="list-style-type: none"> • Learn new ways of dressing • Buy alternative/adaptive clothing • Buy simple gadgets: long-handled shoe horn; dressing stick; button hook 	<ul style="list-style-type: none"> • Contact ■ (see below) for an OT assessment
<p>CUTTING YOUR NAILS Can't reach your feet Hard to hold scissors</p>	<ul style="list-style-type: none"> • Buy easy grip scissors 	<ul style="list-style-type: none"> • See a podiatrist who can cut nails • See a Chiropodist for foot care. Contact NHS on 01743 277681
<p>TAKING YOUR TABLETS Opening bottles Remembering to take tablets</p>	<ul style="list-style-type: none"> • Ask for an easy-open bottle • Keep a note of when you take a tablet • Get a pill dispenser • Ask someone to prompt you 	
<p>READING THE TIME Seeing the clock to tell the time</p>	<ul style="list-style-type: none"> • Buy a clock with large numbers 	<ul style="list-style-type: none"> • Buy a clock that 'speaks'

■ Shropshire First Point of Contact team on 0345 678 9044.

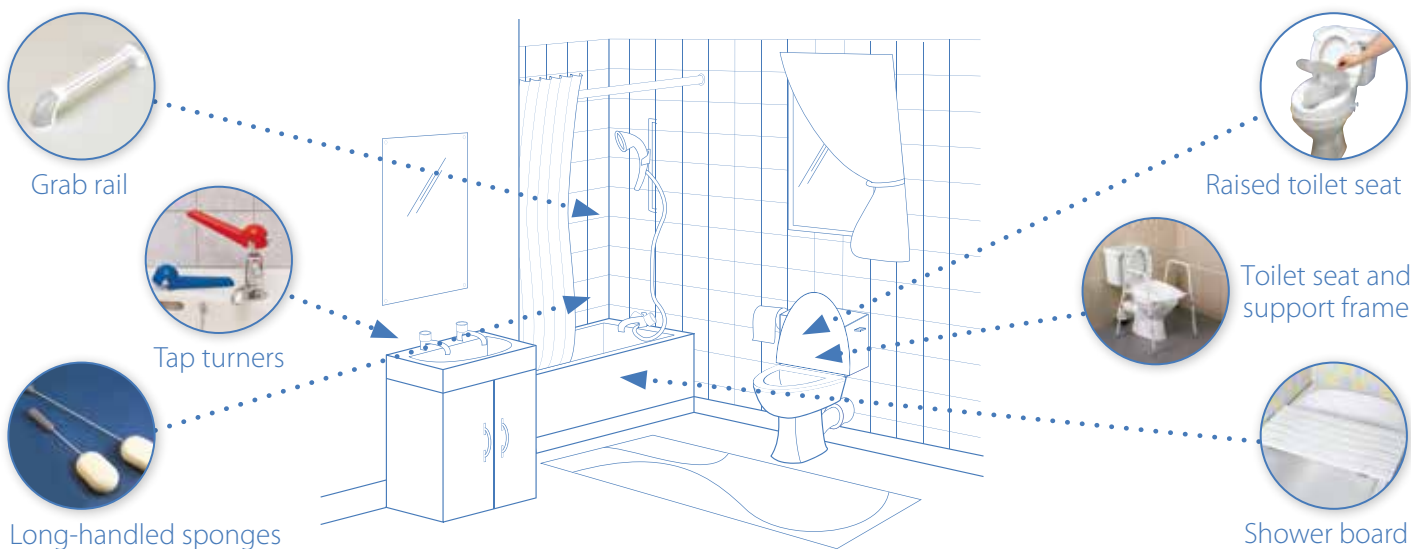
In the kitchen



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	ALTERNATIVE SOLUTIONS
<p>REACHING INTO CUPBOARDS Difficulties reaching or bending</p>	<ul style="list-style-type: none"> • Rearrange your cupboards/surfaces • Buy an Easi-Reacher or Handi-Reacher 	<ul style="list-style-type: none"> • Alter the spring in the doors • Lower or raise the cupboards
<p>USING TAPS AND SWITCHES Difficulties using your hands</p>	<ul style="list-style-type: none"> • Fit tap turners • Purchase Handi-Plugs 	<ul style="list-style-type: none"> • Change switches • Raise or reposition taps • Fit lever taps or new taps
<p>PREPARING/COOKING FOOD Work Surfaces too high or low Hard to grip packets or jars Hard to grip a knife Pans or kettles too heavy to lift</p>	<ul style="list-style-type: none"> • Sit at a table • Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; lid gripper • Use a food processor 	<ul style="list-style-type: none"> • Purchase a perching/high stool • Buy a trolley • Raise/lower work surface • Make space under worktop for your knees when sitting
<p>MOVING AROUND KITCHEN Not enough space</p>	<ul style="list-style-type: none"> • Re-organise the furniture 	<ul style="list-style-type: none"> • Review mobility equipment • Contact Mears Home Improvement Service for adaptation on 01743 344632
<p>EATING AND DRINKING Cutlery is hard to grip Food/plate keeps slipping Can't carry food to table Can't lift cup</p>	<ul style="list-style-type: none"> • Use large handled cutlery • Use a non-slip mat • Use a lightweight cup/mug • Use a cup with two handles 	<ul style="list-style-type: none"> • Buy a trolley • Consider home support for meal times • Contact ■ (see below) for an assessment
<p>LAUNDRY/IRONING Washing machine is too high/low Putting up iron board</p>	<ul style="list-style-type: none"> • Install a wall-fixed ironing board • Get a family or friend to help 	<ul style="list-style-type: none"> • Raise/lower washing machine • Change the washing machine/iron

■ Shropshire First Point of Contact team on 0345 678 9044.

In the bathroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	ALTERNATIVE SOLUTIONS
<p>WASHING HANDS, FACE AND BODY</p> <p>Turning the taps Standing at the basin Basin is too low or too high Can't reach all parts of the body</p>	<ul style="list-style-type: none"> • Install tap turners • Buy a long-handled sponge • Purchase a flannel strap 	<ul style="list-style-type: none"> • Install lever taps or new taps • Purchase a stool • Raise or lower basin • Contact ■ (see below) for an OT assessment
<p>HAVING A BATH</p> <p>Turning the taps Stepping into the bath Risk of slipping in the bath Getting up out of the bath Washing your back</p>	<ul style="list-style-type: none"> • Purchase a non-slip mat • Buy a long-handled sponge • Use a half-step • Install grab rails 	<ul style="list-style-type: none"> • Install a bath lift • Use a hoist • Replace the bath with a shower • Convert to a wet room • Use a bath board or bath seat • Contact ■ (see below) for an OT assessment
<p>DRYING YOURSELF</p> <p>Floor is slippery Room is too cold Difficulty in drying your body</p>	<ul style="list-style-type: none"> • Use a non-slip mat • Purchase a towelling gown • Heat the bathroom safely 	<ul style="list-style-type: none"> • Change the floor covering • Purchase a hot air body dryer
<p>USING THE TOILET</p> <p>Toilet is too high or too low Difficult to clean yourself Flush lever is awkward Toilet is hard to get to</p>	<ul style="list-style-type: none"> • Install a flush lever extension 	<ul style="list-style-type: none"> • Install a raised toilet seat • Contact ■ (see below) for an OT assessment • Use a combined toilet seat and support frame
<p>CLEANING TEETH</p> <p>Gripping the toothbrush Standing at the basin</p>	<ul style="list-style-type: none"> • Purchase a toothbrush gripper • Buy an electric toothbrush • Sit on a stool 	
<p>HAVING A SHOWER</p> <p>Difficult to stand in the shower Shower too high Shower controls are awkward Shower is slippery</p>	<ul style="list-style-type: none"> • Use non-slip mats • Purchase a half-step • Use a shower chair or stool 	<ul style="list-style-type: none"> • Use a shower board • Replace shower controls • Consider home support • Contact ■ (see below) for an OT assessment

■ Shropshire First Point of Contact team on 0345 678 9044.

Your home

Take a look at the suggestions on pages 21 to 24 for ideas of equipment and adaptations that could help you live at home for longer. There might be a simple fix to help you stay independent. If you are a tenant and rent your home, it is always advised to initially contact your landlord for advice when considering adaptations in your home.

Local handyman services are available to help install any adaptations you might need, and a home improvement agency could be useful if you're considering more major works. Visit www.shropshirechoices.org.uk/myhome for more information.

To find out if you are eligible for support from the Council, call the First Point of

Contact team on **0345 678 9044** and ask for an occupational therapy assessment. The occupational therapy assessment will identify your needs and advise you on what may help you to maintain your independence within your home. Alternatively, for more information about useful gadgets and adaptations, go to www.shropshirechoices.org.uk/usefulgadgets

Disabled Facilities Grant

Following an occupational therapy assessment, you may be able to apply for a Disabled Facilities Grant through private sector housing to help you with minor or major adaptations to maintain your safety and independence. For more information on the grant, visit www.gov.uk/disabled-facilities-grants

Adult Social Care

Adult Social Care have created factsheets which are available for people to download at www.shropshirechoices.org.uk/factsheets/ The information you will find includes:

1. Introduction to Adult Social Care
2. Concerned About Someone – Adult Safeguarding
3. Let's Talk Local
4. Technology and Gadgets for Independent Living
5. Support for Carers
6. Care Act Assessment
7. Paying for Your Care and Support
8. Planning Your Support
9. Managing Your Personal Budget
10. Having a Direct Payment
11. Having an Individual Service Fund (ISF)
12. Deferred Payments
13. Seeking Further Financial Advice
14. As Your Needs Change

Shropshire Council's in-house social work and occupational therapy service provides care



and support for adults and their carers across Shropshire. This combined service is called Adult Social Care.

Adult Social Care's aim is to enable people to live as independently as possible, and for as long as possible, within their community, so that they can lead active and fulfilled lives.

People access Adult Social Care for different reasons. It may be for themselves as they are worried about their own situation, or they may be seeking guidance for family or a friend.

If you need advice and information about Adult

For additional local information and support, visit www.shropshirechoices.co.uk

Adult Social Care continued

Social Care, in the first instance you can visit www.shropshirechoices.org.uk/ Shropshire Choices has a host of information about Adult Social Care, including having an assessment of your needs, paying for care, information on care providers, Personal Care Assistants, and local support groups and voluntary organisations.

If you feel you need to speak to someone directly, you can contact the First Point of Contact team on **0345**

678 9044. They may direct you to services which can help, or direct you to a Let's Talk Local hub in your community; these also provide one-to-one arranged or drop-in sessions across Shropshire.

For more information about **Adult Social Care** in Shropshire, visit www.shropshirechoices.org.uk/whatisadultsocialcare



Getting the help you need

First Point of Contact (FPOC)

In Shropshire, the Council aims to address people's social care queries quickly. It is able to do this in a number of ways.

If you wish to talk to somebody about staying independent or anything at all regarding your personal wellbeing, or the wellbeing of another person, please call the friendly and dedicated First Point of Contact team on **0345 678 9044**.

An adviser will ask you a selection of questions in order to understand your situation. They will discuss what works well for you at the moment and what might not be working so well.

They will then try their best to help you over the phone, by providing information about organisations in your local community. Hopefully, you will then be in a position to get the right support easily and quickly.



If the adviser thinks you would benefit from further talks face-to-face, they will arrange a convenient date and time for you to attend a Let's Talk Local session with an adviser.

Let's Talk Local sessions



Let's Talk Local sessions are held in various locations across Shropshire and, if you are referred, you will have the opportunity to attend the

location most convenient for you. Some locations require booked appointments via First Point of Contact, while some also offer drop-in sessions. To find out where the Let's Talk Local sessions are and how to attend, visit www.shropshirechoices.org.uk/letstalklocalsessions

Attending a Let's Talk Local session gives you an opportunity to discuss your circumstances and to have your needs assessed in a confidential setting.

Depending on your circumstances, if you are unable to attend a Let's Talk Local session, you may be able to arrange the session to be held in your home.

National, Government-set guidelines will be used when deciding how best to advise and help you.

An assessment of your needs will allow the person to decide whether the Council is able to offer you support and what sort of support you may require – you may have needs which will change, and they will always try hard to plan for this.

If you receive support from a friend or family

Let's Talk Local sessions continued

member, they may be seen as a carer and the Council will happily look at what needs they might have as a result of providing you with necessary care.

For more information about Let's
Talk Local sessions, visit



www.shropshirechoices.org.uk/letstalklocal

Planning your support

If, following an assessment to determine your needs, you find you are eligible for support from Shropshire Council, you will have the opportunity to design a Care and Support Plan.

Your Care and Support Plan will detail how your needs will be met, how you propose to meet specific outcomes and what it is you need to have in place to succeed. This will also give an indication of the cost of any services you might require.

Most people will be required to contribute towards the cost of their care. However, care and support may be funded in part or whole by the local authority if you meet various eligibility criteria when having assessments of your needs and finances.

The Council will explore with you the various forms of support which can be put in place to meet such needs. As mentioned above, you may need to contribute towards any costs associated with the support you require and the Council may identify a need for a Personal Budget. This is an amount of money sufficient to fund services which you are assessed as needing to meet your eligible needs.

Your support plan will identify which of your needs

require support, the outcomes you wish to achieve, the types of services required and the potential costs. When receiving formal care services, whether funded by the Council or not, you should agree a support plan with your care or support provider, which states your needs and expected outcomes. If your support is being organised by the Council, an adviser will help you to do this.

If your assessed needs do not meet the criteria, or if you are not eligible for support with funding for your care, you may be required to make your own private arrangements, although the Council will still offer you information and advice. For more information, see page 26.

Council-funded care and support is provided by independent registered companies. Fees for services vary and the Council's brokerage service will negotiate on your behalf and ensure a full breakdown of cost is provided.

For more information about planning
your support, visit



www.shropshirechoices.org.uk/planningyoursupport

Support options

Shropshire Council encourages residents in the county to live safely and independently within their community. This is partly made possible by exciting new technologies, such as Assistive Technology described on page 20.

Care and support in your own home is often referred to as either 'domiciliary care', 'home care' or 'support services'. To enable you to stay at home for as long

as possible, support at home can take many forms: a befriending service so you no longer feel lonely; having a community service in place to help you to get out and about; having equipment in your home to keep you safe; or having more hands-on support such as a care worker assisting you with some day-to-day tasks.

Given the choice, many people prefer to remain

living in their own homes, surrounded by their possessions and near to their family and friends. This, of course, applies to everyone, including older people, those who are convalescing, have a physical or learning disability, or have dementia.

It is important to note all service providers that deliver personal care must be registered and inspected by the Care Quality Commission (CQC).

All care workers must have been vetted by the Disclosure and Barring Service, have received necessary training, be properly referenced, and be eligible to work in the UK prior to them visiting your home. Ask the service provider to show evidence that the care workers they introduce are compliant with the legislation, and check the provider's latest CQC report at www.cqc.org.uk. The provider should also have received a quality rating.

More information on the CQC can be found on page 53. The checklist on page 32 should help when you are discussing your requirements with home care agencies.

Domiciliary care will normally involve personal care (assistance with washing etc.). One or more care workers will come into your home to assist with day-to-day tasks, such as getting up and getting dressed.

Live-in care is where a care worker lives in your home, is allowed time off each day and must have a night's sleep. Live-in care can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.

24-hour care is required when you need constant assistance or monitoring through the day and night; it differs from live-in care as care workers ensure someone is on duty and awake both day and night.

Some home care agencies are also registered as **nursing agencies**, meaning they can

provide registered nurses, if needed. These would be arranged by the clinical commissioning group if you have healthcare needs and meet the eligibility criteria for health-funded services.

If your needs mean you might require care in a care home, the following information will help you to decide the most appropriate option for you. It is always best to have an assessment carried out by the Council to make sure you are choosing the best option to meet your needs.

A **care home** might be a good option if you have needs which cannot be met in your own home but you do not require nursing care.

When deciding if a care home is right for you, it is important to make a balanced decision based on your present needs and what your future needs might be.

Equally, you should think carefully about your finances to ensure you can continue to afford your chosen home, see page 48 for more on paying for care.

When you visit a care home, take along the checklist on page 61 to prompt any questions you will have for the manager. You might also want to consider whether domiciliary care can meet your needs.

A **care home with nursing** is suitable for those needing nursing care, where care will be delivered by qualified nursing staff, alongside care workers. Nurses are on duty around the clock.



Fees are generally higher than care homes. Some of the cost of your nursing care may be met by the NHS, which will pay a standard rate directly to the home. This is called NHS Funded Nursing Care. The rate for this is £155.05 per week, though this figure may change.

Leaving hospital

Our priority in Shropshire is to ensure people can remain independent and safe and remain in their own homes for as long as possible.

We offer advice and support to help you regain your confidence when you return home from hospital. Integrated Community Services (ICS) may carry out an assessment to see if the support they can offer would benefit you.

Whether you are returning home from hospital with support having been organised, or you wish to look at what is available, below is some useful information you will need in order to aid your recovery.

If you are due to go into hospital and you are already receiving services, you will need to let the agencies which support you know in plenty of time so they can suspend their support until you are home again. You will also need to let the Council and the Department for Work and Pensions know if you are, or are likely to be, in hospital for more than four weeks. For more information about how your benefits may be

affected while you are in hospital, visit Shropshire Choices at www.shropshirechoices.org.uk/myfinanceswhilstinhospital

For more detailed information on how you can be supported when leaving hospital, please visit www.shropshirechoices.org.uk/leavinghospital

For more information about **Integrated Community Services (ICS)**, please visit www.shropcommunityhealth.nhs.uk/ics or contact:

North

- North East
Tel: **01948 660813**
- North West
Tel: **01691 663641**

South

- South East
Tel: **01746 711085**
- South West
Tel: **01588 676331**

Central

- Tel: **01743 250520**

Personal Assistants (PAs)

A PA is someone who supports an individual to live more independently, usually in the person's own home. They can help with all sorts of daily tasks, including domestic tasks, personal care, shopping and sorting out paperwork and they can also support you to get out and about. Employing a PA yourself means you are the employer and in control of who supports you and how you wish to be supported.

If you are paying for your own care, you can choose this option to meet your care needs. If you are eligible to receive a Personal Budget in the form of a Direct Payment (see page 49), you may consider having a PA which you can discuss with your support worker.

Commissioned by Shropshire Council, POhWER is available to support you if you wish to explore the use of a Direct Payment and ensure you have the advice and help you need in order to move forward

with this option. POhWER can advise you on how to recruit PAs, including carrying out interviews, and ensure you have the necessary information you need to be a 'good' employer.

Want to work as a Personal Assistant in Adult Social Care?

Working as a Personal Assistant can be a fulfilling career and can lead to a variety of roles and career progression. It can be rewarding and challenging, and means getting involved in many aspects of an employer's life. It may include support in the home, at leisure or at work, carrying out a range of duties, not just personal care.

For more information about Personal Assistants, or to register, go to www.shropshirechoices.org.uk/personalassistant

NHS Continuing Healthcare is a package of continuing care arranged and funded solely by the NHS for those who have eligible needs. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or in your own home.

People eligible for NHS Continuing Healthcare will have been assessed as having a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs.

National guidance says the assessment for NHS Continuing Healthcare should be 'person-centred'. This means the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views

about their own needs and support taken into account.

A decision about eligibility should usually be made within 28 days of a referral for assessment being made to the NHS clinical commissioning group.

If you are already receiving support from the Council, your social worker will be able to give you more information about NHS Continuing Healthcare and complete with you an NHS Continuing Healthcare screening checklist, from which a referral for assessment might be made. Your GP or community nursing service should be able to give you advice or make a referral with you if you are not currently receiving support from the Council.

To access information about community groups, clubs, societies, organisations, and much more, visit the resource directory on www.shropshirechoices.co.uk



What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

 CareChoices

End of life care

Although the subject of dying is often painful to contemplate for everyone involved, letting your family know about your wishes could help them if they need to make decisions for you about your care. Knowing they are acting in accordance with your wishes can remove some of the stress from a very difficult situation.

Good planning for all your needs should mean you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

Even if you are not approaching the end of your life, you may still want to think about your wishes for your own end of life care. This could include where you would like to be cared for, where you would prefer to die, your wishes for your funeral and who you would like to make decisions about your care, if you are not able to decide for yourself.

Currently, in Shropshire, there are several services providing end of life care. These include the Hospice at Home service, specialist palliative care nurses, both in the community and in hospital, and district nursing services. Many care homes will also offer end of life care.

All end of life services aim to make the patient as comfortable as possible by relieving pain and other distressing symptoms while providing psychological, social and spiritual support for patients and their families.

When choosing a care 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 and the way care professionals approach the process will be incredibly important for you, your family and carers.

If you have a terminal illness, or are approaching the end of your life, you should consider making plans for your future care. Planning ahead in this way is sometimes called 'advance care planning' and involves thinking and talking about your wishes

for how you are cared for in the final months of your life. This can let people know your wishes and feelings while you are still able to.

Your GP should always be the first point of contact for end of life advice, support and care. They will be able to help you link to local services. For further information on end of life care, visit www.nhs.uk/planners/end-of-life-care which has information including:

An advance statement – How you can create one to let people know your wishes.

Advance decision to refuse treatment – If you do not want certain kinds of treatment in the future, you can make a legally binding advance decision.

Lasting Power of Attorney – How you can legally appoint someone to make decisions about your care in the future if you become unable to make decisions yourself.

Making a will – To ensure your property and finances are dealt with in accordance with your wishes after your death. For advice on how to make a will, visit www.gov.uk/make-will

This information has been adapted from the NHS Choices website, www.nhs.uk



For more information about end of life care, visit Shropshire choices at www.shropshirechoices.org.uk/endoflifecare



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.

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

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Will your support plan be reviewed at regular intervals?

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

Notes

.....

.....

.....

.....

.....

.....

.....

.....

.....

*See page 53.



“They are the best care agency in Shrewsbury, in my opinion. I would highly recommend Bluebird Care.”

*Suzanne M, Customer,
Bluebird Care Shropshire*



Bluebird Care Care in your own home

We provide flexible and bespoke homecare and support services from 30 minute visits through to 24 hour live in care. We also provide respite care. We can help support with getting up and going to bed, housekeeping, mobility, personal care and travelling to and from appointments.

- Care plan tailor-made for you
- High quality expert care to suit your needs
- Dependable scheduled visits
- Our team are fully trained, enhanced DBS checked, supervised and continually supported
- We help you maintain your independence

Get in touch with your local office for a no-obligation discussion and assessment of your care needs.

Call your local office today to find out more

Shrewsbury

01743 874 343

Oswestry

01691 749 128

Church Stretton

01694 259 065



Choosing the right care can be a daunting prospect. With so much choice, how can you be sure you're making the right decision?

"There is no place like home" - so let our highly trained, nurse led care & support team help you to stay independent in your own home, whatever your circumstances.

All our care is tailored to the individual, so for an informal chat about your requirements, please get in touch on **01743 443 076** and we will be happy to talk about how we can help. Or send an email to **info@battlefieldhealthcare.co.uk** and we can get back to you at a time that's convenient for you.



"I set up Battlefield Healthcare because I want to provide a better care service – one that's focused on putting people first."
- Lisa Giles, Director, Battlefield Healthcare.



Battlefield Healthcare Unit 38D, Vanguard Way, Battlefield Enterprise Park, Shrewsbury, SY1 3TG.

Telephone: **01743 443076** • Email: **info@battlefieldhealthcare.co.uk**

www.battlefieldhealthcare.co.uk



Helping Hands
Care and Nursing at Home
Est. 1989

Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we're here to help in **Shropshire** from **30 minutes per week to full-time live-in care**.

Our care teams have been providing **award-winning quality** home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.



Looking for **care?**
0808 274 2935

For more information
www.helpinghands.co.uk



Drayton Home Care Services Ltd has been providing home care services since 1993. We are a company who are committed to the principles of empowerment, enablement and promoting the rights, choices, privacy, dignity and independence of all individuals who use our services. We provide services for dementia, physical and mental disability (adults), end of life care and sensory impairment. We are a nurse led team of highly trained Health Care Assistants enabling individuals to remain safe and secure in their own home.

Call Jacquie or Catherine on **01630 653871** to discuss any requirements that you may have.

first class, professional support and care in your home...



Making life better for the elderly and for those living with disabilities



SUPREME HOMECARE

t **01743 460500** or **01952 216 700**
e **office@supreme-homecare.com**
www.supreme-homecare.com

Home care providers

ABBAY CARE DIRECT LTD

Shrewsbury

Tel: 01743 233832 **SPIC** **OP D PD MH SI YA**

AFFINITY HOMECARE SHREWSBURY

Shrewsbury

Tel: 01743 367000 **SPIC** **OP D PD YA**

AGAPE HOMECARE LTD

Shrewsbury

Tel: 01743 453183 **OP D PD LDA MH SI YA**

AGINCARE UK

Shropshire

Tel: 01823 729557 **OP D PD LDA MH YA AD**

AJ CASE MANAGEMENT LTD

Wolverhampton

Tel: 01902 754107 **SPIC** **OP PD SI YA**

ALEXANDRA HOUSE DIAMOND LIFE

HEALTHCARE LTD

Ludlow

Tel: 01584 872233 **SPIC** **OP D PD MH SI**

ALLCARE SHROPSHIRE LTD

Shrewsbury

Tel: 01743 792980 **SPIC** **OP D PD LDA MH SI YA AD**

ALLENBY DOUGLAS LTD

Oswestry

Tel: 01691 650067 **SPIC** **OP D PD MH SI YA AD**

ALLIED HEALTHCARE SHREWSBURY

Shrewsbury

Tel: 01743 245848 **SPIC** **OP D PD LDA MH YA**

ANCHORAGE CARE GROUP

Shrewsbury

Tel: 01743 874874 **SPIC** **OP D PD MH SI YA**

APPROVED CARE AND SUPPORT LTD (OSWESTRY)

Oswestry

Advert outside back cover

Tel: 01691 655999 **OP D PD LDA MH SI YA AD**

AUTUMN GROVE

Kidderminster

Tel: 01746 718816 **SPIC** **OP D PD MH SI YA**

AVENUES EAST – WEST MIDLANDS

Shrewsbury

Tel: 01473 357885 **SPIC** **OP PD LDA MH SI YA**

BATTLEFIELD HEALTHCARE LTD

Shrewsbury

Advert page 34

Tel: 01743 443076 **SPIC** **OP D PD LDA MH SI YA AD**

BETHPHAGE 3

Whitchurch

Tel: 01948 804901 **SPIC** **PD LDA MH SI YA**

BLUEBIRD CARE (SHROPSHIRE)

– DOMICILIARY CARE

Shrewsbury

Advert page 33

Tel: 01743 874343 **SPIC** **OP D PD SI YA**

BLUEBIRD CARE SHROPSHIRE

Oswestry

Advert page 33

Tel: 01691 749128 **OP D PD SI YA**

BRIDGNORTH HOME CARE CO-OPERATIVE

Bridgnorth

Tel: 01746 762559 **SPIC** **OP D PD SI**

BROWN CLEE CARE

Ludlow

Tel: 01484 872084 **OP**

C.L.C.A COMPANY LTD

Shrewsbury

Tel: 01743 460957 **SPIC** **OP PD YA**

CARE AT HOME (SHROPSHIRE) LTD

Ludlow

Tel: 01584 838420 **SPIC** **OP D PD LDA MH SI YA**

CARE OF EXCELLENCE LTD

Ludlow

Tel: 01584 838413 **SPIC** **OP PD D MH SI YA**

CAREKIND

Whitchurch

Tel: 01948 258050 **SPIC** **OP D**

CARING ANGELS HOME CARE

Shrewsbury

Tel: 01743 588484 **SPIC** **OP D PD SI**

Service

OP Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism

User Bands

MH Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

SPIC - Member of Shropshire Partners in Care - see page 5

Advertisers are highlighted



"Our objective is to deliver high quality domiciliary care for service users and their families"



Lasyard House B.C, Underhill Street, Bridgnorth, Shropshire WV16 4BB

Tel: 01746 250 005 • E: manager@healthcarefirstchoicelimited.co.uk

Healthcare 1st Choice Ltd provide quality domiciliary care services. We are a small family run local company, that takes all of our clients individual needs into consideration.

We provide:

- Personal Care • Domestic Chores • Shopping Assistance
- Assisting with food and drink • Escorting to appointments
- Sleep in / waking nights.

This list is a brief outline of the services we provide, for additional information, please do not hesitate to contact us.

At Healthcare 1st Choice, we pride ourselves on offering our existing service users a **FREE** monthly 2 hour support call.

Subject to availability.

www.healthcarefirstchoicelimited.co.uk



What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey



VISIT THE CARE SELECT WEBSITE
WWW.CARESELECT.CO.UK

CARE *select*

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

HOW WILL I KNOW WHICH TO CHOOSE?
CAN WE AFFORD IT?
WHAT IF MUM DOESN'T AGREE?
CAN WE AFFORD IT? CAN WE AFFORD IT?
WHAT IF I MAKE THE WRONG CHOICE?
WHAT ARE THE CARE OPTIONS?
WHAT IF MUM DOESN'T AGREE?
WHAT IF I MAKE THE CHOICE?
HOW WILL I KNOW WHICH TO CHOOSE?



New Dawn Care Agency is a family run business and has been providing high quality, professional home care for over 8 years in and around South Shropshire. Our team of dedicated, friendly and qualified carers are local and understand the importance of your care being tailored and personalised. We offer all aspects of care services in the comfort of your home ranging from:

- Personal Care
- Meal preparation
- Assistance with medication
- Support to and from appointments
- Sitting Service
- Flexible & friendly approach to care
- Calls from 30 minutes up to 24 hour live in care



The Old Shippon, Onibury, Craven Arms, Shropshire, SY7 9AW

**Please contact Carly or Kim on:
01584 856 586 or 07875 603 408**

CLOVERLEY CARE LTD

Market Drayton
Tel: 019848 890454 **OP D PD LDA SI YA**

CLARRIOTS CARE SHROPSHIRE & TELFORD

Shrewsbury
Tel: 01952 260226 **OP D PD LDA SI YA**

**CROSSROADS CARE
CHESHIRE WEST WIRRAL SHROPSHIRE**

Shrewsbury
Tel: 0333 323 1990 **OP D PD LDA MH SI YA AD**

**DOMICILIARY SERVICES ADELPHI CARE
SERVICES LTD**

Shrewsbury
Tel: 01743 369758 **SPIC LDA SI YA**

DRAYTON HOME CARE SERVICES LTD

Market Drayton **Advert page 34**
Tel: 01630 653871 **OP**

GADLAS HALL NURSING HOME

Dudleston Heath
Tel: 01691 690281 **OP D PD MH SI**

GOODWOOD HOMECARE

Bridgnorth
Tel: 01746 763406 **SPIC OP D PD LDA MH YA**

HEADWAY SHROPSHIRE

Shrewsbury
Tel: 01743 365271 **SPIC OP PD YA**

HEALTH CARE SUPPORT SERVICES LTD

Shrewsbury
Tel: 01939 251342 **OP D PD SI YA**

HEALTHCARE 1ST CHOICE LTD

Bridgnorth **Advert page 36**
Tel: 01746 250005 **OP D PD LDA MH SI YA**

HENGOED PARK

Oswestry
Tel: 01691 650454 **SPIC OP D PD MH YA AD**

HOLCOMBE HOUSE

Ludlow
Tel: 01584 877166 **PD LDA SI YA**

HOME INSTEAD SENIOR CARE SHREWSBURY

Shrewsbury, Ludlow and Oswestry
Tel: 01743 387650 **SPIC OP D PD SI YA**

JK CARING FOR YOU

Bridgnorth
Tel: 01746 862422 **SPIC OP D PD LDA MH SI YA**

LA PETITE CONCIERGE LTD

Shifnal
Tel: 01952 463301 **SPIC OP D PD SI**

LADY FORESTER CENTRE

Broseley **Advert page 64**
Tel: 01952 884539 **SPIC OP PD**

LEABROOK LODGE LTD

Oswestry
Tel: 01691 671555 **OP PD SI**

Longbow House

Shrewsbury
Tel: 01743 872250 **LDA**

LOUISE HOUSE

Shrewsbury
Tel: 01743 251568 **OP D PD LDA MH SI YA AD**

MACINTYRE WELSH MARCHES

Shrewsbury
Tel: 01743 364210 **SPIC LDA**

MAESBROOK NURSING HOME

Shrewsbury
Tel: 01743 241474 **OP D PD SI YA**

MEADOW BROOK

Shrewsbury
Tel: 01743 790074 **LDA**

NEW DAWN CARE AGENCY LTD

Onibury **Advert page 36**
Tel: 01584 856586 **SPIC OP D PD SI**

NORTH SHROPSHIRE HOMECARE LTD

Whitchurch
Tel: 01948 662008 **SPIC OP D PD LDA MH SI YA**

NURSE PLUS AND CARER PLUS (UK) LTD

Shrewsbury
Tel: 01743 442787 **OP D PD LDA MH SI YA AD**

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
SPIC - Member of Shropshire Partners in Care - see page 5 **Advertisers are highlighted**



"Putting People First"
www.salopiancare.co.uk

Salopian Care is a provider of friendly Community Care services to people living in their own homes, in North Shropshire: Market Drayton, Wem, Shawbury, Whitchurch and surrounding areas. Services are based on an assessment of your individual needs. These could be:-

- **In the Morning:** Personal Care – washing, dressing, continence care, breakfast, medication, washing-up. We can also help with your pet.
- **At Lunchtime:** Meal preparation and assistance with feeding, medication, toileting.
- **During the Day:** Escort on shopping and social trips. Sitting service.
- **In the Evening:** Help with evening meal, washing, medication, getting ready for bed, closing your curtains and securing your house.

"Putting People First" has always been the philosophy of Salopian Care; it has been built on this principle and has earned a reputation for quality, value for money and the highest rating by the Care Quality Commission.



Salopian Care Ltd. 2 Cheshire Street, Market Drayton, TF9 1PD

Call **Heather** or **Sam** on **01630 658222** to discuss your care needs.

Radfield Home Care

For over 30 years our family run company, led by Dr Hannah MacKechnie, has been providing care and support services to promote independence and quality of life for our clients.

We believe that by treating our carers like our own family, they will look after our clients in the same way.



- Medication support
- Specialist dementia care
- Shopping & meals
- Companionship & outings
- Personal care at home
- Household tasks & laundry

Our carers use the latest technology providing us with immediate feedback during care calls.

This means that we respond very quickly to any problems and our clients are kept safe at all times.

Please call us or visit our website for more information about how we can help.

01743 245555
www.radfieldhomecare.co.uk

Radfield Home Care Ltd,
 7 Frankwell, Shrewsbury, SY3 8JY
 company number 8350293

email: shrewsbury@radfield.co.uk

OSWESTRY CARE LTD

Oswestry
Tel: 01691 671798 **SPIC** **OP D PD LDA MH SI YA**

OUTCOME CARE AND SUPPORT LTD

Ludlow
Tel: 01584 838458 **SPIC** **OP D PD LDA MH SI YA AD**

PHOENIX HOMECARE AND SUPPORT LTD

Oswestry
Tel: 01948 830605 **OP D PD MH SI YA**

PHOENIX HOMECARE AND SUPPORT LTD

- WEM OFFICE
Shrewsbury
Tel: 01939 235444 **SPIC** **OP PD MH SI YA**

PRECISION CARE SERVICES

Albrighton
Tel: 07772 661870 **OP D PD LDA MH SI YA AD**

PRESTIGE NURSING LTD SHREWSBURY

Shrewsbury
Tel: 01743 357799 **OP D PD LDA MH SI YA AD**

QUALITY COMMUNITY CARE LTD

Ludlow
Tel: 07929 059728 **SPIC** **OP D PD LDA MH SI YA AD**

QUIL CARE GROUP LTD

Shrewsbury
Tel: 01939 211177 **SPIC** **OP D LDA YA**

RADFIELD HOME CARE LTD – SHREWSBURY

Shrewsbury **Advert page 38**
Tel: 01743 245555 **SPIC** **OP D PD LDA MH SI YA**

RADIS COMMUNITY CARE (SHREWSBURY)

Shrewsbury
Tel: 01743 464458 **SPIC** **OP D PD LDA MH SI YA AD**

SALOPIAN CARE

Market Drayton **Advert page 38**
Tel: 01630 658222 **SPIC** **OP D PD LDA SI**

SHORT NOTICE CARE SERVICES

Whitchurch
Tel: 01948 663246 **SPIC** **OP D PD MH YA**

SLR CARE

Shrewsbury
Tel: 01743 761141 **SPIC** **OP D PD LDA SI YA**

SOVEREIGN DOMICILIARY CARE SERVICES

Tenbury Wells
Tel: 01584 811141 **SPIC** **OP D PD SI YA**

STANWARDINE GRANGE

Ellesmere
Tel: 01939 272900 **OP D**

START

Shrewsbury
Tel: 01743 251541 **OP D PD LDA MH SI YA AD**

SUNCARE HOME CARE LTD

Bucknell
Tel: 01547 530633 **OP D PD LDA MH SI YA**

SUPREME HOMECARE LTD

Telford **Advert page 34**
Tel: 01743 460500 **OP D PD LDA MH SI AD**

SURECARE SHROPSHIRE LTD

Shrewsbury
Tel: 01939 291434 **SPIC** **OP D PD LDA MH SI YA AD**

TENDER HEARTS CARE AGENCY

Ludlow
Tel: 01584 891316 **SPIC** **OP D PD LDA SI YA**

VERATY CARE SOLUTIONS LTD

Shrewsbury
Tel: 01743 231222 **SPIC** **OP D PD LDA MH SI YA**

WILLOW HOME CARE LTD

Market Drayton
Tel: 01630 478913 **OP D PD LDA SI YA**

YORK HOUSE

Shrewsbury
Tel: 01743 874885 **LDA YA**

YOURLIFE (BRIDGNORTH)

Bridgnorth
Tel: 01746 768140 **OP D PD SI**

YOURLIFE (SHREWSBURY)

Shrewsbury
Tel: 0800 2014811 **OP D PD SI**

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs
SPIC - Member of Shropshire Partners in Care - see page 5 **Advertisers are highlighted**



www.carechoices.co.uk

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on **0800 389 2077** to talk to someone directly.

e: enquiries@carechoices.co.uk  [@CareChoicesLtd](https://twitter.com/CareChoicesLtd)

Learning and physical disabilities and autism

To enable the Council to get a better picture of your care and support needs, everyone goes through the same process, regardless of whether you have a physical or learning disability, sensory or mental health condition, or are an older person. This may include advice and information or a full assessment of your needs, which can be arranged if you contact First Point of Contact on **0345 678 9044**.

When carrying out an assessment of your needs, a social worker or adviser will be there to guide you through the process. For more information about assessments, go to page 26.

If you require services, they are always designed around you to reflect your needs and the needs of your family or carer, who you may rely upon. If you have a learning or physical disability and eligible support needs, supported living or day opportunities, as well as work experience, training and employment opportunities can be arranged. Independence and living in your own

home is promoted and encouraged by the Council through a variety of community-based support services.



Shropshire Council aims to ensure people with disabilities have access to the same community facilities as everyone else by working closely with other organisations to strengthen community links.

For information about Supported Living, visit  **www.shropshirechoices.org.uk/supportedliving**

For more information for people with autism, visit **www.shropshirechoices.org.uk/autism**

A list of council-run day centres can be found on page 58.

Sensory Impairment Service

The sensory impairment service in Shropshire works with people who are:

- hard of hearing;
- deaf with speech;
- deaf without speech;
- severely sight impaired/blind;
- sight impaired/partially sighted; or
- deaf blind or have a dual sensory impairment.

You have the right to choose to be registered as:

- hard of hearing, deaf with speech, deaf without speech; or
- severely sight impaired/blind, sight impaired/partially sighted following your hospital eye consultant completing a certificate of visual impairment.

The sensory impairment service can offer you an assessment to help you maintain your independence in your own home. It also has drop-in days where you can get advice about equipment, and try equipment out before committing to buy.

The Sensory Impairment Team supports people living in Shropshire with vision and/or hearing impairments. A duty officer is available from Monday to Thursday, 8.45am to 5.00pm and on Friday, 8.45am to 4.00pm to assist people who contact the service.

The Lantern, Meadow Farm Drive, Shrewsbury SY1 4NG

For more information, call **01743 250529** or email **cs.sensoryimpairment@shropshire.gov.uk** >>

>> Vision Technology and Training Shropshire (VTTS)



VTTS offers advice, support and assessments to help visually impaired people regain their independence through the use of the right technology to suit their individual needs. Clients are invited to attend the well-equipped IT suite to try out a

range of different items in a relaxed environment. Demonstrations and training on specialist equipment can be arranged to enable visually impaired people the chance to use computers.

To find out more, call **01743 257746** or email **pauline.rose@shropshire.gov.uk**

Alcohol/drug misuse

The Drugs and Alcohol Action Team (DAAT) is responsible for commissioning and co-ordinating a high-quality substance misuse system across Shropshire. Working as part of the Safer Stronger Communities Partnership, the team aims to reduce the harm caused by substance misuse to individuals, their families and communities.



The Shropshire Recovery Partnership is a partnership between Kaleidoscope and Addaction, two of the UK's leading and largest specialist drug and alcohol treatment charities with

100 years of experience between them.

The partnership provides a one-stop treatment service which includes both clinical and psychosocial interventions along with detox and mutual aid support. The service is run across Shropshire, working from Oswestry, Whitchurch, Ludlow, Bridgnorth and Shrewsbury.

For more information or to make a referral, call **01743 294700**, email **info@shropshirerecovery.com** or visit **www.shropshirerecovery.com**

Mental health

If you are having mental health issues, you are not alone. One in four of us will have concerns about our mental health at some point in our lives.

When you are living with a mental health condition, or supporting someone who is, having access to the right information and understanding the condition, practical issues and treatment options is vital.

Services for people with mental health conditions are accessed via Access – mental health services from the South Staffordshire & Shropshire Foundation Trust (SSSFT) – or a referral can be made by your local GP. There is a point of contact for West Shropshire and East Shropshire as detailed opposite.

If you believe you have care and support needs

and wish to have a social care assessment, this will be carried out by a member of staff working in the Mental Health Social Work Team. This should be similar to the assessment process described on page 26. If this is needed, the Council will help you to develop a support plan, as described on page 27.

Supporting people with complex needs

25 years' experience of providing specialist care to adults with:

- Learning & Physical Disabilities
- Acquired Brain Injuries
- Visual & Sensory Impairment
- Challenging Behaviour
- Complex Health Needs

We can provide a variety of care packages tailored to meet your individual needs.



Vision Homes Association – Wendy Morse
Holcombe House, Gravel Hill, Ludlow, Shropshire SY8 1QU
Tel: 01584 877166 • www.visionhomes.org.uk



ACCESS (SSSFT)

Shropshire and Telford and Wrekin.

Tel: **0300 124 0365**

Mental health services

West Shropshire Hub

Encompassing Oswestry, Whitchurch, Wem, Shrewsbury, Ludlow areas.

Tel: **0300 124 0358**

East Shropshire Hub

Encompassing Market Drayton, Telford, Shifnal, Bridgnorth areas.

Tel: **0300 124 1601**

Mental Health Social Work Team

Encompassing all of Shropshire (excluding Telford).

Tel: **01743 255895**

Email:

mentalhealthsocialwork@shropshire.gov.uk

Monday to Thursday, 8.45am to 5.00pm;

Friday, 8.45am to 4.00pm.

You can find out more about mental health in Shropshire by visiting



www.shropshirechoices.org.uk/mentalhealth

Dementia care



If you are worried about your memory, you should, in the first instance, arrange an appointment to see your GP. Should your GP feel concerned about your memory function, you may be referred to Shropshire Memory Service for an assessment and further advice.

If, following the assessment, you are diagnosed with a form of dementia, Shropshire Memory Service will provide you and your family or carer with advice and information which is appropriate to your individual needs and at a level you can understand.

In some circumstances, medication may help with managing the condition, but in others, introducing lifestyle changes could help to delay the progression of symptoms to enable you to live independently for as long as possible within your own home.

The goal of services in Shropshire is to promote independence for as long as possible. This is known as 'living well'. This could involve engaging with social activities, including peer support groups, recreational activities and opportunities to share your experiences with other people.

As the condition progresses, you are likely to

require more support. During this time, additional support may be put in place, possibly including the introduction of Assistive Technology, which may help prolong your ability to live safely in your own home (see page 20).

There may come a time when you, your family or carer need urgent support or assistance. If this happens, contact the Shropshire Memory Service or the First Point of Contact team on **0345 678 9044**.



Shropshire Dementia Memory Services

Opening times: Monday to Friday, 9.00am to 5.00pm

West Shropshire

Tel: **0300 303 3426**

- 25 Corve Street, Ludlow SY8 1DA
- Castle View, Arthur Street, Oswestry SY11 1JR
- Severn Fields Health Village, Sundorne Road, Shrewsbury SY1 4RQ

>>

>> **East Shropshire**

Tel: **0300 303 1601**

- Raven House, 129 Cheshire Street, Market Drayton TF9 3AH
- Northgate Health Centre, Bridgnorth WV16 4EU

Dementia support in the community

There is a range of services available within communities across Shropshire to promote community engagement for those living with dementia.



Shropshire, Telford & Wrekin Alzheimer's Society provides information and support and improves care, funds research and aims to create lasting change for people affected by dementia.

It provides one-to-one support to people with dementia, carers and family members and will provide information and practical support to help you understand more about dementia.

It also organises: Singing for the Brain activity groups in Shrewsbury, Telford, Market Drayton and Bridgnorth; art therapy and dementia cafés in Ludlow and Oswestry; and activity groups in Newport and Wellington.

For more information, contact **Alzheimer's Society** on **01952 250392**.

Age UK Shropshire Telford and Wrekin runs Diamond Drop-In Centres across Shropshire to support local people living with dementia. The Drop-In Centres provide a welcoming and friendly environment offering emotional support, information and a chance to take part in activities. They also provide benefit advice, advocacy, help at home and befriending services.

For further information, contact **Age UK Shropshire Telford and Wrekin** on **01743 233123**.

The National Dementia Friends Initiative, led by Alzheimer's Society, aims to increase people's understanding of dementia and help people learn ways to create a dementia-friendly community through social action.

Anyone can become a Dementia Friend by attending an information session or accessing the material online. For more information, visit **www.dementiafriends.org.uk**

Shropshire, Telford and Wrekin Dementia Action Alliance has been formed to improve the lives of people affected by dementia through social action and promoting dementia-friendly communities. Businesses wishing to become members of this social movement can find more information at **www.dementiaaction.org.uk**

For more information about dementia, visit



www.shropshirechoices.org.uk/dementia

To find out what is available in your community, visit **www.shropshirechoices.org.uk/localcommunities**

Are you an organisation which provides specialist care? Register on the Shropshire Choices resource directory free of charge, by visiting **www.shropshirechoices.org.uk/directoryregistration**



What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Care Choices

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 61.

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?

*See page 53.

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?

I care for someone

A carer is someone of any age who provides unpaid care for another person (of any age) who may be ill, frail, have disabilities, mental health issues or misuse drugs or alcohol, and is unable to manage without this care and support. Supporting someone can mean different things, including helping with:

- **emotional support** – listening and talking;
- **household chores** – cleaning, cooking, washing, ironing or shopping;
- **medication support** – picking up medication, reminding about medication, or physically helping someone with tablets or creams;
- **personal care** – eating, getting to the toilet, washing and dressing; and
- **physical care** – mobility support around their home.

Carers may be entitled to receive support and a Carers' Assessment to help identify whether they have any eligible needs.

It is important for carers to remain fit and well to continue in their caring role. There are various organisations which can support people to achieve this. Carers should also ensure they have regular health check-ups, stay fit and active and remain independent. For more information about what local support is available, or to request a Carers' Assessment, contact the First Point of Contact Team on **0345 678 9044**.



For more information, visit www.shropshirechoices.org.uk/icareforsomeone



Carers Support Service

The Carers Support Service provides a combination of practical and emotional support to family members and friends who are caring for someone who has a physical disability, learning disability, a mental health condition or those who misuse substances.

The service offers telephone support, home visits, assistance with planning ahead, peer support

groups, training workshops, a carers' newsletter and social activities. The support line is available Monday to Friday, 9.00am to 5.00pm, providing the carer an opportunity to receive immediate support from an experienced Carer Adviser.

Please contact the **Carers Trust 4all** support line on **0333 323 1990**.

Carers Emergency Response Service

The Carers Emergency Response Service provides peace of mind. In the event of an unexpected emergency, such as if the carer is admitted to hospital or has an accident, the service can take over their caring role free of charge for up to 72 hours. During this time, plans will be made to organise ongoing care should this be required.

Upon registration, the carer will receive a unique membership card, a booklet to complete with information about the person being cared for and an emergency telephone number.

To register for the service, contact Carers trust 4all on **0333 323 1990** or email shropshire@carerstrust4all.org.uk

Are you an organisation which supports carers? Register on the Shropshire Choices resource directory free of charge, by visiting www.shropshirechoices.org.uk/directoryregistration



Young Carers

Shropshire Young Carers service is part of Carers Trust 4all, which works with children and young people who have a caring responsibility for a family member. The service is set up to provide support for all young carers in Shropshire through a network of peer support groups and by working in partnership with schools.

Referrals can be taken from all agencies, as well as parents and young carers themselves who live in the

Shropshire area, and must come with parental or guardian consent.

For more information, or to make a referral, please call the **Young Carers Team** on **0333 323 1990**, email **shropsYC@carerstrust4all.org.uk** or view the Facebook page by searching 'Shropshire young carers' on Facebook.

Local Support Swap

As well as being rewarding, caring for someone else can be exhausting and the opportunity to get a helping hand or take a break from caring can make all the difference.

Local Support Swap enables communities and informal carers to develop projects which meet the specific needs of informal carers; by building on something that already exists or creating something new in their community.

Local Support Swap has facilitated and supported a number of local groups which support carers to have a break. The project has also provided carers an opportunity to come together to attend 'Stress to Strength' courses, sharing techniques to help them to manage any stresses and improve their own health and wellbeing, and worked with community organisations to develop self-help resources for

individuals and their carers.

Regular information and meeting points for carers have been established in local hospitals, offering informal carers who are visiting loved ones a relaxed place to go, where they can find out about what support is available and talk to other carers or a professional who is happy to offer a listening ear.

What a carer finds most supportive will be different for each individual, but may include having some practical assistance, making new friends or help to take time to focus on the important things in life.

For more information, please contact **Margarete.Davies@shropshire.gov.uk** or call **01743 255776**.

NHS Carers Direct

A national, one-stop, information and advice service for carers. The service includes benefits support and advice, help with employment, education and training, and advice to help carers maintain or improve their physical and mental health and wellbeing.

For further information, visit **www.nhs.uk/carersdirect** or call the helpline on **0300 123 1053**.

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**

Money Matters

If following an assessment of your needs you require support, you will need to decide how to pay for such services.

By contacting the First Point of Contact Team, you can discuss any care needs you may have and establish whether or not you need to have a formal assessment. If you do have an assessment, and you have eligible

care needs and are eligible for support with funding your care, you can decide whether you would prefer to arrange the services yourself using a Direct Payment (see page 49) or have support from the Council to manage the arrangements. If you do not meet the eligibility criteria, the Council can still help and advise you on other ways to meet your needs. Please see page 26.

Financial assessments

These figures may change during the lifetime of this Directory.

To determine whether or not you will need to contribute towards the cost of your support, following the creation of your care and support plan, the Council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. If you are moving into residential care, the value of your home is considered as part of your capital except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.



and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will have to pay the full cost of your care yourself. This is known as being a 'self-funder'. As a self-funder, you are still entitled to an assessment of your needs by the Council and you may be able to get some support with funding your care, see page 50.

If your capital and savings combined are less than £14,250, you will be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250

For more information about paying for care, visit www.shropshirechoices.org.uk/moneymatters



or view Shropshire Council Adult Social Care's factsheets at www.shropshirechoices.org.uk/factsheets

Additional income you may be entitled to

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department for Work and Pensions. Individuals aged 65 or over may be entitled to this. It is paid at a standard rate for those needing care by day or night, and at a higher rate for those needing care both during the day and night.

has an additional component if a person has difficulty in walking or going out. It is gradually being replaced by Personal Independence Payments for anyone aged between 16 and 65.

Disability Living Allowance

This is similar to Attendance Allowance, but

Personal Independence Payments

This is similar to Attendance Allowance, but its two rates of pay are based on the level of care or supervision needed, not whether it is needed at night or day. A person claiming it would normally

Additional income you may be entitled to continued

have to attend a face-to-face assessment conducted on behalf of the Department for Work and Pensions.

NHS Funded Nursing Care

Whether you are a temporary or permanent resident,

if you live in a care home that provides nursing care, you may be entitled to a non-means-tested NHS Funded Nursing Care Contribution towards the cost of your nursing care. NHS Funded Nursing Care is paid directly to the care home.

Managing your Personal Budget

If you are eligible for social care support following an assessment of your needs and finances and you require funded support services, you may be provided with a Personal Budget.

A Personal Budget allows you to influence how your

assessed needs are met, and ensure they are met in a way which works for you and your approved support plan.

There are several ways you can receive and manage your Personal Budget.

Personal Budgets

There are 3 ways you can receive your Personal Budget:

Direct Payment

Individual Service Fund

Council Managed Fund

Direct Payments

If you are eligible for the Council's support with funding your care, you may be able to have a Direct Payment. A Direct Payment is money from Shropshire Council's Adult Social Care department, which must be used to meet your specific assessed care needs, as detailed in your support plan.

If you are applying for care and support from the Council for the first time, Direct Payments may be discussed with you when you are having your assessment. If you are eligible for a Direct Payment, you will be given an agreed amount of money to put towards meeting your social care needs. A Direct Payment can also help, for example, with the cost of employing a Personal Assistant (see page 29) or a home care provider.

Direct Payments are paid directly into an account solely for this purpose and there is an option of a Just Credit Union Account, which can make accounting

easier. If you are assessed as being able to contribute towards your care, you will be required to pay your contribution into this account.

If you receive a Direct Payment, the Council will expect you to provide evidence of how you have used the money, by regularly supplying bank statements and/or invoices.

You cannot use Direct Payments to pay for permanent residential accommodation. However, you may be able to pay for short periods of respite care, if agreed in your support plan.

Individual Service Funds

An Individual Service Fund is money paid on your behalf by Shropshire Council to a suitable support provider or care agency of your choice. If you are assessed as being able to contribute towards the cost of your care, the Council will send you an invoice for your contribution every four weeks. >>

>> As part of your support plan, you will decide and agree on how the support provider or care agency will deliver your care and support.

Although the agency is paid a fixed amount to meet your support needs, you are in control of how your support is provided. Nothing is set in stone and you can always change your mind later on.

Council Managed Funds

The Council Managed Fund is similar to the

Individual Service Fund, but is not as flexible. Once your support plan has been agreed, the Council will work with you to choose the most suitable care package for your needs and will manage your care budget to ensure you receive the level of support you require.

For more information on organising your support, visit www.shropshirechoices.org.uk/organisingyoursupport



Paying for your own care

If you have capital or savings of more than £23,250, you will have to pay for any care services you require. In these circumstances, Shropshire Council refers to you as a 'self-funder'. You are still entitled to an assessment of your care needs and you can receive information and advice on available services through First Point of Contact or by visiting www.shropshirechoices.org.uk/self-funders

You may also be entitled to some of the following financial assistance and support, subject to your needs and financial assessment.

Twelve-week property disregard

If you own your home and are assessed as needing a care home or care home with nursing on a permanent basis, the Council will help with the cost during the first twelve weeks of permanent care in a home. The twelve weeks starts from the date you have agreed to move into the home. You will be assessed for your financial contribution during this twelve-week period.

This is called the 'property disregard' period.

This applies if:

- your former home is included in your financial assessment;
- your other capital is less than £23,250; and
- your income is not enough to meet your care home fees.

Deferred payment agreements

After the twelve-week property disregard period, the value of any property you own will be treated as capital. Adult Social Care may be able to help you while your property is being sold. It will charge any financial help it may give against the value of your home and will take back the amount that has been paid once your property has been sold. However, the Council may limit how much it will pay, depending on the value of the property. You will also be charged administrative costs as set by Shropshire Council, and interest rates as set by the Government.

If you receive any means-tested benefits, such as Pension Credit or income-based Employment and Support Allowance, these may be affected if your property is not seen to be on the market.



Top-ups

If, following an assessment, the Council has agreed to contribute towards your care home costs, but the care home charges more than the Council can pay, you must find someone to help pay the difference, to enable you to remain in the same care home. This is referred to as a 'third party payment' or a 'top-up'. You cannot pay this top-up yourself except in limited circumstances; it will

need to be a family member, friend or a charity. Alternatively, you will have to find a different care home with lower fees.

Depending on the results of your financial assessment, you will still be expected to pay your assessed contribution alongside any top-up that may be required.

Running out of money

If your capital is likely to reduce to £23,250, you must let the Council know well in advance to reassess your care needs. The Council recommends that if your capital has reduced to

below £35,000 and you are living in a care home, or £27,000 if you receive care at home, you should get in touch with the First Point of Contact Team on **0345 678 9044**.

Seeking financial advice

It is important for Shropshire Council to encourage individuals to be independent for as long as possible and to engage with communities to build relationships. This means more local people can get the support they need to lead successful lives in their own homes.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help. It is important to seek advice before committing yourself. You can find local and national organisations which offer financial information, advice and support.

These organisations can be found on the Shropshire Choices website at **www.shropshirechoices.org.uk/adviceagencies** and in 'Your Financial Affairs' in the resource directory.

The Society of Later Life Advisers (SOLLA) is a national organisation offering advice and information on financial matters in later life.

Get in touch by calling **0333 202 0454**, emailing **admin@societyoflaterlifeadvisers.co.uk** or visiting **www.societyoflaterlifeadvisers.co.uk**

VISIT THE CARE SELECT WEBSITE
WWW.CARESELECT.CO.UK

CARE *select*

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077



Making It Real



Shropshire's 'Making it Real' partnership brings together local people who use adult social care services, carers, advocacy and community groups, social work staff, senior officers and councillors from Shropshire Council. It was originally set up in response to the national 'Think Local Act Personal' initiative and Making it Real Framework.

'We believe that all social care services should be devised and enhanced with service user participation, giving shared opportunities to solve problems and design services.'



Making it Real Board

The aim of the 'Making it Real' approach is for personalisation to be a reality for people who use services and their carers, so that they have more choice

and control. This means placing the individual at the centre of the decision-making process and empowering them to make informed choices about how they live their life. The approach is driven through a series of statements that outline how adult social care can improve services and best meet people's needs, enabling people to live full and independent lives.

The role of the Making it Real partnership is to give a real challenge to the practical side of

adult social care work and to offer oversight, challenge and recommendations.



Katie-Rose Stone

'Because my journey through the system wasn't right I wanted try and improve it for others...'



Jon Hancock

'It is a tremendous opportunity for anybody who has a genuine desire to contribute, to get involved and change things for the better'

Local Advisory groups are open to all carers and individuals that use services, as well as staff from social care organisations. The advisory groups make recommendations for areas to develop and improve.

If you would like to join in the efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then get in touch.



Email makingitreal@shropshire.gov.uk or call **01743 257705**.

You can also find more information about Making It Real and its meeting dates and agendas at www.shropshirechoices.org.uk/makingitreal

Healthwatch Shropshire



Healthwatch Shropshire is the independent health and social care champion for people and local communities in Shropshire. It helps make sure everyone gets the best from their health and social care services.

It gathers the views and experiences of care recipients, patients, carers, and the general public about health and social care services.

Feedback, positive and negative, can be given using the contact details on page 53. It then makes reports and recommendations to providers and commissioners based on the information it has received. The aim is to ensure patients and the public are at the heart of decisions about service delivery, improvement and change.

It also runs a programme of 'Enter & View' visits, where specially trained volunteers visit a service,

make observations, collect people's opinions and produce a report. Residential and care home reports can be found on their website.

Healthwatch Shropshire provides an independent NHS Complaints Advocacy Service. Although most people using the health service are happy with their care and treatment, things can sometimes go wrong.

Healthwatch Shropshire can provide support and advice for those people wishing to make a formal complaint.

Tel: **01743 237884**

Email: **enquiries@healthwatchshropshire.co.uk**

Web: **www.healthwatchshropshire.co.uk**

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 meet the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and

where it needs to improve.

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

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

Tel: **03000 616161**

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

Web: **www.cqc.org.uk**

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

Customer comments and complaints

Your feedback is very important as it helps providers know how well they are doing and whether their services meet your needs efficiently and effectively. They welcome your comments, compliments and complaints so they can continually improve their service.

If you are concerned about the care that you, a friend or a relative is receiving, you may want to talk first to the service's manager. The problem may be resolved quite easily once the manager is aware of it.

You should feel able to complain about any aspect of your care, whether in your own home or in a care home. You may want to complain about the quality of the service you have received or the way it was delivered. Sometimes you may just want to make comments and suggestions about how things are done.

Care services must have an easy-to-use comments and complaints procedure which they can share with you.

If you do not wish to contact the manager, or talking

to the manager may not resolve your concerns, you can contact the registered owners of the service. They have a duty to respond to your comments.

If the Council has arranged, funded or contributed to the funding of your care, you can also contact **Shropshire Council** by calling **0345 678 9000** or emailing **customer.feedback@shropshire.gov.uk**

For more information and further contact details

of services, visit **www.shropshirechoices.org.uk/commentsandcomplaints**

All private companies providing adult social care services now come under an Ombudsman who may be able to give you advice on making a complaint.

The Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614** • Email: **advice@lgo.org.uk**

Web: **www.lgo.org.uk**

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 (LPA) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

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



Shropshire Choices



Helping you to make the right choices, remain independent and stay well. Offering information and advice about adult social care, housing and health.

The Shropshire Choices website has been developed by Shropshire Council to help people who live in the area to find information and services relevant to them.

If you're looking for support with anything from care needs, legal affairs to your health and wellbeing, there'll be a service for you on the

Shropshire Choices resource directory. Services listed in the directory include equipment suppliers, personal assistants, advocacy, support groups, care providers and much more. The services can be filtered by type and narrowed down by area within Shropshire.

Visit **www.shropshirechoices.org.uk** for information and advice or **www.shropshirechoices.org.uk/resourcedirectory** to find local services for your specific needs.



Finding care options in your area



This Support Finder offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others.

You can also view an electronic version of this

Support Finder on the site and have it read to you by using the 'Browsealoud' function.

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

Please call **0800 389 2077** or visit **www.carechoices.co.uk**

Local contacts

ADVOCACY SERVICES

More information on advocacy can be found on page 19.

POhWER

A free service providing advocacy and independent information, advice and support to people who experience disability, vulnerability, distress and social exclusion.

Tel: **0300 456 2370** (charged at local rate)

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

Shropshire Independent Advocacy Scheme

Independent mental health advocacy service. The Redwoods Centre, Somerby Drive, Bicton Heath, Shrewsbury SY3 8DS

Tel: **01743 361702**

Email: **enquiries@siasonline.org**

Web: **www.siasonline.org**

Shropshire Peer Counselling and Advocacy Services

For adults with any disability or impairment who need someone's help to speak up for them or support them. >>

For additional local information and support, visit **www.shropshirechoices.co.uk**

>> Tel: **01691 658008**

Email: simon@shropshirepcas.co.uk

Web: www.shropshirepcas.co.uk

Taking Part

Independent advocacy, information, guidance and training for people with learning disabilities.

Tel: **01743 363399**

Email: takingpart@takingpart.co.uk

Web: www.takingpart.co.uk

AGE UK SHROPSHIRE TELFORD AND WREKIN

More information about this service is on page 13.

General enquiries

Tel: **01743 233123**

Email: enquiries@ageukstw.org.uk

Advocacy

Tel: **01743 357748**

Email: advocacy@ageukstw.org.uk

Benefits advice

Tel: **01743 233123**

Email: benefits@ageukstw.org.uk

Help at Home

Tel: **01743 233788**

Email: enquiries@ageukstw.org.uk

Home from Hospital

Tel: **01584 878046**

Email: hfh.enquiries@ageukstw.org.uk

Trading and Volunteer Recruitment

Tel: **01743 588500**

Email: riverside.reception@ageukstw.org.uk

Shrewsbury office

Monday to Friday, 10.00am to 4.00pm
3 Mardol Gardens, Shrewsbury SY1 1PR

Tel: **01743 233123**

Email: enquiries@ageukstw.org.uk

Telford office

Monday to Friday, 9.30am to 12.30pm
Meeting Point House, Southwater Square, Telford
Town Centre TF3 4HS

Tel: **01952 201803**

Information line: **01952 216018**

Email: telford.enquiries@ageukstw.org.uk

ALZHEIMER'S SOCIETY

Regionally-based dementia advisers can provide information, advice and guidance to people with dementia and their carers. Home visits available by appointment. More information is on page 44.

The Glebe Centre, Glebe Street,

Wellington TF1 1JP

Tel: **01952 250392**

Email: shropshire@alzheimers.org.uk

AXIS COUNSELLING

A charity to help people in Shropshire, Telford and Wrekin deal with the trauma of childhood sexual abuse.

Fletcher House, 15 College Hill,

Shrewsbury SY1 1LY

Tel: **01743 357777** (Shrewsbury)

Tel: **01952 278000** (Telford)

Web: www.axiscounselling.org.uk

CARERS TRUST 4ALL

A network partner of Carers Trust, Carers Trust 4all provides emotional and practical support for carers and people with care needs. For more information, go to page 46.

Unit 12, Tilstock Crescent, Sutton Farm,

Shrewsbury SY2 6HW

Tel: **0333 323 1990**

Email: shropshire@carerstrust4all.org.uk

Web: www.carerstrust4all.org.uk

CITIZENS ADVICE BUREAUX (CABS)

Free, confidential, independent advice.

Shropshire advice line: **0344 499 1100**

(Monday to Friday, 10.00am to 4.00pm; Tuesday, 10.00am to 6.00pm)

Web: www.cabshropshire.org.uk

Albrighton Outreach

This service is only available to patients registered at Albrighton Medical Practice. To make an appointment please contact the practice.

Albrighton Medical Practice, Shaw Lane,

Shropshire WV7 3DT

Tel: **01902 372301**

Bishop's Castle Outreach

Enterprise House, Station Street,
Bishop's Castle SY9 5AQ

Tel: **01588 630097**

10.00am to 12.00pm, every first and third Monday of the month.

Broseley Outreach

Broseley Medical Centre, Bridgnorth Road,
Broseley TF12 5EL

Tel: **01952 882854**

Tuesday drop-in: 9.30am to 11.30am;

Tuesday patient appointments: 12.00pm to 3.00pm.

Church Stretton Outreach

Mayfair Community Centre, Easthope Road,
Church Stretton SY6 6BL

Tel: **01694 722077**

Thursdays, 10.00am to 12.00pm.

Craven Arms Outreach

Craven Arms Medical Practice, 20 Shrewsbury Road,
Craven Arms SY7 9PY

Tel: **01588 672309**

Ditton Priors Outreach

This service is only available to patients registered at the Brown Clee surgery in Ditton Priors. To make an appointment, please contact the surgery.

Brown Clee Surgery, Station Road, Ditton Priors,
Bridgnorth WV16 6SS

Tel: **01746 712672**

Market Drayton Outreach

This service is only available to patients registered at Market Drayton Primary Care Centre. To make an appointment, please contact the surgery.

Market Drayton Primary Care Centre, Maer Lane,
Market Drayton, Shropshire TF9 3AL

Tel: **07940 966542**

Oswestry Citizens Advice Bureau

34 Arthur Street, Oswestry SY11 1JN

Tuesday and Wednesday, 10.00am to 12.30pm and
1.00pm to 3.00pm; Friday, 10.00am to 12.30pm.

Shrewsbury Citizens Advice Bureau

Fletcher House, 15 College Hill,
Shrewsbury SY1 1LY

Monday, Thursday and Friday, 10.00am to 2.00pm;
Tuesday, 1:30pm to 5.30pm.

South Shropshire Citizens Advice Bureau

Ludlow Youth Centre, Lower Galdeford,
Ludlow SY8 1RT

Monday, Wednesday and Thursday, 10.00am to
3.00pm.

Telford and Wrekin Citizens Advice Bureau

40 Tan Bank, Wellington,
Telford TF1 1HW

Tel: **0300 330 1165**

Monday, Wednesday and Friday, 9.30am to 4.00pm;
Tuesday, 9.30am to 7.30pm; and Thursday, 9.30am to
12.30pm.

ENABLE – SUPPORTED EMPLOYMENT SERVICES

A specialist organisation supporting people with disabilities into employment. Its main focus is to assist individuals with disabilities and mental health needs to find a job suitable for them.

Tel: **01743 276900**

Email: **enable@shropshire.gov.uk**

Web: **www.enable-services.co.uk**

FAMILY FAVOUR

Helps you to create a document which will make things easier for your relatives and friends should something happen to you. The document is to help you set your records to prevent relatives needing to do administration duties at a time of grief and stress. Open 8.00am to 8.00pm weekdays.

Tel: **07877 425894**

Email: **david@familyfavour.co.uk**

Web: **www.familyfavour.co.uk**

HEADWAY SHROPSHIRE

Information, support, advice and services to people with an acquired brain injury, their families and carers.

Tel: **01743 365565**

Email: **outreach@headwayshropshire.org.uk**

Web: **www.headwayshropshire.org.uk**

HEALTHY FRIENDSHIPS

A charity offering a range of services for those

experiencing emotional or mental distress, including anxiety, depression, low mood, bipolar, schizophrenia, etc. Also offers support and respite for those living with dementia and their carers.

Tel: **07549 318477**

Email: info@healthyfriendships.org.uk

HOUSING

STAR housing

Tel: **01743 210223**

Email: supportedhousing@starhousing.org.uk

Sevenside Housing

Tel: **0300 300 0059** or **01743 285000**

Email: enquiries@sevensidehousing.co.uk

Shropshire Housing

Tel: **0300 303 1190**

For more information about housing, go to:
www.shropshirechoices.org.uk/housing

MY FAMILY, OUR NEEDS

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: www.myfamilyourneeds.co.uk

REMAP

Helping disabled people achieve independence by designing and tailor-making equipment for their individual needs. This helps them carry out essential daily tasks without having to ask for assistance, or take part in leisure occupations or sports that would otherwise be impossible for them.

Tel: **01732 760209**

Web: www.remap.org.uk

RETHINK

Provides advice and information to everyone affected by mental health issues, from treatment, care and benefits to employment rights.

Tel: **0300 500 0927**

(Monday to Friday, 9.30am to 4.00pm)

Visit: www.rethink.org

SHREWSBURY HOMES FOR ALL

A local registered charity working to ensure people in the Shrewsbury area are adequately housed.

Free, confidential housing advice and information.

Monday to Friday, 9.30am to 2.30pm.

Tel: **01743 231415** • Email: office@shfa.org.uk

Web: www.shfa.org.uk

SHROPSHIRE COUNCIL LEARNING DISABILITIES DAY CENTRES

Abbots Wood – Shrewsbury

Tel: **01743 250900**

Albert Road – Shrewsbury

Tel: **01743 246208**

Aquamira – Shrewsbury

Tel: **01743 355984**

Avalon – Oswestry

Tel: **01691 658306**

Corner Patch – Oswestry

Tel: **01691 671923**

Greenacres Farm – Baschurch

Tel: **01939 291109**

Helena Lane – Ludlow

Tel: **01743 257750**

Maesbury Metals – Oswestry

Tel: **01691 670665**

Wayfarers – Market Drayton

Tel: **01743 250439**

SHROPSHIRE DEAF AND HARD OF HEARING FORUM

Represents the hearing-impaired community on several committees related to disability issues.

Tel: **0845 833 9585**

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

shropshiredeafandhardofhearing.org.uk

Web:

www.shropshiredeafandhardofhearing.org.uk

SHROPSHIRE DISABILITY NETWORK

Gives a collective voice to disabled people in Shropshire.

Email: info@shropshire-disability.net

Web: www.shropshire-disability.net

SHROPSHIRE FUEL BUYING SCHEME

Helping local people save thousands of pounds.
Tel: **01743 342167**
Email: **oil@shropshire-rcc.org.uk**

SHROPSHIRE MIND

Provides a range of quality services across the county for people and their families affected by mental or emotional distress. Supports people in many areas of their lives for short or long periods.

Tel: **01743 368647**
Email: **manager.shropshiremind@gmail.com**
Visit: **www.shropshiremind.org**

SHROPSHIRE PARTNERS IN CARE (SPIC)

Representing over 95% of independent care providers, and working in partnership with local authorities, health and the voluntary sector to support continuous improvement and development of adult social care focusing on local need.

Tel: **01743 860011**
Web: **www.spic.co.uk**

SHROPSHIRE RECOVERY PARTNERSHIP

A free, confidential service for Shropshire residents affected by their own, or someone else's issues with alcohol or drugs. See page 42 for more information.

Crown house (First Floor), St Marys Street, Shrewsbury SY1 1DS
Tel: **01743 294700**
Email: **info@shropshirerecovery.com**
Web: **www.shropshirerecovery.com**

SIGHT AND HEARING LOSS SUPPORT

Volunteers provide information, advice and practical support to all users of NHS hearing aids.
Tel: **01743 342168**

Email: **shls@shropshire-rcc.org.uk**

SIGHT LOSS SHROPSHIRE

Provides a range of services to improve the quality of life for visually impaired people of all ages who live in Shropshire, Telford and Wrekin.
Tel: **01743 210808**

Email: **sightlossshropshire@shropshire.gov.uk**
Web: **www.sightlossshropshire.org.uk**

Calling all providers!

Do you provide a service for adults who have care and support needs or those with health and sensory needs? Are your details missing from the online Shropshire Choices resource directory? Sign up and tell Shropshire about your service, free of charge. Go to **www.shropshirechoices.org.uk/directoryregistration**



Want to work as a Personal Assistant in Adult Social Care?

Would you like a job as a Personal Assistant (PA) or are you already employed, but looking for more hours? Register with Shropshire Choices and promote your availability, free of charge.

See page 6 for more information on how registering on Shropshire Choices could benefit you.

For more information about becoming a Personal Assistant and to register, go to **www.shropshirechoices.org.uk/personalassistant**



Amazing people

...deserve amazing care

Our care homes are **amazing places** – filled with **fascinating residents**, not to mention our **dedicated staff** and **inspiring volunteers**. We're told our care and support is second to none, but it's the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.



Residential • Nursing • Dementia • Respite • Care for Under-65s

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people and to search for your local care home, visit www.barchester.com or call us anytime to benefit from over 24 years' experience.



BARCHESTER

Celebrating life

Field House • Tel: 01694 628 810
Field House Drive, Church Stretton, SY6 7AA

Hagley Place • Tel: 01584 519 832
Foldgate Lane, Ludlow, SY8 1LS

Mount House • Tel: 01743 404 430
41-43 The Mount, Shrewsbury, SY3 8PP

Ottley House • Tel: 01743 404 431
Corporation Lane, Coton Hill, SY1 2PA

Wheatlands • Tel: 01952 701 337
Southfield Road, Much Wenlock, TF13 6AT

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.

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

Is there an Activities Co-ordinator?

Can you get involved in activities you enjoy?

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?

*See page 53.

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

Does the menu change regularly?

Can the home cater for any dietary requirements you may have?

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?

North Shropshire care homes

ASHGROVE HOME

Church Lane, Oswestry SY11 3AP
Tel: 01691 774101

OP

HARTLANDS REST HOME

57 Salop Road, Oswestry SY11 2RJ
Tel: 01691 658088

OP D

BEULAH HOUSE

5 Cemetery Road, Market Drayton TF9 3BD
Tel: 01908 230100 SPIC

LDA

HEATHERDENE RESIDENTIAL CARE HOME

3 Upper Brook Street, Heatherdene,
Oswestry SY11 2TB
Tel: 01691 670268 SPIC

OP

BLACKFRIARS

12-14 Blackfriars, Oswestry SY11 2DU
Tel: 01691 653503

OP PD LDA YA

HENGOED PARK

Hengoed, Oswestry SY10 7EE
Tel: 01691 650454 SPIC

OP D PD MH YA AD

BOWENS FIELD

24 Bowens Field, Wem, Shrewsbury SY4 5AP
Tel: 01939 236517 SPIC

LDA YA

HIGH LEA HOUSE

Lanforda Rise, Oswestry SY11 1SY
Tel: 01691 654090 SPIC

OP

BRADBURY COURT

1 Bradbury Close, Market Drayton TF9 3FR
Tel: 01630 412490 SPIC

PD LDA MH SI YA

HIGHBURY HOUSE

36 Aston Road, Wem, Shrewsbury SY4 5BA
Tel: 01939 233304 SPIC

PD LDA YA

BRADBURY LODGE

Claypit Street, Whitchurch SY13 1NT
Tel: 01948 666916

LDA SI

HINSTOCK MANOR RESIDENTIAL HOME LTD

Chester Road, Hinstock,
Market Drayton TF9 2TE
Tel: 01952 550242 SPIC

OP D PD LDA MH SI YA

BRIERY LODGE

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 SPIC

PD LDA YA

KYNASTON FARM

School Road, Ruyton Xi Towns,
Shrewsbury SY4 1JT
Tel: 01743 872250 SPIC

PD LDA SI YA

BROOK HOUSE RESIDENTIAL HOME

Woodhill, Morda, Oswestry SY10 9AS
Tel: 01691 654167 SPIC

OP D PD SI

CHESWARDINE HALL NURSING & RESIDENTIAL HOME

Chipnall, Market Drayton TF9 2RJ
Tel: 01630 661316 SPIC Advert page 63

OP PD

LANDONA HOUSE

Love Lane, Wem, Shrewsbury SY4 5QP
Tel: 01939 232620 SPIC

OP D

COACH HOUSE, THE

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 SPIC

PD LDA YA

MAER LANE

4 Maer Lane, Market Drayton TF9 3AL
Tel: 01630 698092 SPIC

PD LDA

ELLESMERE HOUSE

Church Hill, Ellesmere SY12 0HB
Tel: 01691 623657

OP D PD MH YA

MAYFIELD HOUSE

Holyhead Road, Bicton, Shrewsbury SY3 8EQ
Tel: 01743 455074 SPIC

LDA

GRACELANDS

Ellesmere Road, Whittington, Oswestry SY11 4DJ
Tel: 01691 652153 SPIC

OP LDA YA

NEW BARN, THE

Goldstone, Cheswardyne,
Market Drayton TF9 2NA
Tel: 01630 661583

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

SPIC - Member of Shropshire Partners in Care - see page 5

Advertisers are highlighted

OLD FARMHOUSE

Goldcrest Drive, Sundorne,
Shrewsbury SY1 4TP
Tel: 01743 440318 **SPIC**

PD LDA SI

OLD VICARAGE, THE

Church Lane, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 **SPIC**

PD LDA YA

ROSEVILLE HOUSE

New Street, Wem, Shrewsbury SY4 5AB
Tel: 01939 235163 **SPIC**

LDA YA

SAMBROOK HOUSE RESIDENTIAL CARE HOME

Sambrook, Newport TF10 8AL
Tel: 01952 550210 **Advert adjacent**

OP

TUNSTALL HALL CARE CENTRE

Newcastle Road, Market Drayton TF9 4AA
Tel: 01630 652774

OP D

VIEWMOUNT

54 Alkington Road, Whitchurch SY13 1TD
Tel: 01948 665262 **SPIC OP D PD LDA MH SI YA**

WESTON HOUSE RESIDENTIAL HOME

Green End, Whitchurch SY13 1AJ
Tel: 01948 663052 **SPIC**

OP

WHEATLANDS, THE

77 The Wheatlands, Baschurch,
Shrewsbury SY4 2DW
Tel: 01939 261631 **SPIC**

PD LDA SI YA

WINDSOR ROAD

47 Windsor Road, Oswestry SY11 2UB
Tel: 01691 671353 **SPIC**

PD LDA

WOODCROFT

Croft Way, Market Drayton TF9 3UB
Tel: 01630 657486 **SPIC Advert page 7**

OP D

WOODLAND RESIDENTIAL CARE HOME LTD

Trefonen Road, Morda, Oswestry SY10 9NX
Tel: 01691 656963 **SPIC**

OP D



...life is for living...

- 28 Beds offering Permanent and Respite Care
- Idyllic village setting
- Expert, caring staff
- CQC fully compliant
- Award winning home
- Hotel standard facilities
- 5 stars Food Hygiene
- Warm, homely atmosphere
- Delightful Private Gardens
- Regular entertainments
- Local owners

SAMBROOK HOUSE
RESIDENTIAL CARE HOME

Expert care, delivered in a friendly, homely, tranquil yet stimulating atmosphere...

01952 550210 office@sambrookhouse.co.uk
Sambrook, Newport, Shropshire TF10 8AL
www.sambrookhouse.co.uk 



CHESWARDINE HALL
RESIDENTIAL, NURSING & RESPITE CARE

FAMILY OWNED & RUN • CELEBRATING 30 YEARS
AWARD WINNING KITCHENS

TEL: 01630 661316
WEB: www.cheswardinehall.co.uk

SEE THE NEW VIDEO ON OUR WEBSITE

BEECH HOUSE NURSING HOME

Wollerton, Market Drayton TF9 3NB

Tel: 01630 685813 **SPIC**

OP D

CHESWARDINE HALL NURSING & RESIDENTIAL HOME

Chipnall, Market Drayton TF9 2RJ

Tel: 01630 661316 **SPIC Advert page 63**

OP PD

CLOVERFIELDS

Chester Road, Whitchurch SY13 4QG

Tel: 01948 667889

OP D PD SI YA

COURT, THE

West Felton, Oswestry SY11 4LE

Tel: 01691 610626 **SPIC**

OP

EDGELEY HOUSE CARE HOME

Edgeley Road, Whitchurch SY13 4NH

Tel: 01948 662832 **SPIC Advert below** **OP D MH YA**

ELLESMERE COMMUNITY NURSING HOME

Trimply Street, Ellesmere SY12 0AE

Tel: 01691 622364 **SPIC**

OP PD SI

ELMHURST NURSING HOME

Armoury Lane, Prees, Whitchurch SY13 2EN

Tel: 01948 841140 **SPIC**

OP

GREENFIELDS CARE HOME

Liverpool Road, Whitchurch SY13 1SG

Tel: 01948 661040 **SPIC Advert page 7**

OP D

LLYSFIELD NURSING HOME LTD

Middleton Road, Oswestry SY11 2LJ

Tel: 01691 657511 **SPIC**

OP

MEADOWBROOK CARE HOME

Twmpath Lane, Gobowen,

Oswestry SY10 7HD

Tel: 01691 653000 **SPIC**

OP D PD

NEW FAIRHOLME

Shrewsbury Road, Oswestry SY11 2RT

Tel: 01691 684970 **SPIC Advert page 7**

OP D

OLD VICARAGE NURSING HOME

Station Road, Gobowen,

Oswestry SY11 3JS

Tel: 01691 655254 **SPIC**

OP D YA


RIVER MEADOWS NURSING HOME

Edgebolton, Shawbury,

Shrewsbury SY4 4EL

Tel: 01939 250700 **SPIC**

OP PD



akari care

Looking for a Care Home?
You Care. We Care. Akari Care.

Edgeley House provides the quality of care you or your loved ones deserve.

We provide everything you would expect from a care home & more, including:

- Personalised Care Planning
- Weekly Activities Programmes
- Relaxed Homely Atmosphere
- Nursing, Residential & Dementia care
- Long term & short stay respite care

☎ 01948 662 832 🌐 akaricare.com



English CARE

English Care is a family based company dedicated to providing professional care in friendly and relaxed homes based in Shrewsbury and Much Wenlock.

- Nursing, residential, dementia care, respite and day care
- Retirement apartments offering more independent living
- Comfortable accommodation in period homes
- Friendly and highly skilled staff
- Comprehensive activity schedule providing a wide variety of activities & events to suit many interests
- Pleasant gardens
- Home cooked food offering plenty of choice

BOWBROOK HOUSE 01743 247 071
FORESTERS COURT 01952 727 203
LADY FORESTER

www.englishcare.co.uk
info@englishcare.co.uk

Central Shropshire care homes

BARLEYFIELDS HOUSE

110 Crowmere Road, Monkmoor, Shrewsbury SY2 5JJ
Tel: 01743 355746 **SPIC** Advert page 7 **LDA**

BLACKHURST CARE HOME

Blackhurst House, The Lawley, Longnor, Shrewsbury SY5 7QJ
Tel: 01694 771318 **SPIC** **LDA**

BOWBROOK HOUSE

Bowbrook, Shrewsbury SY3 5BS
Tel: 01743 247071 **SPIC** Advert page 64 **OP D**

BRIARFIELDS

Raby Crescent, Belle Vue, Shrewsbury SY3 7JN
Tel: 01743 353374 **SPIC** Advert page 7 **OP**

CHURCH VIEW

Longnor, Shrewsbury SY5 7PP
Tel: 01743 872250 **SPIC** **OP PD LDA SI YA**

CLIFFDALE REST HOME

Shrewsbury Road, Pontesbury, Shrewsbury SY5 0QD
Tel: 01743 790261 **OP D**

CONSENSUS SUPPORT SERVICES LTD - SHREWSBURY

24 Main Road, Dorrington, Shrewsbury SY5 7JR
Tel: 01743 719266 **LDA YA**

COTON HILL HOUSE

Berwick Road, Shrewsbury SY1 2PG
Tel: 01743 235788 **SPIC** Advert page 7 **OP D**

CRESCENT, THE

1a-1b The Crescent, Bomere Heath, Shrewsbury SY4 3PQ
Tel: 01939 291841 **PD LDA SI YA**

ELMS HOUSE

Off Belvidere Avenue, Shrewsbury SY2 5PE
Tel: 01743 244392 **MH YA**

FERNS RESIDENTIAL HOME, THE

152 Longden Road, Shrewsbury SY3 9ED
Tel: 01743 368039 **SPIC** **OP**

GREENFIELDS

Bings Heath, Astley, Shrewsbury SY4 4BY
Tel: 01743 872250 **OP PD LDA SI YA**

HALL BANK MEWS

1-3 Hall Bank Mews, Hall Bank, Pontesbury, Shrewsbury SY5 0RF
Tel: 01743 790858 **SPIC** **PD LDA SI YA**

HARLEY ROAD SCHEME

25, 32 & 34 Harley Road, Condover, Shrewsbury SY5 7AZ
Tel: 01743 872250 **SPIC** **OP PD LDA SI YA**

HARTLANDS RESIDENTIAL HOME

Whitehall Street, Shrewsbury SY2 5AD
Tel: 01743 356100 **SPIC** **D**

HIGH RIDGES

High Ridge, Main Road, Dorrington, Shrewsbury SY5 7JW
Tel: 01743 872250 **SPIC** **PD LDA SI YA**

HOLY CROSS CARE HOMES LTD

150 Abbey Foregate, Shrewsbury SY2 6AP
Tel: 01743 343138 **SPIC** Advert page 69 **OP**

IDEAL HOME

Knowsley Drive, Gains Park, Shrewsbury SY3 5DH
Tel: 01743 366701 **SPIC** **OP D PD MH YA**

JUBILEE VILLA CARE HOME

Upper Astley, Shrewsbury SY4 4BU
Tel: 01939 210461 **SPIC** Advert below **OP D MH YA**

Jubilee Villa Care Home

Detached residential home
set in beautiful secure gardens.

Offering person centred care and support
with 17 beds for older people suffering from
Dementia and mental health illnesses,
by fully trained staff.



Upper Astley • nr Shrewsbury • Sy4 4bu
01939 210461

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

SPIC - Member of Shropshire Partners in Care - see page 5

Advertisers are highlighted

KEMPSFIELD RESIDENTIAL HOME

Primrose Drive, Shrewsbury SY3 7TP

Tel: 0800 916 1499

LDA

LYMEHURST

112 Ellesmere Road, Shrewsbury SY1 2QT

Tel: 01743 351615 **SPIC**

OP D

MERRINGTON GRANGE

Bomere Heath, Shrewsbury SY4 3QJ

Tel: 01939 291319 **SPIC**

PD LDA SI YA

NORMANTON RETIREMENT HOME

168 Ellesmere Road, Shrewsbury SY1 2RJ

Tel: 01743 271414 **SPIC**

OP D MH

OAKDENE CARE PROVIDERS

6 Berwick Road, Coton Hill, Shrewsbury SY1 2LN

Tel: 01743 270214

MH YA

ORCHARD, THE

Aston Road, Wem, Shrewsbury SY4 5JD

Tel: 01939 231040

OP PD LDA SI YA

PLAS NEWYDD

34 Hereford Road, Shrewsbury SY3 7RD

Tel: 01743 271064

OP D PD LDA SI YA

SABRINA HOUSE

49 Longden Road,

Shrewsbury SY3 7HW

Tel: 01743 233832 **SPIC**

D YA

SWAN HILL HOUSE RESIDENTIAL HOME

6 Swan Hill, Shrewsbury SY1 1NQ

Tel: 01743 360803

OP

TORRIN DRIVE, 38

Shrewsbury SY3 6AW

Tel: 01743 455252 **SPIC**

PD LDA SI

WELWYN

72 Sundorne Road,

Shrewsbury SY1 4RT

Tel: 01743 872250 **SPIC**

PD LDA SI

YOCKLETON GRANGE RESIDENTIAL HOME

Yockleton, Shrewsbury SY5 9PQ

Tel: 01743 792899 **SPIC**

OP LDA

YORK HOUSE

Glebe Road, Bayston Hill,

Shrewsbury SY3 0PZ

Tel: 01743 874885 **SPIC**

LDA YA

Central Shropshire care homes with nursing

HILLCREST MANOR NURSING HOME

Reabrook, Minsterley, Shrewsbury SY5 0DL

Tel: 01743 792692 **SPIC**

OP D YA

ISLE COURT NURSING HOME

Isle Lane, Bicton, Shrewsbury SY3 8DY

Tel: 01743 851600 **SPIC**

OP D PD YA

MAESBROOK NURSING HOME

Church Road, Meole Brace,

Shrewsbury SY3 9HQ

Tel: 01743 241474

OP D PD SI YA

MONTGOMERY HOUSE

Sundorne Road, Shrewsbury SY1 4RQ **Advert page 7**

Tel: 01743 297970

OP D PD LDA MH SI YA

MOUNT HOUSE & SEVERN VIEW, THE

41-43 The Mount, Shrewsbury SY3 8PP

Tel: 01743 404430 **SPIC Advert page 60**

OP D PD

OTTLEY HOUSE

Corporation Lane, Coton Hill, Shrewsbury SY1 2PA

Tel: 01743 404431 **SPIC Advert page 60** **OP D PD YA**

PORTLAND HOUSE NURSING HOME

25 Belvidere Road, Shrewsbury SY2 5LS

Tel: 01743 235215 **SPIC**

OP PD LDA YA

RADBROOK NURSING HOME

Stanhill Road, Shrewsbury SY3 6AL

Tel: 01743 237800 **SPIC**

OP D PD YA

UPLANDS AT OXON, THE

Clayton Way, Bicton Heath, Shrewsbury SY3 8GA

Tel: 01743 282040 **SPIC**

Advert inside front cover

OP D PD YA

VICARAGE NURSING HOME, THE

The Common, Bayston Hill, Shrewsbury SY3 0EA

Tel: 01743 874030

OP D

South Shropshire care homes

ALEXANDRA HOUSE – LUDLOW

Poyner Road, Ludlow SY8 1QT

Tel: 01584 872412 **SPIC**

OP D PD SI

ARDEN GRANGE NURSING & RESIDENTIAL CARE HOME

Derrington Road, Ditton Priors, Bridgnorth WV16 6SQ

Tel: 01746 712286 **SPIC**

OP D PD LDA SI YA

BOWER GRANGE RESIDENTIAL CARE HOME

Fenn Green, Alveley, Bridgnorth WV15 6JA

Tel: 01299 861120 **SPIC**

OP D

CARADOC HOUSE RESIDENTIAL CARE HOME

Ludlow Road, Little Stretton, Church Stretton SY6 6RB

Tel: 01694 723366

OP D

DARWIN PLACE

Southfield Road, Much Wenlock TF13 6AT

Tel: 01952 727162 **SPIC**

LDA MH

DITTON PRIORS CARE CENTRE

Ashfield Road, Ditton Priors, Bridgnorth WV16 6TW

Tel: 01746 712656 **SPIC**

OP D

DODDINGTON LODGE

Doddington, Hopton Wafers,

Cleobury Mortimer DY14 0HJ

Tel: 01584 890864 **SPIC**

OP D MH SI

DOWER HOUSE, THE

Henley, Ludlow SY8 3HB

Tel: 01584 873456

OP PD SI

FIELD HOUSE

Field House Drive, Church Stretton SY6 7AA

Tel: 01694 628810 **SPIC Advert page 60**

OP

GLENVIEW

54 Gravel Hill, Ludlow SY8 1QS

Tel: 01584 876262 **SPIC**

LDA

HENDRA HOUSE RESIDENTIAL HOME

15 Sandpits Road, Ludlow SY8 1HH

Tel: 01584 873041 **SPIC**

OP

HIGH TREES RESIDENTIAL HOME

Bull Lane, Bishops Castle SY9 5DA

Tel: 01588 638580 **SPIC**

OP YA

HILTON BROOK HOUSE

Hilton, Bridgnorth WV15 5PE

Tel: 01746 716577 **SPIC**

OP D

KEVINDALE RESIDENTIAL CARE HOME

Kevindale, Broome, Aston-on-Clun,

Craven Arms SY7 0NT

Tel: 01588 660323

OP D

LADY FORESTER RESIDENTIAL & DAY CARE CENTRE

Church Street, Broseley TF12 5DB

Tel: 01952 884539 **SPIC Advert page 64**

OP PD

NETHERWOOD RESIDENTIAL CARE HOME

Haughton Road, Shifnal TF11 8DG

Tel: 01952 462192

OP

OLD RECTORY CARE HOME, THE

Rectory Road, Albrighton, Wolverhampton WV7 3EP

Tel: 01902 376910

OP D

ONNY COTTAGE REST HOME

Bromfield, Ludlow SY8 2JU

Tel: 01584 856500

OP PD SI

PINES RESIDENTIAL HOME, THE

Colebatch, Bishops Castle SY9 5JY

Tel: 01588 638687 **SPIC**

OP YA

STONE HOUSE

Union Street, Bishops Castle SY9 5AJ

Tel: 01588 638487 **SPIC Advert page 7**

OP D

SUNNYDALE

32 Shrewsbury Road, Craven Arms SY7 9PY

Tel: 01588 673443 **SPIC**

OP PD MH SI YA AD

VISION HOMES ASSOCIATION – TOLL GATE ROAD, 1A

Ludlow SY8 1TQ **SPIC**

Tel: 01584 877737 **Advert page 42**

PD LDA SI YA

VISION HOMES ASSOCIATION – TOLL GATE ROAD, 1B

Ludlow SY8 1TQ **SPIC**

Tel: 01584 877870 **Advert page 42**

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

SPIC - Member of Shropshire Partners in Care - see page 5

Advertisers are highlighted

VISION HOMES ASSOCIATION

– TOLL GATE ROAD, 1C

Ludlow SY8 1TQ **SPIC**

Tel: 01584 877566 **Advert page 42** **PD LDA SI YA**

WHEATLANDS

Southfield Road, Much Wenlock TF13 6AT

Tel: 01952 701337 **SPIC Advert page 60** **OP D**

WILLOWDENE FARM

Chorley, Bridgnorth WV16 6PP

Tel: 01746 718658

AD

WOOFFERTON RESIDENTIAL CARE HOME

Woofferton, Ludlow SY8 4AL

Tel: 01584 711207 **SPIC** **OP**

South Shropshire care homes with nursing

ARDEN GRANGE NURSING & RESIDENTIAL CARE HOME

Derrington Road, Ditton Priors, Bridgnorth WV16 6SQ

Tel: 01746 712286 **OP D PD LDA SI YA**

BRADENEY HOUSE NURSING & CARE HOME

Worfield, Bridgnorth WV15 5NT **Advert page 69**

Tel: 01746 716686 **SPIC** **OP D PD LDA MH AD**

CEDARS, THE

Kingswood Road, Albrighton,

Wolverhampton WV7 3JH

Tel: 01902 373162 **SPIC** **OP YA**

CHURCHILL HOUSE NURSING AND RESIDENTIAL HOME

Keepside Close, Bromfield Road, Ludlow SY8 1EL

Tel: 01584 877500 **SPIC** **OP D PD**

DANESFORD GRANGE CARE HOME

Kidderminster Road, Bridgnorth WV15 6QD **SPIC**

Tel: 01746 763118 **Advert below** **OP D PD MH SI**

FOUR RIVERS NURSING HOME

Bromfield Road, Ludlow SY8 1DW

Tel: 01584 813500 **OP D**

HAGLEY PLACE

Foldgate Lane, Ludlow SY8 1LS **SPIC**

Tel: 01584 519832 **Advert page 60** **OP D PD YA**

INNAGE GRANGE

Innage Lane, Bridgnorth WV16 4HN

Tel: 01746 762112 **SPIC Advert page 7** **OP D**

LADY FORESTER NURSING HOME

Farley Road, Much Wenlock TF13 6NB

Tel: 01952 727203 **SPIC Advert page 64** **OP**

OLDBURY GRANGE NURSING HOME

Oldbury, Bridgnorth WV16 5LW

Tel: 01746 768586 **SPIC** **OP D PD YA**

PARK HOUSE NURSING HOME

Kinlet, Bewdley DY12 3BB

Tel: 01299 841265 **SPIC** **OP D YA**

SANDFORD NURSING AND RESIDENTIAL HOME, THE

Watling Street South, Church Stretton SY6 7BG

Tel: 01694 723290 **SPIC** **OP**

STRETTON HALL NURSING HOME

Shrewsbury Road, All Stretton, Church Stretton SY6 6HG

Tel: 01694 725320 **SPIC** **OP D PD YA**



Danesford Grange Care Home

Kidderminster Road, Bridgnorth, Shropshire, WV15 6QD

Danesford Grange is a 33 bedded home offering nursing, residential & Dementia care. Offering double and single rooms with en-suite, set in just over 2 acres of mature gardens. The home has therapy sessions, regular activities and entertainment as well as regular visits by the doctors, hairdresser, chiropodist, optician & local clergy. Special diets catered for and also a choice of menus.

Tel 01746 763118 | Fax 01746 767551 | www.danesfordgrange.co.uk

Please feel free to contact us for further information on enquiries@danefordgrange.co.uk

P - Y

Phoenix Homecare and Support Ltd	39	Radfield Home Care Ltd – Shrewsbury	39	Suncare Home Care Ltd	39
Phoenix Homecare and Support Ltd – Wem Office	39	Radis Community Care (Shrewsbury)	39	Supreme Homecare Ltd	39
Precision Care Services	39	Salopian Care	39	Surecare Shropshire Ltd	39
Prestige Nursing Ltd Shrewsbury	39	Short Notice Care Services	39	Tender Hearts Care Agency	39
Quality Community Care Ltd	39	SLR Care	39	Veraty Care Solutions Ltd	39
Quil Care Group Ltd	39	Sovereign Domiciliary Care Services	39	Willow Home Care Ltd	39
		Stanwardine Grange	39	York House	39
		START	39	YourLife (Bridgnorth)	39
				YourLife (Shrewsbury)	39

Care homes / Care homes with nursing index

A - D

Alexandra House – Ludlow	67	Cloverfields	64	Hartlands Residential Home	65
Arden Grange Nursing & Residential Care Home	67, 68	Coach House, The	62	Hartlands Rest Home	62
Ashgrove Home	62	Consensus Support Services Ltd – Shrewsbury	65	Heatherdene Residential Care Home	62
Barleyfields House	65	Coton Hill House	65	Hendra House Residential Home	67
Beech House Nursing Home	64	Court, The	64	Hengoad Park	62
Beulah House	62	Crescent, The	65	High Lea House	62
Blackfriars	62	Danesford Grange Care Home	68	High Ridges	65
Blackhurst Care Home	65	Darwin Place	67	High Trees Residential Home	67
Bowbrook House	65	Ditton Priors Care Centre	67	Highbury House	62
Bowens Field	62	Doddington Lodge	67	Hillcrest Manor Nursing Home	66
Bower Grange Residential Care Home	67	Dower House, The	67	Hilton Brook House	67
Bradbury Court	62			Hinstock Manor Residential Home Ltd	62
Bradbury Lodge	62	E - I		Holy Cross Care Homes Ltd	65
Bradeney House Nursing & Care Home	68	Edgeley House Care Home	64	Ideal Home	65
Briarfields	65	Ellesmere Community Nursing Home	64	Innage Grange	68
Briery Lodge	62	Ellesmere House	62	Isle Court Nursing Home	66
Brook House Residential Home	62	Elmhurst Nursing Home	64		
Caradoc House Residential Care Home	67	Elms House	65	J - N	
Cedars, The	68	Ferns Residential Home, The	65	Jubilee Villa Care Home	65
Cheswardine Hall Nursing & Residential Home	62, 64	Field House	67	Kempsfield Residential Home	66
Church View	65	Four Rivers Nursing Home	68	Kevindale Residential Care Home	67
Churchill House Nursing and Residential Home	68	Glenview	67	Kynaston Farm	62
Cliffdale Rest Home	65	Gracelands	62	Lady Forester Nursing Home	68
		Greenfields	65	Lady Forester Residential & Day Care Centre	67
		Greenfields Care Home	64	Landona House	62
		Hagley Place	68	Llysfield Nursing Home Ltd	64
		Hall Bank Mews	65	Lymehurst	66
		Harley Road Scheme	65		

Maer Lane	62	Ottley House	66	Vicarage Nursing Home, The	66
Maesbrook Nursing Home	66	Park House Nursing Home	68	Viewmount	63
Mayfield House	62	Pines Residential Home, The	67	Vision Homes Association	
Meadowbrook Care Home	64	Plas Newydd	66	– Toll Gate Road, 1a	67
Merrington Grange	66	Portland House Nursing Home	66	Vision Homes Association	
Montgomery House	66	Radbrook Nursing Home	66	– Toll Gate Road, 1b	67
Mount & Severn View, The	66	River Meadows Nursing Home	64	Vision Homes Association	
Netherwood Residential Care Home	67	Roseville House	63	– Toll Gate Road, 1c	68
New Barn, The	62	Sabrina House	66	Welwyn	66
New Fairholme	64	Sambrook House Residential Care Home	63	Weston House Residential Home	63
Normanton Retirement Home	66	Sandford Nursing and Residential Home, The	68	Wheatlands	68
O - T		Stone House	67	Wheatlands, The	63
Oakdene Care Providers	66	Stretton Hall Nursing Home	68	Willowdene Farm	68
Old Farmhouse	63	Sunnydale	67	Windsor Road	63
Old Rectory Care Home, The	67	Swan Hill House Residential Home	66	Woodcroft	63
Old Vicarage Nursing Home	64	Torrin Drive, 38	66	Woodland Residential Care Home Ltd	63
Old Vicarage, The	63	Tunstall Hall Care Centre	63	Woofferton Residential Care Home	68
Oldbury Grange Nursing Home	68	U - Y		Yockleton Grange Residential Home	66
Onny Cottage Rest Home	67	Uplands at Oxon, The	66	York House	66
Orchard, The	66				

Other advertisers index

Akari Care	64	Care Select	8, 11, 36 & 51	Marches Care Group	
Barchester	60	Coverage Care Services Ltd	7	Inside front cover	
Bluebird Care Church Stretton	33	English Care Ltd	64	Shropshire Choices	6
Care Choices Ltd	10, 17, 30, 36, 40 & 44	Foresters Court	64	Shropshire Partners in Care	5
		Helping Hands	34	Vision Homes Association	42
				Wiltshire Farm Foods	9



Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory. ©2017 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design. Some of the information in this Support Finder has been adapted by Shropshire Council from the NHS Choices website www.nhs.uk.

ISBN 978-1-911437-66-6

Ref. No: 4001/Shropshire8/1017. Reproduction of any part of this publication in any form without the written permission of Care Choices Ltd is prohibited. This publication is available free of charge from Shropshire Council.

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

Publisher: Robert Chamberlain.

Director of Sales: David Werthmann.

Head of Editorial: Emma Morriss.

Editor: Angharad Jenkins.

Content Editor: Emma Cooper.

Regional Team Manager: Russell Marsh.

National Sales Manager: Paul Leahy.

Care Select Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Mark Dalton, Elaine Green.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Designer: Holly Cornell.

Creative Artworkers: Ruth Clarry, Bobbie Johnson.



Private Care In Your Own Home

How we work

When you call Approved Care and Support we will discuss what it is you need and want, book an appointment to come and visit you and your family/friends.

We gather information from you to build your own personalised care plan. We agree a start date and work with you, for you and more importantly understand you.

Our Services

- ✓ Help with getting up and or going to bed
- ✓ Personal Care
- ✓ Meal Preparation
- ✓ Assist with Medication
- ✓ Laundry
- ✓ Shopping
- ✓ Sitting Service
- ✓ Night Service
- ✓ Companionship
- ✓ Appointments

We can provide support from as little as 30 minutes to 24 hour care. We have many years' experience in the Care Sector and we want to support our community.

Approved Care and Support are an independent Health and Social Care provider, who specialise in PRIVATE personalised home care and community services in Oswestry and surrounding areas.

Social care is an important issue for everyone, regardless of age, health or personal circumstances, and Approved Care and Support is committed to helping the most vulnerable people, their families and carers to give them support as soon as they can.

We aim to help people in Oswestry and surrounding areas by supporting and promoting their independence so that they can live a healthier, longer life and be safe from harm; and do this in a respectful way.

Our Customers' needs and aspirations are at the centre of everything we do and this approach has helped us earn a quality assured reputation within the community.

We are located opposite the Library in Oswestry. Pop in and have a chat!

13 Arthur Street, Oswestry
Shropshire, SY11 1JN

t: 01691 655999

**e: approved@approvedcareandsupport.co.uk
www.approvedcareandsupport.co.uk**

Office Opening Times:

Monday to Friday - 9am to 5pm

We operate an emergency on-call service outside of office hours.