Live Well Oxfordshire
Support and Care Guide for Adults 2018/19

Your guide to support and care services in Oxfordshire

• Support at home • Specialist care • Useful contacts • Care homes

In association with

www.oxfordshire.gov.uk

www.carechoices.co.uk
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Penhurst Gardens, New Street, Chipping Norton, Oxfordshire OX7 5ED. Tel 01608 698058
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To obtain extra copies of this Guide call Oxfordshire County Council’s Social and Health Care team on 0345 050 7666.

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Alternative formats

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

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
Welcome from Oxfordshire County Council

We are pleased to welcome you to the 2018/19 edition of Live Well Oxfordshire, our guide for adults about care and support services in Oxfordshire.

Whether you are arranging your own care or receiving support from the Council, the Live Well Oxfordshire guide is intended to introduce you to services in Oxfordshire and provides essential information about the care and support available to help you make informed decisions on how you’d like to live your life.

Our aim is to support you to live the life you want, as independently and safely as possible, and this guide will help you to find what is most appropriate for you.

You may want to know about support that will help you to live at home and stay connected to your community, or how you can find the right place to live if you are no longer able to meet your needs safely at home. If you look after someone else who needs support and care, Live Well Oxfordshire can also help you to find the support you need for yourself.

You can also find a wide range of support services, activities and information in our online Live Well Oxfordshire directory, www.oxfordshire.gov.uk/livewell

We hope that Live Well Oxfordshire will be a useful publication for you and we welcome your feedback on it.

Councillor Lawrie Stratford
Cabinet member for Adult Social Care
Email: lawrie.stratford@oxfordshire.gov.uk

Kate Terroni
Director for Adult Services
Email: kate.terroni@oxfordshire.gov.uk

Support and care at home provider listings

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One You

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

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

Keeping healthy and fit

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

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

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

Keep active to stay healthy.

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

For more information on walking for health, visit www.walkingforhealth.org.uk For information on health walks in Oxfordshire, visit www.oxspa.co.uk/health-walks

Generation Games is Oxfordshire’s activity network for the over 50s. This free service will create a personal programme of activities for you, provide support and help to ensure your safety. For more information about signing up and Generation Games activities offered in your local area, visit www.generationgames.org.uk

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

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

You will be invited for a free NHS health check with your GP once every five years if you are between 40 and 74 years old and have not already been diagnosed with vascular diseases or certain risk factors.

The check will take around 20 to 30 minutes:
• you will be asked some simple questions about your family history, whether you smoke and how much alcohol you drink;
• your height, weight, sex, ethnicity and age will be recorded;
• your blood pressure will be taken;
• a simple blood test will check your cholesterol level; and
• your body mass index (BMI) will be calculated. BMI is a measure of whether you’re a healthy weight for your height.

You will receive free, personalised advice about what
you can do to stay healthy. If the check highlights any potential issues, you will be offered advice and support to help you address them.

For more information, visit www.healthcheck.nhs.uk

Stopping smoking
The Smoke Free Life Oxfordshire service gives free support to help people stop smoking. To find out more, call 0800 622 6360, email info@smokefreelifeoxfordshire.co.uk or text QUIT to 66777.

Alcohol and drug addiction
If you need support or treatment for drug or alcohol misuse, contact Turning Point on 0300 013 4776 or visit www.turning-point.co.uk/oxfordshire-roads-to-recovery/ Alternatively, you can drop in to one of the hubs – no appointment needed. Please phone or see the website for hub addresses and exact opening times.

Dementia support

Dementia Oxfordshire is a partnership between Age UK Oxfordshire, Guideposts and Young Dementia UK, who are bringing together their specialist expertise to develop and deliver a new Dementia Support Service for people of all ages.

Dementia Oxfordshire’s aim is to be alongside people living with dementia and their families from the moment of diagnosis, ensuring that they have the information, advice and support they need to live as fully and happily as possible in their community.

Dementia Oxfordshire can help you with advice on all aspects of dementia and the support that is available locally to help people to live well with dementia. There are activities, support groups and services to support people with dementia and their carers – such as memory cafés, community clubs, singing groups and telephone advice services.

Community-based dementia advisers and support workers are available across Oxfordshire and your doctor, district nurse, memory clinic and other professional service can refer you to them. They provide tailored information, advice and support to help people live well with dementia.

Find out more about the support available by calling the local helpline on 01865 410210, available 9.00am to 6.00pm, Monday to Friday. You can also visit www.dementiaoxfordshire.org.uk or email info@dementiaoxfordshire.org.uk

Mental wellbeing

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

Our mental wellbeing can change all the time. Having a sense of belonging, control, a purpose in life and positive relationships with other people are important parts of wellbeing.

Five simple actions can support positive mental wellbeing:

1. Connect – with people, friends, neighbours and communities around you.
2. Give – do something nice for others – a smile or helping with a task, volunteer with a local group.
3. Take notice – of your surroundings and experiences.

4. Keep learning – try something new, re-discover an old hobby, visit the library.

5. Be active – walking, dancing, cycling, gardening.

Reading Well – Books on Prescription
Books and reading can have a great effect on your health and wellbeing. The Reading Well scheme aims to provide books for those experiencing mild to moderate mental health issues such as anxiety and depression. The books are available online and in a selection of libraries.

Self-help books can be very effective when read on their own, or when used with prescribed medication, counselling or therapy. They have been recommended by GPs and other health professionals and are designed to give practical information and advice.

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

The Home Library Service

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

Full-time carers and those who might need the service on a short-term basis following debilitating illness or hospitalisation can apply too. The Home Library Service is free of charge, and there is no charge for requests or late returns.

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

The Home Assessment Reablement Team (HART)

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

The service is provided by Oxfordshire University Hospitals Foundation Trust on behalf of Oxfordshire County Council. It will provide you with a period of support to help you regain your independence and confidence in the skills you need to live at home safely.

It is designed to be a short-term service of one or two weeks and can be extended up to a maximum of six weeks.

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

NHS continuing healthcare

NHS continuing healthcare is a package of care provided to a person aged 18 or over to meet significant and complex physical or mental health needs that have arisen as a result of disability, accident or illness.

It is funded solely by the NHS, and is free of charge regardless of where it is delivered. NHS Continuing Healthcare support may be provided in a care home, a hospice or in a person’s own home.

Visit www.nhs.uk/conditions/social-care-and-support/nhs-continuing-care

To find more information about care and support services visit www.oxfordshire.gov.uk/livewell
NHS 111

This number gives patients access to local NHS healthcare services 24 hours a day, 365 days a year. Calls from landlines and mobiles to 111 are free.

The service is part of a national programme to make it easier for the public to access urgent health services.

Community activities

The Live Well Oxfordshire website

This website brings together over 2,000 services and activities in one easy-to-search online directory: from residential care homes and care services to help you stay living at home, to transport services to get you out and about and new hobbies to enjoy. You’ll find useful information on a range of subjects, all aimed at giving you greater choice and control over the support and services you need.

Community Information Network

Stay involved, informed, in touch.
The Community Information Network exists to provide you with information on local support services and activities, money matters and social care.

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

Your local Community Information Network team
Your local Community Information Network team can help you find activities and support near to where you live. You can meet them at community information events and drop-ins or you can give them a call. They can also visit you at home if you have difficulty getting out and about, want a family member to join you, or would rather talk privately.

Tel: 0345 450 1276
Email: network@ageukoxfordshire.org.uk
Website: www.ageuk.org.uk/oxfordshire/community-information-network

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

Good Neighbour Schemes

Good Neighbour schemes are local voluntary groups which offer a service in their community for those in need of help and support.

Good Neighbour Schemes offer befriending and practical help to older people – whether it’s transport, collecting prescriptions, walking the dog, tidying up the garden, taking someone to hospital, doing a bit of shopping or changing a light bulb.

The service aims to help you to stay independent, safe and well.
Oxfordshire County Council is encouraging Good Neighbour Schemes in Oxfordshire to form and develop. There are now over 65 schemes up and running in Oxfordshire and new schemes are emerging all the time.

For more information, contact Age UK Oxfordshire on 0345 450 1276 or visit the relevant page on the Age UK website; go to www.ageuk.org.uk/oxfordshire/community-information-network

Voluntary organisations

**Headway Oxfordshire** provides support and guidance to anyone affected by brain injury, along with their families and carers. Headway offers a range of services to support and help speed up recovery; from physical and mental therapy, to vocational support and training. For more information, call 01865 326263, email admin@headway-oxford.org.uk or visit www.headwayoxford.org.uk

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

Age UK’s national helpline is open 8.00am to 7.00pm, seven days a week, including bank holidays. Call 0800 678 1174.

**Alzheimer’s Society Oxfordshire**, alongside partnership agencies, runs memory cafés, carers’ support groups and singing for the brain groups. For more information, call 01235 531989 or email oxford@alzheimers.org.uk

**Autism Oxford** raises awareness of the realities of living with autism and supports the development of autism services. The organisation offers training sessions and speaker events featuring people on the autism spectrum, family members and expert professionals in the field. Autism Oxford provides the Autism Alert Card Scheme, which offers a free card to anyone on the autism spectrum in Oxfordshire. The card can be used to let people know if you have autism. For more information, call 01844 353292 or email info@autismoxford.org.uk

**Unlimited Oxfordshire** is a voluntary organisation and registered disability charity that is run by its members and supports people with physical difficulties, including sensory impairments. Unlimited Oxfordshire is focused on ‘opening doors and widening horizons’ for people with disabilities, to enable everyone to have the same opportunities. The organisation campaigns with and on behalf of Oxfordshire residents, promoting their interests and working to resolve access issues and many other aspects of daily life. Call 0800 044 8192, email info@unltdox.org.uk or visit www.unltdox.org.uk

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

Opening hours are Monday to Friday, 9.00am to 4.00pm.

Bradbury Lodge, Gordon Woodward Way, Oxford OX1 4XL
Helpline: 01865 725595
Email: admin@oxeyes.org.uk
Web: www.oxeyes.org.uk

**Oxford Deaf and Hard of Hearing Centre** offers support to those living with hearing loss. It has no set opening times. To make an appointment or for more information, email info@deafdirect.org.uk

St Ebbe’s, Oxford OX1 1RL
Tel: 01905 746301
Text: 07725 244129
Email: info@deafdirect.org.uk
Web: www.deafdirect.org.uk
Skype: deafdirect

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

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

The charity has also compiled a directory of mental health services in Oxfordshire. Call 01865 247788, 9.30am to 4.30pm, Monday to Friday or visit www.oxmindguide.org.uk to search the directory.

Rethink Mental Illness is a national charity that offers support, information and advice to people affected by mental illness such as depression and schizophrenia. There is a service in Oxfordshire to support carers looking after people with mental illness. For more information, phone 01865 904499, email oxfordshirecarers@rethink.org or visit www.rethink.org

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

Manzil Way, Cowley Road, Oxford OX4 1YH
Tel: 01865 455821
Email: information@restore.org.uk
Web: www.restore.org.uk

Voluntary organisations continued

Day centres

There are day centres for adults of all ages and needs in Oxfordshire. Organised by voluntary groups, they provide places where people can receive care and support and have fun socialising, while feeling at home and retaining their independence.

They support adults with physical disabilities, older people and people with dementia, mental health issues or learning disabilities. Services are tailored to a person’s individual and cultural needs. They also provide a valuable break for carers.

Day centres offer a range of activities, from computer classes to lunches, exercise groups to film clubs and they serve as community hubs where people can get social care and health advice and information.

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

Abingdon Community Support Service
Audlett Drive, Abingdon OX14 3GD

Tel: 01865 897104
Email: abingdon@oxfordshire.gov.uk

Banbury Community Support Service
Neithrop Avenue, Banbury OX16 2NT
Tel: 01865 897101
Email: banbury@oxfordshire.gov.uk

Bicester Community Support Service
Launton Road, Bicester OX26 6DJ
Tel: 01865 897105
Email: bicester@oxfordshire.gov.uk

Didcot Community Support Service
Britwell Road, Didcot OX11 7JN
Tel: 01865 897100
Email: didcot@oxfordshire.gov.uk

Oxford Community Support Service
Awgar Stone Road, Horspath, Driftway, Oxford OX3 7JQ
Tel: 01865 897102
Email: oxford@oxfordshire.gov.uk
To find more information about care and support services visit www.oxfordshire.gov.uk/livewell

Wallingford Community Support Service
51 High Street, Wallingford OX10 0DB
Tel: 01865 897106
Email: willingfordcss@oxfordshire.gov.uk

Wantage Community Support Service
Charlton Village Road, Wantage OX12 7HG
Tel: 01865 897103
Email: wantagecss@oxfordshire.gov.uk

Witney Community Support Service
6 Moorland Road, Witney OX28 6LF
Tel: 01865 897107
Email: witneycss@oxfordshire.gov.uk

There are also many smaller-scale activities around Oxfordshire such as lunch clubs, tea dances, church cafés and book clubs. Community Information Workers can let you know what’s available in your area. Call 0345 450 1276.

Abingdon

Headway Oxfordshire – Acquired Brain Injury Service
Headway Oxfordshire, 4 Bagley Wood Road, Kennington OX1 5PL
Claire Twinn
Tel: 01865 326263 / 07775 022682
Email: clairetwinn@headway-oxford.org.uk

West Way Day Centre, Botley
Field House, West Way, Botley, Oxford OX2 9JN
Elaine Spencer
Tel: 07740 611971
Email: elaine.spencer@royalvoluntaryservice.org.uk

Banbury

Cluster Care Group
The Sports Pavillion, Williamscott Road, Cropredy, Banbury OX17 1AE
Maureen Sayer
Tel: 07974 105947
Email: mosayer@uwclub.com

Fielding Lunch Club
Sibford Village Hall, Sibford Gower, Banbury OX15 5RW
Keith Hicks
Tel: 07802 317471
Email: keith@hicks-sibford.co.uk

Orders of St. John Care Trust – Lake House
The Green, Lake Walk, Adderbury OX17 3NG
Sally Cross
Tel: 01295 811183
Email: s.cross@osjct.co.uk

Royal Voluntary Service – Cornhill Day Centre
Cornhill Centre, Castle Street, Banbury OX16 5NT
Stephen Kilsby
Tel: 01295 264214
Email: stephen.kilsby@royalvoluntaryservice.org.uk

St Mary’s Thursday Club, Bloxham
St Mary’s Parish Rooms, Church Street, Bloxham OX15 4ET
Lynn Johnson
Tel: 07979 594045
Email: lynnjohnson1988@btinternet.com

Windmill Thursday Club (also known as Deddington Day Care)
The Windmill Centre, Hempton Road, Deddington, Banbury OX15 0QH
Annie Freeman
Tel: 01869 338788
Email: anniefreemanx123@aol.co.uk

Bicester and Kidlington

Daybreak Oxford – The Lilacs (Kidlington)
11 Charlbury Close, Kidlington OX5 2BW
Caroline Morris
Tel: 01865 370658
Email: lilacs@daybreak-oxford.org.uk

Forget Me Not Bicester
Methodist Church Hall, Bell Lane, Bicester, Cherwell OX26 6JY
Jo or Mandy
Tel: 07507 749931
Email: mail@forgetmenotbicesterc.co.uk

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

>> Witney, Burford and Carterton

Bampton Bush Day Centre
Old School Building, Church View, Bampton OX18 2JH
Sally Proctor
Tel: 01993 850479
Email: sallyproctor11@yahoo.co.uk
Email: bushcentre@yahoo.co.uk

Carterton Day Centre
Lawton Avenue, Carterton OX18 3JY
Lyn Stanley
Tel: 07979 033526
Email: cartertondaycentre01@btinternet.com

Eynsham Day Centre
Eynsham Village Hall, Back Lane, Eynsham OX29 4QW
Linda Young
Tel: 01993 701082 or 07766 054602
Email: lindamckeek@hotmail.com

Hanborough and District Day Centre (Elderberrys)
Recreation Hall, Main Road, Long Hanborough, Witney OX29 8BJ
Gill Battams
Tel: 01993 881805
Email: gillybatt@icloud.com

Woodstock, Charlbury and Chipping Norton

Charlbury Day Centre
The Garden Room, War Memorial Hall, Charlbury OX7 3QW
Ruth Gould or Bob Tait
Tel: 01608 811337
Email: taitsofbrice@tiscali.co.uk

Highlands Day Centre
73 Burford Road, Chipping Norton OX7 5EE
Joyce Taylor
Tel: 01608 643320
Email: highlandschippingnorton@gmail.com

Stonesfield Lunch Club
The Old School, St James Centre, High Street, Stonesfield OX29 8PU
Anne Bishop
Tel: 01993 891414

Wychwoods Day Centre
The New Beaconsfield Hall, Shipton-under-Wychwood OX7 6BQ
Katherine Gidman
Tel: 01993 831479
Email: klgidman@gmail.com

Didcot Wallingford, Henley and Goring

Cholsey Day Centre
The Old School, Marymead, Church Road, Cholsey OX10 9PQ
Lin Harding
Tel: 01491 652970
Email: cholseydaycentre@btconnect.com

Good Companions, Nettlebed
Sue Ryder Home, Nettlebed, Henley RG9 5DF
Helen Sollis
Tel: 01235 849434
Email: nettlebed@ageukoxfordshire.org.uk

Goring and District Community Centre Luncheon Club
Community Centre, Station Road, Goring RG8 9HB
Denise Sayers
Tel: 01491 873565
Email: sayers.denise1@gmail.com

Headway Oxfordshire – Community Group
All Saints Youth and Community Hall, Roman Place, Didcot OX11 7ER
Emma Riley
Tel: 07775 022683

Faringdon, Grove and Wantage

Bromsgrove Day Centre
Faringdon Baptist Church, Church Hall, Park Road, Faringdon SN7 7JF
Sue Thrower
Tel: 01367 240848
Email: smthrower@tiscali.co.uk

Grove Day Centre
School Lane, Grove OX12 7LB
### Day centres continued

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| **October Club – Day Centre for People with Dementia** | Christine Divalli  
Tel: 01235 770074  
Email: christine.divall@ntlworld.com  |
| **Oxford City**                              | Teresa Taylor  
Tel: 01235 760428  
Email: teresaocoberclub@talktalk.net  |
| **Dew Drop Lunch Club**                     | Ella Thomas  
Tel: 07827 235407  |
| **Daybreak Oxford – The Limes**             | Julia Powles  
Tel: 01865 510719  
Email: limes@daybreak-oxford.org.uk  |
| **Daybreak Oxford – Rosewood**              | Derek Perks  
Tel: 01865 749349  
Email: rosewood@daybreak-oxford.org.uk  |
| **Headway Oxfordshire – Acquired Brain Injury Service** | Claire Twin  
Tel: 01865 326263 / 07775 022682  |
| **Orders of St. John Care Trust – Marston Court** | Sharon Fenn  
Tel: 01865 241526  
Email: s.fenn@osjct.co.uk  |
| **Oxfordshire Chinese Community Day Centre** | Gillian Coleman  
Tel: 01844 212080  |
| **Oxfordshire Older Chinese People Centre (Happy Place)** | Derek Ng  
Tel: 07712 836633  
Email: oocpcanoisum@gmail.com  |
| **Thame, Wheatley, Watlington and Berinsfield** | Mrs Julie Wai or Miss Yasmin Yau  
Tel: 01865 204188  
Email: admin@occac.org.uk  |
| **Berkshire Day Centre**                     | Mrs Sheila Croft  
Tel: 01865 341487  
Email: linmoi228@aol.com  |
| **Chalgrove Day Centre**                    | Janet Betts  
Tel: 01844 279238  
Email: janetbetts1@btinternet.com  |
| **Chinnor Day Centre**                      | Derek Luxford  
Tel: 01844 353733  
Email: chinnorvc@hotmail.co.uk  |
| **ShareCare Community Club, Holton**        | Helen Sollis  
Tel: 01235 849434  
Email: holton@ageukoxfordshire.org.uk  |
| **Thame and District Day Centre**           | Gillian Coleman  
Tel: 01844 212080  |

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Day centres continued

>> Email: Office@thameanddistrictdaycentre.co.uk

**Watlington and District Day Centre**
West Room, Old School Place, Gorwell, Watlington OX49 5QE
Doreen Hobbs
Tel: 01491 612209

**Watlington and District Drop-in Centre**
26b High Street, Watlington OX49 5PY
Doreen Hobbs
Tel: 01491 612209
Email: dmh41@btinternet.com

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**Adult learning**

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

The University of the Third Age is an organisation of retired ‘but not retiring’ people who come together to learn.

They do not run formal courses and no qualifications are necessary to join. Go to www.u3aoxford.org.uk to find out more about adult learning in Oxfordshire.

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**Travelling in Oxfordshire**

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

If you find it difficult to get around, there may be a community transport service to help you:

- call the Oxfordshire Travel Advice Line (Oxtail) on 0345 310 1111 (Monday to Thursday, 8.30am to 5.00pm and Friday, 8.30am to 4.00pm) for free, impartial advice on transport options for older people or those with a high level of support needs;
- search the national website www.ctonline.org.uk to find your local community-run transport service in any area of England; or
- search the Oxfordshire Community Transport Directory, www.communityfirstoxon.org which contains information about community transport groups and services in the county.

**Bus passes**
You must be eligible to apply for a bus pass. To find out more, visit www.oxfordshire.gov.uk/cms/public-site/bus-passes or call Oxfordshire County Council’s Social and Health Care team on 0345 050 7666.

**Blue Badges**
The national Blue Badge Scheme helps people with severe walking difficulties who travel as drivers or passengers to park close to their destinations. For more information on the scheme and to apply, visit www.oxfordshire.gov.uk/disabledparking

**Parking**
Oxfordshire County Council may provide a disabled person’s parking place on a public road where there is a need. Residents can apply for one of these parking places to be provided close to their home or work. Download the application form at www.oxfordshire.gov.uk/cms/content/disabled-parking-places

**Shopmobility**
Shopmobility is a free service offering loan of wheelchairs and electric scooters to people who need them for shopping and sightseeing.

Shopmobility services are available in various locations around Oxfordshire. To find out about services in your area, visit www.shopmobilityuk.org
Public toilets – including accessible toilets

District Councils (contact details on page 22) have a list of all public toilets in their area and can tell you how accessible they are. They’ll also let you know about local shops and businesses which have accessible toilets.

The Changing Places website has a map of toilets that are fully accessible and have the equipment that disabled people may need. Visit www.changing-places.org

Some businesses in Oxford have agreed to let members of the public use their toilets whether they are buying anything or not. A full list of Community Toilet Scheme participants can be found on Oxford City’s website, www.oxford.gov.uk

Some accessible toilets require a Royal Association for Disability and Rehabilitation (RADAR) key. To buy one, go to the Tourist Information shop on Broad Street, Oxford, call 0330 995 0400, visit www.disabilityrightsuk.org or email enquiries@disabilityrightsuk.org

Keeping safe

Trusted traders

The ‘Buy With Confidence’ scheme provides a list of reputable local businesses. Oxfordshire County Council’s Trading Standards staff have checked local member businesses to ensure their trustworthiness and compliance with the law.

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

Scams and doorstep crime

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

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

If you or someone you know have been a victim of a scam and would like advice, contact the Citizens Advice Consumer Helpline on 0345 404 0506, or call Action Fraud on 0300 123 2040 to report a scam.

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

If you think a rogue trader has called in your area, please report it immediately by calling 01865 815000 or via the online form at www.oxfordshire.gov.uk/cms/content/doorstep-crime

Fire and rescue

To reduce the chance of having a fire in your home, you need to be aware of the risks, how to prevent them and what to do should a fire occur. Oxfordshire County Council’s Fire and Rescue Service offers free ‘Safe and Well’ visits to vulnerable members of the community. Your home will be assessed for fire risk, and if required, free smoke alarms will be fitted. The visit will also cover home escape plans and provide advice to lower fire risk. Visit www.365alive.co.uk to find out more.

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

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

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

Safeguarding and protecting vulnerable adults

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

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

If you are worried about contacting the police, you can contact Oxfordshire County Council’s Social and Health Care team to talk things over on 0345 050 7666. You can also report any concerns about an adult online at www.oxfordshire.gov.uk/safeguardingadults

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

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

Domestic abuse

Oxfordshire Domestic Abuse services offer emotional and practical support to victims of domestic abuse.

Call the helpline on 0800 731 0055 between 9.30am and 6.00pm, Monday to Friday or 10.00am and 4.00pm on Saturday, or visit www.reducingtherisk.org.uk

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

Protecting children and young people

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

There are various organisations you can speak to but if you think a child is in immediate danger, call the police on 999. You can also get advice and help from the National Society for the Prevention of Cruelty to Children helpline on 0808 800 5000 or via email on help@nspcc.org.uk

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

Oxfordshire County Council’s Social and Health Care team
Tel: 0345 050 7666
Emergency Duty team (outside office hours) Tel: 0800 833 408

Support and care – where do I start?

This Guide will give you a good starting point to help you think about options and provide you with information so that you can find solutions to help you to remain independent and well. Family, friends and neighbours can often be an invaluable source of help and support, and there is a network of voluntary, community and faith organisations in Oxfordshire as well as care homes and providers of care and support in your own home. If you have access to the internet, the online Live Well Oxfordshire directory contains a
Support and care – where do I start? continued

range of support services, activities and information. You can search the directory at www.oxfordshire.gov.uk/livewell

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

Assessment

Anyone who thinks they may have a need for social care support can ask the Council for an assessment of their needs. If you have difficulty with day-to-day activities, such as getting washed and dressed or getting yourself something to eat, then you may be eligible for support from Oxfordshire County Council.

Being ‘eligible’ means that, because of illness or disability, you need support and care to manage some of the basics of everyday life, such as eating, using the toilet, maintaining relationships or keeping yourself safe at home. The Council conducts assessments using national eligibility criteria for both adults with care and support needs and carers with support needs to work out if you are eligible.

You have the right to have an assessment regardless of your ability to pay for the support you may need. The assessment may be over the telephone or face-to-face, and, in the future, you will also be able to complete the assessment online.

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

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

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

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

Planning your support

If the assessment finds that you do have needs for care and support which are eligible to be met by the Council, you will be helped to make a support plan. This will look at what you want to achieve and outline the ways in which you want your needs to be met, and will include the Council telling you how much meeting your needs is likely to cost – known as a Personal Budget. A Personal Budget helps you to have control over your life, identify your needs and the things you want to do and, if you wish, manage your own support. If you are eligible for financial support from the Council, you can choose to have your Personal Budget paid to you as a Direct Payment, which means you can plan exactly how to use it to meet your needs.

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

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

Caring can be very stressful but you are not alone. At any one time in Oxfordshire, over 60,000 people are providing unpaid care for a family member, friend or neighbour. It is important that you take time to look after yourself while you are caring for someone else.

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

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

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

Your Carers’ Assessment will result in a support plan that will give you information about services available, and other ideas for supporting you in your caring role. You may also be eligible for a payment to spend on things that make your caring role easier.

Respite care and short breaks

Respite is alternative care or support for the ‘cared-for’ person which enables the carer to have a break from their caring role. It can range from a break of a few hours during the day so that the carer can go out, to a longer break of a week or more. A respite service may be provided in the home, for example a care worker can come in to look after the cared-for person, or in another place such as a care home or respite centre.

Respite is considered to be a service for the person being cared for. If they have a Personal Budget for their own needs (see page 17), they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Carers Oxfordshire

Carers Oxfordshire is a free service providing information, advice and support to unpaid carers of adults in Oxfordshire to help them balance work and caring responsibilities. The service has four elements:

- a telephone and web-based information service, providing information about benefits and entitlements, support services, carers’ breaks, emergency back-up, employment and much more;
- an outreach support service – providing advice and support over the phone and face-to-face;
- a network of peer support groups; and
- training and wellbeing opportunities.

Call 0345 050 7666 or visit www.carersoxfordshire.org.uk

Young carers

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

The Oxfordshire Young Carers Service works with schools, professionals and services to support young
Young carers continued

Carers and their families across the county. Call the Young Carers Service at Oxfordshire County Council on 07919 298263 or email young.carers@oxfordshire.gov.uk

Carers’ benefits

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

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

Carer’s Credit
Carer’s Credit is a National Insurance credit which will let carers build up qualifying years for the basic State Pension and additional State Pension. This means that there will be no gaps in your National Insurance record if you have to take on caring responsibilities.

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

Resource for those supporting children with additional needs

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

Living at home

For many people, it is important to stay in their own familiar surroundings near to friends and family and to retain their independence. But some of us may need a little extra help. If you are finding it difficult to manage, adaptations to your home or equipment may make your life easier and safer, or someone could help you with personal care to enable you to keep your independence.

Adapting your home

Oxfordshire County Council’s Social and Health Care team takes referrals for occupational therapy, which can help identify whether you would benefit from any equipment, from simple solutions such as a walking aid, to major adaptations such as walk-in showers.

If you have difficulty with day-to-day activities such as getting washed and dressed, an assessment by a social worker can help you find out if you are eligible for a Personal Budget to pay for the support you need. See page 17 for more information.

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

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

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

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

Assistive Technology ranges from very simple gadgets, such as medication aids (boxes with compartments for days of the week and times of day), to Telecare (devices that can automatically and remotely monitor emergencies and call for help).

**Telecare**

Telecare is a term used to describe devices (for example, movement, flood, gas, and smoke or fall detectors) that automatically send a signal when a problem is detected and calls for assistance. Personal pendants are also available as part of Telecare; when pressed, a trained operator assesses the nature of the emergency and reacts accordingly.

**Simple gadgets**

A range of gadgets exists to remind or enable you to do something, or alert a family member or carer living with you that you need help. These gadgets are sometimes referred to as standalone Assistive Technology. Here are some examples of difficulties that Assistive Technology can help address:

**Risk of falling:**
- sensors/lights may help, particularly at night, for example, when getting up to go to the toilet.

**Memory difficulties:**
- equipment can remind you to take medication on time or remember GP appointments;
- special clocks can help with knowing the date and time and distinguishing between day and night;
- devices can help you remember to eat and drink regularly or at specific times; and
- programmed prompts could remind you to take your mobility aid, keys, purse, etc. when going out.

**Risk of wandering/‘purposeful walking’:**
- sensors can be placed inside the home to alert a carer or family member, for example if a person gets out of bed at night; and
- tracking systems using GPS/mobile phone technology can locate someone outdoors.

**Difficulty summoning help:**
- waterproof pendant alarms and care phones may help somebody call for help in an emergency.

**Determining a person’s care needs:**
- movement sensors can help assess how well a person is managing at home.

**Will I have to pay for my Assistive Technology?**

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

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

Oxfordshire County Council can tell you about the full range of options available, simply visit [www.oxfordshire.gov.uk/assistivetechnology](http://www.oxfordshire.gov.uk/assistivetechnology) – you will also be able to fill out an online form to request an assessment.

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

Once you have identified equipment that might help with your support needs, use the checklist opposite to make sure it’s right for you.
Assistive Technology checklist

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

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

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

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

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

Will it work alongside any assistive technology you already have?

Usability

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

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

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

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

Is it portable?

Will it need to be installed by a professional?

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

Reliability

Can you speak to someone who already uses it?

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

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

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

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

Cost

Are there alternative solutions that might be free of charge?

Will you need to pay a monthly charge?

Do you know how much it costs?

Notes

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

Each District Council in Oxfordshire provides the following assistance to help residents remain safe, secure, independent and warm in their own homes.

**Disabled Facilities Grants**
A Disabled Facilities Grant can help eligible disabled people adapt their homes to make their lives easier. This is a means-tested grant – whether you can receive it depends on your other sources of income. To apply for a Disabled Facilities Grant, you must first be assessed by an occupational therapist (see page 19).

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

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

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

**Insulating and heating your home efficiently**
If you are struggling with your fuel bills or need information on how to keep warm in winter, call the Oxfordshire Affordable Warmth helpline on 0800 107 0044 for free, impartial advice on:
- reducing your energy bills;
- heating your home affordably and efficiently; and
- grants and financial assistance.

Contact your District Council to find out more about all of the schemes above.

- **Cherwell District Council**
  Tel: 01295 227001

- **Oxford City Home Improvement Agency**
  Tel: 01865 252788

- **South Oxfordshire**
  Tel: 01235 422403

- **Vale of White Horse**
  Tel: 01235 422403

- **West Oxfordshire**
  Tel: 01993 861000
### Making life easier at home

In the living room

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**What is difficult?**

<table>
<thead>
<tr>
<th>Simple Solutions</th>
<th>Alternative Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting in/out of chairs</strong></td>
<td></td>
</tr>
<tr>
<td>Block of foam in chair base</td>
<td>Buy an electric riser chair</td>
</tr>
<tr>
<td>Buy ready-made chair raisers</td>
<td></td>
</tr>
<tr>
<td>Buy a chair at the right height</td>
<td></td>
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<tr>
<td>Take regular, gentle exercise</td>
<td></td>
</tr>
<tr>
<td><strong>Opening/closing windows</strong></td>
<td></td>
</tr>
<tr>
<td>Move furniture out of the way</td>
<td>Install environmental controls or air-conditioning</td>
</tr>
<tr>
<td>Install/purchase a fan</td>
<td>Install new windows</td>
</tr>
<tr>
<td>Buy a tool to open/close windows</td>
<td></td>
</tr>
<tr>
<td><strong>Controlling the heating</strong></td>
<td></td>
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<tr>
<td>Change the switches for ease of use</td>
<td>Move the heating controls</td>
</tr>
<tr>
<td>Fit a timer switch</td>
<td>Install new or additional heating system</td>
</tr>
<tr>
<td>Purchase a standalone heater</td>
<td></td>
</tr>
<tr>
<td><strong>Keeping warm</strong></td>
<td></td>
</tr>
<tr>
<td>Use a trolley to transport the fuel for your fire</td>
<td>Insulate your house</td>
</tr>
<tr>
<td>Replace the fire with a heater</td>
<td>Swap to a cheaper heating system</td>
</tr>
<tr>
<td>Apply for a winter fuel payment</td>
<td>Change to a simpler heating system</td>
</tr>
<tr>
<td><strong>Turning lights on/off</strong></td>
<td></td>
</tr>
<tr>
<td>Install a light switch toggle</td>
<td>Move the light switches</td>
</tr>
<tr>
<td>Purchase a socket extension</td>
<td>Replace the light switches</td>
</tr>
<tr>
<td>Purchase handi-plugs</td>
<td>Install environmental controls</td>
</tr>
<tr>
<td><strong>Hearing the TV</strong></td>
<td></td>
</tr>
<tr>
<td>Use subtitles</td>
<td>Request an assessment for a hearing aid</td>
</tr>
<tr>
<td>Purchase wireless headphones</td>
<td>Install a room loop</td>
</tr>
</tbody>
</table>

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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
## In the bedroom

![Diagram of a bed with various devices highlighted: Pillow raisers, Easy grip scissors, Bed raisers, Pill dispenser.]

### Getting in and out of bed
- Learn new ways of moving safely
- Purchase a leg lifter
- Raise the bed
- Fit grab rails
- Use a transfer board
- Buy an electric adjustable bed
- Install a hospital bed
- Use a hoist

### Sitting up in bed, turning or rolling over
- Change to less heavy bedding
- Learn new ways of moving safely
- Purchase a pillow raiser
- Change the mattress
- Buy a bed cradle/bed ladder
- Use a bed lever
- Buy a specialised mattress
- Install a drop-down rail
- Install an over-bed pole

### Keeping warm in bed
- Buy a heavier duvet
- Buy thermal clothing
- Buy an electric blanket (make sure it’s tested regularly)

### Getting dressed
- Learn new ways of dressing
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handled shoe horn; dressing stick; button hook
- Contact n (see below) for an assessment
- Consider home support
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handled shoe horn; dressing stick; button hook
- Contact n (see below) for an assessment
- Consider home support

### Cutting your nails
- Buy easy grip scissors
- See a podiatrist

### Taking your tablets
- Ask for an easy-open bottle
- Keep a note of when you take a tablet
- Get a pill dispenser
- Get an automatic pill dispenser
- Ask someone to prompt you

### Reading the time
- Buy a clock with large numbers
- Buy a clock that ‘speaks’

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**Call 0345 050 7666 or visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)**

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*For further information about Oxfordshire County Council services visit [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)*
In the kitchen

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>ALTERNATIVE SOLUTIONS</th>
</tr>
</thead>
</table>
| REACHING INTO CUPBOARDS | • Rearrange your cupboards/surfaces  
• Buy an Easi-Reacher or Handi-Reacher | • Alter the spring in the doors  
• Lower or raise the cupboards |
| USING TAPS AND SWITCHES | • Fit tap turners  
• Purchase Handi-Plugs | • Change switches  
• Raise or reposition taps  
• Fit lever taps or new taps  
• Alter the kitchen |
| PREPARING/COOKING FOOD | • Sit at a table  
• Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper | • Use a food processor  
• Purchase a perching/high stool  
• Buy a trolley  
• Raise/lower work surface  
• Make space under worktop for your knees when sitting |
| MOVING AROUND KITCHEN | • Re-organise the furniture | • Review mobility equipment  
• Adapt the kitchen |
| EATING AND DRINKING | • Use large handled cutlery  
• Use a non-slip mat  
• Use a lightweight cup/mug  
• Use a cup with two handles  
• Contact [see below] for an assessment | • Buy a trolley  
• Consider home support for meal times |
| LAUNDRY/IRONING | • Install a wall-fixed ironing board | • Raise/lower washing machine |

*Call 0345 050 7666 or visit www.oxfordshire.gov.uk/livewell*

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
In the bathroom

### WHAT IS DIFFICULT?  |  SIMPLE SOLUTIONS  |  ALTERNATIVE SOLUTIONS
--- | --- | ---
**WASHING HANDS, FACE AND BODY**
- Install tap turners
- Buy a long-handled sponge
- Purchase a flannel strap
- Contact [see below] for an assessment
- Install lever taps or new taps
- Purchase a stool
- Raise or lower basin
- Consider home support

**HAVING A BATH**
- Purchase a non-slip mat
- Buy a long-handled sponge
- Use a half-step
- Install grab rails
- Use a bath board or bath seat
- Install a bath lift
- Use a hoist
- Replace the bath with a shower
- Convert to a wet room
- Consider home support

**DRYING YOURSELF**
- Use a non-slip mat
- Purchase a towelling gown
- Change the floor covering
- Purchase a hot air body dryer

**USING THE TOILET**
- Install a raised toilet seat
- Use a combined toilet seat and support frame
- Install a flush lever extension
- Contact [see below] for an assessment
- Review mobility equipment
- Consider home support

**CLEANING TEETH**
- Purchase a toothbrush gripper
- Buy an electric toothbrush
- Use a stool
- Use a shower board
- Use a shower chair or stool
- Replace shower controls
- Consider home support

**HAVING A SHOWER**
- Have a strip wash
- Use non-slip mats
- Purchase a half-step
- Contact [see below] for an assessment

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Call 0345 050 7666 or visit www.oxfordshire.gov.uk/livewell

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For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
Falls prevention

The Oxfordshire Falls Prevention Service helps people to avoid falls and regain confidence following a fall. Specialist nurses offer a detailed assessment and make recommendations about medication, physiotherapy and home adaptations. Contact the Falls Information Line on 01865 903400.

Delivered meals

Frozen meals can be delivered to your home and you can also hire small freezers and microwaves from Wiltshire Farm Foods. Call the 24-hour customer helpline on 0800 077 3100 or visit www.wiltshirefarmfoods.com to find out more.

Support and care at home

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

Personal assistants carry out a range of tasks, for example, helping you to get dressed, cook, or supporting you to go out. If you hire a personal assistant, you become an employer and there are responsibilities that come with this.

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

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

Paying for support and care at home

Depending on your financial circumstances, you may have to pay for some or all of the cost of support and care you need at home.

The Council will carry out a financial assessment to work out whether you have to contribute. This will look at your capital, savings and income.

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

Capital assets could include additional property, shares and other relevant assets. The £23,250 figure does not include the value of the home in which you live if you are receiving care at home, but may include any other properties you own.

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

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

More information on paying for care can be found on page 42.

The standards you can expect

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

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

When your home care worker visits you, they will:
- focus their attention on you;
- be pleasant and treat you with dignity and respect;
Support and care at home continued

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

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

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

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

Support and care at home continued

If the time comes when you need a little extra support – staying in your own home can be the happiest place to be – surrounded by your favourite things, your comfy slippers and your own bed.

Our ‘Cousins’ make this possible by providing companionship, as well as practical assistance with personal care and household tasks in the comfort of your own home.

Established in 1959, Country Cousins is the longest running live-in care agency in the UK.

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 Oxfordshire 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

Country Cousins is a trading name for Saga Healthcare. Lines open Mon to Fri, 8am-6pm.
Home care agency checklist

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

### About the agency

- How long has the agency been operating?
- How long are staff allocated per visit?
- Can you contact the agency in an emergency or outside office hours?
- Does the agency have experience with your specific needs?

### Staff

- Are you likely to be visited by different staff each day?
- Are all staff checked with the Disclosure and Barring Service?
- Will you be notified in advance if your care worker is on holiday or sick?
- Are staff matched to you specifically, based on your needs and preferences?
- Can you meet your care worker(s) before they start?
- Does the agency have both male and female staff?

### Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this.
- Does the agency have a training scheme in place?
- Are all staff trained to a certain level?
- Are staff able to help with administering medication if required?
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

### Regulation

- Will your support plan be reviewed at regular intervals?
- Can you see the agency’s contract terms?
- Can you lodge a complaint easily?
- Are complaints dealt with quickly?
- Can you see a copy of the agency’s CQC registration certificate and quality rating?

### Notes

*See page 27.

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

Care and Live-in support in your own home

Bluebird Care is your alternative to residential care. We can help you remain in your own home while enjoying a fulfilling life with dignity and enjoyment. We can help you with personal care, shopping, cleaning, social visits and round the clock live in care. Our care assistants are supported and trained to exceptional standards. We are experts at providing compassionate care.

Oxford: 01865 807198
Wallingford: 01491 837940
Witney: 01993 835807

Email: oxford@bluebirdcare.co.uk
www.bluebirdcare.co.uk/south-oxfordshire

“I truly do not know what I would have done without Bluebird Care, their caring support and assistance allowed me to stay in the comfort of my own home”

1st Homecare

Supporting you with first class care

Small and friendly care agency providing individual tailor-made packages to meet all of your care needs in the home.

- Nursing Care   - Personal Care   - Dementia Care   - Sensory Impairment Care
- Palliative Care   - Mental Health   - Physical Disabilities

For more information please contact us:  Tel 01865 744 174   Web www.1st-homecare.com
### Support and care at home providers

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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Acquire Care  Shotover Kilns  Shotover Hill
Headington  Oxford  OX3 8ST

Providers of hourly and live-in care

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or to find out more visit www.acquirecare.co.uk

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Bailey Care Services is your one stop shop for caring, dedicated, compassionate individuals.

Our fully trained workers can provide you with the support and trust you need 24 hours a day 7 days a week.

At Bailey Care we are knowledgeable about the area and understand the industry from first hand experience. Our team of workers have been providing care within Oxfordshire for over 20 years. Our new workers are selected, referenced, DBS checked and training checked prior to induction. This enables us to confidently supply them to you knowing all about them and their experience, before they undertake any shifts. We understand CQC compliance and believe in supporting continuous professional development. We can support you with temporary workers for shifts day and night, pre-booked and in emergencies, please contact us to discuss your needs.

Bailey Care Services, 2A Bury Street, Abingdon OX14 3QY
Tel: 01235 537124  •  Fax: 01235 526812  •  E: oxford@baileycare.co.uk
www.baileycare.co.uk

Tell us what you think
Complete our short questionnaire
www.carechoices.co.uk/reader-survey

We provide a tailored service to meet your assessed requirements, to promote dignity, privacy, confidentiality rights and choice, helping you to maintain maximum quality of life and independence in your own home environment. We provide a service that supports you in a professional and confidential way.

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www.countywidecaringltd.co.uk
01865 858895  •  7a, The Green South Warborough, OX10 7DR

Office@countywidecaringltd.co.uk
www.countywidecaringltd.co.uk

For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk

Tell us what you think
Complete our short questionnaire
www.carechoices.co.uk/reader-survey
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<td>CHARTERVILLE CARE AT HOME LTD Witney Tel: 01993 775515</td>
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<td>CHILTERN CENTRE, THE Henley-on-Thames Tel: 01491 575575</td>
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<td>CLARK CARE SERVICES Reading Tel: 07725 972580</td>
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<td>COUNTYWIDE CARING LTD – DOMICILIARY CARE OFFICE Wallingford Tel: 01865 858895</td>
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<td>GOLDEN SERVICES CARE LTD Wantage Tel: 01235 764422</td>
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<td>GOLDSMITH PERSONNEL LTD (OXFORDSHIRE) Chipping Norton Tel: 01608 642064</td>
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Service User Bands:
- OP: Older people (65+)
- D: Dementia
- PD: Physical disability
- MH: Mental health
- LDA: Learning disability, autism
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol or drugs

This provider list has been provided to Care Choices, the publisher of this Guide, by the Care Quality Commission. Advertisers are highlighted.

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LifeCarers provides dependable, one-to-one support to people at home.

Your trained LifeCarer visits to help with personal care and practical things like housework or shopping.

Your LifeCarer offers companionship too, someone to talk to or escort you on a trip out. A trusted person who keeps an eye on your safety and helps you stay in touch with your family.

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Dignified & personal care
Practical & comfortable living

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LifeCarers Ltd is regulated by the Care Quality Commission

Laurel Leaf Support
A Care & Support Provider

01993 358 060
www.laurelleaf.co.uk
Email: admin@laurelleaf.co.uk
Laurel Leaf Support, 4 Spinners Court, 53 West End,
Witney, Oxfordshire, OX281NH

We provide a service which allows our support service users to remain living safely and securely in their own homes and to enhance their lifestyle and allow them their independence and comfort. We provide this service to a wide range of support service users who have a variety of care needs, and we pride ourselves on our professionalism and dedication. Our approach is based around the idea of working with our support service users.

Your care needs are first identified by brokers or social workers all working with relatives particularly in the case of older support service users, and we always consult everybody concerned when putting together a care plan for their loved one. We also report back regularly to ensure that everyone who needs to know, including social services and medical professionals, is kept in the loop.

We are recruiting HOME CARERS in Wantage, Grove, Didcot, Abingdon & Southmoor.
See our website for more details

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Call: 01235 764422 • www.goldenservices.co.uk
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Service User Bands: OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

This provider list has been provided to Care Choices, the publisher of this Guide, by the Care Quality Commission. Advertisers are highlighted to find more information about care and support services visit www.oxfordshire.gov.uk/livewell
For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH CHERWELL SUPPORTED LIVING SCHEME</td>
<td>Banbury</td>
<td>Tel: 01295 236950</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>OASIS PRIVATE CARE LTD</td>
<td>Abingdon</td>
<td>Tel: 01235 821223</td>
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</tr>
<tr>
<td>OLIVE TREE SERVICES</td>
<td>Witney</td>
<td>Tel: 07721 421400</td>
<td>OP D PD LDA MH SI</td>
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<tr>
<td>OPTALIS EXTRA CARE OXFORDSHIRE</td>
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<td>Tel: 01235 523880</td>
<td>OP YA</td>
</tr>
<tr>
<td>ORCHARD MEADOWS (OSJCT)</td>
<td>Banbury</td>
<td>Tel: 01295 230124</td>
<td>OP D PD YA</td>
</tr>
<tr>
<td>OXFORD AUNTS</td>
<td>Oxford</td>
<td>Tel: 01865 791017</td>
<td>Advert page 36</td>
</tr>
<tr>
<td>OXFORD HEALTH NHS FOUNDATION TRUST – HQ</td>
<td>Oxford</td>
<td>Tel: 01865 901000</td>
<td>OP D MH YA AD</td>
</tr>
<tr>
<td>OXFORD HOUSE</td>
<td>Henley-on-Thames</td>
<td>Tel: 01491 578758</td>
<td>OP D PD LDA MH SI AD</td>
</tr>
<tr>
<td>OXFORD PRIVATE CARE</td>
<td>Oxford</td>
<td>Tel: 01865 861944</td>
<td>OP D PD YA</td>
</tr>
<tr>
<td>OXFORD SUPPORTED LIVING SCHEME</td>
<td>Oxford</td>
<td>Tel: 01865 594240</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>OXFORDSHIRE CHILDREN – YOUNG PEOPLE &amp; FAMILIES</td>
<td>Oxford</td>
<td>Tel: 01865 256600</td>
<td>PD LDA SI</td>
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<tr>
<td>PADDocks, THE (OSJCT)</td>
<td>Milton Under Wychwood</td>
<td>Tel: 01993 832962</td>
<td>OP D PD LDA SI YA</td>
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<tr>
<td>PATerson HEALTH AND SOCIAL CARE</td>
<td>Bicester</td>
<td>Tel: 01869 325530</td>
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<td>PEACEFULLIVING OXFORDSHIRE</td>
<td>Banbury</td>
<td>Tel: 07832 791284</td>
<td>OP D PD LDA MH SI</td>
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<td>PEChiv CARE SERVICES</td>
<td>Abingdon</td>
<td>Tel: 01235 798202</td>
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<tr>
<td>PETYPHER HOUSE (OSJCT)</td>
<td>Abingdon</td>
<td>Tel: 07971 972877</td>
<td>OP D PD LDA MH SI YA</td>
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<td>PLL CARE SERVICES</td>
<td>Witney</td>
<td>Tel: 01993 866144</td>
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<td>PREMIER PERSONAL CARE LTD</td>
<td>Henley-on-Thames</td>
<td>Tel: 01491 411144</td>
<td>OP D PD LDA MH SI YA AD</td>
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<tr>
<td>REAL LIFE OPTIONS</td>
<td>Oxford</td>
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<td>OP D PD LDA MH SI</td>
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<tr>
<td>RESPONSE</td>
<td>Oxford</td>
<td>Tel: 01865 410591</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>RICHMOND VILLAGE LETCOMBE REGIS DCA</td>
<td>Letcombe Regis</td>
<td>Tel: 01235 313082</td>
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<tr>
<td>RICHMOND VILLAGE WITNEY DCA</td>
<td>Witney</td>
<td>Advert page 62</td>
<td>OP D YA</td>
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<tr>
<td>RISBOROUGH CARERS LTD</td>
<td>Thame</td>
<td>Tel: 01844 212271</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>ROYAL MENCAP SOCIETY – OXFORD DOMICILIARY CARE</td>
<td>Oxford</td>
<td>Tel: 0800 808 1111</td>
<td>OP LDA YA</td>
</tr>
</tbody>
</table>

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

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Housing options

Sheltered or retirement housing

Sheltered and retirement housing is provided by housing associations and some District Councils. Sheltered housing, which is mostly available for rent only, is a practical step if you would like more security and companionship and, for some, additional help and support.

Extra Care housing

Extra Care housing allows older and disabled people with care needs to rent or buy their own home with round-the-clock care if needed. This ensures that residents have peace of mind knowing they are able to live safely in their home. For many, Extra Care housing is an alternative to residential care.

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

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

In most cases, Extra Care housing is accessed via an assessment of your care needs from a social worker and an assessment of your housing needs by a housing officer. Some apartments are available for full market sale and buyers do not normally require an assessment of their needs, they just need to be over 55 to qualify.
If you wish to refer yourself or someone else for assessment, you can arrange an assessment online or call the Social and Health Care team on 0345 050 7666.

To find out more about Extra Care housing, watch a short film about the benefits at [www.oxfordshire.gov.uk/cms/content/extra-care-housing](http://www.oxfordshire.gov.uk/cms/content/extra-care-housing) where there are also details of the Extra Care schemes in Oxfordshire.

**District Council contacts**

**Cherwell District Council**  
Bodicote House, Bodicote, Banbury OX15 4AA  
Tel: 01295 227001  
Web: [www.cherwell.gov.uk](http://www.cherwell.gov.uk)

**Oxford City Council**  
St Aldate’s Chambers, 109 St Aldate’s, Oxford OX1 1BG  
Tel: 01865 249811  
Web: [www.oxford.gov.uk](http://www.oxford.gov.uk)

**South Oxfordshire District Council**  
135 Eastern Avenue, Milton Park, Milton OX14 4SB  
Tel: 01235 422422  
Web: [www.southoxon.gov.uk](http://www.southoxon.gov.uk)

**Vale of White Horse District Council**  
135 Eastern Avenue, Milton Park, Milton OX14 4SB  
Tel: 01235 422422  
Web: [www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk)

**West Oxfordshire District Council**  
Elmfield, New Yatt Road, Witney OX28 1PB  
Tel: 01993 861000  
Web: [www.westoxon.gov.uk](http://www.westoxon.gov.uk)

**Shared Lives**

The Shared Lives service gives vulnerable and disabled adults the opportunity to live as independently as possible.

Adults in Oxfordshire who need care and support can be supported to live in their own home or share a home with a Shared Lives carer.

Call 01865 897971, visit [www.oxfordshire.gov.uk/sharedlives](http://www.oxfordshire.gov.uk/sharedlives) or email SharedLives@oxfordshire.gov.uk to find out more.

**Residential care**

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

**Care homes**

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

**Care homes with nursing**

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

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

Looking for exceptional care that’s as individual as you are, transparent pricing and 23 years’ experience to give you peace of mind now and in the future?

Call to find out about our inclusive care packages and current availability in Oxfordshire.

Freephone

0808 223 5356

www.caringhomes.org/oxfordshire

Residential | Nursing | Dementia | Permanent | Convalescence | Short Stay Care
# Care homes checklist

<table>
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<th>Home 1</th>
<th>Home 2</th>
<th>Home 3</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Staff

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

## Activities

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

## Life in the home

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

*See page 39.

## Personal preferences

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

## Catering

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

## Fees

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

To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Finding care options in your area

This Directory 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 Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory 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

Money and paying for support and care

Care funded by the Council

Do I qualify for local authority financial assistance?
If you have been assessed as having eligible care needs and your capital is below £23,250 (correct at 1st May 2018), you may be entitled to financial assistance from your local authority.

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

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

Do I have a choice of care home if the Council is paying?
Yes, and it can even be in a different county if you like. The home you choose must be suitable for your assessed needs, comply with any terms and conditions set by your Council and not cost any more than it would usually pay for someone with your needs.

What if I want to choose a home that costs more than the Council is prepared to pay?
The Council will allow a third party to top-up your fees as long as the third party is able to do so for the long-term. You are not allowed to top-up the fees yourself from capital below £23,250 (correct at 1st May 2018), except in limited circumstances. Speak to the Council for more information.

Paying for your own care

Paying for care can be an expensive and long-term commitment, so the Council strongly recommends that you seek specialist information and advice before entering into any arrangements. If you are funding your own care because you are not eligible for local authority funding, there are other forms of financial assistance you may be entitled to. The important thing is not to try to do it alone, always seek professional advice.

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

As well as offering a professional assessment of needs to people who fund their own care, and helping them to source suitable providers, My Care My Home can refer you on to an independent financial adviser.

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

Visit [www.mycaremyhome.co.uk](http://www.mycaremyhome.co.uk) or call 0800 731 8470 for more information.

Other sources of help and advice include:

**The Society of Later Life Advisers (SOLLA)**
SOLLA aims to help people to find trusted accredited financial advisers who have an understanding of financial needs in later life.

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

**Saga**
The Saga Care Funding Advice Service specialises in providing care funding advice for people who need to pay for their own support.

A free guide to paying for care is available on its website or you can request it by post. Visit [www.saga.co.uk](http://www.saga.co.uk) or phone 0800 096 8703 to speak to an adviser.

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

**How solicitors can help**
A solicitor can give you impartial advice about wills, making gifts, estate planning and Powers of Attorney. Some can also offer guidance on immediate and long-term care plans.

Solicitors for the Elderly is an independent, national organisation of lawyers who provide specialist legal advice for older and vulnerable people, their families and carers. Find out more at [www.sfe.legal](http://www.sfe.legal)

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

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

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

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

The service can help you if you:

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

Oxfordshire Specialist Advice Service provides a dedicated advice line and email service. This is backed up by a team of specialist advisers, who can meet face-to-face with people unable to access advice by phone, email or in their local community.

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

Please call 01865 410660, 9.00am to 5.00pm weekdays, or email advice@oxfordspeciesas.org.uk
## Having your say

### How to make a complaint or comment

If you are unhappy or worried about any adult social care service, it is important to let someone know.

Usually, talking to someone in the service can put it right. You can talk to the people who provide your care or their managers. They will have a process for managing complaints and listening to concerns that are raised.

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

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

<table>
<thead>
<tr>
<th>Tel: 01865 323589</th>
<th>Email: <a href="mailto:commentsandcomplaints@oxfordshire.gov.uk">commentsandcomplaints@oxfordshire.gov.uk</a></th>
</tr>
</thead>
</table>

### Complaints about care that you pay for yourself

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

| Tel: 0300 061 0614 | Website: [www.lgo.org.uk](http://www.lgo.org.uk) |

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

### Healthwatch Oxfordshire

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

It does this by:

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

For more information about Healthwatch Oxfordshire, call 01865 520520 or visit [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk)

### Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service is a free and confidential service that provides help to the public when dealing with the NHS. It acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations to negotiate immediate or prompt solutions.
If the team cannot answer your questions, they will put you in contact with someone who can help you. There are Patient Advice and Liaison Services at each NHS Trust.

**Churchill Hospital**  
Tel: 01865 235855

**Horton General Hospital**  
PALS Office  
Tel: 01295 229259

**John Radcliffe**  
Tel: 01865 221473

**Nuffield Orthopaedic Centre**  
PALS Office  
Tel: 01865 738126

**Oxford Health**  
Tel: 0800 328 7971  
Email: PALS@oxfordhealth.nhs.uk

**Oxfordshire Clinical Commissioning Group**  
Tel: 0800 052 6088  
Email: patient.services@oxfordshireccg.nhs.uk

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

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**Get involved**

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

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

**Volunteering**  
Ami makes it easy to be more connected to people in your community, helping you to feel happier and healthier. You can use Ami to find someone in your community who would enjoy your company for an hour a week, or people who need a little help with shopping or transport. Ami will show you exactly what’s needed near you and help you register with a voluntary organisation.  
Tel: 01865 410155  
Email: hello@withami.co.uk  
Web: www.withami.co.uk

The new Oxfordshire Volunteers website, http://oxonvolunteers.org/ is run as a partnership by Oxfordshire’s three volunteer centres.

It is designed to be a one stop shop for a wide variety of volunteering opportunities across Oxfordshire.

**Cherwell**  
Volunteer Connect provides community transport and a volunteering brokerage service throughout Cherwell. The service matches volunteers to opportunities and works with public and private sector organisations to increase volunteering.  
Tel: 0300 303 0126  
Email: i.can@volunteerconnect.org.uk

**Oxford City, South Oxon and the Vale of White Horse**  
The Volunteer Centre Oxfordshire offers a service to those wanting to volunteer and those looking for volunteers in these areas.  
Tel: 01865 251946  
Web: www.vcoxfordshire.org

**West Oxfordshire**  
Volunteer Link Up offers community transport, befriending and practical help.  
Tel: 01993 776277  
Email: office@vlu.org.uk  
Web: www.vlu.org.uk

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

Someone to support you to get your view across

We all need help to get our views across sometimes, and to understand the information we are given. But if you have substantial difficulty in understanding, retaining or weighing up information, or in communicating your wishes, you might have a family member, friend or neighbour you can ask to help you.

If there is no-one appropriate you can ask, Oxfordshire County Council can arrange an independent advocate to help you.

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

To find out more, contact Oxfordshire County Council’s Social and Health Care team by emailing socialandhealthcare@oxfordshire.gov.uk or calling 0345 050 7666.

Getting Heard

Getting Heard provides a free, independent and confidential service to adults in Oxfordshire which helps people to represent their interests, secure their rights and access services of their choice. It also supports people who wish to challenge, make suggestions or complain about services.

Call 0300 343 5718, email advocacy@gettingheard.org or visit www.gettingheard.org to find out more.

Oxfordshire Association of Care Providers

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

OACP represents all types of social care, in all settings, for all conditions. This includes care homes (and care homes with nursing), home care agencies, supported living providers, community mental health services, housing-related support, day-time support and respite services. Members also include services which provide advocacy, information, advice and support.

OACP acts as a contact point for all social care providers, sharing and promoting good practice through its networks and learning exchanges, providing information and advice on funding and business opportunities and training and development opportunities for Oxfordshire care and support providers.

OACP also publishes Talking Care, to help the public understand more about social care and the people who work in it, and holds the register for approved Support with Confidence personal assistants in the county. Get in touch for more details.

Benefits of OACP membership for care providers include:

- guidance, support and advice on all aspects of care delivery, employment of staff, meeting regulations etc;
- regular meetings and events;
- promote your service using the OACP logo as a mark of being in touch and up to date;
- a comprehensive training offer at reduced prices; and
- join the collective voice representing the sector locally and nationally.

Oxfordshire Association of Care Providers
9/10 Napier Court, Barton Lane,
Abingdon OX14 3YT
Email: info@oacp.org.uk
Web: www.oacp.org.uk
Twitter: @OxonACP
Facebook: OxonACP

46 For further information about Oxfordshire County Council services visit www.oxfordshire.gov.uk
The lifestyle site for parents and carers of children with additional needs and those who support them.

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts

www.myfamilyourneeds.co.uk

To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk

@WeAreMFON

SEARCH FOR CARE 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 information, photos and web links
• Brochure requests

www.carechoices.co.uk

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

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

We have an excellent reputation for caring for the elderly mentally infirm, particularly those with Alzheimer’s disease. We offer a relaxed and happy environment, where residents retain their freedom of choice and individuality. We use no routine tranquillisers or sedative drugs.

Residents are free to get up and go to bed when they choose and eat between meals if they wish. All bedrooms are light and airy with low windows and most have excellent views. The home has secure gardens and grounds where residents may stroll about whenever and wherever they like. Many enjoy our minibus trips through the country lanes.

If you are looking for somewhere with the facilities and experience to care for people, no matter what the future may hold – then call George Tuthill or Maggie Rampley who will be pleased to answer your questions, send you a brochure, or arrange for you to look around the home.

Direct telephone line: 01295 757123.

WARDINGTON HOUSE
Wardington, Banbury, Oxon OX17 1SD. Telephone 01295 750622.
(Five minutes from Junction 11 on the M40)
Visit our website at www.wardington.com or email george.tuthill@wardington.com
Care home listings

Cherwell care homes

CHERWOOD HOUSE CARE CENTRE
Buckingham Road, Caversfield, Bicester OX27 8RA
Tel: 01869 245005  OP D PD LDA MH SI

FAIRHOLME HOUSE
Church Street, Bodicote, Banbury OX15 4DW
Tel: 01295 266852  OP D PD

FEATHERTON HOUSE
Chapel Square, Deddington, Banbury OX15 0SG
Tel: 01252 614583

GLEBE HOUSE (OSJCT)
8 Mill Street, Kidlington OX5 2EF
Tel: 01286 841859  OP D

GOSFORD LODGE
95 Bicester Road, Kidlington OX5 2LD
Tel: 0203 195 3555

HOLT FARM CARE LTD
Hopcroft Holt, Steeple Aston, Bicester OX25 5QO
Tel: 01869 347600  OP LDA MH YA

LAKE HOUSE (OSJCT)
The Green, Lake Walk, Adderbury, Banbury OX17 3NG
Tel: 01295 811183  OP D

RIDINGS, THE
Calder Close, Daventry Road, Banbury OX16 3WR
Tel: 01295 276767  OP D

SHORT TERM BREAKS –
69 NEITHROP AVENUE
Banbury OX16 2NT
Tel: 01295 269646  D PD LDA SI

ST ANNE’S RESIDENTIAL CARE HOME
Clifton, Banbury OX15 0PA
Tel: 01869 338295 Advert page 50  OP D PD MH SI YA

STEWART HOUSE CARE HOME
85 Bloxham Road, Banbury OX16 9JS
Tel: 01295 259541  OP D

Cherwell care homes

Advertisement

Heathfield House Nursing Home
Situated in beautiful surroundings just outside of Oxford. Impressive mansion house set in rural countryside. Established since 1986, Heathfield House Care Home provides a secure, relaxed and homely environment in which the care, well being and comfort of our residents are of prime importance.

• Attractive en suite bedrooms
• Secluded, safe gardens and pleasant patio areas
• Large day areas
• Permanent or respite stays
• Full programme of daily activities
• Visiting GP, hairdresser and chiropodist

Tel. 01869 350940 E. info@heathfieldhouse-care.co.uk
www.heathfieldhouse-care.co.uk
Heathfield House Nursing Home, Bicester Road, Bletchingdon, Kidlington, Oxfordshire OX5 3DX

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

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

Advert page 50
Here at Creative Care, we believe in freedom, independence and choice. You’ll find truly personalised care that combines one-to-one support with appropriate, engaging activities and experiences. Our aim is to provide a high standard of nursing care in a well-maintained, homely environment. Our well established team of registered nurses have many years of experience in caring for adults and the elderly.

FEWCOTT HOUSE
Fritwell Road,
Bicester OX27 7NZ
E: admin@fewcott.com
T: 01869 345 501

ST. ANNES
Clifton, Banbury,
Oxon OX15 0PA
E: stannes@fewcott.com
T: 01869 338 295

LEAFIELD
32a Springfield Drive, Abingdon,
Oxon OX14 1JF
E: leafield@fewcott.com
T: 01235 530 423

For more information on any of our homes please visit our website
www.fewcott.com
Cherwell care homes with nursing

AGNES COURT – CARE HOME WITH NURSING PHYSICAL DISABILITIES
Warwick Road, Banbury OX16 2AB
Tel: 01295 673760

BANBURY HEIGHTS NURSING HOME
11 Old Parr Road, Banbury OX16 5HT
Tel: 01295 262083

CHACOMBE PARK
Banbury Road, Chacombe, Banbury OX17 2JL
Tel: 01295 641712 Advert page 63

CHERWOOD HOUSE CARE CENTRE
Buckingham Road, Caversfield, Bicester OX27 8RA
Tel: 01869 245005

FEWCOTT HOUSE NURSING HOME
Fritwell Road, Fewcott, Bicester OX27 7NZ
Tel: 01869 345501

GLEBEFIELDS CARE HOME
Stratford Road, Drayton, Banbury OX15 6EH
Tel: 01295 738133

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

GRACEWELL OF ADDERBURY
Banbury Road, Adderbury, Banbury OX17 3PL
Tel: 01295 297293 Advert below

GREEN PASTURES CHRISTIAN NURSING HOME
Bath Road, Banbury OX16 0TT
Tel: 01295 279963 Advert page 56

HEATHFIELD HOUSE NURSING HOME
Bicester Road, Heathfield, Bletchingdon, Kidlington OX5 3DX
Tel: 01869 350940 Advert page 49

Advertisement

Residential, Nursing & Dementia Care

At Gracewell of Adderbury, each resident is provided and cared for with his or her individual needs in mind.

- A choice of en-suite rooms beautifully designed to provide first-class living
- A professional hair and beauty salon
- Catch up with friends and family in our bright and airy bistro
- Wheelchair-friendly sensory garden
- Enjoy the latest films and sporting events in our luxurious cinema

Come and see what life is like in our friendly and warm home.

To arrange a tour, please call 01295 297293 or email adderbury.haa@gracewell.co.uk

Gracewell of Adderbury, Banbury Road, Adderbury OX17 3PL

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

Advertisers are highlighted
The Lady Nuffield Home

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

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

165 Banbury Rd, Oxford, Oxfordshire OX2 7AW
T: 01865 888500
E: enquiries@ladynuffieldhome.co.uk
www.ladynuffieldhome.co.uk

Bupa care homes

For a choice of elderly care options in Oxfordshire

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short term care options in Oxfordshire could be something for you to think about. And, you don’t need to be a Bupa customer to stay with us.

To find out more, call our Elderly Care Support Line seven days a week on

\[01865\ 986\ 870\]

We may record or monitor our calls.

For elderly care. For Living

Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey
### Cherwell care homes with nursing continued

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<tr>
<td>North Bar Place, Banbury OX16 0TD</td>
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<tr>
<td><strong>JULIET RICHARDSON NURSING HOME, THE</strong></td>
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<tr>
<td>14 Dashwood Road, Banbury OX16 5HD</td>
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<td>Tel: 01295 268522</td>
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<td><strong>LANGFORD VIEW (OSJCT)</strong></td>
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<td>Coach House Mews, Bicester OX26 6EW</td>
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<td>Tel: 01869 252343</td>
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<td><strong>LARKRISE CARE CENTRE (OSJCT)</strong></td>
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<td>Tel: 01295 257471</td>
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<td><strong>LINCROFT MEADOW CARE HOME</strong></td>
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<td>The Moors, Kidlington OX5 2AA</td>
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<td>Tel: 01865 950596 Advert inside front cover</td>
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<td>SI</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>

This provider list has been provided to Care Choices, the publisher of this Guide, by the Care Quality Commission. Advertisers are highlighted.
Exceptional Care Homes in Oxford

Auditcare

Exceptional Care Homes in Oxford

Individual Care To Meet Your Needs

Come and visit our two care homes in Oxford and discover how we can customise your care to help you lead the life you want.

We have been providing bespoke affordable care for over 33 years. Please get in touch to find out more or arrange an informal visit.

Mon Choisy Care Home
128 Kennington Road, Kennington OX1 5PE
01865 739223
www.auditcare.com

Kirlena House Care Home
18 Kennington Road, Kennington OX1 5NZ
01865 807571
www.auditcare.com

Residential Care  
Dementia Care  
Respite / Step Down Care
## Oxford care homes with nursing

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<td>ALBANY CARE HOME, THE</td>
<td>7 London Road, Headington, Oxford OX3 7SN</td>
<td>01865 744444</td>
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<tr>
<td>OP</td>
<td>PD LDA SI YA</td>
<td>BARNARDO’S VIKING HOUSE</td>
<td>45-47 Saxon Way, Headington, Oxford OX3 9DD</td>
<td>01865 762506</td>
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<tr>
<td>OP</td>
<td></td>
<td>BROOKFIELD</td>
<td>Little Bury, Greater Leys, Oxford OX4 7UY</td>
<td>01865 779888</td>
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<tr>
<td>OP</td>
<td></td>
<td>GREEN GATES CARE HOME</td>
<td>2 Hernes Road, Summertown, Oxford OX2 7PT</td>
<td>01865 980684</td>
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<tr>
<td>OP</td>
<td>OP D MH YA</td>
<td>HEADINGTON CARE HOME, THE</td>
<td>Roosevelt Drive, Headington, Oxford OX3 7XR</td>
<td>01865 760075</td>
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<tr>
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<td>HOUSE 2, SLADE HOUSE</td>
<td>Horspath Driftway, Headington, Oxford OX3 7JH</td>
<td>01865 747455</td>
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<tr>
<td>OP</td>
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<td>IFFLEY RESIDENTIAL AND NURSING HOME</td>
<td>Anne Greenwood Close, Iffley, Oxford OX4 4DN</td>
<td>01865 718402</td>
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<td>OP</td>
<td>D YA</td>
<td>ISIS HOUSE CARE &amp; RETIREMENT CENTRE (OSJCT)</td>
<td>Cornwallis Road, Donnington OX4 3NH</td>
<td>01865 397980</td>
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<td>OP</td>
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<td>ST LUKE’S HOSPITAL – OXFORD</td>
<td>4 Latimer Road, Headington, Oxford OX3 7PF</td>
<td>01865 228800</td>
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<tr>
<td>OP</td>
<td>D YA</td>
<td>TRIANGLE, THE</td>
<td>Old London Road, Wheatley, Oxon OX33 1YW</td>
<td>01865 875596</td>
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</table>

### ST LUKE’S HOSPITAL

A Registered Care Home With Nursing

If you are looking for long term nursing care, short term respite care or post-operative rehabilitation, St. Luke’s Hospital is the perfect answer.

Ideally situated in a quiet location, but within a stone’s throw of the main Oxford hospitals, St Luke’s is known for its convenient, comfortable and pleasant surroundings. All rooms are ensuite with colour televisions and direct dial telephones. Visitors frequently comment on the relaxed, friendly atmosphere, and the delicious smells coming from the kitchen!

New larger bedrooms with ensuite wetrooms, plus new facilities such as an activities room, garden room and spa bathroom will be available in 2019.

**Contact Details:**

- **Telephone:** 01865 228800
- **Email:** admin@stlukeshosp.co.uk
- **Website:** www.stlukeshosp.co.uk

**Address:** Latimer Road, Headington, Oxford OX3 7PF

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**Service User Bands**

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<td>Learning disability, autism</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Green Pastures Christian Nursing Home is a not-for-profit care home on the doorstep of the Cotswolds in Banbury, Oxfordshire.

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

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

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

www.greenpastures.uk.com

Bath Road, Banbury, Oxfordshire OX16 0TT
<table>
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**South Oxfordshire care homes**

**AMBER HOUSE – DIDCOT**
25-27 Norreys Road, Didcot OX11 0AT
Tel: 01235 512509

**BROOK HOUSE RESIDENTIAL CARE HOME**
19 Ockley Brook, Didcot OX11 7DR
Tel: 01235 818926

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

**DIMENSIONS WOODVIEW – 97 WANTAGE ROAD**
Didcot OX11 0AF
Tel: 01235 814939

**DISABILITIES TRUST – 4 PAGES ORCHARD**
Sonning Common, Reading RG4 9LW
Tel: 0118 972 2928

**DISABILITIES TRUST – 22 WOODLANDS ROAD**
Sonning Common, Reading RG4 9TE
Tel: 0118 972 1460

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

**LYNHDURST RESIDENTIAL CARE HOME**
Lyndhurst Road, Goring-on-Thames RG8 9BL
Tel: 01491 871325

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

**MEYLAN HOUSE**
136 Loyd Road, Didcot OX11 8JR
Tel: 0203 195 3559

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

**SOTWELL HILL HOUSE**
Brightwell-cum-Sotwell, Wallingford OX10 0PS
Tel: 01491 836685

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

**WOODLANDS**
4 Gaskells End, Tokers Green, Reading RG4 9EW
Tel: 0118 972 4913

**South Oxfordshire care homes with nursing**

**ABBECREST NURSING HOME**
Essex Way, Sonning Common, Reading RG4 9RG
Tel: 0118 970 9000

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

**CHILTERNs COURT CARE CENTRE (OSJCT)**
York Road, Henley-on-Thames RG9 2DR
Tel: 01491 526900

**CLOSE CARE HOME, THE**
Abingdon Road, Burcot, Abingdon OX14 3DP
Tel: 01865 407343

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MHA Brookfield – providing nursing and dementia care for Oxford.

A purpose-built, modern home that provides high quality nursing and dementia care.

We strive to support older people to live meaningful lives and work hard to ensure the right balance of privacy and company to suit each person’s needs.

Brookfield is situated on the outskirts of Oxford’s Greater Leys area, overlooking open countryside. The home is well equipped with specialist equipment to enable people with various nursing needs to maintain independence in a safe environment. The private, single bedrooms all have en-suite facilities and there are attractive lounges and activity rooms.

Brookfield is also committed to providing alternative therapies such as music therapy to residents, while our Chaplain offers pastoral support to all at Brookfield, whatever their beliefs.

Come along to see Brookfield for yourself, we will be delighted to welcome you, your family and friends.

To find out more

☎ 01865 779888
✉ home.oxf@mha.org.uk
🌐 www.mha.org.uk
📍 MHA Brookfield, Little Bury, Greater Leys, Oxford OX4 7UY

Registered as a charity – No. 1083995
A True Feeling of Home

Winterbrook House, formerly Winterbrook Nursing Home, is now under new ownership. We are a family-run care organisation with beliefs and expertise that create a true feeling of home, alongside superior care of the older person.

Our ethos is to provide a dedicated care setting, offering both Residential and Nursing care, that really makes a difference to the quality of people’s lives. We pride ourselves in knowing exactly how to provide the right environment for the maturing lifestyle; focusing on a bespoke approach to the wellbeing of all our clients.
As a member of The Abbeyfield Society we provide a friendly purpose built home for our 25 residents in the picturesque village of Cumnor, 4 miles from Oxford City.

Oxenford House offers its residents:

• 24 hour relationship centred care by experienced & well trained staff
• Single bedded rooms, some with en-suite
• Visiting dentist, doctors, physiotherapist, aromatherapist, optician, hairdresser, chiropodist & local clergy
• Daily activities & entertainment programme, including outings & pastimes
• A wide choice of freshly prepared meals which are all home cooked by our chef. We have a Level 5 in Food Hygiene awarded by VOWH Council
• Our most recent CQC unannounced inspection rating is GOOD (with OUStANDING★ in ‘Care’)
• Long/short term, convalescence, holiday stays & day care – all to give families a well-earned rest – The choice is all yours.

For more information or to arrange an informal visit, feel free to contact us:
Tel: 01865 865116 Fax: 01865 865923
Email: care@oxenfordhouse.co.uk
Website: www.oxenfordhouse.co.uk
Facebook page: Abbeyfield Oxenford Society Ltd
The Glebe, Cumnor, Oxford OX2 9RL

General Manager: Paulene Shaw
## Vale of White Horse care homes

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<th>Name</th>
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<tr>
<td>FRAMLAND</td>
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<tr>
<td>HF TRUST – MILTON HEIGHTS</td>
<td>Potash Lane, Milton Heights, Abingdon OX14 4DR</td>
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<td>LDA</td>
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<tr>
<td>HF TRUST – NO 3 &amp; 4A MILTON HEIGHTS</td>
<td>Potash Lane, Milton Heights, Abingdon OX14 4DR</td>
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<tr>
<td>IRIS HAYTER HOUSE</td>
<td>43 Sandford Road, Littlemore, Oxford OX4 4XL</td>
<td>OP MH YA</td>
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<tr>
<td>KIRLENA HOUSE</td>
<td>18 Kennington Road, Kennington, Oxford OX1 5NZ</td>
<td>OP D PD SI YA</td>
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<td>KNOWL, THE</td>
<td>52 Stert Street, Abingdon OX14 3JU</td>
<td>MH YA</td>
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<td>LEAFIELD RESIDENTIAL CARE HOME</td>
<td>32a Springfield Drive, Abingdon OX14 1JF</td>
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<td>MON CHOISY</td>
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## Vale of White Horse care homes with nursing

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<td>BRIDGE HOUSE</td>
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<td>OP D PD</td>
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<td>COXWELL HALL AND MEWS NURSING HOME</td>
<td>Fernham Road, Faringdon SN7 7LB</td>
<td>OP D PD SI</td>
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<tr>
<td>CUMNOR HILL HOUSE</td>
<td>Breeches End, Cumnor Hill, Oxford OX2 9FW</td>
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To find more information about care and support services visit [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)
Changing Perceptions for the Better

Take a look around a Richmond Villages’ Care Home and prepare to have your preconceptions of a care home changed for the better.

CALL TO BOOK A VISIT

RICHMOND WITNEY
Coral Springs Way, Witney, Oxfordshire OX28 5DG
01993 764421
richmond-villages.com/witney

RICHMOND LETCOMBE REGIS
Letcombe Regis, Wantage, Oxfordshire OX12 9RG
01235 313082
richmond-villages.com/letcombe

Nursing Care | Dementia Care | Respite & Convalescent Care
To find more information about care and support services visit www.oxfordshire.gov.uk/livewell

Advertisement

Amazing people
...deserve amazing care

Our care homes are wonderful places – filled with amazing 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.

Nursing Care • Residential Care • Dementia Care • Respite Breaks • Assisted Living

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 25 years’ experience.

Chacombe Park • 01295 641 712
Banbury Road, Banbury, OX17 2JL
Middletown Grange • 01993 627 810
Middletown, Hailey, OX29 9UB
Oxford Beaumont • 01865 565 461
Bayworth Lane, Oxford, OX1 5DF
Southerndown • 01608 433 192
Worcester Road, Chipping Norton, OX7 5YF

GRANGE CARE CENTRE, THE
25 Church Green, Stanford in the Vale, Faringdon SN7 8HU
Tel: 0844 472 5182

OAKEN HOLT NURSING AND RESIDENTIAL HOME
Eynsham Road, Farmoor, Oxford OX2 9NL
Tel: 0808 223 5356 Advert page 40

OXFORD BEAUMONT
Bayworth Lane, Bayworth Corner, Boars Hill, Oxford OX1 5DF
Tel: 01865 565461 Advert below

RICHMOND VILLAGE LETCOMBE REGIS
South Street, Letcombe Regis, Wantage OX12 9RG
Tel: 01235 313082 Advert page 62

SHRUBLANDS
Faringdon Road, Cumnor, Oxford OX2 9QY
Tel: 01865 865363

ST KATHARINE’S HOUSE
Ormond Road, Wantage OX12 8EA
Tel: 01235 762739

STOWFORD HOUSE CARE HOME
Faringdon Road, Shippon, Abingdon OX13 6LN
Tel: 01235 538623

VALE HOUSE
Sandford Road, Littlemore, Oxford OX4 4XL
Tel: 01865 718467

WANTAGE NURSING HOME
Garston Lane, Wantage OX12 7AR
Tel: 01235 774320

Advertisement

Vale of White Horse care homes with nursing continued

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

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01993 850308
enquiries@rosebankcarehome.co.uk
www.rosebankcarehome.co.uk

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Pound Lane, Cassington, Oxford, OX29 4BN

01865 881440
enquiries@churchfieldsicarehome.co.uk
www.churchfieldsicarehome.co.uk
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West Oxfordshire care homes with nursing

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Tel: 01865 883611  
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**BEECH HAVEN**
77 Burford Road, Chipping Norton OX7 5EE  
Tel: 01608 642766 Advert page 65  
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**CEDAR COURT CARE HOME**
60 Moorland Road, Witney OX28 6LG  
Tel: 01993 703536  
OP D PD YA

**CHURCHFIELDS CARE HOME**
Pound Lane, Cassington OX29 4BN  
Tel: 01865 881440 Advert page 64  
OP D PD SI

**COTSWOLD, THE**
Woodside Drive, Bradwell Village, Burford OX18 4XA  
Tel: 01993 824225  
OP

**FREELAND HOUSE NURSING HOME**
Wroslyn Road, Freeland, Witney OX29 8AH  
Tel: 01993 881258  
OP D

**HENRY CORNISH CARE CENTRE (OSJCT)**
Rockhill Farm Court, Chipping Norton OX7 5AU  
Tel: 01608 642364  
OP D PD SI

**HOMESTEAD, THE**
24 Flax Crescent, Carterton OX18 1NA  
Tel: 01993 845754  
OP D

**LANGSTON, THE**
Station Road, Kingham, Chipping Norton OX7 6UP  
Tel: 01608 658233  
OP PD

**MEADOW VIEW NURSING HOME**
48 Rack End, Standlake OX29 7SB  
Tel: 01865 300205 Advert page 66  
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**MERRYFIELD HOUSE NURSING HOME**
33 New Yatt Road, Witney OX28 1NX  
Tel: 01993 775776  
OP D PD LDA SI

**MIDDLETOWN GRANGE**
Middletown, Hailey, Witney OX29 9UB  
Tel: 01993 627810 Advert page 63  
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**MILL HOUSE**
30-32 Bridge Street, Witney OX28 1HY  
Tel: 01993 775907  
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**OLD PREBENDAL HOUSE, THE**
Station Road, Shipton-under-Wychwood, Chipping Norton OX7 6BQ  
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OP PD SI

**PENHURST GARDENS CARE HOME**
New Street, Chipping Norton OX7 5ED  
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**RAMPING CAT NURSING HOME**
White Hill, Burford OX18 4EX  
Tel: 01993 822088  
OP D PD MH SI YA

**RICHMOND VILLAGE WITNEY**
Village Centre, Coral Springs Way, Richmond Village, Witney OX28 5DG  
Tel: 01993 764421 Advert page 62  
OP D YA

**TALL TREES**
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| Countywide Caring Ltd – Domiciliary Care Office |
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