



# Gloucestershire

## Care and Support Guide 2026

The essential guide to staying independent,  
choosing and paying for care and support

Help to be healthy, active and independent | Help when you need it | Where to start if you need care and support | Useful contacts | Choosing care and support

In association with



# Gloucestershire Fire and Rescue Service

Working together for a safer Gloucestershire

## FREE HOME FIRE SAFETY CHECK

A fire in the home can be devastating, but there are steps you can take to keep you and the people you care about safer from fire. We offer free Home Fire Safety checks, that provide reassurance and top tips to make your home safer. It only takes one accident to start a fire.

Visit [ohfsc.co.uk](http://ohfsc.co.uk) to take the fast, free check.

In just 15 minutes, you'll get:

Personalised fire safety advice

A tailored action plan

You may even be offered a visit from GFRS to help keep you safe.

Scan this QR code to find out more and request a visit!



0800180414

[www.glosfire.gov.uk](http://www.glosfire.gov.uk)

<p>Top tip</p>  <p>Fit smoke alarms</p>	<p>Top tip</p>  <p>Plan your escape route</p>	<p>Top tip</p>  <p>Get out, stay out and call 999</p>
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This Gloucestershire Care and Support Guide is available to download and view online at [www.carechoices.co.uk/publication/gloucestershire](http://www.carechoices.co.uk/publication/gloucestershire)

To obtain extra copies of this Guide, free of charge, email the **Adult Social Care Helpdesk** at [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk) or call **01452 426868**.



### Alternative formats

This guide is available electronically at [www.carechoices.co.uk/](http://www.carechoices.co.uk/) The e-book is also Recite Me compatible for those requiring information in the spoken word.



# Welcome from Gloucestershire County Council

I'm pleased to introduce the 2026 edition of the Gloucestershire Care and Support Guide, a vital resource designed to help you, or someone you care for, stay well, live independently and feel supported in the place you call home.

Many people still associate care with residential homes or visiting care workers. Whilst these are important options, they are part of a much broader picture. Across Gloucestershire, there is a wealth of support available to help people live well for longer, on their own terms and in their own communities.

This Guide is here to help you explore those choices. Whether you're looking for practical help at home, advice on staying connected and active, or guidance on planning for the future, you'll find clear, accessible information to support your decisions.

If a care home does become the right choice, this Guide offers helpful advice, from what to look for when visiting, to where to find independent financial guidance.

We understand that recognising the needs for support, either for yourself or a loved one, can be difficult and emotional, but you are not alone.

Gloucestershire County Council is committed to helping you feel informed, reassured and confident about the future. This Guide is one of the many ways we're working to make that happen.



**Councillor Dr Kate Usmar**  
Cabinet Member for Adult Support and Independence

## Regions covered in this Guide



# Introduction from the Gloucestershire Care Providers Association

The Gloucestershire Care Providers Association (GCPA) is a not-for-profit membership body open to all independent providers of adult social care. GCPA promotes, celebrates and protects the work and interests of all independent providers of care and support services (private, not-for-profit and charitable organisations) delivering care to vulnerable people across Gloucestershire.

Members of the association work with older people, those with learning disabilities, physical disabilities, people with mental health conditions and people in supported living environments, along with Personal Assistants. Membership of the GCPA is a sign of a progressive organisation, committed to delivering the highest standards of quality care and keen to play an active part in the county's wider social and health care community.

Representatives of the GCPA attend regular strategic and liaison meetings with senior staff and commissioners, to review and influence contracts, frameworks, policies and procedures. The GCPA works in partnership with and acts as the conduit between the Hospitals Trust, Gloucestershire County Council, NHS Gloucestershire Integrated Care Board (ICB) and the Gloucestershire Health and Care Foundation Trust. The GCPA works with its members together on a variety of initiatives aimed at both tackling immediate issues facing vulnerable people and designing effective, quality ways of working for the future.

The GCPA's main aims are to:

- Represent the interests of independent care and support providers and promote membership within the county.
- Co-produce work in partnership with Gloucestershire County Council, NHS Gloucestershire ICB, the CQC, the Hospitals Trust, the Gloucestershire Health and Care Trust and other statutory and regulatory bodies in Gloucestershire to help improve quality social and health care delivery.

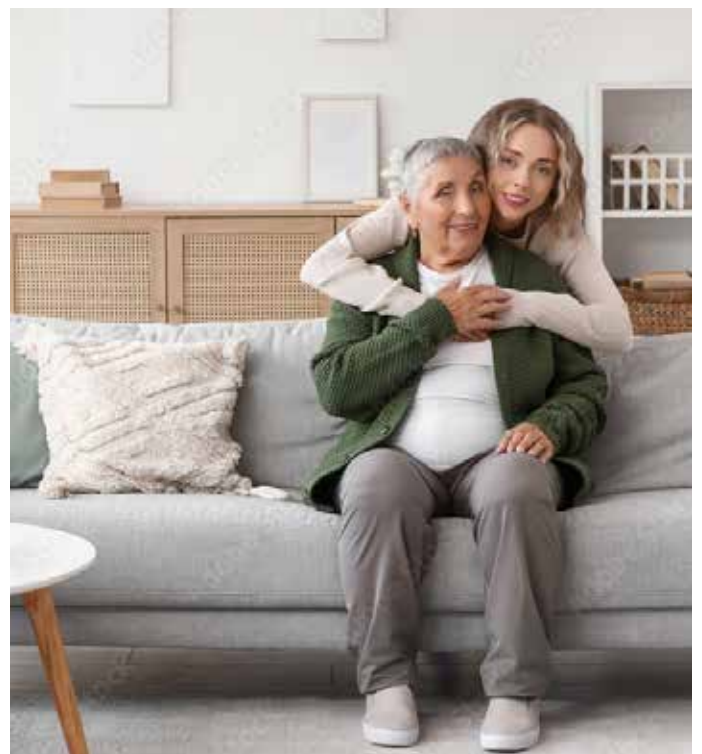
- Encourage the sharing of best practice amongst members.
- Negotiate annual fee reviews and contractual revisions.
- Assist in the development of frameworks and new contracts.
- Organise workshops and training opportunities in partnership with various organisations.
- Develop of regional strategies through partnership work with the Care Association Alliance (South West), the Association of Directors of Adult Social Services (ADASS) and South West Councils.
- Support managers through peer-to-peer network meetings.



Registered number: **7841236**

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

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



# How to use this Guide

This Guide is split into three parts:

**Part one: Help to be healthy, active and independent.**

**Part two: Help when you need it - where to start if you need care and support.**

**Part three: Choosing care and support.**

Services, funding and contact details in this Guide will change over time so it is always best to check online. Wherever possible, website addresses have been included.

The listings of care homes and care homes with nursing in this Guide are separated into the following regions.

<b>Cheltenham</b>	<b>89</b>
<b>Cotswolds and Cirencester</b>	<b>93</b>
<b>Forest of Dean</b>	<b>95</b>
<b>Gloucester</b>	<b>99</b>
<b>Stroud</b>	<b>103</b>
<b>Tewkesbury</b>	<b>108</b>

A list of home care agencies in Gloucestershire begins on page 69.

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## How to get online in Gloucestershire

The internet is a great way of finding information, keeping in contact with friends and family, paying

bills, shopping and much more. The following sections will help you make the most of the internet.

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### Getting online

Lots of information is only available on the internet. If you don't have access to the internet at home, your library can help. There is free public Wi-Fi at all libraries in Gloucestershire.

#### **Gloucestershire libraries**

Libraries are open for public browsing and computer access. To check your local library's opening hours, and services on offer, visit

**<https://gloslibraries.uk/your-libraries>**

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### Develop your digital skills

Whether you are an absolute beginner or more advanced, you can get help to improve and develop your ICT and digital skills. See page 28 for information about being safe online. Learn My Way is an online resource that has free courses to help you learn digital skills. Visit **[www.learnmyway.com](http://www.learnmyway.com)**

tailored support to individuals and groups. Partners are well connected within the community, have strong local knowledge, an understanding of the barriers people face and a drive to demonstrate how life changing it can be to become confident with digital technology. Visit **<https://glosdigi.org.uk>** or email **[community@fvaf.org.uk](mailto:community@fvaf.org.uk)**

#### **Gloucestershire Digital Hubs (Digi Hubs)**

Developed by Forest Voluntary Action Forum (FVAF) and the Adult Transformation Team to tackle digital exclusion. The digital project, now facilitated by the DIGI Partnership, has eight community partners with developed hubs across the whole of Gloucestershire. Each district offers free, accessible,

#### **DAISI Gloucestershire Digital Support Drop-ins**

Gloucestershire Rural Community Council (GRCC) organise and support Digital Drop-ins across Gloucestershire. We can help with:

- setting up or using a smartphone, laptop, or tablet

- online safety and cyber-security
- using email and social media
- finding, installing, and using apps
- using essential online services such as banking, Universal Credit and Homeseeker Plus
- using NHS and health apps
- understanding broadband contracts and phone sims

Call, WhatsApp or text us on **07454 066116** or email: **digital@grcc.org.uk**. <https://www.grcc.org.uk/index.php/digital-support-drop-ins-gloucestershire>

### Adult Education in Gloucestershire

Whether you would like to boost your IT skills for employment, get to grips with using a tablet or increase your confidence with getting online, there is a course for you. Visit [www.gloucestershire.gov.uk/adult-education-in-gloucestershire](http://www.gloucestershire.gov.uk/adult-education-in-gloucestershire), email [learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk) or call **0800 542 1655** or **01452 583800**.



### Useful contacts

Government services and information are becoming increasingly accessible online, and you can update your details this way too. **GOV.UK** is a public sector website which provides a single point of access for HM Government information and services. Visit [www.gov.uk](http://www.gov.uk)

The **NHS website and apps library** hosts



thousands of articles, videos, tools and apps, helping you make the best choices about

your health and lifestyle. It can also help you to make the most of NHS and social care services in England. As well as information, there is a Guide for people who have care and support needs, their carers and people who are planning for their future care needs. Visit [www.nhs.uk](http://www.nhs.uk)

**Your Circle** is a website run by Gloucestershire



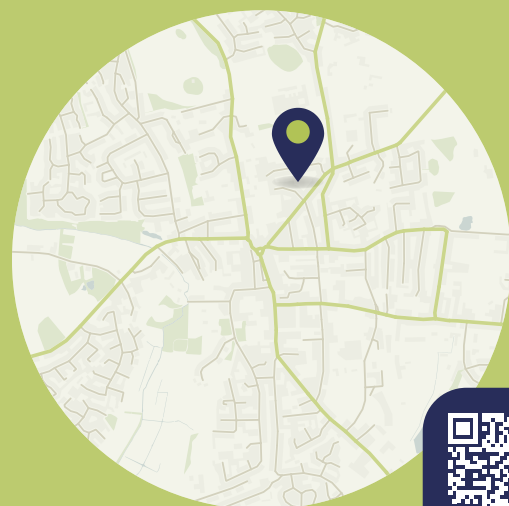
County Council to help you find your way around care and support and connect with people, places and activities in Gloucestershire. You can find out what is happening in your

local community as well as local health and social care services offered through public, private, voluntary and community groups. Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)

# 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



Scan to search now

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



 CareChoices

# Part one: Help to be healthy, active and independent

This part of the Guide is about helping you find out what is available in Gloucestershire and what you can do to help yourself, or the person that you care for, to be healthy, active and independent for as long as possible.

It will help you find out where to go to get a bit of extra help and what is available locally. There is information on what to do if you need more help, what care and support is and how it works in part two of the Guide.

## Being healthy

Good health is about your mind as well as your body. Feeling physically fit and feeling good about yourself can help you to achieve more of the things that you want to do in life. There are lots of things you can do to be as healthy as possible and to remain as independent as you can. This chapter will help you find useful information to help you with your physical, mental and sexual health.

### Health advice

If you need medical help and advice but it is not an

emergency, you can get help and guidance from NHS 111 online at <https://111.nhs.uk> or call **111**. This is the NHS non-emergency service and is available 24 hours a day, 365 days a year.

The service is staffed by a team of fully trained advisers with clinical support, who will ask questions to assess your symptoms. It will then give you the healthcare advice you need or direct you straight away to the local service that is best placed to help you.

## Gloucestershire Healthy Lifestyle Service

The lifestyle choices we make for ourselves and for our family can dramatically impact on our health in later life. There are lots of reasons to make lifestyle changes; we all have things that we want to be healthy and well for, and that are important to us, whether that's in the short or long term.

Making positive changes to our diet, activity levels, alcohol consumption and stopping smoking now can have a massive impact in the long term and can help reduce the risk of illnesses such as heart disease, high blood pressure, type 2 diabetes,

stroke and cancer.

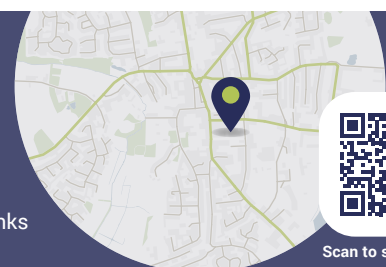
It's not all about the future though; changing your lifestyle has immediate benefits. You may find that you feel less stressed, that you sleep better and you look and feel much better in yourself.

Whether you're thinking about losing weight, giving up smoking, getting more active or just improving your overall wellbeing, we are here to help you. Visit [www.hlsghos.org](http://www.hlsghos.org), email [ablh.hlsghos@nhs.net](mailto:ablh.hlsghos@nhs.net) or call **0800 755 5533**.

## Search for care in your area

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

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- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now



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

## NHS Health Checks

Are you aged 40-74 years? If so, you could be due your free NHS Health Check which aims to detect undiagnosed cardiovascular diseases like diabetes and help you lower your risk.

Find out who's eligible, what the check looks for, what happens when you visit your GP practice and what to expect after your health check at [www.nhs.uk/tests-and-treatments/nhs-health-check](http://www.nhs.uk/tests-and-treatments/nhs-health-check)

## Mental health and wellbeing

We all need good mental health and wellbeing – it's essential to living happily and healthily. Looking after your mental health is not something we should only do if we are struggling, feeling low, anxious or stressed. It's something we should think about all the time and really invest in, just like our physical health.

### Five Ways to Wellbeing

At any given time, approximately one in four of us will be experiencing a mental health condition. Some of the most common, such as depression, anxiety and stress, can be relieved by following the Five Ways to Wellbeing.

1. Connect with people – your family, friends, colleagues and neighbours. Speaking to people over the telephone or online can help, but there's nothing like being in the company of others to boost your mood.
2. Get active – take a walk, go cycling, join a dance class, go swimming or play a game of football. Find an activity that you enjoy and make it a part of your life. Anything that raises your heart rate – even cleaning the house – can help.
3. Keep learning – give yourself a sense of achievement and a new confidence. Why not sign up for that cooking course, start learning to play a musical instrument, learn a new language or figure out how to fix your bike?
4. Give – even the smallest act can count – whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you make new friends.
5. Be mindful – be more aware of the present moment, including your feelings and thoughts, your body and the world around you. Some people call this 'mindfulness', it can positively

change the way you feel about life, and how you approach challenges.

These are proven techniques to help boost your general wellbeing. They are things we can all incorporate into our daily lives and following these steps to the best of your ability is a good place to start.

### Are you feeling vulnerable? Do you need to talk to somebody now?

The NHS website at [www.nhs.uk/mental-health](http://www.nhs.uk/mental-health) has information on common problems, what you can do now and mental wellbeing audio guides. If you, a friend or relative are experiencing mental health issues for the first time and need help, but are not in a crisis, contact your GP or call **111** (option two).

### Help in a crisis

If there is an immediate danger to life, dial **999** or go to your nearest Accident and Emergency Department (see page 63).

If you or someone you know needs help in a mental health crisis, contact the crisis team by visiting [www.ghc.nhs.uk/crisis](http://www.ghc.nhs.uk/crisis) or calling **0800 169 0398**. Call 24 hours a day, seven days a week. Callers may be asked to leave their name and number on an answerphone. In these circumstances, staff will return the call within one hour. The team works with people aged 11 upwards.

### Useful contacts

The [Stay Alive App](#) provides information, tools and local information to help you stay safe in crisis. You can use it if you are having suicidal thoughts or if you are concerned about someone else who may be considering suicide. You can also use it to create your own safety plan. The app can be accessed through the App Store, Google Play or downloaded as a PDF. [→](#)

### → Gloucestershire Connect and Offload (CandO)

**Helpline** supports adults living in Gloucestershire who are experiencing mild to moderate wellbeing difficulties, such as anxiety, low mood or depression, including support for self-harm. The service can also provide support and information to friends, family, carers and professionals. The helpline is open every day, 2.00pm to 9.00pm, for phone, webchat and text support. Visit <https://gloucestershirecando.org>, call **0808 801 0606** or text **07775 510 693** (7.00am to 9.30pm) **07768 776 863** (9.30pm to 7.00am).

### NHS Talking Therapies

This service provides support for individuals who are anxious, stressed or depressed. It offers Cognitive Behavioural Therapy (CBT); which is an evidence-based treatment for common mental health conditions, such as depression, anxiety and phobias. As well as individual CBT, the service also provides a range of other support such as self-help guides, education courses and an online platform. Visit [www.ghc.nhs.uk/our-teams-and-services/letstalk](http://www.ghc.nhs.uk/our-teams-and-services/letstalk) or call **0800 073 2200**.

### Mental Health Support and Advice Service in Gloucestershire

**Empowering Minds Gloucestershire** can support your recovery journey if you're living in Gloucestershire and experiencing serious or common mental illnesses or challenges, whether diagnosed or not.

The service can offer you:

- Personalised support: Work with a Mental Health Community Link Worker to build a recovery plan that suits your needs and goals.
- Early help: Get support before things reach crisis point, helping you to stay well and avoid needing more intensive services.
- Community connections: Be part of compassionate local networks that understand mental health and offer safe spaces to connect.
- Peer support and activities: Join groups and activities that help reduce loneliness and support your wellbeing.
- Tools for resilience: Learn how to make informed choices about your care and build confidence in managing your mental health.

- Support after hospital: If you're leaving an acute mental health ward, we'll help you settle back into the community with tailored support.

The service works closely with:

- Local communities to reduce stigma and improve understanding.
- Health and care partners to make services more accessible and inclusive.
- Community groups to help them support you better, with advice and resources.

This service is available to individuals aged 18 and over who live or are registered with a GP in Gloucestershire that are experiencing serious or common mental health illnesses and conditions.

Web: [www.rethink.org](http://www.rethink.org) (search 'Empowering Minds Gloucestershire').

Email: [empoweringminds@rethink.org](mailto:empoweringminds@rethink.org)

Phone: **07570 343 767**

### Useful contacts

**The Cavern** offers out-of-hours mental health support with a non-clinical approach, including face-to-face listening, low-level interventions such as board games, adult colouring and other inclusive activities. Visit <https://kftseekers.org.uk/space/the-cavern>, email [info@kftseekers.org.uk](mailto:info@kftseekers.org.uk) or call **01452 307201**.

For young people, **On Your Mind Gloucestershire** has its own website offering information about mental wellbeing and support services. Visit [www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk)

**Let's Talk Well** provides free counselling and support for 9-25-year-olds living in Gloucestershire and their families. The service reaches hundreds of children and young people annually, as well as offering support and advice to parents/carers, and training for professionals. Find out more at [www.letstalkwell.org.uk](http://www.letstalkwell.org.uk), call **01594 372777** or text **07520 634063**.

**Samaritans** supports individuals experiencing feelings of distress or despair, including suicidal thoughts. They provide non-judgemental listening support via phone and email 24 hours a day.

For further information, visit [www.samaritans.org](http://www.samaritans.org), or call **116 123** (freephone).

**Shout** free and confidential 24/7 text messaging support service for anyone who is struggling to cope. Text 'SHOUT' to **85258**.

**Campaign Against Living Miserably (CALM)** is a leading national movement against suicide. The helpline is available 365 days a year, from 5.00pm to midnight. Visit [www.thecalmzone.net](http://www.thecalmzone.net) or call **0800 58 58 58**.

**Mind** has information and advice on its website alongside tips to support you with everyday living. The charity also provides an online peer support community, Side by Side, which is a safe space

to listen, share and be heard. The community is open 24/7 and moderated daily from 8.00am to midnight. Visit [www.mind.org.uk](http://www.mind.org.uk) or call its Infoline on **0300 123 3393**.

If you are a child or young person under 19, you may want to speak to Childline, open 24 hours a day, seven days a week. Call **0800 1111** to speak with a counsellor, or have a one-to-one counsellor chat online at [www.childline.org.uk/get-support/1-2-1-counsellor-chat](http://www.childline.org.uk/get-support/1-2-1-counsellor-chat)

Care providers that specialise in care for people with mental health conditions are shown with **MH** in their listing. Home care providers start on page 69, while care homes and care homes with nursing start on page 89.

## Looking after your sexual health

Sexual health is about positive and respectful approaches to sexuality and sexual relationships. Good sexual health is more than the absence of sexually transmitted infections (STIs), it's mostly about being empowered to have safe sexual experiences, free of coercion, discrimination and violence.

There are several simple things you can do to protect yourself from poor sexual health experiences and/or unplanned pregnancy.

Some examples are listed as follows:

- Practising safe sex; using a condom every time.
- If you feel that you are at risk of having an STI, get tested as soon as possible.
- Speak to your GP about your contraception choices.
- If you misuse drugs or alcohol, seek help. It's more common to have unsafe sex when using drugs or alcohol.

This is not an exhaustive list, and everyone's circumstances are different.

### Useful contacts

#### Sexual Health and Wellbeing Outreach Service

Operated by The Eddystone Trust, the service offers a range of services in Gloucestershire including non-judgmental advice, STI/HIV testing,

free condoms (through the C-Card scheme if you are under 25) and support for people living with HIV. Visit <https://eddystone.org.uk>, email [info@eddystone.org.uk](mailto:info@eddystone.org.uk) or call **0800 328 3508**.

#### Hope House

Operated by Gloucestershire Care and Support NHS Trust (GHC), Hope House is the specialist sexual health service in Gloucestershire. It offers:

- Sexually Transmitted Infections (STI) testing.
- Contraception, including emergency contraception.
- Pregnancy advice.
- HIV and chlamydia screening.
- Advice on sexual assault and rape.
- Signposting to other sexual health services in Gloucestershire.

Visit [www.hopehouse.nhs.uk](http://www.hopehouse.nhs.uk) or call **0300 421 6500** (central booking line, open Monday to Friday, 8.00am to 4.00pm).

**Your GP** can provide advice on contraceptive choices, and advice on accessing testing and treatment for STIs. Your local **Community Pharmacy** may be able to offer you contraception, including free emergency contraception and condoms, and chlamydia testing and treatment.

## Hearing loss

It is easy to underestimate the personal and practical issues that can result from a hearing impairment, but a lot can be done to help, and it doesn't always need to involve a specialist service.

Signs of hearing loss can include:

- Difficulty hearing other people clearly and misunderstanding what they say.
- Asking people to repeat themselves.
- Listening to music or watching television with the volume turned up higher than other people require.

If you are experiencing hearing loss and you've never been provided with a hearing aid, you should ask your GP for a hearing test and possibly an appointment with a consultant. Hearing aids come in all different shapes, sizes and types. They can help you hear every day sounds like the telephone and make it much easier to follow conversations.

You may also be able to enjoy listening to music, the TV and radio again. If you have tinnitus, you may find it disturbs you less when you wear hearing aids. You can get free batteries from clinics at a range of hospitals and local centres.

### Useful contacts

**Gloucestershire Deaf Association (GDA)** is a charity providing practical and social support to more than 4,000 deaf and hard of hearing adults and children, and their families, each year. Visit [www.gda.org.uk](http://www.gda.org.uk), email [admin@gda.org.uk](mailto:admin@gda.org.uk), call **01452 372999** or text **07875 610860**.

### The Royal National Institute for the Deaf (RNID)

website has lots of information, including pointers that might indicate you are losing your hearing. Visit <https://rnid.org.uk>, email [contact@rnid.org.uk](mailto:contact@rnid.org.uk) or call **0808 808 0123** (for further information about how RNID can help with your hearing loss).

## Looking after your eyes

You should have your vision tested regularly. If you are concerned about any aspect of your eyes or vision, visit your high street optometrist. Some health conditions, like diabetes, show themselves in the eye and an optometrist is trained to detect these. They will refer patients to other healthcare professionals as appropriate.

You may be referred to a consultant ophthalmologist for further investigation. The consultant will possibly assess whether you qualify for certification as either sight impaired (partially sighted) or severely sight impaired (blind).

If they think you do qualify, the ophthalmologist will complete a Certificate of Vision Impairment (CVI) and send it to the Sensory Services Team at Gloucestershire County Council. Someone from Adult Social Care will contact you to discuss your registration options.

More information on visual impairments can be found on page 42.

### Useful contacts

**Forest Sensory Services** in Cinderford can give advice and support. You can also buy specialist equipment to help with daily living. Visit <https://forestsensoryservices.org>, email [support@forestsensoryservices.org](mailto:support@forestsensoryservices.org) or call **01594 827711**.

**Insight Gloucestershire** supports everyone who has sight difficulties, not just those with severe sight loss. You can also buy specialist equipment to help with daily living. Visit [www.sightsupportwest.org.uk/insightglos](http://www.sightsupportwest.org.uk/insightglos), email [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk) or call **01242 221170**.

### Royal National Institute of Blind People (RNIB)

is for anyone affected by sight loss. Whether you're losing your sight, severely sight impaired or partially sighted, RNIB's practical and emotional support can help you face the future with confidence. Visit [www.rnib.org.uk](http://www.rnib.org.uk) or call **0303 123 9999**.

## Autism

Autism is a lifelong developmental disability that affects how people perceive the world and interact with others. There is more information available about what autism is, getting a diagnosis and support on the National Autistic Society and NHS websites.

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

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

Web: [www.ghc.nhs.uk/our-teams-and-services/adult-adhd-and-asc-service](http://www.ghc.nhs.uk/our-teams-and-services/adult-adhd-and-asc-service)

## The Community Autism Support and Advice Service (CASA) for Gloucestershire

Commissioned by Gloucestershire County Council to provide support, advice and guidance to adults and young people with a diagnosis of autism and their families who are:

- Aged 18 plus.
- Aged 17 plus to support transition to adult services.
- Living in Gloucestershire and/or registered with a Gloucestershire GP or funded by NHS Gloucestershire/Gloucestershire County Council.

What can you get from the service

- Information, advice and guidance.
- A wide range of interventions and support.
- Assistance to live a life where you have choice and are included in your local community.
- Support to reach your potential.
- Signposting to other appropriate services.

- Support to identify areas of interest and help you to get involved in them.
- Access to one-to-one work with a member of the team.
- Access to peer support where you can meet others with similar interests.
- Access to web-based information.
- Access to 'My Autism Information Booklet' (information passport).

Visit <https://grcc.org.uk/casa-community-autism-support-and-advice>, email [infocasa@grcc.org.uk](mailto:infocasa@grcc.org.uk) or call **01452 317460**.

### Gloucestershire County Council

Web: [www.gloucestershire.gov.uk/health-and-social-care/disabilities](http://www.gloucestershire.gov.uk/health-and-social-care/disabilities) (select 'Autism (and Neurodivergence) Partnership Board').

## Dementia

If you are worried about your own or someone else's memory, or possible symptoms of a dementia, these can include changes with memory, communication, functional abilities and cognitive issues, it's a good idea to get things checked out with your doctor. This is because some things that cause memory issues are treatable. Seeking help early helps to ensure you receive the right treatment and support to help you live well with dementia. You can complete the checklist available at [www.alzheimers.org.uk/form/checklist-for-dementia-symptoms](http://www.alzheimers.org.uk/form/checklist-for-dementia-symptoms) and take it with you to the GP for a doctor to review.

Your GP will discuss your concerns, conduct a physical health check and request that blood tests are done. If it is felt appropriate for you to have a more detailed memory assessment, your GP

will complete a further assessment, refer you to colleagues for a further assessment or work with specialist dementia services like Managing Memory Together. If dementia is diagnosed, you will be offered a treatment and support plan which includes a referral to the local Alzheimer's Society Dementia Advisor Service, for non-clinical advice, guidance and support. →



→ If you feel unable to talk to your GP about your symptoms or that of a family member, you can contact Managing Memory Together or Alzheimer's Society for advice and information.

### Useful contacts

**Managing Memory Together** provides memory assessments, community dementia nurses and an information and education service. Visit [www.ghc.nhs.uk/our-teams-and-services/managing-memory-together](http://www.ghc.nhs.uk/our-teams-and-services/managing-memory-together), email [managingmemory@ghc.nhs.uk](mailto:managingmemory@ghc.nhs.uk) or call **0800 694 8800**.

The **Dementia Advisor Service** is a helpline for anyone who is affected by dementia or worried about their memory. Trained advisors provide information, support, guidance and signposting to other appropriate organisations. Visit [www.alzheimers.org.uk](http://www.alzheimers.org.uk), email [gloucestershire@alzheimers.org.uk](mailto:gloucestershire@alzheimers.org.uk) or call **01452 525222** (Gloucestershire local office).

More information for carers, including the **Gloucestershire Carers Hub**, is on page 30. Visit <https://gloucestershirecarershubs.co.uk> or call **0300 111 9000**.

## Drug and alcohol services

Gloucestershire's Adult Drug & Alcohol Recovery Service is delivered by Via, who provide free and confidential advice, care and support for people in Gloucestershire aged 18 and over. The service provides:

- Advice about your health and wellbeing.
- Regular private sessions with your personal keyworker.
- A range of different support groups.
- Women only support and safe spaces in partnership with The Nelson Trust.
- Looking ahead to what might be next for you: such as motivational programmes, education, training and employment support, peer mentoring and volunteering.

Evening appointments, online groups and telephone or video sessions are also available to fit around your

other commitments.

Visit [www.viaorg.uk/services/gloucestershire](http://www.viaorg.uk/services/gloucestershire), email [gloucestershire@viaorg.uk](mailto:gloucestershire@viaorg.uk) or call **01452 223 014**.

### Cheltenham

Bramery House, Alstone Lane GL51 8HE

### Cinderford

Belle Vue Centre, 6 Belle Vue Road GL14 2AB

### Gloucester

41-43 Imperial Chambers,  
Longsmith Street GL1 2HT

### Stroud

Bankfield House (rear), Wallbridge,  
Bath Road GL5 3JQ

## 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



Scan to search now

# Being active

Regular exercise and being active is good for both our physical and mental health; it can help us remain independent for as long as possible. Improving strength and balance can also help to prevent falls and keep us from slowing down, so we can keep living the life we want.

Some of the benefits of keeping active include:

- Reduced risk of developing a life-threatening disease.
- Greater likelihood of maintaining or reaching a healthy weight.
- Greater sense of wellbeing.
- Improved sleep and increased vitality.

There are many activities that can help reduce the risk of falls, including:

- Community exercise groups specifically developed for increasing strength and balance.
- Tai Chi, a form of exercise that has many health benefits and can improve balance.
- Swimming, which improves muscle tone and strength while the body is supported.
- Walking in a group, which can improve your fitness as well as being a social activity.
- Dancing, which can improve fitness and balance.

If you are concerned about falling, talk to your GP about being referred to an exercise group or to

your local district council for advice on suitable activities in your area. Find out more about exercise, fitness, falls prevention and activities to improve your strength and balance at [www.nhs.uk/conditions/falls](http://www.nhs.uk/conditions/falls)

Lastly, see page 17 for more information on getting out and about.

## NHS Walking for Health

Web: [www.nhs.uk/live-well/exercise/walking-for-health](http://www.nhs.uk/live-well/exercise/walking-for-health)

## Shopping

Shopmobility schemes hire out or lend manual wheelchairs, powered wheelchairs and powered scooters to anyone who needs help with mobility. There is a shopmobility centre in Gloucester. Pre-booking is advised.

There may also be community transport schemes available where you live that offer a service to take you shopping once or twice a week. For more information, see page 18.

## Useful contacts

### Gloucester Shopmobility

1 Hampden Way, Gloucester GL1 1SX

Tel: **01452 302871**

### Shopmobility UK

Web: [www.shopmobilityuk.org](http://www.shopmobilityuk.org)

## Social activities

Looking to join a new group or club? Looking for a lunch club or opportunities for exercise or sport? Why not learn a new skill? These are all opportunities to meet new people and stay connected. Social activity plays an important part in keeping you fit and healthy. Visit the Your Circle website to search for information on:

- Leisure centres, swimming pools and fitness suites.
- Community events and activities.
- Groups, clubs and organisations near you.

- Opportunities for volunteering, learning or study.

## Useful contacts

### Your Circle

Web: [www.yourcircle.org.uk/Categories/4](http://www.yourcircle.org.uk/Categories/4)

### You're Welcome

An online directory and forum where you can find social events, clubs, groups or places to visit. All listings include accessibility details.

Web: <https://yourewelcomeglos.org>

Email: [hello@yourewelcomeglos.org](mailto:hello@yourewelcomeglos.org)

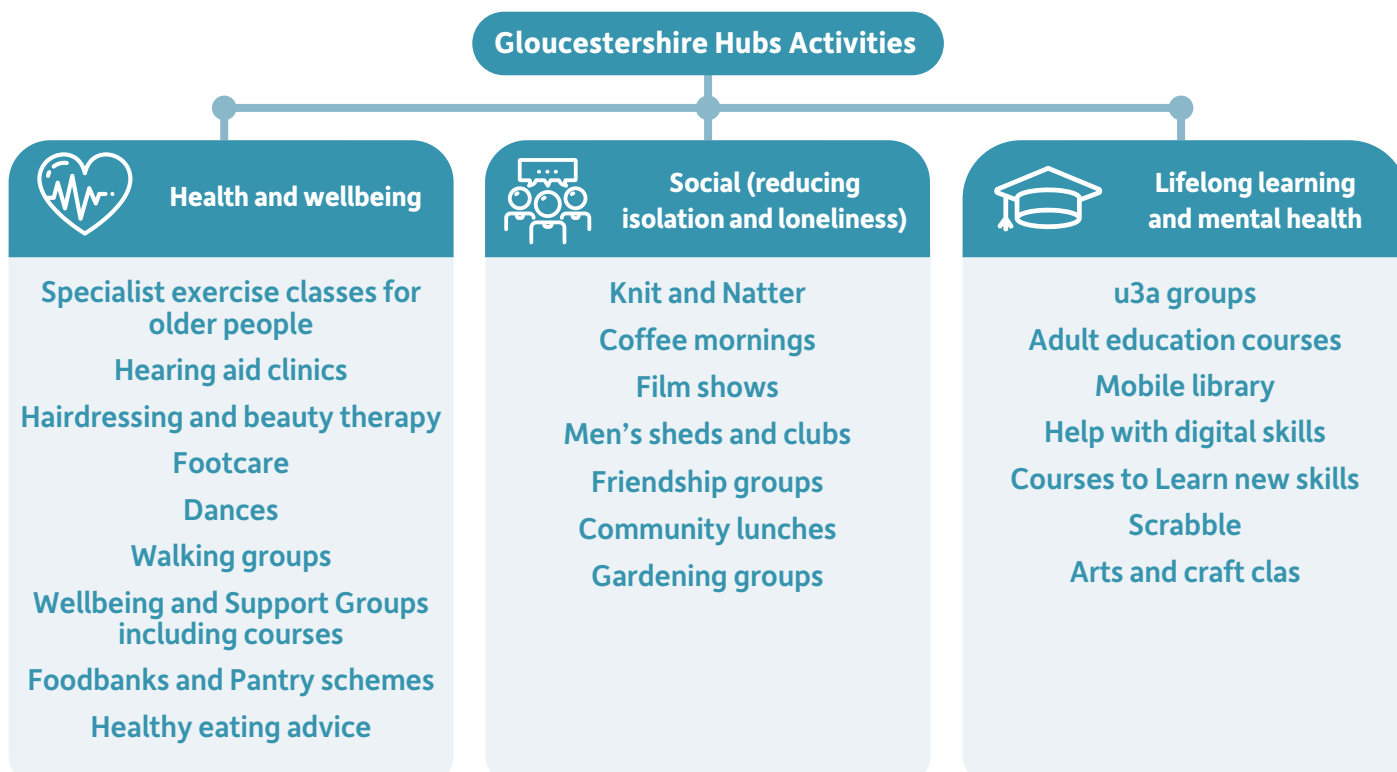
## Gloucestershire Community Hubs

These are places within communities where older people can meet to become more active, make new friends and try new things.

The hubs might be based within extra care or sheltered housing schemes or at community centres and are open to everybody. The hubs help people to remain independent in their own homes, maintain their physical and mental wellbeing and be connected with like-minded people.

Each hub offers a broad range of activities, so contact your local Community Hub for further information.

The diagram on page xx includes a selection of the types of activities available. To find your nearest Community Hub, visit **[www.yourcircle.org.uk](http://www.yourcircle.org.uk)** (search 'Community Hub'). You can filter your search by area to find the nearest hub to you.



## Drop-In Centres

Drop-In Centres are available to all vulnerable adults who need help or advice about day-to-day life, and/or support with any difficulties they may be having.

They provide a safe and friendly environment that you can visit and see if a member of staff is available, or you can make an appointment. The Drop-In Centres also have a telephone advice line. You can get support with:

- Managing finances, correspondence and housing-related issues, including home-seekers and bidding for housing.
- Making appointments.

- Remaining safe at home and in the community.
- Food vouchers.
- Healthy living and eating advice.
- Signposting to other organisations.
- Organising virtual meetings, such as WhatsApp, Zoom and Teams.

### Gloucestershire Drop-In Centres

Use the following contact details to find your local Drop-In Centre.

Web: **<https://www.yourcircle.org.uk/>** search 'Drop in Centres'

## Gloucestershire Inclusion Hubs

There are Inclusion Hubs across Gloucestershire, led by disabled people for disabled people. They are safe and welcoming places with different opportunities every week. At the Inclusion Hubs, you can make new friends, try out new activities and access information.

All our hubs are a safe space for people with any experience of disability, physical, learning, mental ill health, autistic spectrum conditions or a combination, and their carers.

We have four Inclusions Hubs based in Gloucester, Cheltenham and the Forest of Dean.

### Inclusion Gloucestershire

Use the following contact details to find your local Inclusion Hub.

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

Email: [info@inclusion-glos.org](mailto:info@inclusion-glos.org)

Tel: **01452 234003**

## Connect with people

Social interaction is an important part of our daily lives. As we get older, or following an illness or bereavement, we can find it more difficult to get out and about. Sometimes family and friends are not able to visit. Someone popping in just for a cup of tea and a chat on a regular basis can help to reduce feelings of loneliness or isolation.

Many people use smartphones and tablets to talk to their friends and family wherever they are around the world. These can help you stay in touch digitally but still face-to-face. Devices to help you keep in touch are available from high street retailers. Find out more about help available to get online on page 6.

## Getting out and about

### Driving – licence renewal

At 70, you must renew your driving licence every three years. This can be completed online with the DVLA, free of charge, if:

- Your British licence has expired, or it is going to expire within 90 days.
- You meet the minimum eyesight requirement.
- You are not prevented from driving for any reason.

The DVLA will automatically send the renewal application form 90 days before your 70th birthday. You can also pick up a form from most post offices. Your driving licence should arrive in three weeks. It might take longer if your medical or personal details need to be checked.

### Driving safely for longer – Older Drivers Forum (ODF)

ODF is a voluntary organisation in Gloucestershire campaigning for older driver safety. It runs free monthly webinars providing advice on how older drivers can keep driving safely for longer and how to

plan alternative mobility to maintain independence. These include advice for families concerned about an older driver. Visit [www.olderdriversforum.com/gloucestershire](http://www.olderdriversforum.com/gloucestershire) or email [odfglos@gmail.com](mailto:odfglos@gmail.com)

Facebook: [www.facebook.com/olderdriversforum](http://www.facebook.com/olderdriversforum)

X: <https://x.com/odfglos>

### Motability Scheme

Provides an affordable, stress-free way for people with disabilities to lease a car, scooter or a powered wheelchair in exchange for their mobility allowance. Visit [www.motability.co.uk](http://www.motability.co.uk) or call **0300 456 4566**.

### The Blue Badge scheme

The scheme aims to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities by allowing them to park close to their destination. The scheme is open to eligible people irrespective of whether they are travelling as a driver or as a passenger. Find out more at [www.gloucestershire.gov.uk/bluebadge](http://www.gloucestershire.gov.uk/bluebadge)

## Public transport

To find out information about planning your journey, visit [www.thinktravel.info/](http://www.thinktravel.info/) The ThinkTravel is dedicated to promoting active and sustainable travel within Gloucestershire.

The Arle Court Transport Hub offers a variety of services and amenities for passengers. Including services to Cheltenham town centre, Cheltenham general hospital and Gloucester royal hospital, alongside offering a variety of National Express journeys. Visit [www.gloucestershire.gov.uk/arlecourt](http://www.gloucestershire.gov.uk/arlecourt)

### Bus passes

Gloucestershire residents who are of pensionable age, or residents who are disabled and/or cannot drive for medical reasons, may be entitled to free off-peak travel on local buses anywhere in England.

Visit [www.gloucestershire.gov.uk/transport/apply-for-a-bus-pass](http://www.gloucestershire.gov.uk/transport/apply-for-a-bus-pass) or call **01452 426265**.

### Railcards

A railcard gives you discounts on rail fares. To find out about the railcards available, including a family and friends railcard; a two together railcard; a disabled person's railcard; and a senior railcard for people aged over 60, visit [www.railcard.co.uk](http://www.railcard.co.uk)



## Community transport

The Robin, Gloucestershire County Council's on-demand wheelchair accessible bus service, is available if you have difficulty using public transport, or there is limited service where you live.

You search for your ideal journey and book the option that suits you. It's local and offers affordable fares, connecting places in rural locations. This bookable bus service covers the Cotswolds, Forest of Dean South, Newent, Tewkesbury and Berkeley Vale. Visit [www.gloucestershire.gov.uk/therobin](http://www.gloucestershire.gov.uk/therobin)

There are several other providers of community transport in Gloucestershire which generally needs to be pre-booked. Dial-a-Ride services are wheelchair accessible and are designed for those who can't manage public transport. There will be a charge to use them; services and fares vary from place to place.

These organisations may be able to suggest local volunteer car services that may be able to provide you with transport. For more information on community transport and volunteer car services, visit [www.gloucestershire.gov.uk/CommunityTransport](http://www.gloucestershire.gov.uk/CommunityTransport)

### Useful contacts

#### Community Connexions

Covering Gloucester, Cheltenham, Stroud, Tewkesbury and Cirencester.

Web: <https://communityconnexions.org.uk>

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

Tel: **0345 680 5029**

#### Cotswolds Friends

Volunteer car scheme in the Cotswolds.

Web: [www.cotswoldfriends.org](http://www.cotswoldfriends.org)

Tel: **01608 651415**

#### Lydney Dial-a-Ride and Forest Community Transport

Lydney, Coleford, Cinderford and the surrounding local areas in the Forest of Dean.

Email: [dar@lydneydialaride.co.uk](mailto:dar@lydneydialaride.co.uk)

Tel: **01594 843809**

Facebook: [www.facebook.com/lydneydialaride](http://www.facebook.com/lydneydialaride)

#### Newent Community Transport

Covering the Forest of Dean.

Web: <https://sheppardhouse.co.uk/community-transport>

Email: [nadservices@newentbb.co.uk](mailto:nadservices@newentbb.co.uk)

Tel: **01531 821227**

## Patient transport

Some people may be eligible for non-emergency patient transport services (PTS). These provide free transport to and from hospital for people who have a medical need for it.

For more information, visit [www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk) (search 'Non-emergency hospital transport').

### Accessible toilets

There are accessible toilets in Gloucestershire which can be accessed using a Radar Key. You can get a key from shopmobility centres and Disability Rights UK ([www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)). For more information about the shopmobility centre in Gloucester, see page 15. To find locations of Changing Places toilets, visit [www.changing-places.org](http://www.changing-places.org)

# Being independent

## Employment

### Access to Work

This scheme provides practical and financial support for individuals and their employers if you have a disability and need adaptations or support at work. It is available if you are starting paid work, or if you are in work and need support to retain your job. Access to Work can also provide specialist support for up to nine months if you experience mental ill health. Visit [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

### Jobcentre Plus

Provides access to several schemes offering support for you to find work. This includes the local Work and Health Programme. Visit [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### Individual Placement and Support (IPS) Mental Health

IPS works closely with clinical teams and local employers to provide ongoing, individualised support and benefits counselling. If you are a working-age adult with a serious mental health illness and you currently receive support from Gloucestershire Health and Care NHS Foundation Trust's Secondary Mental Health Services, IPS can help you find paid part- or full-time employment opportunities. Visit [www.ghc.nhs.uk/our-teams-and-services/vocational-services](http://www.ghc.nhs.uk/our-teams-and-services/vocational-services) or call **01452 894865**.

### Individual Placement and Support (IPS) Drug and Alcohol Services

IPS is an employment support service intervention that is offered to adults 18 and over in drug and

alcohol treatment services. This service is delivered on behalf of the council by Via..

Customers will be supported with:

- Intensive one-to-one support.
- Rapid job search.
- In-work support.

Visit [www.viaorg.uk/services/gloucestershire](http://www.viaorg.uk/services/gloucestershire) or call **01452 223014**.

Gloucestershire Employment and Skills Hub Offers a single access point for anyone wanting information, advice guidance or support around employment and skills. The hub offers a range of programmes for people who are looking for jobs, including volunteering and community placements, and for those who are employed who may be struggling to retain their job due to ill health or other barriers. The hub triage will ensure that people get the support they need and will signpost them to either a programme offered by the hub or other support through a network of partners. →



→ Programmes and services offered by the hub include:

- Forwards – one-to-one intensive support for people with a disability or health condition and who are looking for work or help to retain their job.
- Connect to Work – a DWP funded programme for people who have long-term health conditions or disabilities or other barriers to finding or retaining work and who have been out of work for 6 months or more, or in work for at least 4 months and their job is at risk.
- Post 16 Education team – advice for young people, their parents and carers, to support the transition from education into employment.
- Works for Me – support for young people who are not in education, employment or training (NEET) to help them back into education or employment.

- Support for Refugees and Asylum Seekers (RASS) to help them find paid work and voluntary placements.
- Work with employers to help them understand reasonable adjustments and to promote inclusive workplaces.

The hub offers bespoke pre-employability support including help with CVs, interviews skills, work experience and confidence, and works with local employers to match potential employees to their vacancies. A range of initiatives designed around local needs are developed to support both individuals and employers.

More information: [www.gloucestershire.gov.uk/council-and-democracy/grow-gloucestershire/employment-and-skills-hub](http://www.gloucestershire.gov.uk/council-and-democracy/grow-gloucestershire/employment-and-skills-hub)  
Tel: **01452 425776**

## Learning

### Adult Education in Gloucestershire

Enables adults to improve their lives through education, providing a range of high-quality programmes, leading to progressive learning and enhanced employment skills. Every year thousands of adults sign up for courses, including:

- Employability and pre-employability programmes.
- Learning for parents, families and children.
- Literacy, numeracy and digital skills classes.
- English classes for speakers of other languages.
- Vocational courses leading to nationally recognised qualifications, including distance learning courses in Health and Social Care and other professional sectors.
- Apprenticeships in Business Administration, Customer Service, Management, Teaching

Assistance and Early Years.

- Accredited First Aid qualifications.
- Education and Training qualifications.

Search [www.gloucestershire.gov.uk/adult-education-in-gloucestershire](http://www.gloucestershire.gov.uk/adult-education-in-gloucestershire), email [learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk) or call **0800 542 1655** or **01452 583800** for more information.

### u3a

A UK-wide collection of charities that provide the opportunity for people no longer in work to come together and learn for fun. Access to online learning, training and resources to inspire. Members can attend learning events and talks for free. There are many branches in Gloucestershire, and each branch has its own website where you can find more information. Visit [www.u3a.org.uk](http://www.u3a.org.uk)

## Volunteering

### Go Volunteer Glos

[www.govolunteerglos.org](http://www.govolunteerglos.org), the digital home of volunteering in Gloucestershire, is for people aged 16 plus looking to volunteer.

The website is the simplest way to find volunteering opportunities in the county – from fundraising to dog walking for an older person or becoming a special constable.

You can use the website to match your skills, interests, location and availability to the perfect volunteering role. New to volunteering? There are so many benefits for you, as well as the people and causes you are helping. You can gain new skills, make friends or get to know your community.

### **Forest Voluntary Action Forum (FVAF)**

Supporting volunteering and community action in the Forest of Dean. FVAF also produces a volunteering booklet, packed full of information about local opportunities. Visit [www.fvaf.org.uk](http://www.fvaf.org.uk) or call **01594 822073**.

### **Fair Shares**

A community-based project that uses two-way volunteering to reward you for the time and effort that you put into your neighbourhood. Visit [www.fairshares.org.uk](http://www.fairshares.org.uk) or call **01452 415900**.

### **Adult Social Care**

If you would like to volunteer in your local community, you may wish to consider volunteering in an Adult Social Care centre. Visit [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'Volunteers in adult social care').

---

## **Benefits and other financial support**

There is a range of benefits, tax credits, reductions and other financial support that you may be able to receive. You can find out about what is available by:

- Using the benefits calculators on the Government's website ([www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)).
- Checking the Citizens Advice website or contacting your local office – see page 64 for details.
- Contacting Age UK if you are an older person. Contact details are on page 64.
- Checking your local district council website. You may be eligible for Council Tax Reduction if you meet your local district council's criteria. See page 64 for details.

Personal Independence Payments (PIP) and Attendance Allowance are non-means-tested,

tax-free benefits available if you need extra support because of ill health or disability. It is worth enquiring to see if you are eligible. If you are a carer, you might be able to claim Carers Allowance.

### **Useful contacts**

**Age UK Gloucestershire** Visit [www.ageuk.org.uk/gloucestershire](http://www.ageuk.org.uk/gloucestershire), email [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk) or call **01452 422660**.

**The Care Advice Line** provides free advice about how to plan and prepare for the cost of future care and support needs. Visit [www.thecareadviceline.org](http://www.thecareadviceline.org) or call **01452 222200**.

For more information, visit **Your Circle** at [www.yourcircle.org.uk/Categories/5](http://www.yourcircle.org.uk/Categories/5)

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## **Equipment and home improvements**

If you are having difficulty with daily tasks and mobility, due to frailty, dementia, a learning or physical disability, mental health or through neurodiversity, you may request an assessment via Gloucestershire's Adult Social Care Helpdesk from an Integrated Community Team (ICT) practitioner. This will provide an individualised, person-centred assessment, which may result in you being offered a course of rehabilitation, reablement or other support including minor adaptations, to enable independence and improve safety within your home environment.

The ICT teams are comprised of occupational therapists, physiotherapists, community nurses and reablement teams, and collaborate effectively with wider NHS and Social care partner organisations.

### **Gloucestershire Equipment Loan Services (GELS)**

Gloucestershire Equipment Loan Services (GELS) provides equipment to both adults and children to help individuals remain in their own home, achieving and maintaining independence and to support carers. The service is funded by Gloucestershire

County Council and local NHS partners, and equipment is provided through the Gloucestershire County Council Community Equipment Service. The service loans equipment free of charge. Including but not limited to:

- Beds.
- Hoists.
- Shower chairs.
- Walking frames.

Hoists, beds, bath lifts and air mattresses are covered by a breakdown and servicing contract and are serviced regularly. Delivery and collection of your loaned equipment will be arranged around you or your support network's availability.

Equipment will be supplied following an assessment of your needs by a healthcare professional such as an occupational or physiotherapist. Once your healthcare professional has submitted your order, the GELS Logistics Team will be in contact to arrange the delivery and fitting of your equipment.

### How and where to return equipment

When your loaned equipment is no longer required, it is important to return the item(s). They will be collected free of charge from your home

or you can return the equipment using one of the options below:

Equipment can be returned to our Hempsted and Mitcheldean sites from 8.30am to 4.30pm.

You can also drop off small pieces of equipment at:

- Shire Hall Members Car Park, Westgate street Gloucester GL1 2TG
- Forest Locality Office, Dean House, Station Street, Cinderford GL14 2JF
- Stroud Locality Office, Redwood House, Beeches Green, Stroud GL5 4AE
- Cotswold Locality Office, The Old School, 47 Lewis Lane, Cirencester GL7 1EB
- Several libraries across the county.

Please note: Libraries cannot accept toileting equipment such as commodes.

Visit: [www.gloucestershire.gov.uk/health-and-social-care](http://www.gloucestershire.gov.uk/health-and-social-care) (select 'Gloucestershire Equipment Loan Service', then 'How do I return equipment?') or book collection through the online form at <https://forms.gloucestershire.gov.uk/GISContactForm>

## Minor adaptations

These are relatively small and low-cost 'minor works' that can support you to stay living safely and independently at home, such as:

- Fitting handrails, stair-rails and grab-rails.
- Minor electrical works, such as additional electrical sockets.
- Removal of door thresholds.
- Installation and removal of temporary ramping.

Adult Social Care provides funding for minor adaptations for owners/occupiers and private tenants. Housing associations may also fund minor adaptations for their tenants.

### Fast Track – minor adaptations

This pathway covers simple requests for basic home adaptations. Fast Track is provided over the phone

without the need for a face-to-face assessment. Information is shared with the appropriately trained Adult Social Care Helpdesk staff and communicated with the provider who will arrange installation.

Adaptations offered on this pathway include grabrails, additional handrails (indoors and outdoors) and lever taps. Contact Gloucestershire's Adult Social Care Helpdesk for more information. See page 32 for contact details.

For more information on minor adaptations and supporting your independence at home, visit [www.independentage.org](http://www.independentage.org) and <https://livingmadeeasy.org.uk>



## Major adaptations

In Gloucestershire, health, housing and social care organisations are working together to provide information, advice and support about home improvements, including keeping warm (see page 26).

Advice and information can be given on:

- Making your home suitable to meet your needs.
- Major adaptations (including advice on accessing help to fund these and a step-by-step guide to the process).
- Managing any work needed in your home, such as drawing up plans, getting estimates, liaising with contractors and working with occupational therapists.
- Local agents.

Find out more at [www.gloucestershire.gov.uk/health-and-social-care](http://www.gloucestershire.gov.uk/health-and-social-care) (select 'Disabilities', then 'Help with adaptations') or contact your local council. See page 64 for contact details.

### Purchasing equipment privately

Did you know that you can get equipment from shops, pharmacies or by going online? Use the checklist on page 34 to get the equipment that's right for you.

If you have a disability or are aged 60 plus and have mobility needs, you may qualify for a VAT discount when purchasing certain items. Visit [www.gov.uk](http://www.gov.uk) (search 'VAT reliefs for disabled and older people').

### Embrace technology

Technology isn't just for the young and easy-to-use gadgets can help you stay independent for longer.

You can control home assistants with your voice, like Google Home or Amazon's Alexa, to set reminders or find information online. Robotic vacuums and lawnmowers can also help at home, and 'wearables' like smart watches and fitness trackers can monitor your heartrate, activity and sleep.



Support for families of children with additional needs -  
**from birth to adulthood**



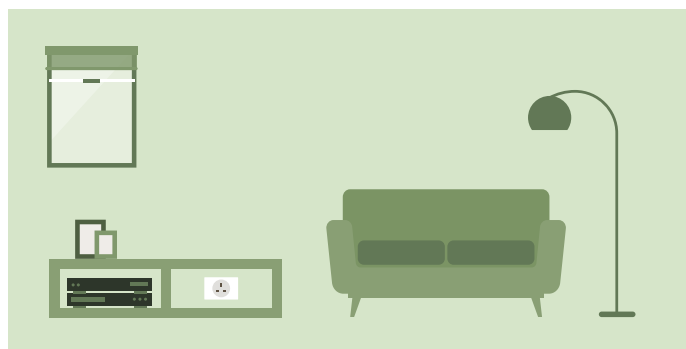
- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

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

 [@weareMFON](https://twitter.com/weareMFON)  [@weareMFON](https://facebook.com/weareMFON)  [@wearemfon](https://instagram.com/wearemfon)  [@My-Family-Our-Needs](https://linkedin.com/company/My-Family-Our-Needs)

## Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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

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

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

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

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



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

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

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

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

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

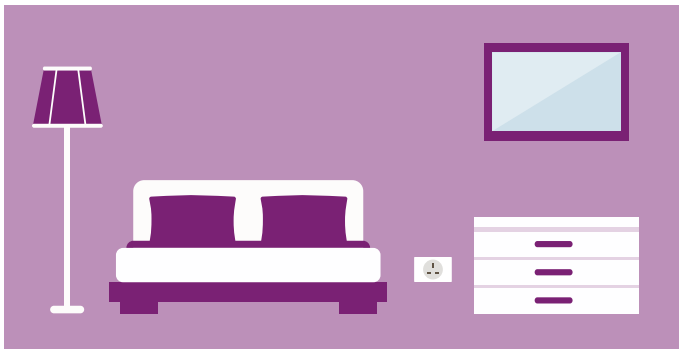


Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 42.

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

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

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



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

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

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

For more information on technology and equipment that could make your life easier, visit <https://livingmadeeasy.org.uk> or [www.yourcircle.org.uk](http://www.yourcircle.org.uk) for other helpful organisations.

**Gloucestershire County Council Adult Social Care Helpdesk** • Web: <https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry>  
Email: [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)  
Tel: **01452 426868**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Housing-related support in the community

Caring for Communities and People (CCP) and P3 provide housing-related, community-based support across the county. These organisations work with anyone who is at risk of losing their home or needs practical support to develop skills around tenancy management, maintaining their home, budgeting and accessing financial support, as well as improving daily living skills.

Support is provided in the community through drop-in sessions, one-to-one sessions and group work. The service is open to any age group and to homeowners as well as tenants. It is also for anyone who needs support to develop practical skills around

access to work and volunteering. Up-to-date information about the drop-ins can be found online.

**CCP** – Gloucester, Tewkesbury and Forest districts  
Web: [www.ccp.org.uk/community](http://www.ccp.org.uk/community)  
Tel: **0300 365 2002**

**P3** – Cheltenham, Stroud and Cotswolds  
Web: [www.p3charity.org/services/gloucestershire-accommodation-community-based-support](http://www.p3charity.org/services/gloucestershire-accommodation-community-based-support) (referrals can be made through this website).  
Tel: **01452 505425**

## Keeping warm

The Warm and Well Team are trained energy advisors. They give free advice to help you stay warm and healthy at home. Advice includes simple energy-saving changes, access to grant funding for energy efficiency measures and information about renewable technologies suitable for your home.

Warm and Well can help reduce your energy bills, switch your energy tariff or supplier, find local installers and tradespeople or provide an energy

advocate to overcome fuel debt and negotiate with energy companies. The team's joint priorities are to ensure everybody in Gloucestershire can afford to live in a warm home and reduce your carbon footprint by using energy more efficiently.

Grant funding for energy efficiency improvements changes all the time, so it is always worth calling Warm and Well to find out about the latest opportunities.

## Energy advocacy service

If you are struggling to pay your bills, navigate the complex world of home energy or just need somebody to have your back, Energy Advocates are here for you. Part of the Warm and Well Team, Energy Advocates work across the county to make sure that nobody in Gloucestershire is struggling to pay their energy bills. Based in the community, the team holds regular drop-ins, works with local support services and pops up at community events to help residents overcome the challenges of heating their homes affordably.

Energy advocates can support with issues including:

- Managing fuel debt and large energy bills.
- Negotiating the best deal with energy providers.

- Accessing emergency credit and grant funding for efficiency improvements.
- Home visits to understand how you use energy at home, and how to reduce it.
- Access to further local support services where necessary.

### Warm and Well

Web: <https://warmandwell.co.uk>  
Tel: **0800 500 3076** (Monday to Friday, 9.00am to 5.00pm).



# Keeping safe

If you are concerned about keeping safe from intruders and unwanted visitors, visit

[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk) for information about how to make your home and yourself safer.

## Are you safe from fire?

Gloucestershire Fire and Rescue Service (GFRS) offers a free Safe and Well visit from Community Safety Advisers to provide advice, fit free smoke alarms if required and discuss home safety, including health and wellbeing. Visit [www.gloucestershire.gov.uk/glosfire/your-safety/safe-and-well](http://www.gloucestershire.gov.uk/glosfire/your-safety/safe-and-well) or call **0800 180 4140**.

Visit <https://firekills.campaign.gov.uk> for tips on protecting yourself and your home from potential dangers such as cooking, smoking and using candles.

### Home fire safety check

A fire in the home can be devastating, but there are steps you can take to keep you and the people you care about safer from fire.

Gloucestershire Fire and Rescue Service offer free Home Fire Safety checks, that provide reassurance and top tips to make your home safer. It only takes one accident to start a fire.

You can check the safety of your home online at [www.ohfsc.co.uk](http://www.ohfsc.co.uk)

The check should take no longer than 15 minutes and will include personalised fire safety advice and a tailored action plan. You can also request a visit from Gloucestershire Fire and Rescue Service to help keep you safe.

Call **0800 180414** or visit [www.glosfire.gov.uk](http://www.glosfire.gov.uk) to find out more and request a visit.

## Nuisance calls and texts

You can stop receiving nuisance calls by registering your landline and/or mobile number with the Telephone Preference Service. The service will add you to its list of numbers that do not want to receive sales and marketing calls.

SMS messages should only be sent with the prior consent of the recipient. If you receive an unsolicited SMS message, you can report this to the Information Commissioner's Office or you can forward the message directly to **7726**. See the contact details opposite.

### Information Commissioner's Office

Web: <https://ico.org.uk> (search 'Report spam texts').

Tel: **0303 123 1113**

### Telephone Preference Service

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

Email: [tps@dma.org.uk](mailto:tps@dma.org.uk)

Tel: **0345 070 0707**

For more information, visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call **0800 144 8848**.

## Doorstep callers and traders

Smart doorbells allow you to see, hear and speak to anyone at the door through a smartphone or tablet. You can also let visitors know you might be a few extra minutes to get to the door. Visit [www.safewise.com](http://www.safewise.com) (search 'Doorbell cameras').

to any part of your property, responsible traders will supply a written estimate including details of who they are and where their business is located. They will also give you time to consider any offer and allow you to get other quotations.

If you are approached by anyone offering to do work

Any agreement with a trader for work worth

more than £42 must include the right to cancel by law and you must be given written information about your right to cancel up to 14 days from the agreement, even if the work has started. You may be required to pay for the work done up to the point of cancellation but only if you have given written permission for the work to start within the 14-day cooling-off period. If a trader doesn't leave when asked, or comes back when asked not to return, then they may be committing a criminal offence.

If you have concerns about any work you have agreed to or want further advice on how to deal with doorstep callers, visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call **0808 223 1133**.

### Scams

Scams are designed to trick you into giving away personal details and/or money. Common scams involve stories about money or prizes which can be released if you pay out a small amount of money,

prizes in competitions you have never entered and sales of small cost items which have hidden conditions about repeat purchases which become very expensive.

You don't need to feel you are being rude if you ask someone you believe to be a scammer to leave your home or if you put the telephone down on them. Reputable businesses will not mind if you take the time to make sure they are genuine before you agree to anything with them.

#### Useful contacts

##### Action Fraud

Web: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Tel: **0300 123 2040**

##### Gloucestershire Constabulary

Web: [www.gloucestershire.police.uk](http://www.gloucestershire.police.uk) (search 'Fraud').

## Being safe online

Using the internet is a great way to find information, stay connected with people, make new friends, do your shopping and pay your bills. Keep yourself safe on the internet by updating your anti-virus software regularly, as viruses can harm your computer. Also, be aware of online scams. The following resources can help you. For more information about getting online and making the most of the internet, see page 6.

#### Age UK

Web: [www.ageuk.org.uk](http://www.ageuk.org.uk) (search 'Staying safe online')

##### Gloucestershire Constabulary

Web: [www.gloucestershire.police.uk](http://www.gloucestershire.police.uk) (search 'Online fraud').

## Keep Safe



A scheme that can help you feel safer when you go out. If you have learning difficulties, physical disabilities, autism or dementia, it can help you feel more confident about being

out on your own. Sometimes when you are out, something might go wrong.

You might get lost, feel worried or lose your bus pass or money. You may be experiencing a hate crime. If this happens, all you need to do is look for the sign pictured above in the window of a shop, business or café. The sign means that it is a safe place, and the staff will be able to help you.

Visit [www.keepsafeglos.org](http://www.keepsafeglos.org)

## Domestic abuse

Domestic abuse includes physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological

abuse and emotional abuse. Domestic abuse also includes honour-based violence, forced marriage and female genital mutilation.

Behaviour is abusive when both the victim and the perpetrator are aged 16 years and over and they are personally connected. This includes if they:

- Are or used to be married.
- Are or used to be civil partners.
- Have agreed to marry (even if they later changed their minds).
- Have agreed to become civil partners (even if they later changed their minds).
- Are or were in a romantic relationship.
- Are both parents or have legal responsibility for the same child.
- Are related to each other (for example, siblings or cousins, to name a few).

### Local support

#### Gloucestershire Domestic Abuse Support Service (GDASS)

Offers free and confidential services to anyone aged 16 years and above who has experienced, or is experiencing, domestic abuse.

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

Email: [support@gdass.org.uk](mailto:support@gdass.org.uk)

Tel: **01452 726 570**

#### Safe Teenage Relationship Education & Empowerment Team (STREET)

Provides support for young people aged 13-19 who have experienced, or are experiencing, teenage relationship abuse, are affected by domestic abuse in the home, or are displaying harmful behaviour in their relationships.

Web: <https://ygtglos.org.uk/street>

Email: [STREETreferrals@victimsupport.org.uk](mailto:STREETreferrals@victimsupport.org.uk)

Tel: **01452 228 802**

#### Positive Relationships Gloucestershire (PRG)

Provides support for anyone aged 18 and over who wants to make positive changes to improve relationships with their current, past or future partners. Involvement in the service is voluntary, but you must want to change and be willing to engage with the programmes.

Web: [www.fearfree.org.uk/refer/gloucestershire](http://www.fearfree.org.uk/refer/gloucestershire)

Tel: **01452 529 866**

#### National Domestic Violence Helpline

Tel: **0808 200 0247**

#### Your Circle

Web: [www.yourcircle.org.uk](http://www.yourcircle.org.uk) (search 'Domestic abuse' or select the 'Keeping Safe' category).

If you are in immediate danger, call **999**.

## Rape and any form of sexual violence support

The Gloucestershire Rape and Sexual Abuse Centre (GRASAC) provides free and confidential emotional and practical support to those affected by any form of sexual violence. The service includes anonymous email support, one-to-one support, advocacy, group support (including family and friends) and rural outreach support.

Independent Sexual Violence Advisers (ISVAs) offer practical and emotional support to anyone who has reported to the police or is thinking about doing so.

Visit <https://glosrasac.org>, email

[support@glosrasac.org.uk](mailto:support@glosrasac.org.uk) or call **01452 305421**

(Monday to Thursday, 9.00am to 5.00pm and Friday, 9.00am to 4.30pm).

The Sexual Assault Referral Centre (SARC) offers emotional and practical support as well as medical care to anyone who has experienced sexual violence or sexual abuse. Clients are offered SARC services based on their individual needs and can choose to

use as much or as little of the service as they wish.

In cases of domestic abuse, we can support clients who have experienced sexual assault or rape by providing medical and practical support, storing evidence in self-referral cases and signposting to appropriate services. Being based on the hospital site, we work closely with the Safeguarding Team and the Hospital Independent Domestic Violence Advisers (HIDVAs) and involve them where possible. Clients can access SARC via the police and other professionals. SARC can also be contacted directly to arrange an appointment without police involvement. Visit [www.hopehouse.nhs.uk/sarc](http://www.hopehouse.nhs.uk/sarc), email [hopehouse.sarc@ghc.nhs.uk](mailto:hopehouse.sarc@ghc.nhs.uk) or call **0300 421 8400** (365 days a year, 24 hours a day).

X: <https://x.com/HopeHouseSARC>

Facebook: [www.facebook.com/GloucesterSARC](http://www.facebook.com/GloucesterSARC)

Instagram: [@hopehousesarc](https://www.instagram.com/hopehousesarc)

## Palliative, end-of-life care and bereavement care

Palliative, end of life and bereavement care in Gloucestershire is provided by many organisations, including statutory services, charities and privately owned businesses. These teams have one goal in mind: to provide the best care to the person with a life-limiting illness and their loved ones.

One Gloucestershire Integrated Care System (ICS) have developed resources to support you in planning ahead for you or your loved one's future care. The information can also help you understand what you and your loved ones might expect at the point when someone is dying, including support and information for carers. There is also information on where to get support following a person's death. Visit [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'Palliative and end of life care').

### The difference between palliative and end of life care

Palliative Care supports patients to control symptoms in potentially life-limiting conditions. You can receive palliative care at any stage of your

illness. Having palliative care doesn't necessarily mean that you're likely to die soon – some people receive palliative care for years. You can also have palliative care alongside treatments, therapies and medicines aimed at controlling your illness, such as chemotherapy or radiotherapy.

End of life care involves treatment, care and support for people nearing the end of life. It's an important part of palliative care. It's for people who are thought to be in the last year of life, but this timeframe can be difficult to predict. Some people might only receive end of life care in their last weeks or days.

End of life care aims to help you live as comfortably as possible in the time you have left, managing physical symptoms and getting emotional support for you, your family and friends.

It should help you live as well as possible until you die and support you to die with dignity.

Visit [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'End of life care').

## End of life care planning

Advance Care Plans (ACPs) can help you prepare for the future. It's a discussion between you and those who provide care for you, for example your nurses, doctors, care home manager or family members. If you are living with a serious illness or disability, you may wish to record your preferences and wishes for future care and treatment, particularly if you become unable to make decisions for yourself.

The ReSPECT process supports patients to consider what treatment and care they might want in

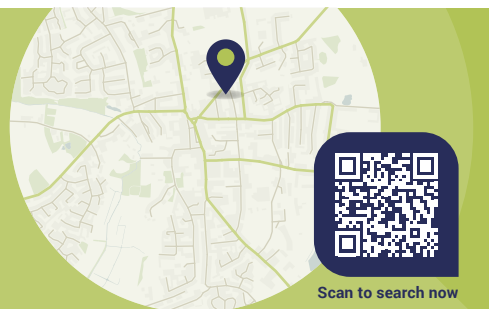
an emergency, at a time when they may not be able to make decisions or express their wishes. The ReSPECT plan, agreed with your health care professionals and other people important to you, always stays with you, whether that's at home or elsewhere. Ambulance crews, out-of-hours doctors, care home staff and hospital staff can make quicker decisions about how best to help you if they see your ReSPECT form in an emergency.

Visit [www.resus.org.uk/respect](http://www.resus.org.uk/respect)

## 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



## Caring for someone at the end of life

If you are caring for someone nearing the end of their life you can get information about help and

support at [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'Support for carers').

## NHS Continuing Healthcare (CHC)

If your condition is considered to be a primary health need due to the complexity, unpredictability, intensity or nature of your care needs, your healthcare professional will consider referring you to the NHS CHC team. This may be through an NHS CHC Checklist

or via fast track. If adult social care is supporting you with a care package, your social worker can refer you to the NHS CHC team via the checklist.

For more information, visit [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'Continuing healthcare').

## What to do when someone dies

For instructions on what to do after someone dies, visit [www.gov.uk/when-someone-dies/](http://www.gov.uk/when-someone-dies/) The Tell Us Once service can report a death to most government organisations in one go. Visit [www.gloucestershire.gov.uk/births-marriages-deaths-and-civil-partnerships/register-a-death](http://www.gloucestershire.gov.uk/births-marriages-deaths-and-civil-partnerships/register-a-death)

Local hospice care in Gloucestershire focusing on delivering expert support to individuals and their families with life-limiting illnesses.

For information about returning borrowed equipment, see page 22.

### Useful contacts

**Your Circle** has further information on services to support you following a bereavement. Visit [www.yourcircle.org.uk/Categories/133](http://www.yourcircle.org.uk/Categories/133)

**Hospice UK** promotes awareness of dying, death and bereavement. The website has a comprehensive support section. Visit [www.hospiceuk.org/information-and-support](http://www.hospiceuk.org/information-and-support)

**NHS Gloucestershire** can support a patient and their family at the end of life. Visit [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'End of life care').

**Great Oaks Hospice**  
<https://great-oaks.org.uk>

**Sue Ryder Leckhampton Court Hospice**  
[www.sueryder.org](http://www.sueryder.org)

**Longfield Community Hospice**  
<https://longfield.org.uk>

**Kate's Home Nursing**  
<https://kateshomenursing.org/services>

**Campden Home Nursing**  
[www.campdenhomenursing.org](http://www.campdenhomenursing.org)

**Friends of Fairford and Lechlade**  
<https://friendsoffairford.org.uk>



Support for families of children  
with additional needs -  
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Got a question? We're here to help!

 @weareMFON  @weareMFON

 @wearemfon  @My-Family-Our-Needs

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

# Part two: Help when you need it – where to start if you need care and support

As well as explaining what care and support is and how it works, this part of the Guide will help you find out about short-term support to help you, or someone you care for, get back on their feet. It will also explain what is available to you if you have long-term support needs.

Most people will have to pay something towards their care costs, and some will have to pay all their costs. Paying for care and support can be an expensive and complicated process, so this part of the Guide also tells you about the support available to help you get your legal and financial affairs in order.

## What is care and support?

Care and support can be a mixture of practical, financial and emotional support for adults who need extra help to manage their lives and remain independent. This includes older people, people with a disability or long-term illness, people with mental health needs and carers.

Gloucestershire County Council will always try

to support you first by helping you find your own solutions to stay independent or by offering you some short-term support to get you back on your feet and stay independent for as long as possible. There is more information on being independent in part one, beginning on page 8. If you need longer term support, the council can help you consider the options available to meet your needs.

## Where to find more information about care and support

### Your Circle

An online directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire. Visit [www.yourcircle.org.uk](http://www.yourcircle.org.uk)



### NHS – care and support

A guide for people who have care and support needs, their carers and people who are planning for their future care needs. Visit

[www.nhs.uk/social-care-and-support](http://www.nhs.uk/social-care-and-support)



## Contacting Gloucestershire County Council

The core purpose of adult social care is to support people to have a better life. We do this by helping to identify their strengths, realise their potential and live independently and well within their communities. This includes providing help and support for people who are frail, have disabilities, are neurodiverse and for those who care for them.

We provide information, advice and guidance about care and support to all our residents. We offer short-term help to promote independence and longer-term support for people who have more complex needs. Social care can include 'personal care', this can include support when washing, dressing and getting out of bed.

It can also include wider support to help people stay active and engaged in their communities.

### Gloucestershire County Council Adult Social Care Helpdesk

Web: <https://forms.gloucestershire.gov.uk/adultsocialcareenquiry> (submit an enquiry).

Email: [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)

Tel: **01452 426868**



## Home First and Reablement

Home First and Reablement service supports people to return home after a stay in hospital. The team will work with you to continue your recovery at home and regain your ability to live independently. The team will help you settle back at home, establish your routines and support networks to live well and plan your next steps. It will work with you to establish what you can do yourself and what you would like to achieve, with or without support. You may get help with:

- Washing.
- Dressing.
- Cooking.
- Accessing community services.

- Arranging shopping or medication.
- Improving your mobility indoors and outdoors.
- Using transport.

You may have a hobby or interest that the team could help you get back to enjoying. Depending on your individual needs, you may receive support from therapists, community nurses, reablement staff and other community or voluntary services.

They will work with you and anyone who supports you - your family, carers or informal support - to help you live well at home. Your plan will be regularly reviewed with you and updated as you progress.

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## Short stay residential rehabilitation

This may suit people who can benefit from a rehabilitation programme but who, in the short-term, may not be safe at home on their own. Short stay residential rehabilitation gives you the chance to recover, rebuild your confidence and practise daily living skills, such as washing, dressing and preparing simple meals. There are several local residential units providing this service.

If you are assessed as having eligible needs for ongoing care and support from the council after a period of reablement or rehabilitation, the council will ask you to have a financial assessment. This assessment will find out whether you are entitled to financial support from the council to help with your care costs. See page 37 for information on paying for care and support.

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## If you need help with meals

Family, friends and neighbours can often provide short-term help. You can buy ready meals from supermarkets which, in many cases, can be ordered online and delivered to you. See page 6 for more information about getting online.

also activities like lunch clubs that you can attend where meals are provided. In some circumstances, the council may arrange subsidised community meals for you. This is usually a short-term arrangement while you recover from an illness or setback.

You can also organise hot, chilled and frozen meals from a range of Gloucestershire providers. There are

For more information about where to get meals, visit [www.yourcircle.org.uk/Categories/127](http://www.yourcircle.org.uk/Categories/127)

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## Occupational therapy

Occupational therapy is a short-term service that aims to improve your ability to do everyday tasks if you're having difficulties. It can support you to live with more confidence and independence and improve your health and wellbeing.

somewhere else. The focus is on your wellbeing and ability to participate in activities. It's about being able to do the things you want and have to do. Your OT will consider your strengths, abilities and health care needs. They will find out what you want to be able to do and then consider if your environment supports or hinders you to do this. They can then find ways to make life easier. →

An Occupational Therapist (OT) helps you live your best life - whether this is at home, work or

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://livingmadeeasy.org.uk>

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

## Suitability

- Does the equipment support your specific needs?
- Are you willing to use it?
- Will it fit into your everyday life and routine?
- Have you tried a demo of the equipment?
- Do you understand what the equipment is for?
- Do you need to take it with you when you leave the house? Is it transportable?
- Does the equipment have any limitations that would make it unsuitable for you?
- Will it work alongside any assistive technology you already have?

## Usability

- Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)?
- Does the equipment need a plug socket and will any wires cause a trip hazard?
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?
- Are you able to use it? Are there any aspects you don't understand?

## Notes

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- Will it need to be installed by a professional?
- Can the retailer provide you with training in using the equipment?

## Reliability

- Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)?
- Have you read reviews of the equipment you are looking at? Consider these before making your purchase.
- Can you speak to someone who already uses it?
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.
- Is it durable? If you drop it, is it likely to break?

## Cost

- Do you know how much it costs?
- Will you need to pay a monthly charge?
- Are there alternative solutions that might be free?
- Is there a cost associated with servicing the equipment?

➔ This could include:

- Learning new ways of doing things.
- Regaining skills and developing new ones.
- Specialist equipment to help with daily tasks - this could be through the Gloucestershire Equipment Loan Service.

- Minor or major adaptations to your home.

To request an occupational therapy assessment, contact the Adult Social Care Helpdesk (see page 32) or use the council's online referral form. Visit **[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)** (search 'Occupational therapy').

## Assistive technology or Telecare

Equipment that helps you live independently at home. This includes fall detectors, bed and chair sensors, movement sensors, smoke and heat detectors and medication prompting devices. Some sensors can be worn as pendants or wristbands, and some are fitted around the home.

The equipment can automatically alert a monitoring centre if an alarm is raised. It can also alert an on-site carer or family member via a pager.

These gadgets can help you:

- Feel safer and more confident at home.
- Ensure help is called quickly in the event of an emergency in the home or out and about.
- Maintain independence with daily tasks like cooking.
- Give reassurance and peace of mind to your family or carer.
- Reduce the likelihood of hospital admission.

- Reduce the need for domiciliary care or going into a care home.

Telecare sensors can automatically detect potential emergencies at home including:

- Falls.
- Wandering.
- Medication mismanagement.
- Fire.
- Flooding.
- Carbon monoxide.

To find out more, visit

**[www.gloucestershire.gov.uk/telecare](http://www.gloucestershire.gov.uk/telecare)**

**The assistive technology checklist on page 34 may help you to know what might meet your needs if you're thinking of buying equipment.**

## The right help when you need it

The council can help most people who approach Adult Social Care to remain living independently at home. The council will support you to help yourself by providing information and advice, and introducing you to other organisations, so that you can find solutions.

The council will make sure any care and support arranged for you is only in place for as long as you need it and, for those people who need long-term care, the council will ensure that the care and support is flexible if your needs change.

Everyone who appears to have care and support needs is entitled to a needs assessment. This is a conversation with a trained assessor about things that matter most to you to find out what will improve your wellbeing now and in the future. Assessors will discuss what support is available to you and what you hope to achieve. Sometimes this conversation is all that you will need from the council.

An assessment is the way that the council gets a full picture of your needs and circumstances, what might improve your wellbeing and what is important

to you and your family. You can involve a relative, friend or carer in your assessment if you would like. The council will arrange an independent advocate

for you if you are likely to have substantial difficulty in taking part in your assessment and have no-one appropriate to support and represent you.

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## Who is eligible for care and support?

The council uses a national eligibility framework set by the Government to decide whether your needs are eligible for care and support through the council. You can read the national eligibility criteria

for care and support at [www.gloucestershire.gov.uk/health-and-social-care/adult-social-care/](http://www.gloucestershire.gov.uk/health-and-social-care/adult-social-care/) If your circumstances change, you can ask the council for a new assessment.

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## Planning your support

If you have eligible needs, the council can help you to plan the support you need – if you would like them to.. Everyone's needs for care and support are different, and needs can be met in many ways.

to involve. Even if your needs are not eligible, the council will offer information and advice about how you can help yourself and suggest organisations that may help you.

Planning is all about you, your needs and what is important to you. It looks at what you can do for yourself or, with the support you already have, what you want to achieve, and what local help is available. It is your plan, but it will also involve your carer (if you have one) and anyone else whom you want

Means-tested charges apply to almost all care and support arranged or provided by the council. The council will ask you to have a financial assessment (a means test) if charges apply to your care and support. For more information on paying for care and support, see page 37.

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## Independent advocacy

POhWER provides independent health and social care advocacy on behalf of the council. It helps people who want to communicate their own views or who want to support others to communicate.

The council will arrange an advocate to support you if:

POhWER provides:

- Independent Care Act Advocacy (ICAA).
- Independent Mental Capacity Advocacy (IMCA) including Relevant Person's Representative (RPR).
- Independent Mental Health Advocacy (IMHA).
- Independent Health Complaints Advocacy (IHCA).

- You find it hard to understand, retain and use important information.
- You have trouble communicating your views, wishes and feelings or making decisions.
- You do not have an 'appropriate person' who can support and represent you.

ICAA can help you communicate your views if you have 'substantial difficulty' in participating in your care needs assessment, planning or changing your support or if there are safeguarding concerns. This is also available for carers' assessments, support planning and reviews. For more information, see page 39.

If you or someone you know would benefit from advocacy in Gloucestershire, visit [www.pohwer.net/gloucestershire](http://www.pohwer.net/gloucestershire), email [glosadvocacy@pohwer.net](mailto:glosadvocacy@pohwer.net) or call **0300 456 2370**.



## Transition to adulthood

The transition to adult life can bring many changes such as leaving school, taking up new leisure activities, starting training or college, finding employment and moving towards independent living.

For young people with special educational needs and disabilities (SEND), person-centred transition planning is essential preparation for adulthood. Visit [www.glofamiliesdirectory.org.uk](http://www.glofamiliesdirectory.org.uk) (search 'Preparing for adulthood').

### Useful contacts

The **Glofamilies directory** provides support and advice for families and young people from 0 to 25. The website also contains information and guidance for parents and young people with additional needs on education, health, care and voluntary and community sector services. This is Gloucestershire's Local Offer and explains what is available in Gloucestershire and how to get help. Visit [www.glofamiliesdirectory.org.uk](http://www.glofamiliesdirectory.org.uk)

**Future Me Gloucestershire** is a website for children and young people aged 14-25, providing information and guidance on education, employment, building independence, mental and physical health. It also uses Instagram, Facebook, X (all **@futuremeglos**) and YouTube ([www.youtube.com](http://www.youtube.com) – search 'Future Me Gloucestershire') to share daily updates on topics of interest to young people in Gloucestershire. Visit [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'Future Me') or email [futureme@gloucestershire.gov.uk](mailto:futureme@gloucestershire.gov.uk)

**SENDIASS Gloucestershire** provides confidential and impartial information, advice and support for children and young people with SEND. The service is offered to parents and carers of children and young people aged 0-25 and young people aged 16-25. Visit <https://sendiassglos.org.uk>, email [sendiass@gloucestershire.gov.uk](mailto:sendiass@gloucestershire.gov.uk) or call **0800 158 3603, 01452 427566** or **01452 427567**. You can also visit [www.facebook.com/sendiasglos](https://www.facebook.com/sendiasglos) or <https://x.com/sendiasglos>

## Dementia

People with dementia often feel happier if they can remain independent and in their own homes as long as possible. Information about services and support for people with dementia and their carers is available through Alzheimer's Society Gloucestershire and Managing Memory Together. See page 13 for more information.

If the person with dementia can no longer be cared for at home or is considering moving to a care home, you should look for a care home that offers good-quality personal and person-centred care.

It's important to consider homes that also provide nursing care in case the person with dementia develops more complex needs as the condition progresses. Many care homes offer specialist environments with specially trained, experienced staff and specialist facilities adapted to the needs of residents living with dementia.

A residential dementia care checklist is on page 87, to be used with the checklist on page 85. Care providers that specialise in care for people with dementia are shown with **D** in their listing.

## Financial support from the council

Most people will have to pay something towards their care costs, and some will have to pay all their costs. To find out whether you are eligible for means-tested support from the council, both a care needs assessment and a financial assessment will be carried out. Both assessments are free.

The financial assessment is carried out by a visiting officer from the council's Financial Assessment and Benefits (FAB) Team. The visiting officer will look at your capital, savings and income and will work out how much you can afford to pay towards your care and support. A benefit check will also be carried out

to make sure you are getting all the benefits you are entitled to. How much you will have to pay for your care and support depends on your financial circumstances. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

Use the financial assessment calculator at

## Independent financial advice

Paying for care can be an expensive and long-term commitment. The council has commissioned **The Care Advice Line** to provide free, confidential and personalised financial advice about your options for paying for care either now or in the future. It can also help with information about current benefit rates and entitlements and can facilitate access to specialist financial or legal advice. Visit [www.thecareadvice.org](http://www.thecareadvice.org) or call **01452 222200**.

Before entering into any arrangements, the council strongly recommends that you seek independent advice from a financial adviser registered with the Financial Conduct Authority accredited with the Society of Later Life Advisers (SOLLA). For more information, visit

<https://societyoflaterlifeadvisers.co.uk>

Citizens Advice provides free and impartial information and advice on benefits.

<https://gloucestershire.mycostofcare.com/OFA> to estimate what you might have to pay towards the cost of care and support arranged by the council.

You can find out more about the FAB Team and financial assessments at [www.gloucestershire.gov.uk/paying-for-adult-social-care/](http://www.gloucestershire.gov.uk/paying-for-adult-social-care/) For more information, see pages 49 and 53.

It has several offices in Gloucestershire. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk), call **0800 144 8848** or textphone **18001 0800 144 8884**. The following organisations will also provide free advice about funding care and support.

### Age UK

Web: [www.ageuk.org.uk/information-advice/money-legal](http://www.ageuk.org.uk/information-advice/money-legal)

Tel: **0800 678 1602**

### Money Helper

A free and impartial money advice service set up by the Government.

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

Tel: **0800 138 7777**

**Other specialist advice is available to help you plan for what may happen in the future; see page 57.**

## Carers

### Are you supporting someone?



Many people don't recognise themselves as an unpaid carer. An unpaid carer is someone, of any age, who provides support or who looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, addiction or disability.

This applies regardless of whether you receive Carer's Allowance or not. An unpaid carer is not paid or employed to carry out the caring role, or a volunteer. The council and NHS recognise the valuable work carers do and commission a range of support to

help. Some of these services are explained in the following sections of this Guide. The two main local carers' support services are as follows.

Gloucestershire County Council provides a range of support for unpaid carers. You can visit [www.gloucestershire.gov.uk/health-and-social-care/carers](http://www.gloucestershire.gov.uk/health-and-social-care/carers) for information, advice and access to local services.



## Useful contacts

### Carers Trust

Web: <https://carers.org>

### Carers UK

Web: [www.carersuk.org](http://www.carersuk.org)



## Carers' benefits

You may be eligible for financial support such as Carer's Credit or Carer's Allowance, depending on the number of hours of care you provide each week. The Government's website

([www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)) has more information on carers' benefits, or you can visit [www.gloucestershire.gov.uk/health-and-social-care/carers](http://www.gloucestershire.gov.uk/health-and-social-care/carers) for local guidance.

## Your GP

You can register with your GP as a carer and have this recorded on your medical records. Once your GP knows that you are a carer, and likely to be under pressure at times, they will find it easier to offer

information, advice and support.

They may offer prioritised appointment times that better suit your caring schedule.

## Adult carers

Gloucestershire County Council commissions a service to support adult carers. This includes free access to:

- Information, advice and guidance.
- Carers' support groups.
- Training opportunities.
- Contingency planning.

To explore the support available and register as a carer, visit: [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'Support for unpaid carers').

The service will take time to listen and understand the type of support that suits you best. This might involve joining a local carers' support group, connecting with your community or arranging a break from your caring role.

When you contact the service, you can choose to register as a carer. This opens the door to a conversation with a trained worker about what led you to reach out, what matters most to you and how your caring role is affecting your wellbeing both now and in the future. Support will continue even after your caring role ends.

If it appears that you may need additional support, the service will ensure you are offered a Carers' Assessment under the Care Act 2014. If you face substantial difficulty in any of the following areas, an independent advocate will be arranged to support you through the process:

- Communicating your views, wishes, and feelings.
- Understanding, retaining, or using information.
- If there is no appropriate person available and willing to support and represent you.

If you are found to have eligible needs, the assessor will work with you to develop a support plan. This plan will reflect what's important to you, what you hope to achieve and how you can be supported independently, through others or via local services.

For more information on independent advocacy, contact **POhWER**; see page 61 or visit [www.pohwer.net/](http://www.pohwer.net/) Carers can also contact the **Adult Social Care Helpdesk** by emailing [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk) or calling **01452 426868**. Or the **Children and Families Helpdesk** by calling **01452 426565**. There is lots of information for carers on **Your Circle**; visit [www.yourcircle.org.uk/Categories/8](http://www.yourcircle.org.uk/Categories/8)

## Parent carers

Carers supporting disabled children can access all carers' support described on page 39. In addition, Glosfamilies directory is an online resource providing support and advice for families and young people from 0-25. See page xx or visit [www.glofamiliesdirectory.org.uk](http://www.glofamiliesdirectory.org.uk)

SENDIASS Gloucestershire provides information, advice and support relating to children and young people with special educational needs and disabilities (SEND).

The service is offered to parents and carers of those aged 0-25. See page 37 or visit <https://sendiassglos.org.uk>

You can also get support by contacting the Gloucestershire Parent Carer Forum. Visit <https://glosparentcarerforum.org.uk>, [www.facebook.com/gloucestershireparentcarers](https://www.facebook.com/gloucestershireparentcarers), [www.facebook.com/groups/glosparentcarerforumdiscussiongroup](https://www.facebook.com/groups/glosparentcarerforumdiscussiongroup) or call **07572 986353**.

## Young carers and young adult carers

A council service for children and young people aged 8-24 who have caring responsibilities. Its aim is for young carers to have the same opportunities as their peers and not be disadvantaged by their circumstances. The cared-for person may have a long-term illness, a disability, experience mental ill health or be affected by problematic substance misuse.

The service offers assessments and support planning to identify any support services carers may need. The cared for are referred to appropriate agencies to reduce the caring role on young carers. It also provides direct services through person-centred information, activity groups, wellbeing groups, participation and specialist support for young carers caring for someone with addiction problems and/or mental ill health.

The service for young adult carers aged

16-24 includes:

- Support from friendly young adult carer (YAC) workers.
- Help with applying for jobs, work experience, training courses, university or college.
- Help with accessing free counselling and other specialist support.
- Fun day trips and workshops.
- The chance to meet other young adult carers and make new friends.
- Advocacy support (talking to school, college, university or work to help them understand your caring role).
- Referral to adult carers' services.

Visit [www.gloucestershire.gov.uk/health-and-social-care/carers](http://www.gloucestershire.gov.uk/health-and-social-care/carers) to find out more.

## Carers from diverse ethnic communities

There are bespoke carers' groups to help support carers from diverse ethnic communities. Find out more information via Your Circle (page 7).

### Ebony Community Carers' Group

Email: [ebony.carers@gmail.com](mailto:ebony.carers@gmail.com)

Tel: **01452 617456** • Text: **07470 309029**

### Black Elders Day Centre

99A Barton Street, Gloucester GL1 4HR

Email: [blackeldersglos@outlook.com](mailto:blackeldersglos@outlook.com)

Telephone: **01452 311388**

### Gloucestershire Chinese Women's Guild (GCWG)

1-3 St Oswald's Village, Gavel Way,  
Gloucester GL1 2UF

Web: <http://gcwg.org.uk>

Email: [admin@gcwg.org.uk](mailto:admin@gcwg.org.uk)

Tel: **01452 382886**

### Polish Carers' Group 'Babinki'

Meeting monthly at various venues.

Email: [secretary@polishglos.org.uk](mailto:secretary@polishglos.org.uk)

### South Asian Carers: Women's Group, Bangladeshi Group and Men's Group

Meets in the Friendship Café at the Chequers Bridge Centre.

Painswick Road, Gloucester GL4 6PR

Tel: **01452 308127/07714 206201**

Email: [haroon.kadodia@gloucestershire.gov.uk](mailto:haroon.kadodia@gloucestershire.gov.uk)

### Arabic speaking carers: Syrian Women's Social Group

Monthly group meetings held at Cheltenham Quaker Meeting House.

Tel: **07714 206201** (Haroon) or **07970 908072** (Amina).

## Planning for the unexpected

As an unpaid carer, it's important to have a plan in place for unexpected situations, such as illness, emergencies or other personal circumstances, that may prevent you from providing care. Creating a contingency plan helps to ensure that the person you care for continues to receive support if you're suddenly unavailable.

A good contingency plan includes:

- Identifying trusted people or services who can step in temporarily.
- Making key information (such as details about medication or daily routines and emergency contacts) easy to find.
- Reducing stress and avoiding crisis situations.

Gloucestershire County Council provides two levels of support to help you prepare:

### Level One: Emergency planning with your support network

This level helps you to create a personalised emergency plan. You will work with the council to:

- Identify two people (such as family, friends or neighbours) who can check in or help out if you're unexpectedly unavailable.
- Record essential information about the person you care for, so others can step into your caring role confidently.

This plan gives peace of mind to carers in an emergency and helps ensure continuity of care.

### Level Two: Emergency support from a care provider

If you don't have anyone who can help in an

emergency, Gloucestershire County Council may be able to provide support in the form of temporary professional care.

This emergency service includes:

- 24-hour contact numbers to reach Gloucestershire County Council for urgent help.
- An emergency care discussion, which will take place with the aim of providing short-term support through a local care provider.
- Help managing the immediate situation, with follow-up discussions about longer-term arrangements if needed.

Please note, this service is only available to adults aged 18 and above, and may not be suitable for those with complex medical needs.

For help with contingency planning or more information, visit [www.gloucestershire.gov.uk/health-and-social-care/unpaid-carers](http://www.gloucestershire.gov.uk/health-and-social-care/unpaid-carers) (select 'Preparing for the unexpected').



# Support with visual and hearing impairments

See page 12 for more information on support with hearing and visual impairments. If you haven't been able to find the information you were looking for, and want to talk to someone, contact the Adult Social Care Helpdesk; see page 32.

The council provides support for people with a hearing or visual impairment, their families and carers. This includes:

- Advice, guidance and support.
- An assessment to determine the amount of help you need.
- Help and advice to find pieces of equipment to help you with day-to-day living.

The support you receive will depend on an assessment of your needs. Together, we can discuss what you want to achieve and what support and aids would be appropriate.

There is no charge for help from health or sensory services staff. There may be a charge for services following your assessment, based on your ability to pay. Some equipment is loaned at no charge.

Visit <https://forms.gloucestershire.gov.uk/adultsocialcareenquiry> (online enquiry), email [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk) or call **01452 426868**.

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## Care in your own home

### Home care

Care and support provided in your own home. It is sometimes referred to as 'domiciliary care'. Not all agencies provide the same services and charges vary. Most home care agencies supply care workers to support you with everyday activities, such as getting out of bed, getting dressed and bathing, and help you to maintain your independence.

There are agencies that can provide 24-hour live-in care and night care, which can help you to remain living at home. These services involve a care worker staying with you at home to support you throughout the day and night. See page 46 for more information about live-in care. When care and support is arranged by the council, a contract is agreed between the council and the care agency, and the agency organises a care plan. All agencies used will be registered with the Care Quality Commission; see page 60 for more information.

If you are arranging and/or funding your own care and support, you can choose your own care worker or agency. If you would like to organise your own care at home, you need to think about it carefully. Before you make any decisions, you should contact

several providers and ask for a copy of their contract terms and read these with someone you trust. Get as much help as you can and ask any questions you may have before signing anything.

You may be entitled to welfare benefits which you can use to help to pay towards the cost of your care. See page 60 for further details. You should expect the care agency and the individual care workers to respect your personal preferences, dignity and privacy and promote your wellbeing. The checklist on page 67 gives you useful questions to ask any prospective home care agencies.

You could use the list of home care providers starting on page 69 to find an agency or on the Your Circle website at [www.yourcircle.org.uk/Care-at-home](http://www.yourcircle.org.uk/Care-at-home)





Cheltenham & Cotswolds

Inspected and rated

Outstanding 



# The best *home* to be in is your *own*

Your home is where you feel the happiest. It's the place you know the best. When you need some extra support to stay living comfortably at home, we are here to help.

At Home Instead we are proud winners of numerous awards, consistently setting the bar high for quality care at home.

From a few hours a week to live-in care, we can deliver all the support you need to remain living in your own home. We provide tailor-made home care from highly trained Care Professionals!

Our Care Professionals are chosen for their caring nature, empathy and values. Home Instead's expert training provides them with the skills to match their passion.



For care, advice or a chat  
please get in touch:



Home Instead, Cheltenham & Cotswolds  
01242 513203  
[www.homeinstead.co.uk/cheltenham](http://www.homeinstead.co.uk/cheltenham)



Home Instead, Stroud & South Cotswolds  
01453 368036  
[www.homeinstead.co.uk/stroud](http://www.homeinstead.co.uk/stroud)

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# Broomfield Care Homecare Services

– Established in 2009 –

01452 730888 | [www.broomfieldcare.com](http://www.broomfieldcare.com)

## Our Services:

- Hospital to Home
- Personal Care
- Complex Care
- Palliative Care
- Dementia Care
- Specialist Care
- Social Visits
- Domestic Visits
- Transport Visits

### *'Believe in Gloucester's'*

Business of the year 2024, Broomfield Care has been providing outstanding homecare for over 15 years. Our mission is to provide a bespoke service that reassures our clients to continue living confidently and comfortably at home.



We offer a **FREE** assessment before providing a quote tailored to your individual needs.

"I can't recommend them enough. We were so lucky to have found them."

"They have been the most warm-hearted, professional and thoughtful team I have ever encountered."

"Totally amazing care from start to finish."

For more information call us now on **01452 730888**

Unit R3 Innsworth Technology Park, Innsworth Lane, Gloucester, GL3 1DL.

# Caring for You in the Place that you Love

## Setting new standards in 1-to-1 care

At Broomfield Care our focus is to provide outstanding support for individuals who are in need of quality care, enabling them to live independently in their own home.

Our small, local team of experienced, compassionate and conscientious carers provide a professional service, 7 days a week, 365 days a year



"The staff are always pleasant and friendly and carry out the care with great professionalism."



[www.facebook.com/broomfieldcare](https://www.facebook.com/broomfieldcare) | [@Broomfieldcare](https://www.instagram.com/Broomfieldcare)

## Our Values

Quality

Choice

Extra Mile

Continually Striving

## Live-in care

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

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 60.

## Glos Assistants



Have you ever considered employing a Personal Assistant (PA) to provide personalised care and support? It can be hard to know where to start, but Glos Assistants can help with the search.

Glos Assistants is a noticeboard that helps people of any age with care and support needs to find PAs.

The site can help you find the support that suits

you and your lifestyle. You can browse profiles of available PAs, contact those you're interested in and directly arrange the support you need with the PAs you choose.

Glos Assistants can also provide help for people who work as a PA, and those who are considering it. Being a PA can be a varied job, offering flexible hours and rewarding work. Upon registering with the service, PAs can write a profile telling people a bit about themselves and the kind of work they're looking for, to help them connect with people looking for PAs. Visit [www.glosassistants.org.uk](http://www.glosassistants.org.uk) to upload your profile and find out more.

## Proud to Care

Supports independent care providers and the care community working for Gloucestershire County Council and NHS Gloucestershire. Its vision is to:

- Engage with Gloucestershire care sector recruiters and existing/potential care workforce.
- Encourage and connect them to the correct people and support.
- Enable a sustainable values-based care sector workforce in Gloucestershire.

### Who does Proud to Care support?

#### ➤ Job seekers:

- Anyone interested in working in the care sector can receive personalised support via the Glos Employment and Skills Hub, with the support of a Specialist Employment Advisor who can support the start of your care career. Find out more at [www.proudtocareglos.org.uk/job-seeker-support](http://www.proudtocareglos.org.uk/job-seeker-support)

#### ➤ Care providers:

- Proud to Care sets quarterly Recruitment and Retention networks both online and in person. Registered providers can attend to receive the latest updates and support available within the sector.
- Registered providers will receive our regular newsletter including updates about the most current opportunities available for providers including information on the latest events, training offers and recruitment opportunities.
- Providers benefit from one-to-one meetings to discuss Proud to Care's offer in more depth as well as the opportunity to communicate your organisation's specific values and priorities.
- Proud to Care work closely with Gloucestershire Employment and Skills Hub to support candidates wanting to begin a career in care. We offer a bespoke service that includes supporting

potential candidates throughout the application and interview process, matching them to Proud to Care registered providers that are CQC registered.

Providers can find out more and register with Proud to Care at [www.proudtocareglos.org.uk/care-recruiter-support](http://www.proudtocareglos.org.uk/care-recruiter-support)

### **Proud to Care’s training, development and wellbeing resources:**

Proud to Care Gloucestershire’s training, development and wellbeing webpages are dedicated to the care sector.

We understand the importance of retaining and developing a skilled and valued workforce that delivers high-quality adult social care services to Gloucestershire communities; this is why it is now provides the following:

- **A-Z training directory** shares details of local and national training and how to access these courses. The resource aims to support those interested and already working in adult social care to easily access training that meets their needs. Visit: [www.proudtocareglos.org.uk/proud-to-care-training-directory-a-z](http://www.proudtocareglos.org.uk/proud-to-care-training-directory-a-z)

- **Local career pathways** showcase the different career opportunities available within the care sector. The career pathways outline the knowledge and skills required for people to reach their career goals, as well as highlight the core values needed to work in the adult social care sector. This resource is for those considering a career in care and those working in the sector considering development opportunities. Visit [www.proudtocareglos.org.uk/career-pathways](http://www.proudtocareglos.org.uk/career-pathways)
- **Wellbeing and pastoral support A-Z** outlines the various offers available to Gloucestershire care providers. The wellbeing of Gloucestershire’s care staff is important, this resource signposts to where you can seek support. Visit [www.proudtocareglos.org.uk/wellbeing-a-z](http://www.proudtocareglos.org.uk/wellbeing-a-z)

The Proud Care team are happy to hear your feedback on any of the pages outlined in this section as it wants to ensure the resources are useful and up to date. You can get in touch via the feedback form found at [www.proudtocareglos.org.uk/proud-to-care-training-directory-a-z/comment-and-feedback-form](http://www.proudtocareglos.org.uk/proud-to-care-training-directory-a-z/comment-and-feedback-form)

Email: [ptc@gloucestershire.gov.uk](mailto:ptc@gloucestershire.gov.uk)  
Tel: **01452 426452**

## Housing

There may come a point when staying at home is no longer the best option. Thinking about your housing needs in advance can give you time to understand what choices are available and help you make plans before things reach crisis point. There is information on page 26 about housing-related support in the community. There is also information about home

adaptations and equipment beginning on page 24.

There are lots of different housing options available in the county. Some examples are explained in the following sections of this Guide. For more information about housing, visit <https://housingcare.org>

### **Homeshare West**

Homeshare West matches people who need a small amount of help to live independently at home with someone who has a housing need and can provide appropriate support and company. Homesharing is about friendship, mutual respect and support. The costs are minimal. Both individuals benefit from each other’s company, gaining security and independence in equal measure.

The Homeshare Team works to find people who suit each other’s needs and will support both parties throughout. Visit [www.homesharewest.org](http://www.homesharewest.org), email [info@homesharewest.org](mailto:info@homesharewest.org) or call **07873 507908**.



## Shared Lives

Provides an opportunity for adults with assessed eligible health or social care needs to be supported by approved Shared Lives Carers in a family-based environment. This can be via outreach support in the community, short breaks or an ongoing arrangement in the carer's home. Shared Lives also offers enablement, supporting people to develop new skills and independence.

Shared Lives can be an alternative to traditional care settings such as a residential home, domiciliary care or hospital stays. The service is flexible, person-centred and focusses on achieving the best possible outcomes and experiences for all involved.

Shared Lives is responsive and can offer short-term support in an emergency.

Shared Lives supports individuals aged 18 and over with learning disabilities, physical health needs, mental health needs, chronic or long-term illness, needs relating to older age and any combination of these.

The Shared Lives Team monitors arrangements, from enquiry, through careful matching and into a sustainable and resilient agreement. Visit [www.gloucestershire.gov.uk/shared-lives](http://www.gloucestershire.gov.uk/shared-lives), email [shared.lives@gloucestershire.gov.uk](mailto:shared.lives@gloucestershire.gov.uk) or call **01452 426237**.

## Sheltered housing

A practical step if you would like more security and companionship or wish to downsize from a larger home that has become difficult to manage.

In a sheltered or retirement housing scheme, you can live independently in a flat or bungalow built especially for disabled or older people within a

larger complex, sometimes around a garden or communal facility.

Sheltered housing for rent is owned and managed by councils and housing associations across the region. Private providers have also developed retirement housing for sale in the county.

## Extra care housing

Provides self-contained homes with design features, such as wheelchair accessible flats and communal areas and bathrooms fitted with walk-in showers, which enable self-care and independent living. They usually offer communal facilities such as dining facilities and communal lounges. Developments have their own care staff on site.

**For more information about different types of care homes, see page 51**

Extra care comes in a huge variety of forms and may be described in different ways, for example:

- Very sheltered housing.
- Housing with care.
- Retirement communities or villages.



## Housing with care

Combines independent living with security of tenure, along with care services arranged according to need. Schemes may be run by

housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

## Retirement villages

Retirement villages are purpose-built developments that vary in size to create a village-style community. They usually offer communal facilities such as dining facilities and

aim to help you be independent while offering you support as you grow older. Properties may be available for sale or rent and are usually available to people who are over 55 years of age.

## Supported living

An alternative to a care home where working age and older adults can live independently or share a property with other people, with on-site care and support. This might include support with learning independent living skills like cooking, cleaning and money management, as well as help with health or care needs. Whether you choose your own property

with support or supported living, it will give you independence and choice.

Providers specialising in care for people with learning disabilities are shown with **LDA** in their listing. Home care providers start on page 69, while care homes and care homes with nursing start on page 89.

# Financial support for care and support in your own home or community

This section tells you about paying for care at home, see page 53 for paying for care in a care home.

You may qualify for financial help from the council if it has confirmed that:

- Following an adult social care assessment, you have ongoing needs for care and support.
- You have capital or savings (not including your home) of less than £23,250, which is established by completing a financial assessment by the council's Financial Assessment and Benefits (FAB) Team; see page 37.

If you have capital or savings (not including your home) of more than £23,250, you will have to pay for the full cost of your care and support. Most people

who pay for their own care and support make their own arrangements. You can ask the council to make arrangements for you if you prefer. However, you will still be responsible for all costs and there may be a fee for this service.

Paying for care and support can be an expensive and long-term commitment. Before you enter into any arrangements, the council strongly recommends that you seek independent financial advice. See page 38 for more information on independent financial advice.

The council's online financial assessment tool can help you calculate what you might have to pay towards the cost of care and support. It is free, confidential and easy to use. To access the tool, visit <https://gloucestershire.mycostofcare.com/OFA>

## NHS Continuing Healthcare

This is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe. More information is available on page 49, or you can learn more at [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) (search 'Continuing Healthcare').

If the council is paying some (or all) of the cost of

your care and support you have three options:

1. You can have a direct payment if you want to make your own arrangements.

This option gives you the most control. Direct payments are paid through a pre-payment account which the council will set up for you. →



## LIFESTYLE RESIDENTIAL CARE HOME

# CROFTON SPRINGS

Join our friendly community

Enjoy good company in luxurious surroundings, being cared for with kindness and respect.



“

My friend joined the Crofton Springs family last month and I have never seen her happier. It can be a big decision, staff made the transition as calm and smooth as possible. All of the staff are amazing, nothing is too much trouble. The care is second to none, the food is wonderful, fresh and flavoursome. The activities are relevant and engaging. I haven't seen my friend smile this much in a long time, she just can't stop smiling.

Friend of Resident at Crofton Springs Care Home.  
[carehome.co.uk](http://carehome.co.uk) review

”



Purpose Built Home



Nutritious Food



Person-Centred Care



Daily Activities



Couples Welcome



01242 388422

A Gloucester Rd, Cheltenham GL51 8NR

➔ Every four weeks, the council pays its share of the cost into the account, and you must add your assessed contribution. The account is used in a similar way to a debit card. It can't become overdrawn as there is no credit facility.

You are responsible for how the money is spent and must use it only to pay for the care and support as agreed in your support plan. Any changes must be agreed by the council. You need to keep a record of how you have spent the money and keep all your receipts because the council must check how the money was used.

You can't use direct payments to pay for permanent residential/nursing care in a care home, but you can use them to pay for occasional short stays if this was agreed in your support plan. Most direct payments are made to meet regular ongoing support needs. However, they can also be made as a single payment, for example, for a short respite break.

You can use direct payments to employ your own Personal Assistants. If you do, the council recommends that you use a direct payment support service to help you make sure that you meet your legal requirements as an employer. Glos Assistants can help with your search for a PA; see page 46 for more information.

You can find out more about direct payments from the person helping you plan your support at [www.gloucestershire.gov.uk/direct-payments](http://www.gloucestershire.gov.uk/direct-payments)

2. You can ask the council to make all the arrangements for you.

Pay your assessed contribution to the council every four weeks and the council does everything else.

3. You can also combine options one and two.

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## Care homes

Moving into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying considerable amounts of money for your ongoing accommodation and care needs. Before you make a decision about moving to a care home, you should consider all options that would help you to stay living at home and independent for longer.

See page 42 for information about home care and page 24 to 25 for information about equipment to help you live as independently as possible at home. You should also decide whether you need the amount of care on offer at a care home and look

at alternatives such as extra care housing schemes or sheltered accommodation or a Shared Lives scheme. These options offer independence with an increased level of care and support (see page 47 for more information).

You shouldn't give up your own home without taking independent financial advice or having an adult social care assessment to make sure this is the right option for you. See page 35 for information on care assessments and page 53 for information about paying for care home costs. Listings of care homes and care homes with nursing in Gloucestershire begin on page 89.

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### Types of care home

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the home or from the CQC's website ([www.cqc.org.uk](http://www.cqc.org.uk)). There are care homes for older people, homes for younger adults with physical disabilities, learning disabilities, brain injury resulting from an accident or mental health conditions.

Care homes can care for adults with more than one condition and some homes will provide care for adults with alcohol or drug dependency. These care homes may offer permanent residence or provide care for a temporary period.

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres. ➔



Exceptional  
Excellence



## Saintbridge House

### **Trusted Nursing & Residential Care in Gloucester**

At Saintbridge House Nursing and Residential Home, we create a comfortable and welcoming home where every resident feels safe, respected, and supported to live with independence and dignity. With personalised care shaped around individual needs, we focus on compassionate support, meaningful daily experiences, and one-to-one attention. Our dedicated team are committed to helping residents feel valued, fulfilled and truly at home.

*Doctor visits • Foot health • Dentist  
Physiotherapist • Opticians  
Hairdresser available every Tuesday*

#### **Accommodation type:**

1 bed ensuite apartments

#### **Type of stay available:**

Short stay, Long stay

#### **Type of care available:**

Residential, Nursing & Dementia care



**Saintbridge House, 189 Painswick Road,  
Gloucester, GL4 4QQ**

**01452 300307**

**[www.3abcare.co.uk/saintbridge-house/](http://www.3abcare.co.uk/saintbridge-house/)**

➔ One of the first options you have to consider is the level of care and support you need. There are two main types of care homes: residential and nursing.

### Residential homes

For people who need support 24 hours a day and can no longer cope at home but don't need nursing care. These homes provide personal care, such as help with bathing, dressing, feeding and moving about.

### Nursing homes

Offer the same care and support as care homes providing personal care but also have nursing staff. If you are assessed as needing a home with nursing care, you will be assessed by a nurse, who will determine the level of nursing care that the

NHS will pay for. This is paid directly to the home. It is important that this nursing assessment is carried out before you go into a care home with nursing. Some nursing homes specialise in certain types of disability or health conditions, such as dementia.

Some care homes provide both residential and nursing care. These are known as 'dual-registered' homes. The advantage of these homes is that if your needs increase, you can continue to receive the right level of care without having to move to another home.

Any support from the council with paying the cost of a care home will be means-tested. For more information, see page below.

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## Out-of-county care homes

If you choose to move to a new local authority area and, before you move, you have been assessed as eligible for support from Gloucestershire County Council, please discuss this before you make any arrangements. Most local authorities will usually only pay care home fees that are the same as the fees that the local authority where you are moving to would pay.

If the care home that you would like to move to is more expensive than this, the council will offer you an alternative home at a fee that it will agree to pay, or you may have someone who could 'top up' the difference for you. For more information, see page 54.

If you are paying for your care yourself, you should

contact the local authority in the area that you are moving to, so they can support you with advice. It's important to find out about the support your new local authority could give you if, in the future, you need help to pay the care home fees.

If you paid for your own care at the time that you moved, any help that you need in the future with paying for your care will need to come from the local authority in the area you moved to. Contact the Adult Social Care Helpdesk (see page 32) if you have care and support needs and are considering moving in or out of the county.

For information on care provision in other regions, visit [www.carechoices.co.uk](http://www.carechoices.co.uk)

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# Financial support for care in a care home

This section tells you about paying for care in a care home; see page 49 for paying for care at home or getting help in the community.

You may qualify for financial help from Gloucestershire County Council if the council has confirmed that:

- Following an adult social care assessment, you have ongoing needs for care and support.

- You have savings, investments and assets of less than £23,250, which is established by completing a financial assessment by the council's Financial Assessment and Benefits (FAB) Team, see page 37.

As a general guide, if you have:

- More than £23,250, you will have to pay the full cost of your care and support yourself. ➔

- • Less than £23,250, you are likely to have to pay something towards the full cost.

The council's online financial assessment tool can help you calculate what you might have to pay towards the cost of care and support. The online financial assessment tool is free, confidential and easy to use. To access the tool, visit

**<https://gloucestershire.mycostofcare.com/OFA>**

If you own property and need permanent care in a care home, the value of your home is included in your financial assessment.

In some circumstances, the value of your property may be disregarded, for example:

- When your partner (or certain other relatives) continues to live in your home when you move into care.
- During your first 12 weeks in permanent care to give you time to make decisions about what you are going to do with your property.

You may be eligible for financial support from the council in the form of a deferred payment agreement. See page 55.

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## Making arrangements with a care home

If you are eligible for financial help from the council, it will only pay what is necessary for the level of care that you need.

You may be able to choose more expensive accommodation if someone else can 'top up' the difference between what the council will pay and the actual cost – see below.

Once you have chosen where you want to live, the

council will make the arrangements with the care home for you. Then every four weeks:

- You pay your assessed contribution (determined by your financial assessment) to Gloucestershire County Council.
- The council will pay the full cost of care to the care home. Anyone paying a top up will pay the top up as agreed in their top up agreement with the council.

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## Property disregards

The most common property disregard applies when your partner (or certain other relatives) continues to live at the home you shared when you move into care. With the disregard in place, we won't include the value of your home in your financial assessment while your partner or qualifying relative lives there.

Contact the FAB Team straight away if your partner or qualifying relative moves out of your home as this will affect your charges. You may have to pay backdated charges if you delay.

If this type of property disregard does not apply to you but your capital (not counting the value of your home) is less than £23,250, we will disregard

the value of your home during your first 12 weeks of permanent care. This means that for your first 12 weeks in permanent care:

- You will pay an assessed amount (determined by your financial assessment).
- The council will fund the balance agreed in your plan.

When the 12-week period ends, you become responsible for funding the full cost of your care unless you have made arrangements with the council to have a deferred payment agreement. Please note that if you sell your home within your first 12 weeks in permanent care, the property disregard will end on the date of sale.

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## Top ups

The council will only pay what is necessary for the level of care that you need. You may be able to live

somewhere more expensive if someone (usually a family member or another third party) can 'top up'

the difference between what the council will pay and the actual cost.

You can only pay a top up with your own money:

- During a 12-week property disregard period (see previous section).
- When the council has agreed a top up as part of a deferred payment agreement.
- When your care is arranged as after-care under section 117 of the Mental Health Act.

Top ups are a financial commitment. Be aware that:

- Anyone who wishes to pay a top up will have to sign an agreement with the council to pay the top up for as long as you need care.
- Care home fees (and the top up) may increase during this time.
- There are consequences if the top up is discontinued. The council will continue to meet your needs, but it may have to consider moving you (subject to a risk and needs assessment) to a care home that does not require a top up.

For more information, visit

**[www.yourcircle.org.uk/Information/topup](http://www.yourcircle.org.uk/Information/topup)**

## Deferred payment agreements

This is a secured loan from the council to pay your care costs, using your home as security. There is a limit to how much you can borrow which varies according to the value of your home and the amount of equity you have in it.

The debt to the council increases over time as each month's care costs are added. Interest and other council charges are added to the debt too, unless you've agreed to pay these separately.

You can repay the debt at any time, but it must be repaid when your home is sold. If you have enough equity in the property, you can delay the sale until after your death, when the debt must be repaid from your estate.

You may be eligible for a deferred payment agreement if:

- You have eligible needs for permanent care in a care home.
- You have capital or savings of less than £23,250 (not including the value of your home).
- You don't qualify for an ongoing property disregard (see page 54).

If a deferred payment agreement is arranged, each month:

- You pay your means-tested contribution from your income to the council by invoice.
- The council pays your fees to the care home.

There are conditions to having a deferred payment agreement. Find out more at **[www.gloucestershire.gov.uk/deferred-payments-agreement](http://www.gloucestershire.gov.uk/deferred-payments-agreement)** or ask your social care assessor.

## Funding your own care in a care home

If you are funding your own care, you usually make your own arrangements with a care home of your choice. Before you give up your home, the council recommends that:

- You consider whether care in a care home is the best way of meeting your current needs. With the right support, you may be able to stay in your own home for longer. There are lots of options for support at home. The Your Circle website is a good place to start exploring available options.

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

- You take independent financial advice. Care can be expensive and can quickly use up your savings. You don't want to run out of funds too soon. See page 38 for where to get free advice about paying for care, including The Care Advice Line.



## Running out of money

If you are already living in a care home and are running out of funds, tell the council about three months before your capital and savings reduce to £23,250.

You can find more information by visiting [www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk) (search 'Paying for adult social care'). Alternatively, contact the council through the Adult Social Care Helpdesk; see page 32.

Please contact the Adult Helpdesk three months before your funds fall to £23,250 and ask for:

- An adult social care assessment (see page 35) if you haven't already had one.

- A financial assessment (see page 37) to confirm your current financial circumstances.

The council can only help to pay for your care when these assessments confirm that a care home placement is the best way of meeting your needs and that you are entitled to financial support.

If you become eligible for financial support through the council but the care home you are living in charges more than the council would usually pay, you may need to consider moving. However, you may be able to remain there if someone can pay a top up. See page 54.

## What happens if you move into care?

### Benefits

If you receive benefits, you must tell the Department for Work and Pensions (DWP) if you move into permanent care. The DWP will tell you how your benefits will be affected. Your partner's benefits or entitlement to benefits may also change if they stay at home when you move into care. If you need to report a change in your circumstances to the DWP, visit [www.gov.uk/report-benefits-change-circumstances](http://www.gov.uk/report-benefits-change-circumstances)

### Housing Benefit and Council Tax

If you move into permanent care, you must report the change to your local district council. Any Housing Benefit and Council Tax reduction will stop after a four-week notice period.

These benefits may also be affected by short stays longer than 13 weeks. Contact your local district council's Housing Benefits and Council Tax teams for more information. See page 64.

### Personal Expenses Allowance

If you are receiving care and support in a care home that is arranged by the council and the council is paying something towards the cost of your fees, you are allowed to keep a specified amount of your own income so that you have money to spend on personal items such as clothes and other items that are not part of your care. This is known as the Personal Expenses Allowance (PEA). The PEA, which

is set by the Government, is currently £30.65 a week but is subject to review annually.

### NHS Continuing Healthcare

Fully-funded care and support provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. If you are eligible, the NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

### NHS Nursing Care Contribution

If you live in a care home that provides nursing care (as a temporary or permanent resident), you may be entitled to NHS-funded nursing care provided by a registered nurse. If you are entitled to NHS-funded nursing care, the NHS will pay a flat rate towards the cost of nursing care to the care home. There is more information about NHS Continuing Healthcare and NHS Nursing Care Contribution on the NHS website at [www.nhs.uk](http://www.nhs.uk)



# Legal information and advice

A solicitor can give you legal impartial advice about wills, making gifts, estate planning and Lasting Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS and/or council has made the correct contribution to your fees. Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

## Making a will

A will sets out who will benefit from your property and possessions (your estate) after your death. Although you don't have to make one by law, it is the best way to make sure your estate is passed on to family and friends exactly as you wish. If you die without a will, your assets may be distributed according to the law rather than your wishes.

There are many good reasons to make a will:

- Decide how your assets are shared – if you don't have a will, the law says who gets what.
- If you are not married or in a civil partnership (whether or not it's a same-sex relationship), you can make sure your partner is provided for.
- You can make sure you don't pay more Inheritance Tax than necessary.

You can draft a will yourself or use a solicitor. If you choose to write your own will, you can buy a do-it-yourself will kit and forms from some newsagents, book shops and online. Find out more about how to make a will at [www.gov.uk/make-will](http://www.gov.uk/make-will) or [www.ageuk.org.uk](http://www.ageuk.org.uk) (search 'Making a will'). If you use a solicitor, find a local firm on the Law Society website. Visit [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

## Lasting Powers of Attorney (LPA)

An LPA is a legal document that lets you appoint one or more people you trust (known as 'attorneys') to help you make decisions or to make decisions on your behalf about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs.

This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').

If, in the future, you do not have the mental capacity to make your decisions and you have not created a valid LPA (or Enduring Power of Attorney if made prior to October 2007), the Court of Protection may need to become involved and may charge for this.

The Court of Protection can appoint a deputy to make decisions on your behalf. This can be a time-consuming and costly process which can be avoided by creating an LPA.

An LPA is only valid once registered with the Office of the Public Guardian and a solicitor can help you make an LPA. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to do so. For more information about making, registering, changing or ending an LPA, visit [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney) or [www.nhs.uk](http://www.nhs.uk) (search 'Power of Attorney').

For more information, visit [www.gov.uk](http://www.gov.uk) (search 'Office of the Public Guardian'). Alternatively, email [customerservices@publicguardian.gov.uk](mailto:customerservices@publicguardian.gov.uk), call **0300 456 0300**, Relay **18001 0300 123 1300** for an application pack.

You can also find out more information from the following organisations.

### Age UK

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

### Alzheimer's Society

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

### Citizens Advice

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

### Mind

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



## → The Court of Protection (COP)

The COP makes decisions on financial or welfare matters for people who can't make decisions at the time they need to be made (they 'lack mental capacity').

It issues orders directing the management of your property and financial affairs and appoints deputies to make ongoing decisions if you are incapable of managing them and you have not set up an LPA in advance. This can be both a costly and lengthy process, but advice is available.

The COP also deals with issues relating to the welfare of vulnerable people who lack capacity to make decisions around their own care, residence and contact with others. Visit [www.gov.uk](http://www.gov.uk) (search 'Court of Protection' or 'Deputies').

### Advance decision to refuse treatment

This lets you, while you have mental capacity, choose and explain which medical treatment(s) you do not want doctors to give you, if a time comes when you lack capacity and cannot make the decision or communicate your wishes. If you want to refuse life-sustaining treatment, you must put this in

writing, sign and date it, which would legally have to be followed, even if you die as a result. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding.

### Useful contacts

The **Care Advice Line** provides free information and advice about choosing suitable solicitors. Visit [www.thecareadviceline.org](http://www.thecareadviceline.org) or call **01452 222200**.

**The Association of Lifetime Lawyers** is a national association committed to providing and promoting high-quality legal services for older people. The Administration Team can help you to locate a solicitor who may be able to help you but is not qualified to give legal advice. Visit <https://lifetimelawyers.org.uk> or call **020 8234 6186**.



# Tayntons

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*Planning for your future can feel daunting, but Tayntons Solicitors are here to guide you every step of the way.*

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### TOP 5 REASONS TO MAKE AN LPA

1. You stay in control. An LPA lets you choose who makes decisions for you if you're no longer able.
2. It protects you if your health changes. Illness, memory loss or accidents happen suddenly. An LPA ensures your wishes are followed.

3. Avoid Family disputes. Your chosen attorney(s) know exactly what you want, reducing stress or disagreements in the family.
4. Helps manage your finances smoothly. Bills, pensions, savings and property can still be handled properly if you cannot handle them yourself.
5. Supports independent living. With the right help in place through an LPA, many people stay independent for longer.

### TOP 5 REASONS WHY YOU SHOULD MAKE A WILL

1. A Will lets you choose what happens to your money, property and possessions when you pass away. If you don't make a Will, your estate will be shared out according to legal rules called intestacy. These rules may not reflect what you want, and the people you care about may not inherit as you intended.
2. Having a Will makes things much easier for your family and friends. It helps them deal with your estate more smoothly and reduces the chance of any disagreements about who should receive what.

3. A Will, if properly drafted, can help reduce the amount of inheritance tax that may be due on your estate.
4. You can leave a specified amount of money or a specific item e.g. a family keepsake, to a specific person in your Will.
5. Having a Will ensures your wishes are clearly recorded, even if your health changes.

# Worried about someone or yourself – keeping safe (safeguarding adults)

Part one has information about staying safe at home. This section is about keeping adults with care and support needs who may be at risk, safe from abuse, neglect or being exploited.

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It's about working together to prevent and stop the risks and experience of abuse or neglect, while making sure the adult's wellbeing is promoted. This includes having regard to their views, wishes, feelings and beliefs in deciding any action, and recognising they may have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The council's safeguarding duties apply to any adult who:

- Has care and support needs (whether or not the council is meeting any of those needs).
- Is experiencing, or is at risk of, abuse and neglect.
- As a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

Below are some examples of abuse. This is not an exhaustive list but indicates types of behaviours which may constitute abuse or neglect:

- **Physical:** things like someone hitting, slapping, pushing or kicking you.
- **Sexual:** things like someone touching your body or private parts without your permission or someone making you touch them in a way you do not want.
- **Psychological:** things like someone being unkind to you, threatening you, swearing at you, calling you names or ignoring you.
- **Financial or material:** things like someone taking your money or other things that belong to you.
- **Neglect and acts of omission:** things like not being given enough food, not being given your medication or not being kept warm.

- **Discriminatory:** things like someone bullying or hurting you because of your religion, a disability, your age, your sexual partner, the colour of your skin or hair, where you come from or the language you speak.
- **Domestic:** things like physical abuse, sexual abuse, financial abuse or psychological abuse when the abuse is by your partner or a member of your family.
- **Organisational:** things like your care provider or other organisations treating you badly, neglecting you or providing a bad service.
- **Modern slavery:** things like being forced to work by people who abuse you or are cruel to you.
- **Self-neglect:** when someone does not take care of themselves properly.

## How can the council help?

In Gloucestershire, you are at the heart of the safeguarding adults process and supporting your wellbeing is of utmost importance. Abuse can take place anywhere, including in a person's own home, in a care home, day centre or hospital. Unfortunately, those being abused are often the least likely to bring the situation to anyone's attention. If you see or know of a worrying situation, don't ignore it.

The council will provide information and offer practical advice to the person experiencing abuse, so they can make an informed choice about any help they might need, or any action they may want to take. If they are unable to make an informed choice, care will be taken to support and protect them.

If you are concerned that an adult is at risk of experiencing abuse or neglect, contact the Adult Social Care Helpdesk. Email [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk) or call **01452 426868**. Contact the out of hours Emergency Duty Team on **01452 614194**. You can also contact the police on **101** (non-emergency) or **999** (emergency). →

### → What happens next?

This will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, or at risk of serious neglect, ensuring their safety will be of utmost importance. In response to your referral, a decision will be made on how to deal with your concern. If a safeguarding response is needed, a member of staff trained in safeguarding work will carry out a careful and sensitive enquiry into your concern.

Advice will be offered so that the person at risk of abuse and their family (if appropriate) can be involved in any decision taken to support and protect them. Occasionally, the adult may refuse the help offered, in which case the authorities have only limited legal power to act; in such cases, decisions will be based on the situation – for example the level of risk and possible harm to others.

For more information, visit  
[www.gloucestershire.gov.uk/gsab](http://www.gloucestershire.gov.uk/gsab)

## Ensuring quality of care

### Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards. The

Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

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

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website ([www.cqc.org.uk](http://www.cqc.org.uk)).

Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information

to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit

[www.cqc.org.uk/give-feedback-on-care](http://www.cqc.org.uk/give-feedback-on-care)

#### CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

#### The CQC assessment

A key part of the CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

For more information, visit

[www.cqc.org.uk/guidance-regulation/local-authorities](http://www.cqc.org.uk/guidance-regulation/local-authorities)

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

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

Tel: **0300 061 6161**

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

# Having your say about health and care services

## Comments, compliments or complaints about Adult Social Care

Your views are important, they help Adult Social Care to improve and plan its services.

You can give feedback by emailing **corporatecomplaintsteam@gloucestershire.gov.uk**

There are also cards in council receptions with details of how to give feedback, or you can use the online comment, compliment or complaint form at **<https://forms.gloucestershire.gov.uk/feedback>**

If you have a complaint about a service, the first thing you should do is tell the service. This applies whether you pay for your care, or the council funds it.

By law, every care/support service and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service's complaints procedure so that you understand what you must do and how they will deal with your complaint.

### Care funded by your local council

If you are not happy with the reply you receive regarding your complaint about a care service, you can take your complaint to Adult Social Care. You will need to follow the complaints procedure – your social worker, care manager or the department itself can explain what to do.

Gloucestershire County Council will work with the provider to try to resolve your complaint and put things right to prevent the same thing happening again. If you're not satisfied with the final reply from the care service or Gloucestershire County Council, you can complain to the Local Government and Social Care Ombudsman (LGSCO) at **[www.lgo.org.uk](http://www.lgo.org.uk)** or call **0300 061 0614**.

### Complaints about care that you pay for yourself

You can ask the LGSCO to look at your complaint if you are not happy about how a service dealt with your complaint about care/support that you pay for yourself.

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## Comments, compliments or complaints about NHS services

### The Patient Advice and Liaison Service (PALS)

Each NHS Trust has a PALS or a Service Experience Team. PALS teams are a confidential service that provides information and support for patients, families and carers of their families. They can assist with giving compliments or making comments, complaints or raising concerns.

### Independent advocacy

If you need support to help you complain about your experiences of the health and social care you have received, you can contact POhWER to see if you are eligible for an independent advocate.

This is a free and independent service. Visit **[www.pohwer.net/gloucestershire](http://www.pohwer.net/gloucestershire)**, email **[glosadvocacy@pohwer.net](mailto:glosadvocacy@pohwer.net)** or

call **0300 456 2370**.

### Useful contacts

#### Gloucestershire Health and Care NHS Foundation Trust (PALS)

Web: **[www.ghc.nhs.uk/get-in-touch/give-us-views](http://www.ghc.nhs.uk/get-in-touch/give-us-views)**  
Email: **[experience@ghc.nhs.uk](mailto:experience@ghc.nhs.uk)**  
Tel: **0300 421 8313**

#### Gloucestershire Hospitals NHS Foundation Trust (PALS)

Email: **[ghn-tr.pals.gloshospitals@nhs.net](mailto:ghn-tr.pals.gloshospitals@nhs.net)**  
Freephone: **0800 019 3282**

#### NHS Gloucestershire Integrated Care Board (PALS)

Email: **[glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)**  
Freephone: **0800 015 1548**  
Tel: **01452 951974**



# Support for families of children with additional needs – **from birth to adulthood**

Expert advice, trusted resources  
and real-life stories – all in one place.

Got a question? We're here to help!

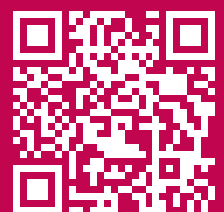
 [www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)  
 [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

 @weareMFON     @weareMFON  
 @wearemfon     @My-Family-Our-Needs

Check out our new SEND guide for the South East!

- Free regional SEND guides
- Ask the Experts:  
Your questions answered
- Real-life blogs and  
lived experience
- Practical advice, from early  
years to adulthood
- Directory of useful services

Scan to  
visit our  
website!



## Healthwatch Gloucestershire



Local health and social care shaped by you  
Healthwatch

Gloucestershire is the independent champion for health and social care in Gloucestershire. It is here to find out what matters to you, and make sure that your views are heard by those in charge of health and social care services in the county. Healthwatch Gloucestershire can also help you find information about local health and social care services.

### Make your voice heard

Share your views – Healthwatch Gloucestershire want to know what you like about local services and what you think could be improved, no matter how big or small the issue.

Tell your stories – Healthwatch Gloucestershire wants to hear about your recent experiences of using services in the county.

Visit [www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk), email [info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk) or call **0800 652 5193** (available Monday to Friday, 9.00am to 5.00pm).

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

X: <https://x.com/HealthwatchGlos>

Instagram: [@healthwatch\\_gloucestershire](https://www.instagram.com/healthwatch_gloucestershire)

Linkedin: [www.linkedin.com/company/healthwatch-gloucestershire](http://www.linkedin.com/company/healthwatch-gloucestershire)

### The Patients' Association

A national healthcare charity that highlights patients' concerns and needs. It provides advice and news aimed at help you get the best out of your healthcare.

Visit [www.patients-association.org.uk](http://www.patients-association.org.uk), email [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk) or call **0800 345 7115** (available Monday to Friday, 9.30am to 5.00pm).

## Useful contacts

### Gloucester Health Access Centre

Full range of primary care services.  
Quayside House, Quay Street, Gloucester GL1 2TZ  
Tel: **01452 336290**

### Cheltenham General Hospital

Sandford Road, Cheltenham GL53 7AN  
Tel: **0300 422 2222**

### Gloucestershire Royal Hospital

Great Western Road, Gloucester GL1 3NN  
Tel: **0300 422 2222**

### Gloucestershire Hospitals NHS Foundation Trust

1 College Lawn, Cheltenham GL53 7AG  
Tel: **0300 422 2222**

### NHS Gloucestershire Integrated Care Board (ICB)

The ICB is responsible for buying local NHS services such as emergency care services, operations or treatments that can be planned in advance and mental health services.

Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth GL3 4FE  
Web: [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk)  
Email: [glicb.enquiries@nhs.net](mailto:glicb.enquiries@nhs.net)  
Tel: **01452 951974**

### Gloucestershire County Council Adult Social Care Helpdesk

Open Monday to Friday, between 8.00am and 5.00pm.  
Online enquiry form: <https://forms.gloucestershire.gov.uk/AdultSocialCareEnquiry>  
Web: [www.gloucestershire.gov.uk/health-and-social-care](http://www.gloucestershire.gov.uk/health-and-social-care)  
Email: [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)  
Tel: **01452 426868**



## District council offices

### Cheltenham

Municipal Offices, Promenade,  
Cheltenham GL50 9SA  
Email: [enquiries@cheltenham.gov.uk](mailto:enquiries@cheltenham.gov.uk)  
Tel: **01242 262626**

### Cotswolds

Trinity Road, Cirencester GL7 1PX  
Email: [customer.services@cotswold.gov.uk](mailto:customer.services@cotswold.gov.uk)  
Tel: **01285 623000** (available Monday to Friday,  
9.00am to 2.00pm).

### Forest of Dean

Council Offices, High Street, Coleford GL16 8HG  
Email: [customer.services@fdean.gov.uk](mailto:customer.services@fdean.gov.uk)  
Tel: **01594 810000**

### Gloucester

Post to: Gloucester City Council, Eastgate  
Management Suite, Eastgate Street,  
Gloucester GL1 1PA  
Email: [heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk)

Tel: **01452 396396** (available Monday, Tuesday,  
Thursday and Friday, 9.00am to 5.00pm; and  
Wednesday, 10.00am to 5.00pm).

### Stow-on-the-Wold

Stow Youth Centre, Fosseyway,  
Stow-on-the-Wold GL54 1DW  
Email: [clerk@stowonthewold-tc.gov.uk](mailto:clerk@stowonthewold-tc.gov.uk)  
Tel: **01451 832585**

### Stroud

Ebley Mill, Ebley Wharf, Stroud GL5 4UB  
Email: [customer.services@stroud.gov.uk](mailto:customer.services@stroud.gov.uk)  
Tel: **01453 766321** (available Monday to  
Thursday, 8.45am to 5.00pm; and Friday,  
8.45am to 4.30pm).

### Tewkesbury

Public Services Centre, Gloucester Road,  
Tewkesbury GL20 5TT  
Email: [customer.services@tewkesbury.gov.uk](mailto:customer.services@tewkesbury.gov.uk)  
Tel: **01684 295010**

## Other contacts

### Age UK Gloucestershire

Henley House, Barnett Way, Barnwood,  
Gloucester GL4 3RT  
Web: [www.ageuk.org.uk/gloucestershire](http://www.ageuk.org.uk/gloucestershire)  
Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)  
Tel: **01452 422660**  
National advice line: **0800 678 1602**

### Alzheimer's Society – Dementia Adviser Gloucestershire

Email: [gloucestershire@alzheimers.org.uk](mailto:gloucestershire@alzheimers.org.uk)  
Tel: **01452 525222** (available Monday to Friday,  
9.00am to 5.00pm).  
National Dementia support line: **0333 150 3456**

### Citizens Advice

Free, confidential and impartial advice.  
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Tel: **0800 144 8848**

### North and West Gloucestershire

Covers Cheltenham, Forest of Dean, Gloucester  
and Tewkesbury.

Messenger House, 35 St. Michaels Square,  
Gloucester GL1 1HX  
Tel: **0808 189 6280**

### Stroud and Cotswold Districts

Unit 8, Brunel Mall, London Road, Stroud GL5 2BP or  
2-3 The Mews,  
Cricklade Street, Cirencester GL7 1HY  
Tel: **0808 800 0510** or **0808 800 0511**

### Department for Work and Pensions (DWP)

Visit the DWP's website for information on benefits  
and pensions.

Web: [www.gov.uk/government/organisations/  
department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

For other organisations that can help, visit the  
**Your Circle** website at [www.yourcircle.org.uk](http://www.yourcircle.org.uk)



# Part three: Choosing care and support

## Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Guide, has a website providing comprehensive details of care providers as well as essential information. You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others. The website includes information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 60), indicating the quality of care provided. You can also view an electronic version of this Guide on the site and have it read to you by using 'Recite Me'. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.

You can also find services, home care providers and care homes in Gloucestershire on the Your Circle website. You can filter your search by service type, postcode/area or support focus, to help you find the services that you are looking for. Home care and care home records also contain CQC ratings.





**Retain**  
HEALTHCARE



Regulated by  
Care Quality  
Commission



Retain healthcare are specialists in Recruitment, Agency, Homecare, Supported Living and Training. We are an award winning organisation celebrating over 25 years of supporting people through our branch network in the South West. If you or a loved one need additional support at home, our Homecare service is individually tailored to meet your needs.

**HOMECARE**

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

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

**AGENCY SERVICES**

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

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

**SUPPORTED LIVING**

• Complex Care	• Eating Disorders	• Learning Disabilities	• Autism	• Mental Health Needs
• Physical Disabilities or Sensory Impairments		• Transitioning from Residential Care or Family Homes		

For more information on how we can help, please contact our Gloucestershire team on:  
**01242 262700 | [enquiries@retaingroup.co.uk](mailto:enquiries@retaingroup.co.uk) | [www.retainhealthcare.co.uk](http://www.retainhealthcare.co.uk)**



# Visiting and live-in care at home

**For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.**

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- **Peace of mind & independence**
- **Familiar home environment**
- **Welcoming family & friends**
- **Cherished routines & hobbies**

Contact your local branch today for a free assesment:

**Cheltenham - 01242 312 504**

**Stroud - 01453 358 493**

**Cirencester - 01285 300 175**

**Chipping Sodbury - 01452 945 637**

**Gloucester - 01452 458 895**

**Agency 1** .....

**Agency 2** .....

**Agency 3** .....

Fees per week	Quality rating*
£	
£	
£	

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

## About the agency

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

## Staff

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

## Accommodating your needs

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

## Regulation

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

## Notes

\*See page 60.

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## Personalised care in your own home

In a world that is constantly evolving, it is important to have someone you can count on.

Whatever your requirements you can be assured of a quality service, delivered by caring, well trained support workers who are there to help you with your daily tasks, including:

- **Personal Care**
- **Medication Administration**
- **Domestic Tasks**
- **Shopping**
- **Meal Preparation**

Accolade Support & Care is registered with the Care Quality Commission and is a Gloucestershire County Council-approved provider, delivering an award-winning service across Cheltenham and Bishop's Cleeve.

# 01242 308 008

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



**Aroma Care is a domiciliary care service provider that specialises in providing care and support to individuals in the comfort of their own home.**

We are owned and managed by dedicated individuals with a combined experience of over 50 years in the industry. Having operated in the Cotswold area since 2015, we have built an enthusiastic and talented team of care workers that are committed to and take pride in delivering high-quality services.

All our care is centered around the Service User and we ensure we put their needs first. We can support people with:

- Accessing the community
- Medication
- Personal care
- Day-to-day housekeeping
- Companionship
- ...and much more!



To find more details about our service and how we can support you, please call our office to speak with a member of staff.



### Specialisms / services

- Personal care
- Dementia
- Learning disabilities
- Mental health conditions
- Physical disabilities
- Sensory impairments
- Supported Living

# 01452 643 031

E: [admin@aromacare.co.uk](mailto:admin@aromacare.co.uk)

W: [www.aromacare.co.uk](http://www.aromacare.co.uk)

# Home care providers

Advertisers are highlighted

All home care providers must be registered and inspected by the Care Quality Commission (CQC) to make sure they meet essential standards of quality and safety. Gloucestershire County Council contracts regularly with some providers in the county. Contact the council for more information, see page 32 for details.

## A+bility

Stroud  
Tel: 01453 827978

LDA YA

## ASP Healthcare Services Ltd

Gloucester  
Tel: 01452 471471

D PD SI

## Accolade Support and Care Ltd

Cheltenham  
Tel: 01242 308008

Advert page 68  
OP D PD MH YA

## Aspire Care (SW) Tetbury

Tetbury  
Tel: 01452 224109

OP PD SI YA

## Acorn to Oak Homecare

Gloucester  
Tel: 01452 345134

OP D PD YA

## Avenue Care Ltd

Gloucester  
Tel: 01516 395182

OP D PD MH YA

## Adelfi Care Services Ltd – Head Office

Cheltenham  
Tel: 01242 384825

OP D PD SI YA

## Ayo Live in Care & Supported Living Ltd

Gloucester  
Tel: 07424 773023

OP D PD SI YA

## Agincare

Gloucester  
Tel: 01452 224329

Advert adjacent  
OP D PD LDA MH SI

## AH Care Ltd

Cheltenham  
Tel: 01242 513203

OP D PD LDA MH SI YA

## Aim Up

Cheltenham  
Tel: 01242 515035

OP D PD LDA MH SI YA AD

## Alina Homecare

Gloucester  
Tel: 01242 903713

OP D PD LDA YA

## Alpha Care Services

Cheltenham  
Tel: 01242 702708

OP D MH YA

## Aroma Care – Cotswold

Moreton-in-Marsh  
Tel: 01452 643031

Advert page 68  
OP D PD LDA MH SI YA

## Arriva Care Services Ltd

Gloucester  
Tel: 01452 501552

OP PD LDA MH YA

Est. 1986  
**Agincare**  
Caring in your community

**Bespoke Live-in Care**

- > Flexible or 24 hour care
- > Immediate starts
- > Trial period included
- > No lengthy contracts
- > Dedicated support team
- > Highly trained care worker

Rated Excellent  
Trustpilot

Inspected and rated  
Good  
Care Quality Commission

Call today and talk to your designated care advisor about live-in care

**01452 224329**

**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



# EXCEPTIONAL HOME CARE SERVICE

At Care View we are dedicated to providing exceptional, compassionate and personalised care to all of our clients.

### Our Services:

- ✓ Personal Care
- ✓ Companionship
- ✓ Household and Domestic
- ✓ Over night Care
- ✓ Respite Care
- ✓ Outings and shopping visits

### Contact us!

24/7 01452 905153

SEEING CARE FROM YOUR POINT OF VIEW



## COTT'S CARE GIVING TRUSTED CARE IN YOUR HOME



*Keeping you happy at home*

Our home care services are designed to provide the help you need to live independently, safely, and happily in the comfort of your own surroundings.

### Home Care Visits

Assistance with daily living activities to retain and promote your independence.

### Live-in Care

24/7 support from a dedicated carer resident in your home.

### Complex Care

Specialist care for people with multiple or long-term health conditions.

Including **End of Life Care** and **Specialist Care**

[www.cottscareltd.co.uk](http://www.cottscareltd.co.uk) | [info@cottscareltd.co.uk](mailto:info@cottscareltd.co.uk) | 01242 371048

9.9 review

homecare.co.uk



## Search for care in your area

- Find care providers quickly and easily
- Search by location and care need



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# Bramble homecare

Bramble Homecare supports people to stay in their own homes for as long as possible. We help our clients maintain their independence and quality of life at home by offering support that is tailor-made to meet their needs.

Care packages are person-centred, and we can offer a wide range of services, all focusing on maintaining quality of life, interests, and independence.

We specialise in providing exceptional care for people living with complex physical and mental health conditions. We will respond quickly to requests for care which can be offered 24/7, 365 days a year from our offices in Gloucestershire and Bristol. Our priority is to ensure our clients remain happy, safe, and as independent as possible for as long as possible.

### Areas covered include:

**Gloucester** and surrounding areas

**Tewkesbury** and surrounding areas

**Cheltenham** and surrounding areas

**Stroud** and surrounding areas

**Forest of Dean** and surrounding areas

**Berkley** and surrounding areas

**South Gloucestershire** and surrounding areas

### Services include:

- Personal Care
- Dementia Support
- Mental Health
- Learning Disability
- Palliative Care
- Medication Support
- Complex Care
- Reablement
- Waking/Sleeping Night
- Domestic services
- Shopping
- Companionship
- Telephone Check Calls
- Live-In Services



We are happy to answer any questions that you may have so please do get in touch.

T: 01684 217040 | E: [enquiries@bramblehomecare.co.uk](mailto:enquiries@bramblehomecare.co.uk) | W: [www.bramblehomecare.co.uk](http://www.bramblehomecare.co.uk)

### Our Offices:

**Staverton:** 4 Bamfurlong Industrial Estate, Unit E Staverton, GL51 6SX  
**Cinderford:** 6 High Street, Cinderford, Gloucestershire, GL14 2SH  
**Bristol:** Suite 11B, Regency House, Bonville Road, Bristol, BS4 5QH



**Baseline Healthcare and Support Services Ltd**

Gloucester  
Tel: 07557 371470

OP D PD MH SI YA AD

**BBcare10**

Mitcheldean  
Tel: 01594 806110

PD LDA SI YA

**BBcare10 Ltd**

Mitcheldean  
Tel: 01594 806110

PD LDA MH SI YA

**Benhall Care**

Gloucester  
Tel: 01242 467999

OP D PD LDA MH SI

**Betha Care Ltd**

Gloucester  
Tel: 07359 425394

OP D PD MH YA

**Black & White Group Ltd**

Gloucester  
Tel: 01452 226136

OP YA

**Bluebird Care (Cheltenham, Gloucester and Tewkesbury)**

Gloucester  
Tel: 01452 414952

OP D PD SI YA

**Bluebird Care (Stroud and Cirencester)**

Stroud  
Tel: 01453 757937

OP D PD LDA SI YA

**Bosun Care Ltd**

Gloucester  
Tel: 01453 350654

PD LDA YA

**Bramble Home Care Ltd**

Cheltenham  
Tel: 01684 217040

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OP D PD LDA MH SI YA AD

**Bramble Home Care Ltd**

– Cinderford  
Cinderford  
Tel: 01684 217040

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**Brandon Supported Living**

– Gloucestershire  
Gloucester  
Tel: 01452 886307

LDA YA

**Brighter Home Care**

Cheltenham  
Tel: 01242 375003

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**Broomfield Care Ltd**

Gloucester  
Tel: 01452 730888

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OP D LDA YA

**Care at Home**

Cheltenham  
Tel: 01242 242061

OP PD LDA YA

**Care at Home (High Street)**

Gloucester  
Tel: 01452 300025

OP PD LDA MH SI YA

**Care at Home Gloucester**

Gloucester  
Tel: 01452 300025

OP D PD LDA MH SI YA

**Care Quality Services Gloucestershire**

Stroud  
Tel: 01242 650548

OP D PD SI YA

**Care View Ltd**

Gloucester  
Tel: 01452 905153

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OP D PD SI YA

**Care Net, The**

Lechlade  
Tel: 01367 705081

OP D PD LDA MH SI YA

**Care-Nursing Alliance Recruitment**

Gloucester  
Tel: 01452 508299

OP D PD LDA MH SI YA AD

**Careful Care Ltd**

Cirencester  
Tel: 01285 640420

OP D

**Caremark Cheltenham and Tewkesbury**

Gloucester  
Tel: 01242 370797

OP D PD LDA YA

**Caremark Herefordshire and Forest of Dean**

Cinderford  
Tel: 01432 367672

OP D PD LDA MH SI YA

**CareMate Group Ltd**

Gloucester  
Tel: 01452 224474

OP YA

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

**Carich Care Ltd**

Stonehouse  
Tel: 07952 806180

PD LDA SI YA

**Community Outreach Consultancy Ltd Office**

Stroud  
Tel: 01452 771257

D PD SI YA

**Carmel Domiciliary Care Ltd**

Gloucester  
Tel: 01803 227979

PD LDA MH YA

**Consider Care Ltd**

Cirencester  
Tel: 07454 978704

OP D PD MH SI YA

**Cherry Homecare**

Lydney  
Tel: 01594 372201

OP D PD SI YA

**Cotswold Carers Ltd**

Cheltenham  
Tel: 0800 634 3471

OP D PD MH SI YA

**Chosen Care Supported Living**

Gloucester  
Tel: 01452 520011

OP PD LDA MH SI YA

**Cott's Care Solutions**

Cheltenham  
Tel: 01242 371048

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OP YA

**Coldbrock Healthcare**

Gloucester  
Tel: 07342 726653

OP D PD LDA SI YA

**Crossroads Care – Forest of Dean & Herefordshire**

Cinderford  
Tel: 01594 823414

OP D PD LDA MH SI YA

**Collens Healthcare Ltd**

Gloucester  
Tel: 07455 854445

OP D PD MH SI YA

**Crossroads Care Gloucestershire – Gloucester Branch**

Gloucester  
Tel: 01452 302542

OP D PD LDA MH SI YA

**Comfort Call – Cheltenham**

Gloucester  
Tel: 01242 574594

OP D PD MH SI YA

**Dean Healthcare South West Ltd – Gloucester**

Gloucester  
Tel: 01452 507452

OP D PD LDA MH SI YA AD



**HOME IS WHERE YOUR HEART IS**  
IT'S OUR AIM TO KEEP YOU THERE

Easy Living Solutions is an independent local business. Our service is delivered on a 1-1 basis, working to an individual support plan which starts with the client rather than the service.

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- Personal care
- Post operative care
- End of life care
- Companionship
- Dementia care
- Meal preparation
- Transport to appointments/shopping

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Email: [info@easylivingsolutions.co.uk](mailto:info@easylivingsolutions.co.uk) • [www.easylivingsolutions.co.uk](http://www.easylivingsolutions.co.uk)

10 Broad Street, Newent, Glos, GL18 1AH

**Desire Care – Gloucester**

Gloucester  
Tel: 07846 198918 **OP D PD MH SI YA**

**Dignity Care Services Ltd Offices**

Tewkesbury  
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**Diverse Prime Holdings Ltd**

Cheltenham  
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**DJJ Healthcare Ltd**

Gloucester  
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Tel: 01531 820556 **OP D PD YA**

**Eden Housing & Support – Gloucester**

Gloucester  
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Cirencester  
Tel: 0330 390 6060 **OP D PD MH SI YA AD**

**Elite Care 24/7 Cheltenham**

Cheltenham  
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**Elite Home Care Solutions (UK)**

Gloucester  
Tel: 0844 800 1130 **OP D**

**Elolina Ltd**

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**Emma Le Grand Case Management**

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**Essential Care Solutions Ltd**

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**Excellence in Care**

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Tel: 01453 511991 **OP D PD SI**

**Expeditions Living**

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**Extra Care Staffing Solutions – Main Office**

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**Farecare Gloucestershire Ltd**

Cheltenham  
Tel: 01242 232296 **OP D YA**

**Fieldview**

Gloucester  
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**First Thought Care Services**

Gloucester  
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**First4Homecare Ltd**

Gloucester  
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**Firstcall 247 Ltd (Gloucestershire)**

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Stonehouse  
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**Flexicare Home Services UK Ltd**

Gloucester **Advert page 74**  
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**Search for care in your area**

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CareChoices

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



# Caring for you like family, in the place you love most

## Our Services

- ♥ Personal Care
- ♥ Mobility Support
- ♥ Medication Assistance
- ♥ Housework & Light Maintenance
- ♥ Live In Care
- ♥ Shopping
- ♥ Rehabilitation
- ♥ Meal Planning & Preparation
- ♥ Live In Care Companionship

## From our family to yours

At Flexicare, we've been providing the highest quality home care services to people in Gloucestershire for more than 25 years. As a family-run local business that's guided by strong ethical values, we have always put the dignity, choices and individuality of all our clients at the heart of the services we provide.

Our empathetic and caring team is here to support you to live comfortably in your own home. Ranging from companionship and complex specialist care to Live in care - we tailor a person centred package to fit your needs and lifestyle.

## Contact us today!

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Newent & Ledbury  
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Stroud  
01453 824 958

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01531 888 084

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

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<b>Flexicare Stroud Ltd</b> Gloucester Tel: 01453 824958	<b>Advert page 74</b> <b>OP D PD SI YA</b>	<b>Helping Hands Cirencester</b> Cirencester Tel: 01285 300 175	<b>Advert page 66</b> <b>OP D PD SI YA</b>
<b>Flexy Care – Main Office</b> Stroud Tel: 01453 764922	<b>OP D PD YA</b>	<b>Helping Hands Gloucester</b> Gloucester Tel: 01452 458 895	<b>Advert page 66</b> <b>OP D PD SI YA</b>
<b>Foundation House</b> Gloucester Tel: 01242 527631	<b>PD LDA SI YA</b>	<b>Helping Hands Stroud</b> Stroud Tel: 01453 358 493	<b>Advert page 66</b> <b>OP D PD SI YA</b>
<b>Friends in the Community Home Nursing</b> Lechlade Tel: 07938 244335	<b>OP D PD SI YA</b>	<b>HF Trust – Stroud</b> Stonehouse Tel: 01453 820940	<b>OP LDA YA</b>
<b>Futurescare Ltd – Head Office</b> Gloucester Tel: 01452 535544	<b>OP LDA MH YA</b>	<b>HF Trust Ormiston</b> Coleford Tel: 01594 834763	<b>OP LDA YA</b>
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<b>Global Caring Gloucester</b> Gloucester Tel: 01452 345820	<b>OP PD LDA MH YA</b>	<b>Home Instead Senior Care – Cheltenham &amp; Cotswolds</b> Cheltenham Tel: 01242 513203	<b>Advert page 43</b> <b>OP D PD MH SI YA</b>
<b>Gloucester Homecare Services Ltd</b> Gloucester Tel: 01452 549495	<b>OP D PD MH SI YA AD</b>	<b>Home Instead Senior Care – Gloucester and The Forest of Dean</b> Gloucester Tel: 01452 341975	<b>OP D PD MH SI YA</b>
<b>Gloucester Scheme</b> Gloucester Tel: 07722 024487	<b>OP PD YA</b>	<b>Home Instead Senior Care – Stroud &amp; South Cotswolds</b> Stroud Tel: 01453 368036	<b>Advert page 43</b> <b>OP D PD MH SI YA</b>
<b>Gloucestershire Community Support Services</b> Gloucester Tel: 07876 831102	<b>OP LDA YA</b>	<b>Hope Care Service Agency</b> Cheltenham Tel: 01242 382888	<b>Advert page 76</b> <b>OP D PD LDA MH SI</b>
<b>Gloucestershire Domiciliary Care Branch</b> Coleford Tel: 01594 540312	<b>OP D PD LDA MH SI YA</b>	<b>Horsfall House Homecare</b> Stroud Tel: 01453 886381	<b>Advert page 77</b> <b>OP</b>
<b>Godwill Care</b> Gloucester Tel: 07894 558639	<b>OP D PD YA</b>	<b>Housing 21 – Mulberry Court</b> Cirencester Tel: 0370 192 4000	<b>OP D PD LDA MH SI YA</b>
<b>Greathands Healthcare Ltd</b> Gloucester Tel: 07495 889995	<b>OP D PD SI YA</b>		
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Care Service Agency

# THE BEST CARE HAPPENS AT HOME


Trusted Home Care  
Across Gloucestershire

**Bespoke, tailored care that  
provides a better life at home**

-  Personal Care
-  Companionship
-  Dementia Care
-  Live-in & Overnight Care
-  Medication Support

**THE HIGH-QUALITY CARE WE  
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Hope Care Service Agency  
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Cheltenham, GL52 6JQ

Inspected and rated

Good

 Care Quality  
Commission



**Integrated Options UK Ltd**

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**Kind Tailored Care Ltd**

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**La Vie En Rose Ltd**

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**Lean On Me Care Services Ltd**

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**Medicare Support & Housing Ltd**

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**Merry Den**

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**MidCo Care Gloucester**

Gloucester  
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**MidCo Care Gloucester**

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Tel: 07534 698509

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**Momo & Tarek Care Gloucester**

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**Moriel Healthcare Ltd**

Cirencester  
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**Multilink Management Care Ltd**

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**My Homecare Gloucester**

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**My-Care Healthcare Ltd**

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**Nash Alliance Ltd**

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- Search by location and care need

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email: [homecare@horsfallhouse.co.uk](mailto:homecare@horsfallhouse.co.uk)

We provide:

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- A sitting service
- Meals on Wheels
- Companionship

For more information call 01453 886381 or visit [horsfallhouse.co.uk/home-care](http://horsfallhouse.co.uk/home-care)

Windmill Road, Minchinhampton GL6 9EY.  
Patron: HRH The Princess Royal. Registered Charity No. 1208145

Horsfall House

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"There's no place like home"

9.6

CQC registered provider covering Gloucestershire



Trained compassionate local carers



Safe care, with clear risk assessments and planning



Flexible visits - from short visits to full-time care









Open communication with families and professionals



## Our Care Services

-  Domiciliary Care
-  Live-in Care
-  Overnight Care
-  Respite Care
-  Community & Companionship
-  End of Life & Palliative Care

## Support can include

-  Dignity-focused personal care
-  Medication assistance
-  Meal preparation and nutrition
-  Mobility and safety support
-  Appointments, outings and companionship
-  Light household support

## Our Values

Our values guide how we support people, work with families and deliver care everyday.



Caring & Respect



Compassion & Teamwork



Commitment & Integrity

01452 757564

✉ : [gloucester@myhomecare.co.uk](mailto:gloucester@myhomecare.co.uk)  
[www.gloucester.myhomecare.co.uk](http://www.gloucester.myhomecare.co.uk)

**Network Healthcare Professionals Ltd – Dursley**

Dursley

Tel: 01453 519240

OP D PD LDA MH SI YA

**New Hope Care Gloucester**

Gloucester

Tel: 01452 238419

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**New Leaf Supported Living Ltd**

Gloucester

Tel: 07947 184270

OP LDA YA

**Newlands Nursing Care Centre**

Stow-on-the-Wold

Tel: 01451 870077

OP PD SI

**Nightingales Home Care**

Gloucester

Tel: 01452 310314

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**NSF Health**

Tewkesbury

Tel: 07403 316439

OP D PD LDA MH SI YA AD

**Nurseline Community Services Gloucester**

Gloucester

Tel: 0193 431 1922

OP PD LDA MH YA

**Optima Staffing Solutions Ltd**

Gloucester

Tel: 01452 238540

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**Option Care Ltd**

Gloucester

Tel: 07789 475993

OP D PD LDA MH SI YA

**Orchard Leigh**

Cheltenham

Tel: 01242 523848

OP LDA YA

**Orchard Trust Domiciliary Care Agency, The**

Ruardean

Tel: 01594 861137

OP PD LDA SI YA

**Owilima Solutions Ltd**

Gloucester

Tel: 07882 821187

OP D PD SI YA

**P & N Healthcare Services Ltd – Gloucester**

Gloucester

Tel: 07507 793341

OP D YA

**Pearl's ProCare Ltd**

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Tel: 01285 420200

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**Penna Homecare Ltd**

Stroud

Tel: 01453 756227

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**Person Centred Care**

Cheltenham

Tel: 01242 321123

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**Posa Care Solutions Ltd**

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**Prestige Nursing Gloucester**

Tetbury

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**Pristine Domiciliary Care Ltd**

Gloucester

Tel: 01452 260244

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**Profound Housing & Support Ltd**

Gloucester

Tel: 01452 903640

OP D PD LDA MH YA

**Profound Housing and Support Ltd**

Gloucester

Tel: 07737 641933

OP D PD YA

**Prosperity Care and Wellbeing**

Gloucester

Tel: 01242 906569

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**Protective Care Group Ltd**

Cheltenham

Tel: 01242 472444

OP PD LDA YA

**ProVirtue Healthcare Services Ltd**

Gloucester

Tel: 07881 115152

OP D PD YA

**Radis Community Care (Gloucester)**

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Tel: 01452 305628

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**Raynsford Domiciliary Care**

Cheltenham

Tel: 01242 243483

D LDA MH YA

**Raystra Healthcare**

Gloucester

Tel: 01452 238262

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**PRISTINE DOMICILIARY CARE**  
YOUR CARE, OUR COMMITMENT

We are committed to providing exceptional home care services that prioritise the wellbeing and independence of our clients.

**Our Services Include:**

- ✓ Personal Care & Medication Support
- ✓ Companionship & Emotional Wellbeing
- ✓ Domestic Help & Home Support
- ✓ Hospital Discharge & Recovery Support
- ✓ Night Care (Sleeping & Waking Nights)
- ✓ Live-in & 24-hour Complex Care
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Care Agency

**Home Care & Domiciliary services across Gloucestershire.**

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Inspected and rated **Good**  
Care Quality Commission

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- Practical advice
- Directory of services

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

# Search for care in your area

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

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

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**Retain Healthcare Ltd**

Cheltenham

Tel: 01242 262700

Advert page 65

OP D PD LDA MH SI YA AD

**Richmond Village Cheltenham DCA**

Cheltenham

Tel: 01242 474333

Advert page 107

OP D YA

**Richmond Village Painswick DCA**

Stroud

Tel: 01452 813902

Advert page 107

OP

**Royah Care – Main Office**

Gloucester

Tel: 01452 915277

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**Royale Healthcare Ltd**

Gloucester

Tel: 01452 471006

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**Safehands Recruitment Ltd**

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**Saracen Care Services Ltd**

Cheltenham

Tel: 01242 515162

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**Selborne Care DCA**

Gloucester

Tel: 01905 779548

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**Severn Dean Support**

Cinderford

Tel: 01594 825104

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**Severn Sunrise Homecare Ltd**

Gloucester

Tel: 01452 904009

OP D

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**Sky Vigil Care Ltd Gloucester**

Gloucester

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**SSA Quality Care**

Gloucester

Tel: 01452 915262

OP D PD MH SI YA

**Starline Care Ltd**

Gloucester

Tel: 03455 481218

OP D PD LDA MH YA

**State Care Solutions – Main Office**

Gloucester

Tel: 01452 699670

OP D PD YA

**Step Up – Domiciliary Care**

Gloucester

Tel: 01452 835670

OP YA

**Support Health Care – Cirencester**

Cirencester

Tel: 03303 906060

OP D PD MH SI YA AD

**SW Domiciliary Care**

Cheltenham

Tel: 01242 352554

OP D PD YA

**T2Z Care Services**

Gloucester

Tel: 07498 987626

PD LDA MH YA

**Tabitha Care Group Ltd**

Gloucester

Tel: 07723 758917

OP D PD MH SI YA

**TLC Support Services Ltd**

Wotton-under-Edge

Tel: 01453 844080

OP D PD LDA MH SI YA

**TNC Healthcare Ltd**

Cinderford

Tel: 01594 829311

OP D PD LDA MH YA

**Transforming Minds – Main Office**

Gloucester

Tel: 0743 234 0126

OP D PD YA

**Ultimate Independence Care Ltd**

Gloucester

Tel: 01453 704572

OP PD LDA MH SI YA

**Vintage Revelations Cheltenham & Tewkesbury**

Tewkesbury

Tel: 01452 947520

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**Vintage Revelations Gloucestershire**

Gloucester

Tel: 07849 487387

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**Vintage Revelations Stroud**

Stonehouse  
Tel: 01452 947520

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**Within Reach**

Gloucester  
Tel: 01242 801201

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**Voyage (DCA) Gloucester**

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Tel: 01452 382357

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**Your Life (Cheltenham)**

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Tel: 01242 571704

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**Warwickshire Living Ltd**

Chipping Campden  
Tel: 0333 577 0299

OP LDA MH YA

**Your Lifestyle Nationwide Ltd**

Gloucester  
Tel: 01452 729757

OP D PD LDA MH SI YA

**Wellspring Recruitment & Care Services Ltd**

**Gloucester**  
Gloucester  
Tel: 07491 450659

OP D PD MH SI YA

**YourLife (Gloucester)**

Gloucester  
Tel: 01452 422062

OP D PD SI YA

**Windrush Care**

Cheltenham  
Tel: 01242 226020

OP D YA

**YourLife (Stow on the Wold)**

Cheltenham  
Tel: 01451 830134

OP D PD SI YA

**Wisma Mulia**

Gloucester  
Tel: 01452 740432

**Advert page 105**  
OP

**ZINNIA Care Services Ltd**

Cheltenham  
Tel: 07979 264950

OP D PD YA

**For more information about home care and how it can help you, see page 42.**

# 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
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# Support for families of children with additional needs – **from birth to adulthood**

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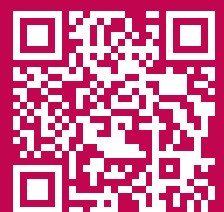
 [www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)  
 [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

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website!





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**Everyone deserves uncompromising care.  
That's the passionate belief of the experts  
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That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.  
And because they matter to you, they matter to us.**



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**Call to arrange a visit or to find out how we can help:**

**Ashchurch View Care Home**  
Ashchurch Road, GL20 8US  
**01684 882 646**

**Badgeworth Court Care Home**  
Badgeworth Lane, GL51 4UL  
**01452 401 055**

**Hunters Care Home**  
Cherry Tree Lane, GL7 5DT  
**01285 601 334**

**Moreton Hill Care Home**  
Standish, GL10 3BZ  
**01453 557 986**

**Ross Court Care Home**  
Overross Close, HR9 7BQ  
**01989 492 251**

**Tewkesbury Fields Care Home**  
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Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café • Wi-Fi

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## Staff

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

## Activities

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

## Life in the home

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

## Personal preferences

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

## Catering

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

## Fees

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

\*See page 60.



## Wotton Rise

140 London Road,  
Gloucester GL1 3PL

At **Wotton Rise** Nursing Home, we pride ourselves on our longstanding reputation for providing excellent nursing, residential and dementia care within a warm, safe, family environment.

“100% I would recommend Wotton Rise as an amazing care home for your loved ones.”

Privately owned and family-run for over 20 years, our dedicated team specializes in providing Dementia and Palliative care with kindness, dignity and respect.

We provide both permanent and respite care in a supportive, well-equipped environment, where comfort and wellbeing are our priority.

We understand the importance of family life, and we support residents to maintain their independence and links with the community, including access to health and social care professionals.

“I was very reluctant and worried for my mum to go into a care home for her remaining days/months/years. My fears were instantly re-assured by the owner (who is amazing).”

- Dementia care – Respite care - Palliative care
- Qualified Nurses, 24 hours a day
- Freshly prepared, home cooked meals
- Well-equipped, single en-suite rooms
- Attractive, secure gardens
- Daily Activity Programme

Wotton Rise's residents enjoy a relaxed family environment, whilst receiving the highest standards of care.



For further information or a tour of the home please contact the Registered Managers:  
**Diana Martinez** or **Marina Martinez**

Tel: 01452 451249 | Email: [wottonrisenursinghome@hotmail.co.uk](mailto:wottonrisenursinghome@hotmail.co.uk)

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

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 85. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

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

## Choices

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

## Activities

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

## Health

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

## Staff

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

## Approach to care

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

\*See page 60.

# Bafford House



Tel: 01242 523562

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

Bafford House is a Residential Care Home located in the prestigious Charlton Kings area of Cheltenham offering its service users a secure, relaxed and homely environment in which their person centred care, well being and comfort are of prime importance.

Our staff are selected for their qualities of reliability, integrity, skills, friendliness and professionalism. Please contact us to learn more of our excellent facilities and reputation.

Newcourt Road, Charlton Kings, Cheltenham, Glos GL53 8DQ Web: [www.baffordhouse.co.uk](http://www.baffordhouse.co.uk)



## Knightsbridge Lodge

RESIDENTIAL HOME FOR THE ELDERLY



We are pleased to offer 24 hour personalised care given by carefully selected staff, trained to meet individual care requirements, sensitive to the need to preserve dignity, **improve independence and increase the quality of life** for all our twenty-two residents.

- Pleasant family atmosphere
- Home cooking
- Short and long stay
- Visiting chiropodist and hairdresser
- Social activities
- Own furniture welcome

Knightsbridge Lodge is family run, dedicated to respecting and **promoting residents' rights, dignity and privacy**, giving maximum opportunity to exercise personal autonomy and choice. An attractive well maintained garden surrounds the tastefully decorated home, which has bedrooms on two floors accessed by a passenger lift. It provides two lounges and a light airy dining room with well equipped bathrooms and a shower rooms. **Please contact the Registered Manager Nicholas Coates for further information**



Tel: 01242 680168



Kudos Care (UK) Ltd, Knightsbridge Lodge,  
Knightsbridge Green, Cheltenham, Glos GL51 9TA  
Email: [knightsbridge.lodge@btinternet.com](mailto:knightsbridge.lodge@btinternet.com)



## THE HAMPTONS

*Providing excellence in care*

**WE GIVE YOU THE CARE YOU NEED  
WHILST YOU ENJOY THE LIFE YOU WANT  
BY CREATING THE MOTIVATION FOR LIFE**

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We offer care to those who need that extra support with activities of daily living, companionship, or those who no longer feel able to manage all their needs at home independently.

We are registered to care for older adults who are under and over the age of 65 years. We also specialise in care for those with dementia, mental health conditions as well as sensory impairment and physical disability in a residential care home environment.

01242 520527

[thehamptons-cheltenham.co.uk](http://thehamptons-cheltenham.co.uk)

[homemanager@thehamptons-cheltenham.co.uk](mailto:homemanager@thehamptons-cheltenham.co.uk)

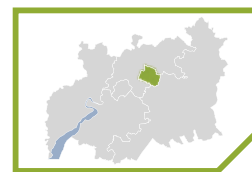
The Hamptons  
94 Leckhampton Road,  
Cheltenham  
GL53 0BN



# Cheltenham

## Cheltenham care homes

Advertisers are highlighted



### Alexander House Care Home – Cheltenham

16 Tivoli Road, Cheltenham GL50 2TG  
Tel: 01242 513525

OP LDA MH

### Ambleside

69 Hatherley Road, Cheltenham GL51 6EG  
Tel: 01242 522937

OP YA

### Astell

Overton Park Road, Cheltenham GL50 3BT  
Tel: 01242 529012

OP D

### Bafford House

Newcourt Road, Charlton Kings,  
Cheltenham GL53 8DQ  
Tel: 01242 523562 **Advert page 88**

OP D LDA MH

### Bay Tree Court Care Centre

High Street, Prestbury, Cheltenham GL52 3AU  
Tel: 01242 236000

OP D YA

### Beechcroft – Cheltenham

295 Gloucester Road, Cheltenham GL51 7AD  
Tel: 01242 244678

LDA YA

### Bredon View

24-26 Libertus Road, Cheltenham GL51 7EL  
Tel: 01242 525087

OP D YA

### CareTech Community Services Ltd

15 Brooklyn Road, Cheltenham GL51 8DT  
Tel: 01242 581112

LDA

### Chargrove Lawn

Shurdington Road, Cheltenham GL51 4XA  
Tel: 01242 862686

OP D YA

### Charlton Kings Care Home

Moorend Road, Charlton Kings,  
Cheltenham GL53 9AX  
Tel: 01242 521812

OP D PD SI YA

### Crofton Springs

Crofton Springs, Gloucester Road,  
Cheltenham GL51 8NR  
Tel: 01242 388422 **Advert page 50**

OP D PD YA

### Dalkeith

285 Gloucester Road, Cheltenham GL51 7AD  
Tel: 01242 522209

OP D PD MH SI YA

### Faithfull House

Suffolk Square, Cheltenham GL50 2DT  
Tel: 01242 514319

OP D

### Granleys, The

21 Griffiths Avenue, Cheltenham GL51 7BE  
Tel: 01242 521721

LDA

### Hamptons, The

94 Leckhampton Road,  
Cheltenham GL53 0BN  
Tel: 01242 520527

**Advert page 88**

OP D PD MH SI YA

### Knightsbridge Lodge

Knightsbridge Green, Knightsbridge,  
Cheltenham GL51 9TA  
Tel: 01242 680168 **Advert page 88**

OP

### Knole, The

23 Griffiths Avenue, Cheltenham GL51 7BE  
Tel: 01242 526978

PD LDA MH SI AD

### Nazareth House – Cheltenham

London Road, Charlton Kings,  
Cheltenham GL52 6YJ  
Tel: 01242 516361

OP

### Oakhaven Residential Care Home

136-140 Hales Road, Cheltenham GL52 6TB  
Tel: 01242 528377 **Advert page 90**

OP

### Orchard Leigh

Hayden Road, Cheltenham GL51 0SN  
Tel: 01242 523848

OP LDA YA

### Queensbridge House

63 Queens Road, Cheltenham GL50 2NF  
Tel: 01242 519690

OP D PD MH YA

### Ravenswood House

Lansdown Road, Westall Green, Cheltenham GL50 2JA  
Tel: 01242 514264

OP D PD LDA MH SI YA

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



## Proud to be your friend and carer

If home is where the heart is, then you've come to the right place!

Oakhaven is the heart of a caring and friendly community which offers our residents as much independence as they want. Privately owned and family run for over 40 years, we have developed a strong and enviable reputation amongst the local community and professionals, as one of the highest quality care providers of residential care for the elderly.

But don't take our word for it, come and see for yourself what Oakhaven has to offer.  
Meet our team, talk to some residents, stay for a day.



**01242 528377**

**[www.oakhaven-rch.co.uk](http://www.oakhaven-rch.co.uk)**

136-140 Hales Road, Cheltenham, GL52 6TB  
Oakhaven Residential Care Home



## Cheltenham care homes continued

### Royal Court

Fiddlers Green Lane, Cheltenham GL51 0SF  
Tel: 01242 221853

OP D

### Vicarage, The

59 Andover Road, Tivoli, Cheltenham GL50 2TS  
Tel: 01242 521918

OP PD LDA

## Cheltenham care homes with nursing

Advertisers are highlighted

### Badgeworth Court Care Home

Badgeworth, Cheltenham GL51 4UL  
Tel: 01452 401 055 **Advert page 84**

OP D PD YA

### Sandfields

St Georges Road, Cheltenham GL50 3EL  
Tel: 0333 321 0921

OP D PD MH YA

**Advert inside back cover**

### Bishops Cleeve Care Home

Ruby Avenue, Bishops Cleeve, Cheltenham GL52 7ZN  
Tel: 01242 358911

OP D PD SI YA

### St Faith's Nursing Home

Malvern Road, Cheltenham GL50 2NR  
Tel: 01242 240240

OP D

### Bradbury Gardens

West Drive, Pittville, Cheltenham GL50 4LB  
Tel: 01242 527631

PD LDA SI YA

### Thirlestaine Park Care Home

Humphris Place, Off Sandford Road,  
Cheltenham GL53 7GA  
Tel: 01242 505560

OP D PD YA

### Gloucestershire House – Care Home with Nursing

#### Physical Disabilities

Charlton Lane, Leckhampton,  
Cheltenham GL53 9HD  
Tel: 01242 512569

OP PD YA

### Wentworth Court Care Home

Village Road, Cheltenham GL51 0BG  
Tel: 01242 263334

OP D PD MH YA

### Grevill House (OSJCT)

279 London Road, Charlton Kings,  
Cheltenham GL52 6YL  
Tel: 01242 512964

OP

### Whittington House Nursing Home

58 Whittington Road,  
Cheltenham GL51 6BL  
Tel: 01242 259260

OP D PD SI YA

### Jubilee Lodge (OSJCT)

Meadow Way, Bourton-on-the-Water,  
Cheltenham GL54 2GN  
Tel: 01451 823100

OP D PD YA

### Windsor Street Care Centre (OSJCT)

35-37 Windsor Street,  
Cheltenham GL52 2DG  
Tel: 01242 545150

OP D PD SI YA

### Lilleybrook Care Home

Pilley Lane, Cheltenham GL53 9ER  
Tel: 01242 225790

OP D

### Monkscroft Care Centre (OSJCT)

Shelley Road, Cheltenham GL51 7DP  
Tel: 01242 321111

OP D PD SI YA

### Richmond Village Cheltenham

Care Home, Hatherley Lane,  
Cheltenham GL51 6PN  
Tel: 01242 474333 **Advert page 107**

OP D YA

## Search for care in your area

- Find care providers quickly and easily
- Search by location and care need

CareChoices

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



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

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Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.  
We may record or monitor our calls.

**Look in the listings for our care homes:**

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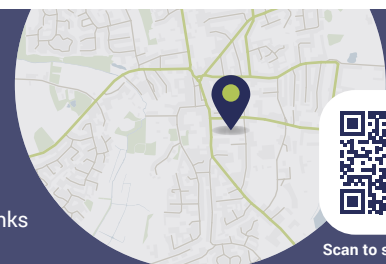
**Elm Grove\***

CS 04396

## Search for care in your area

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

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- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



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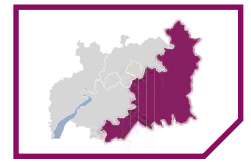
CareChoices

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

# Cotswolds and Cirencester

## Cotswolds and Cirencester care homes

Advertisers are highlighted



### Edwardstow Court Care Centre (OSJCT)

Fosseway, Stow-on-the-Wold,  
Cheltenham GL54 1FG  
Tel: 01451 799100

OP D PD SI YA

### Four Seasons

Back Lane, Mickleton, Chipping Campden GL55 6SJ  
Tel: 01386 438300

OP

### Oak Tree Mews

Hospital Road West,  
Moreton-in-Marsh GL56 0BL  
Tel: 01608 650797

OP D

### Watermoor House

Watermoor Road, Cirencester GL7 1JR  
Tel: 01285 654864 **Advert page 92**

OP D

## Cotswolds and Cirencester care homes with nursing

### Ashley House Bupa Care Home

118 Trafalgar Road, Cirencester GL7 2ED  
Tel: 01285 895 730 **Advert page 92**

OP YA

### Elm Grove Bupa Care Home

Somerford Road, Cirencester GL7 1TX  
Tel: 01285 895 743 **Advert page 92**

OP D YA

### Esmere Gardens

Stow Road, Moreton-in-Marsh GL56 0DS  
Tel: 01608 692222

OP D PD

### Hunters Care Centre

Cherry Tree Lane,  
Cirencester GL7 5DT  
Tel: 01285 601 334 **Advert page 84**

OP D YA

### Hyperion House

London Street, Fairford GL7 4AH  
Tel: 01285 712349

OP D PD MH SI

### Kingsley House

Gumstool Hill, Tetbury GL8 8DG  
Tel: 01666 503333

OP D PD SI YA

### Lakes Care Centre, The (OSJCT)

Spine Road East, South Cerney,  
Cirencester GL7 5TL  
Tel: 01285 314141

OP D YA

### Mill House

55 Sheep Street, Chipping Campden GL55 6DR  
Tel: 01386 848990

OP D YA

### National Star College – Ullenwood

Ullenwood, Cheltenham GL53 9QU  
Tel: 01242 527631

PD LDA SI YA

### Newlands Nursing Care Centre

Evesham Road, Stow-on-the-Wold GL54 1EJ  
Tel: 01451 870077

OP PD SI

### Northleach Court Care Home with Nursing

High Street, Northleach GL54 3PQ  
Tel: 01451 861447

OP D PD

### Paternoster House – Gloucestershire (OSJCT)

Watermoor Road, Cirencester GL7 1JR  
Tel: 01285 653699

OP D YA

### Stratton Court

Gloucester Road, Stratton, Cirencester GL7 2NB  
Tel: 01285 283132

OP D PD SI YA

### Upton Mill Care Home

Mercer Way, Off Quercus Road, Tetbury GL8 8FH  
Tel: 01666 336600

OP D



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

# Hill Ash House

RESIDENTIAL  
RESPIRE

Dymock, Near Ledbury GL18 2DB

DEMENTIA  
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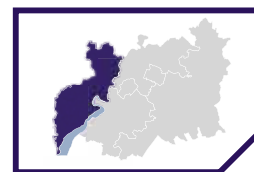
01531 892 980

[michele@haswellhealthcare.com](mailto:michele@haswellhealthcare.com)

# Forest of Dean

## Forest of Dean care homes

Advertisers are highlighted



### Apple Orchard

The Green, Newnham GL14 1AQ  
Tel: 01594 516582

LDA

### Birches Grove

14 Fairmoor Close, Parkend,  
Lydney GL15 4HB  
Tel: 01594 564081

OP LDA MH YA

### Brook Lodge

Latchen, Longhope GL17 0QA  
Tel: 01452 830614

OP LDA YA

### Castleford Lodge

Castleford Hill, Tutshill,  
Chepstow NP16 7LE  
Tel: 01291 408151

OP D PD LDA MH SI YA

### Chaxhill Hall

Chaxhill, Near Westbury-on-Severn GL14 1QW  
Tel: 01452 760717

OP D PD LDA MH SI

### Elms, The

Staunton, Coleford GL16 8NX  
Tel: 01594 832394

OP D PD MH SI YA

### Footsteps Medical Care Ltd

The Byre, Allastone Court Farm, Court Road,  
Lydney GL15 5SR  
Tel: 01594 844244

PD LDA SI

### Gatwick House

Upper Rodley Road, Bollow GL14 1QU  
Tel: 01452 922111

OP LDA YA

### Hill Ash House Care Centre

Ledbury Road, Dymock GL18 2DB  
Tel: 01531 892980 **Advert page 94**

OP D PD SI

### Hilltop

Ridge Walk, Ruardean Hill GL17 9AY  
Tel: 01594 861137

PD LDA SI YA

### Hobbits Holt

156 Ruspidge Road, Cinderford,  
Gloucester GL14 3AP  
Tel: 01594 823554

OP LDA YA

### Laurels, The

Main Road, Huntley,  
Gloucester GL19 3EA  
Tel: 01452 901243

OP D

### Longhope Manor

Church Road, Longhope GL17 0LL  
Tel: 01452 830291

OP YA

### Market Place

29 Market Place, Coleford GL16 8AA  
Tel: 01594 834595

LDA YA

### Mr and Mrs T A Mills

– Victoria Street, 119  
Cinderford GL14 2HU  
Tel: 01594 827043

LDA

### Nodens Manor Care Home

Naas Lane, Lydney GL15 5AU  
Tel: 01594 293138

OP D PD SI YA

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

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**OP D PD**

**Old Vicarage (Blakeney), The**

Church Square, Blakeney GL15 4DS

Tel: 01594 517098

**OP PD LDA MH YA**

**Orchard Trust, The – Sevenoaks**

Lords Hill, Coleford GL16 8BG

Tel: 01594 861137

**PD LDA SI YA**

**Orchards, The**

Stowfield, Lower Lydbrook GL17 9PD

Tel: 01594 861137

**OP PD LDA SI YA**

**Prospect House**

Prospect Road,  
Cinderford GL14 2DY

Tel: 01594 826246

**OP D PD LDA MH SI YA**

**Red House**

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Tel: 01594 822100

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**Riverside House**

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**Stepping Stones**

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Tel: 01452 760304

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**Sunnyside House**

Main Road, Birdwood, Gloucester GL19 3EH

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**LDA YA**

**Sydenham House**

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**Yew Tree House**

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**Castleford House Nursing Home**

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Tel: 01291 629929

**OP D PD MH**

**Coombs, The (OSJCT)**

The Gorse, Coleford GL16 8QE

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**OP**

**Dean Grange**

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Tel: 01452 762908

**OP LDA**

**Euroclydon Nursing Home**

Hawthorns, Drybrook GL17 9BW

Tel: 01594 543982

**OP PD**

**Forest Court Care Home**

Bradley Court Road, Mitcheldean GL17 0DR

Tel: 01989 750775

**OP D MH YA**

**Milestones**

9 Commercial Street, Cinderford GL14 2RP

Tel: 01594 825777

**OP LDA**

**Rodley House (OSJCT)**

Harrison Way, Lydney GL15 5BB

Tel: 01594 842778

**OP YA**

**Stepping Stones Red Marley**

Bromsberrow Road, Redmarley, Gloucester GL19 3JU

Tel: 01531 650880

**OP D**



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

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**For more details or to arrange a visit  
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**Further information is available on our  
website [www.parkviewgloucester.co.uk](http://www.parkviewgloucester.co.uk)**

**Park View Gloucester** Trier Way, Gloucester GL1 1AN



# Gloucester

## Gloucester care homes

See page 97 for the **Service User Bands** key



Advertisers are highlighted

### Abbeymead Lodge

Abbeymead Avenue, Abbeymead, Gloucester GL4 5GR  
Tel: 01452 617566 **OP PD LDA MH YA**

### Alexandra House – Gloucester

2 Alexandra Road, Gloucester GL1 3DR  
Tel: 01452 418575 **OP D PD LDA MH YA**

### Avalon Residential Home

17 Barnwood Road, Gloucester GL2 0RZ  
Tel: 01452 417400 **OP D MH SI**

### Bramble House

96a-98 Stroud Road, Gloucester GL1 5AJ  
Tel: 01452 521018 **Advert below** **OP D YA**

### Cathedral View

Archdeacon Street, Gloucester GL1 2QX  
Tel: 01452 303248 **OP PD LDA**

### Cavendish Care Home

301 Stroud Road, Gloucester GL1 5LF  
Tel: 01452 521896 **OP D**

### Cedars, The

144 London Road, Gloucester GL2 0RS  
Tel: 01452 310727 **OP D PD LDA MH YA**

### Chosen Court

Hucclecote Road, Gloucester GL3 3TX  
Tel: 01452 616888 **OP PD LDA MH SI YA**

### Coppice House

Main Road, Huntley, Gloucester GL19 3DZ  
Tel: 01452 831896 **LDA YA**

### Eastern Lodge

104 Eastern Avenue, Gloucester GL4 4LW  
Tel: 01452 505735 **PD MH YA**

### Edward House

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 302462 **LDA YA**

### Fern Croft

14 Heathville Road, Gloucester GL1 3DS  
Tel: 01452 505803 **OP LDA SI YA**



GCPA Award – Making a Difference in Dementia 2016



Bramble House is a family-owned care home conveniently situated near the heart of Gloucester, specialising in personalised care for individuals living with dementia.

We pride ourselves on providing compassionate, person-centred care tailored to each resident's unique needs and personal preferences. Our experienced, highly trained team works closely with residents, families, and healthcare professionals, ensuring seamless communication, continuity of care, and peace of mind.

At Bramble House, residents enjoy a welcoming, homely environment featuring dementia-friendly facilities designed to promote independence, comfort, and meaningful engagement. We actively encourage social activities, community participation, and maintain close links with local services to enrich our residents' daily lives.

We firmly believe in upholding dignity, celebrating everyone's strengths, and enabling residents to maintain independence for as long as possible—ultimately supporting them to live well with dementia.

#### We provide:

- Dementia Specialist Residential Care
- Short and Long-Term Respite Care
- Day Care
- Emergency Respite Care



We are always happy to answer any questions that you may have so please do get in touch.

T: **01452 521018** | E: [manager@bramble-house.co.uk](mailto:manager@bramble-house.co.uk) | W: [www.bramble-house.co.uk](http://www.bramble-house.co.uk)

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# Westbourne Care Home in Gloucester



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Westbourne care home provides **Residential Care, Respite Care and Dementia Care.**

Dementia care includes a quiet and secure wing, that enables us to provide specialist care, meeting various needs.

## ACTIVITIES & WELL- BEING

- NUTRITIOUS CATERING •
- 35 BEDROOMS • 3 LIVING ROOMS • GARDEN SPACE

## Our Location

Westbourne Care Home  
190 Reservoir Road  
Gloucester GL4 6SB

## Book a visit

To make a care enquiry or to book a visit, please contact a member of our friendly team.

01452 506106  
enquiries@kewcaregroup.co.uk  
www.kewcaregroup.co.uk

**Foxmount**

29 Bristol Road, Quedgeley, Gloucester GL2 4NE  
Tel: 01452 767663 **D LDA MH YA**

**Great Western Court**

33a Millbrook Street, Gloucester GL1 4BG  
Tel: 01452 423495 **OP PD YA**

**Guild House Residential Home**

2a Denmark Road, Gloucester GL1 3HW  
Tel: 01452 525098 **OP D**

**Hannacott**

Abbeymead Avenue, Abbeymead, Gloucester GL4 5GR  
Tel: 0333 344 3095 **PD LDA YA**

**Horton House Residential Care Home**

1 Horton Road, Gloucester GL1 3PX  
Tel: 01452 524615 **OP D YA**

**Jasper Lodge**

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 302492 **LDA YA**

**Jendot**

3 Little Field, Abbeymead GL4 4QS  
Tel: 01452 535963 **LDA MH**

**Joyleen**

Longlands, Bristol Road, Gloucester GL2 7BG  
Tel: 07906 196634 **OP LDA MH YA**

**Kings Den**

101 Reservoir Road, Gloucester GL4 6SZ  
Tel: 01452 554120 **LDA YA**

**Knoll, The**

335 Stroud Road, Tuffley, Gloucester GL4 0BD  
Tel: 01452 526146 **OP D YA**

**London Road**

46 London Road, Gloucester GL1 3NZ  
Tel: 01452 380835 **PD MH SI YA**

**Machlo**

17 Windmill Field, Abbeymead GL4 4RQ  
Tel: 01452 372403 **PD LDA MH YA**

**Magdalen House Nursing Home**

London Road, Gloucester GL1 3PH  
Tel: 01452 386331 **OP D**

**Matson House**

Matson Lane, Gloucester GL4 6ED  
Tel: 01452 302458 **LDA YA**

**Padova, The**

88 Bristol Road, Quedgeley, Gloucester GL2 4NA  
Tel: 01452 883764 **LDA**

**Park View Gloucester**

Trier Way, Gloucester GL1 1AN **Advert page 98**  
Tel: 01452 671499 **OP D PD MH SI YA**

**Pembury, The**

9 Pembury Road, Gloucester GL4 6UE  
Tel: 01452 521856 **LDA**

**Rebe**

41 Holbeach Drive, Kingsway GL2 2BF  
Tel: 01452 722125 **LDA MH**

**Red House, The**

25 Barnwood Road, Gloucester GL2 OSD  
Tel: 01452 386896 **OP LDA MH SI YA**

**Redlands Acre**

35 Tewkesbury Road, Longford, Gloucester GL2 9BD  
Tel: 01452 507248 **OP D YA**

**Retreat, The**

116 Bristol Road, Quedgeley, Gloucester GL2 4NA  
Tel: 01452 728296 **OP D PD LDA MH SI YA**

**Ribston House**

210 Stroud Road, Gloucester GL1 5LA  
Tel: 01452 310916 **LDA YA**

**Robins**

144 Courtfield Road, Quedgeley, Gloucester GL2 4UF  
Tel: 01452 535963 **LDA MH YA**

**Springfield House**

255d Stroud Road, Gloucester GL1 5JZ  
Tel: 01452 312383 **LDA YA**

**St Paul's Residential Home**

127 Stroud Road, Gloucester GL1 5JL  
Tel: 01452 505485 **OP D**

**Stroud Lodge**

319 Stroud Road, Gloucester GL1 5LG  
Tel: 01452 312216 **LDA MH YA**

**Tomlen**

33 Streamside, Tuffley GL4 0TA  
Tel: 01452 528264 **LDA MH**

**Trevone House**

22 Denmark Road, Gloucester GL1 3HZ  
Tel: 01452 937220 **MH YA**

**Westbourne Care Home**

190 Reservoir Road, Gloucester GL4 6SB  
Tel: 01452 506106 **Advert page 100** **OP D YA**



# Residential Nursing Home and Day Centre



## A Caring Philosophy

We aim to provide a stable, homely and safe environment where each person has the opportunity to live with self-respect and individuality. We aim to maintain our residents' health and independence for as long as feasible and to help them when they need more care in a way that enables them to feel respected and valued.

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- Continuing health funded clients accepted
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- We have a permanent qualified staff group who are enthusiastic and caring



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346 Bristol Road | Quedgeley | Gloucester | GL2 4QW

## Alison House

Barbers Bridge, Rudford,  
Gloucester GL2 8DX  
Tel: 01452 790612

MH YA

## Brockworth House Care Centre

Mill Lane, Brockworth,  
Gloucester GL3 4QG  
Tel: 01452 227972

OP D PD SI YA

## Brunswick House Nursing Home

119 Reservoir Road, Gloucester GL4 6SX  
Tel: 01452 523903

OP D YA

## Chapel House Care Centre

Horton Road, Gloucester GL1 3LE  
Tel: 01452 500005

OP D PD YA

## Charnwood House Nursing Home

49 Barnwood Road,  
Gloucester GL2 0SD  
Tel: 01452 523478

OP D PD MH YA

## Chestnut Court (OSJCT)

St James, Quedgeley,  
Gloucester GL2 4WD  
Tel: 01452 720049

OP D PD SI YA

## Dean Neurological Centre, The

Tewkesbury Road, Longford,  
Gloucester GL2 9EE  
Tel: 01452 420200

OP D PD SI YA

## Foundation House

National Star College, 14a St Michaels Square,  
Gloucester GL1 1HX  
Tel: 01242 527631

PD LDA SI YA

## Lawns, The

346 Bristol Road, Quedgeley, Gloucester GL2 4QW  
Tel: 01452 721345 **Advert page 102** OP PD LDA SI YA

## Park View Gloucester

Trier Way, Gloucester GL1 1AN  
Tel: 01452 671499

**Advert page 98**  
OP D PD MH SI YA

## Pine Tree Court Care Home

Larchwood Drive, Tuffley, Gloucester GL4 0AH  
Tel: 07465 863335

OP D YA

## Saintbridge House Nursing and Residential Home

189 Painswick Road, Abbeydale, Gloucester GL4 4QQ  
Tel: 01452 300307 **Advert page 52** OP D PD

## Trevone House

22 Denmark Road, Gloucester GL1 3HZ  
Tel: 01452 937220

MH YA

## Woodstock Nursing Home

35 North Upton Lane, Barnwood, Gloucester GL4 3TD  
Tel: 01452 616291

OP D PD YA

## Wotton Rise Nursing Home Ltd

140 London Road, Gloucester GL1 3PL  
Tel: 01452 451249 **Advert page 86** OP D PD MH SI YA

# Stroud

## Stroud care homes

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4 Box Crescent, Minchinhampton, Stroud GL6 9DJ  
Tel: 01453 835023

LDA YA

### Ashleigh

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Tel: 01453 835023

LDA

### Canonbury Residential Home

19 Canonbury Street, Berkeley GL13 9BE  
Tel: 01453 511991

OP D PD MH SI

### Cherry Tree Close

3 Cherry Tree Close, Nailsworth, Stroud GL6 0DX  
Tel: 01453 835023

OP LDA

### Churchill Road

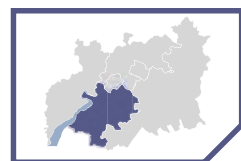
65 Churchill Road, Forest Green, Nailsworth GL6 0DE  
Tel: 01453 835023

LDA

### Fieldview

Pearcroft Road, Stonehouse, Gloucester GL10 2JY  
Tel: 01453 791320

OP D PD LDA MH YA



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

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Contact our friendly team to find out more:

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e [tudorhouse@crystalcarecollection.co.uk](mailto:tudorhouse@crystalcarecollection.co.uk)  
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**HF Trust – 330 Westward Road**

Ebley, Stroud GL5 4TU  
Tel: 01453 823852

LDA

**Highborder Lodge**

Marsh Lane, Leonard Stanley, Stonehouse GL10 3NJ  
Tel: 01453 823203

OP D PD SI

**Highfield House**

London Road, Stroud GL5 2AJ  
Tel: 01453 791320

LDA MH YA

**Longhouse**

6 Whitehouse Park, Cainscross, Stroud GL5 4LD  
Tel: 01452 583690

LDA

**Longridge Court**

Bulls Cross, Stroud GL6 7HU  
Tel: 01452 814341

LDA YA

**More Hall Convent**

Randwick, Stroud GL6 6EP  
Tel: 01453 764486

OP PD SI

**Northfield House**

Folly Lane, Uplands, Stroud GL5 1SP  
Tel: 01453 488041

OP D YA

**Old Dairy**

Market Street, Nailsworth GL6 0BZ  
Tel: 01453 835023

LDA

**Old Vicarage Residential Home, The**

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D

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Painswick GL6 6TN  
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LDA

**Regency Retirement Home**

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OP PD

**Roselea**

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LDA YA

**Ruskin Mill College**

The Fisheries, Horsley, Nailsworth GL6 0PL  
Tel: 01453 837500

LDA MH YA

**Steppes Residential Care Home, The**

Cossack Square, Nailsworth, Stroud GL6 0DB  
Tel: 01453 832406

OP



Hilly Barker – Acting Manager  
hilly.barker@wismamulia.co.uk

Gin Chandler – Deputy Manager  
janette.chandler@wismamulia.co.uk

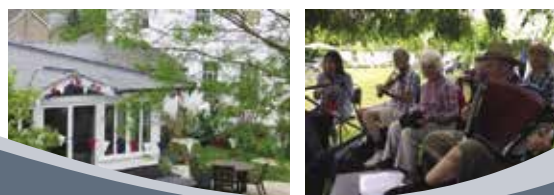
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OP D MH YA

**Stroud Court Community Trust**

Stroud Court, Longfords,  
Minchinhampton, Stroud GL6 9AN  
Tel: 01453 834020

LDA

**Tudor House**

Cleve Wood Road, Thornbury,  
Bristol BS35 2GA  
Tel: 01454 506297 **Advert page 104**

OP D PD SI YA

**Winslow House**

Springhill, Nailsworth, Stroud GL6 OLS  
Tel: 01453 832269

OP

**Wisma Mulia**

Bridge Road, Frampton-on-Severn GL2 7HE  
Tel: 01452 740432 **Advert page 105**

OP

**Wortley Villa**

Bath Road, Nailsworth GL6 0HH  
Tel: 01453 835023

LDA

**Yercombe (Gloucestershire) Trust**

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OP PD YA

Stroud care homes with nursing

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MH YA

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OP D YA

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CareChoices

**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

**Holly Oak Care Centre**

Holly Drive, Drake Lane,  
Dursley GL11 5HA  
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OP D PD YA

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**Advert page below right** OP D

**Moreton Hill Care Centre**

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Tel: 01453 557 986

**Advert page 84** OP D PD YA

**Oldbury House Care Home**

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Stonehouse GL10 3RT  
Tel: 01453 791513

OP D

**Pennwood Lodge**

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Wotton-under-Edge GL12 8RA  
Tel: 07866 503310

OP D PD MH SI

**Resthaven Nursing Home**

Pitchcombe, Stroud GL6 6LS  
Tel: 01452 812682

OP D PD SI

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Stroud Road, Painswick GL6 6UL  
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**Advert below** OP YA

**Scarlet House**

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**Advert inside back cover**  
OP D PD MH YA

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PD LDA SI YA

**Westgreen House**

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OP D

See page 108 for the **Service User Bands** key



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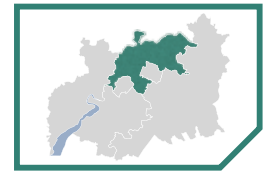
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# Tewkesbury



## Tewkesbury care homes

### Apperley House

97 Gloucester Road, Tewkesbury GL20 5SU  
Tel: 01684 292658

PD LDA YA

### Fern Court

Down Hatherley Lane,  
Gloucester GL2 9QB  
Tel: 01452 730626

LDA YA

### Orchard End

Church Lane, Minsterworth, Gloucester GL2 8JJ  
Tel: 01452 750587

LDA YA

### Parton House

Parton Road,  
Churchdown GL3 2JE  
Tel: 01452 856779

OP D YA

### Theoc House

York Road, Tewkesbury GL20 5HT  
Tel: 01684 297358

PD MH YA

See the checklist on page 85 for useful questions to ask when looking at care homes.

## Tewkesbury care homes with nursing

Advertisers are highlighted

### Ashchurch View

Ashchurch Road, Ashchurch, Tewkesbury GL20 8US  
Tel: 01684 882 646 **Advert page 84**

OP D PD YA

### Millbrook Lodge (OSJCT)

Moorfield Road, Brockworth GL3 4EX  
Tel: 01452 863783

OP

### Magnolia House

Grange Road, Northway, Tewkesbury GL20 8HZ  
Tel: 01684 850111

OP D YA

For more information about different types of care homes, see page 51.

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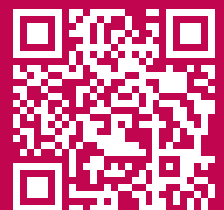
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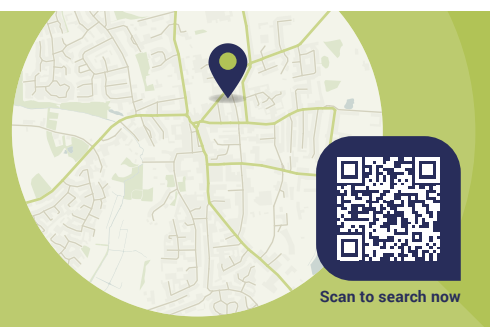
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