

CARE INFORMATION

- Dementia Action for Marlow (DAM) is a charity specifically set up for those people living with dementia and their carers. We aim to provide support and facilitate social interaction by making regular contact and arranging small 'café gatherings'. We aim to enable friendships between those in similar situations. We aim to provide a voice to improve the information, pathways, help and support available.
- Dementia Action for Marlow (DAM) has amassed all information independently of the organisations cited, with details being collated and recorded as accurately as possible.
- If you become aware of any discrepancies or updates, please contact Dementia Action for Marlow - contact@dementiaactionmarlow.org or leave a message on 01628 482808.

Housingcare 0800 377 7070

www.housingcare.org

Information for older people, a charity run website. They advertise retirement and care homes as well as home services, live-in carers, and services to adapt homes, such as lifts. They link to First Stop which publish several useful factsheets about accommodation, including staying in your own home and getting support to do so. Some of the useful leaflets include, 'Coming Home from Hospital,' 'Accommodation Options for Older People with Dementia' and 'Care and Support at Home.'

Carers Bucks 0300 777 2722

www.carersbucks.org

An independent charity commissioned by Bucks Council to support carers. All their services are free. There is a wealth of information on their website. They have a special service for carers over 75 years old who may need more intensive support. The Carers Bucks hospital team supports carers in all four Buckinghamshire hospitals – Stoke Mandeville, Wexham Park, High Wycombe and Amersham. For more information, please phone the Carers Bucks office.

Age UK 0800 678 1602 (8 am – 7 pm, 365 days)

www.ageuk.org.uk

Aylesbury Office

01296 431911

Monday-Friday 9.30 - 13.30

They offer advice over the phone as well as publishing several very useful information guides and factsheets about a large range of topics including Healthcare, Legal Matters, Social Befriending, Financial Matters including Benefits. They also link in with Age Concern.

Their national advice line, 0800 678 1602, will refer you on the phone to a specialist adviser who can help with valuable more in-depth advice.

Buckinghamshire Council

www.careadvicebuckinghamshire.org

Support and information on their website. Refer to 'Getting the Right Care' at the end of this document. For a Needs Assessment contact **Adult Social Care 01494 586638 or 01296 383204**. Other organisations can give advice including Age UK 0800 055 6112, Independent Age 0800 319 6789, The Family Rights Group 0808 801 0366, Citizen's Advice Bureau **0808 278 7814 or 0808 278 7907 (these are freephone numbers from land or mobiles)**.

Safeguarding Adults Team **0800 137915** to help in a crisis. Out of hours emergency duty team First Response **0800 999 7677, or 01296 383962 Mon-Fri**.

The Care Quality Commission

03000 616161

www.cqc.org.uk

Independent regulator of health and adult social care in England. Makes sure health and social care services provide people with safe, effective, compassionate, high-quality care.

Services regulated by the Care Quality Commission (CQC):

- All regulated care providers for both home care and care homes
- Hospitals
- Doctors/GPs
- Dentists
- Clinics
- Community Services
- Mental Health Services

Helps you to decide when finding the right service for you/your loved one. Produces excellent booklets, downloadable from their website:

“What can I expect from a good care service?” (Care homes, home care, hospitals etc.)

www.cqc.org.uk/help-advice/what-expect-good-care-services/what-expect-good-care-service

Beacon

0345 548 0300

www.beaconhc.co.uk**Advice on Continuing Healthcare**

Continuing Care – officially called NHS Continuing Healthcare – is a fully-funded package of care that some people are entitled to receive as a result of disability, accident or illness. It covers the full cost of the person’s care and residential accommodation. NHS Continuing Healthcare funding is available to adults living in England who have particularly intense, complex or unpredictable care needs. Unlike local authority care, or what is known as Social Care Funding, it is not means tested.

Contact their Information and Advice Service for up to 90 minutes of free advice from trained staff.

Expert advisers can answer questions on any aspect of NHS Continuing Healthcare. Help has been given to thousands of people to understand the eligibility criteria, navigate the assessment process, understand the Decision Support Tool and the assessment, review a decision, or begin an appeal.

CARE SERVICES IN BUCKINGHAMSHIRE. A FULL DIRECTORY can be seen online at www.carechoices.co.uk or a copy can be sent to you by calling **01223 207770**.

The independent website www.carehome.co.uk is an invaluable source of information and lists all care homes by location. Below are the care homes in or close to Marlow.

CARE HOMES OFFERING DEMENTIA CARE

Cliveden Manor 01628 401100

210 Little Marlow Road, Marlow, SL7 1HX

www.signature-care-homes.co.uk/communities/-buckinghamshire/cliveden-manor

Residential, dementia specialist, nursing and respite care.

Sir Aubrey Ward House 01628 890150

Prospect Road, Marlow, SL7 2PJ

www.fremantletrust.org/sir-aubrey-ward-house

Residential, dementia care.

White Lodge 01628 898281

Bisham Road, Bisham, Marlow, SL7 1RP

www.whitelodgecare.com

Residential, dementia care.

Brook House 01628 528228

28 The Green, Wooburn Green, HP10 0EJ

www.carehome.co.uk

Privately owned nursing care. Local Authority rates accepted.

Harwood House 01628 478000

Spring Lane, Cookham, SL6 6PW

www.harwoodhouse.co.uk

A luxury nursing home offering dementia care and respite.

Kingfishers 01628 520020

Fieldhead Gardens, Bourne End, SL8 5RA

www.kingfishersnursinghome.co.uk

Dementia care, nursing.

Clara Court 0333 4343017

21 Courthouse Road, Maidenhead, SL6 6PW

www.careuk.com/care-homes/clara-court-maidenhead

Residential and dementia care.

Chiltern Grange 01494 480200

Ibstone Road, Stokenchurch, HP14 3GG

www.porthaven.co.uk

Residential, Specialist Dementia, nursing and respite care.

Ridley Manor 01494 854748

The Row, Lane End, HP14 3JS

www.careuk.com

reception.ridleymanor@careuk.com

Residential dementia specialist, nursing and respite care.

Henley Manor 01491 455294

Mill Lane, Henley, Oxon, RG9 4HD

www.hallmarkcarehomes.co.uk

Residential, nursing, dementia specialist and respite care.

Sunrise of Beaconsfield 01494 739600 www.sunrise-care.co.uk
30-34 Station Road, Beaconsfield, HP9 1AB
Residential, dementia specialist and respite care.

Ryevew Manor 01494 761586
Keep Hill Road, High Wycombe, HP11 1DW
www.bmcare.co.uk/our-homes/ryevew-manor

CARE HOMES OFFERING DEMENTIA NURSING (advanced, challenging behaviour)

Catherine Court 0333 4343010
Cressex Road, High Wycombe, HP12 4QF
www.careuk.com/care-homes/catherine-court-high-wycombe

Apple Hill 01628 823200
Henley Road, Hurley, SL6 5LH
www.applehill.org.uk

OTHER CARE HOMES

Meadowside 07516 776920//01628 898068
202 Little Marlow Road, Marlow, SL7 1HX
enquiries@meadowsidecarehome.co.uk
Residential, respite and day care.

Bradbury House 01494 671780
Windsor End, Beaconsfield, HP9 2JW
www.bradburyhouse.co.uk
Assisted living and day care.

Chilterns Manor 01628 528676
Northern Heights, Bourne End, SL8 5LE
www.cmanor.co.uk
Assisted living.

HOME CARE – HELPING PEOPLE TO STAY AT HOME, including LIVE-IN CARE with the carer living in your home

- Domiciliary Care - Hourly, drop-in care. You arrange when and how long you need them for.
- Live-in care managed - These providers offer a fully managed service, employing the carers whilst they are with you.
- Live-in care unmanaged - These providers are an introduction agency – you employ the carers.
- Live-in care regulated - Regulated and inspected by the CQC.
- Live-in care unregulated - Not regulated or inspected by the CQC.

Ashridge Home Care Limited 01494 917344

www.ashridgehomecare.co.uk

Dementia care, care for many conditions, rehabilitation to palliative/end-of-life care. Managed and regulated.

Care & Companions

01393 578127

info@careandcompanions.co.uk

An Introductory Care Agency which helps you select your Caregiver be it for hourly visits, live-in care, or overnight care.

Walfinch Mid and South Buckinghamshire 01494 506300

Greg@walfinch.com

Long established company, offering hourly care and live-in care.

Eximius

01494 424222

info@eximiussupport.uk

www.eximiussupport.uk

Offering live-in care for people who need help and support, specialising in Dementia and other conditions.

Halcyon Homecare, Maidenhead

01628 29826

www.halcyonhomecare.co.uk

Companionship, personal care, medication support, meal prep. Managed and regulated. They will come to central Marlow only.

Henley Care

01491 842915

www.henleycare.co.uk

Henley Care offers bespoke care plans including qualified nurses for nursing care, as well as carers to support with all aspects of personal care and day-to-day living. Visits can last anything between 1 hour to live-in. Respite and overnight care are also offered.

Home Instead, Bourne End

01494 411268

www.homeinstead.co.uk/buckinghamshire-south

Home Independence, recovery, support, companionship, personal care, dementia care. Managed and regulated.

Hub Care Support

01494 774888

www.hubcaresupport.co.uk

Hub Care is an introductory service offering trained, insured and accredited self-employed Carers/Personal Assistants. If you call Hub with your support requirements, they will contact the Personal Assistants in your area to see who has availability. Within 2 days Hub will forward you profiles of who is available, and then you choose who you would like to meet. Their Personal Assistants are all self-employed and your ongoing relationship is with them and not the office. Hub's Personal Assistants can provide support from 1 hour per week to 24-hour live-in care and can assist with tasks such as cleaning/shopping/personal care/laundry/companionship/overnight support meal/preparation/appointments etc.

Oxford Aunts Care Limited

01865 791017

www.oxfordaunts.co.uk

Specialist dementia care, care for most conditions, rehabilitation, and companionship through to palliative/end-of-life care. Ongoing and respite. Managed and regulated.

Pheonix Healthcare

0333 011 6226

www.pheonixhealthcare.co.uk

Offering live-in, palliative, home, respite and day care. Based in Cressex, Pheonix offers help with personal care be it getting dressed, meal preparation, medication assistance, convalescent care, respite care or simply day-to-day domestic duties.

Radfield Home Care, High Wycombe 01494 899833www.radfieldhomecare.co.uk

Wycombe, Beaconsfield, South Bucks

Medication support, housework, meal prep, getting out and about, dementia care. Also offer respite care to carers. Managed and regulated. 11a Wessex Road, Bourne End, SL8 5DT.

Visiting Angels 01628 308333www.visitingangels.co.uk

They offer care in your home by qualified carers. They have a small team, so will aim to give you the same carer each time and allow you to choose the person you want. Care can be anything from 1 hour to live-in.

DAY CENTRES**Princes Day Centre 01628 527024**www.princescentre.org.uk

Wakeman Road, Wooburn Green, SL8 5SX

Transport available Monday, Tuesday, Thursday and Friday 9 am – 3 pm.

Princes Day Centre 01844 345105www.princescentre.org

Clifford Road, Princes Risborough, HP27 0DP

Transport available.

Safe Haven Dementia Care 01494 854399<https://safehavendementiacentre.co.uk>

Totteridge Baptist Church, Hillary Road, High Wycombe, Bucks, HP13 7RA

enquiries@safehavendementiacentre.co.uk**Age Concern 01628 482883**www.marlowageconcern.org

38 Glade Road, Marlow, SL7 1DH A Day Centre offering tea/coffee, activities and lunch. Transport available.

Bluebells Day Centre 07931 980597www.bluebellsdaycentre.org.uk

71 Reading Road, Henley-on-Thames, RG9 1AX

Transport available.

GETTING THE RIGHT CARE?

Getting the right care, be it at home, temporary respite or more permanent residential, is a difficult decision and research needs to be done. How to pay can be complex, so look for advice, for example from Age UK or via the Citizens' Advice Bureau, **0808 278 7814**. (Please refer to the CAB listing on the **Dementia Action Marlow Benefits Guide**.)

Usually what is termed as Social Care can be funded, at least partially, by the local authority and this is where most people start. If you feel that you, or the person you care for, needs *Social Care*, whether that is Home Adaptations and aids, support to live at home or a care home, a care needs assessment is the first step. There is no charge for this first step, and you are entitled to one regardless of your income and savings, and regardless of what your needs are. You will need to contact the Local Authority at www.careadvicebuckinghamshire.org. Telephone 01296 383 204. Any income and savings will be considered when receiving care. You may ask for a personal budget so that you can choose the care, and the cost can be topped up so that there can be a greater choice.

If someone is very severely ill, then they may qualify for *NHS Continuing Health Care*. This is fully paid for by the NHS. It is a fully funded package of care that does not take account of any income or savings. It is not possible to have a personal budget, so there could be less choice. For example, the care home may be chosen by the NHS rather than the patient choosing their own accommodation. There will be a full assessment made by the health services.

It may happen, if someone with dementia is very mentally unwell, that the Health Service will 'section' them. The Mental Health Act is about people who have a 'mental disorder'. Some people would choose not to use this term. However, it is the term the Act uses to describe any disorder or disability of the mind, including dementia.

The Act explains in what circumstances, and for what reasons, a person may be kept (detained) in hospital against their will. It can be used to detain a person whether or not they have the 'mental capacity' (the ability to decide for themselves) to agree to stay in hospital. This is sometimes called 'being sectioned'.

A person can only be detained if they have a 'mental disorder' that makes it appropriate to use the Act. They can also only be detained if it is necessary to protect them or other people. A person should not be detained unless other less restrictive ways of giving them care and treatment have already been considered.

The Act also explains what responsibilities healthcare and social care providers have to people who are detained. It sets out 'safeguards' to protect that person. Again, many of the organisations we have mentioned have good information, so do use them.