

CARE INFORMATION

- Dementia Action for Marlow (DAM) is an unincorporated volunteer group 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](mailto: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 a number of 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. They also have a Safeguarding Adults Team 0800 137915 to help in a crisis. Out of hours emergency duty team 0800 999 7677.

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) :

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

Helps you to make a decision 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.beaconchc.co.uk

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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.

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
 Ibbstone Road, Stokenchurch, HP14 3GG
www.porthaven.co.uk
 Residential, Specialist Dementia, nursing and respite care.

Gracewell 01494 419277
 The Row, Lane End, HP14 3JS
www.gracewell.co.uk
 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
 30-34 Station Road, Beaconsfield, HP9 1AB
www.sunrise-care.co.uk
 Residential, dementia specialist and respite care.

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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.

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

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

HOME CARE – HELPING PEOPLE TO STAY AT 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.

DOMICILIARY CARE – Hourly drop-in

Home Instead, Bourne End 01494 411268 www.homeinstead.co.uk/buckinghamshire-south
Home Independence, recovery, support, companionship, personal care, dementia care. Managed and regulated.

Halcyon Homecare, Maidenhead 01628 298262 www.halcyonhomecare.co.uk
Companionship, personal care, medication support, meal prep. Managed and regulated. They will come to Marlow central 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 is also offered.

Radfield Care, High Wycombe 01494 809718 www.radfieldhomecare.co.uk
Medication support, housework, meal prep, getting out and about, dementia care. Also offer respite care to carers. Managed and regulated.

Visiting Angels 01628 308333 www.visiting-angels.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.

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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.

Christies Care 01494 506300 www.christiescare.com

Long established company, offering hourly care and also live-in care, run by Greg Renk.

LIVE-IN CARE - Carer lives in client's home

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.

Eximius 01494 424222 www.eximiussupport.uk

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

info@eximiussupport.uk

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.

DAY CENTRES (Contact centres directly for current status)

Princes Day Centre 01628 527024

Wakeman Road, Wooburn Green, SL8 5SX

www.princescentre.org.uk

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

Bluebell Day Centre 07931 980597

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

www.bluebellsdaycentre.org.uk

Transport available.

Princes Day Centre 01844 345105

Clifford Road, Princes Risborough, HP27 0DP

www.princescentre.org.uk

Transport available.

Age Concern 01628 482883

38 Glade Road, Marlow, SL7 1DH

www.marlowageconcern.org

Safe Haven Dementia Care 01494 854399

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

enquiries@safehavendementiacentre.co.uk

<https://safehavendementiacentre.co.uk>

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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 your local Citizens' Advice Bureau, High Wycombe [0344 245 1289](tel:03442451289).

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.caredavicebuckinghamshire.org. Telephone [01296 383 204](tel:01296383204). Any income and savings will be taken into account 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 patients 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.