



East Sussex and Brighton & Hove

Care and Support Services Directory **2023/24**

The essential guide to choosing and
paying for care and support

In association with



Autumn Lodge

Welcome to Autumn Lodge...

We provide specialist care for people living with dementia offering long-term care, respite and day care services.

We understand the unique needs and challenges that come with dementia and our team of qualified staff are committed to providing personalised care that supports our Residents' independence and dignity. Our approach is both professional and homely with a warm and welcoming atmosphere where Residents can feel at home in a safe environment.

We would like to invite you to explore our website to learn more about our services and how we can support you and your loved one.

For more Information:

www.autumn-lodge.co.uk

Ring us:

01273 271 786

Address:

Autumn Lodge Hove 35 - 39 Rutland Gardens
Hove, East Sussex, BN3 5PD



Mindful Activities

At Autumn Lodge, we believe in embracing life to the fullest. Our diverse range of activities ensures that every Resident can find something that resonates with their interests and passions.

Entertainment is a key aspect of life at Autumn Lodge. We take pride in hosting a variety of talented performers. We also organise a range of exciting outdoor outings, visits and classes within the local community.



Our History

Established for over 30 years, Autumn Lodge was originally founded by Sheila Bravery and continued by her son, Christian Bravery. The Home is passionate about person-centred care with a forward-thinking approach and openness to evolve how care is provided.

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To obtain extra copies of this Directory, free of charge, call **East Sussex Health and Social Care Connect** on **0345 60 80 191** or **Brighton & Hove Adult Social Care Access Point** on **01273 295555**.

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC). East Sussex County Council, Brighton & Hove City Council and Care Choices cannot be held liable for any errors or omissions. The information contained in this Directory was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by East Sussex County Council, Brighton & Hove City Council or Care Choices.

Regions covered by this Directory

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Alternative formats

This Directory is available electronically at carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.



AGEING WELL

Centres | Befriending | Trips | Interest Groups

Things to do.
Places to go.
People to see.
For people aged 50+

Brighton & Hove now has one phone number where you can speak to someone about what activities, transport, events and information are available for people aged 50+.

Discover more about what Brighton & Hove can offer you by getting in touch:

0808 175 3234 | ageingwellbh@impact-initiatives.org.uk

Lines open Monday to Friday, 9am to 5pm.

Or for more information visit www.ageingwellbh.org



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Introduction

Welcome to the 2023/24 edition of the East Sussex, Brighton & Hove Care and Support Services Directory.

There are many care and support services available in East Sussex and Brighton & Hove, and there is plenty of help to find out what is the most appropriate for you. If you are finding it hard to live independently, you and your family need to know

where you can go for help and advice about what is available locally. This Directory is an important source of that information.

Care Choices produced this Directory at no cost to East Sussex County Council or Brighton & Hove City Council. The two Adult Social Care departments have helped to produce some of the information in this Directory.

Finding help and support in your area

Finding care near you

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, 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 detailed 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 Directory on the site and have it read to you by using the 'Recite Me' function. Visit carechoices.co.uk

East Sussex 1Space

A free online listing of care, support and wellbeing services available in the county. It includes help around the house, support groups, personal care, sheltered housing, day activities and lots more.

Find what you need to help you live independently,

safely and in good health. Visit

1space.eastsussex.gov.uk

If you're looking for information and advice to support you to live well, contact your local Adult Social Care department.

East Sussex

You can visit the East Sussex County Council website eastsussex.gov.uk/social-care or contact the council's customer contact centre, Health and Social Care Connect. See page 6 for details.

Brighton & Hove

You can visit the Brighton & Hove City Council website brighton-hove.gov.uk/adult-social-care-hub or contact the Access Point team. See page 7 for details.



East Sussex Adult Social Care

Adult Social Care and Health is a department of East Sussex County Council that works with people aged 18 and over who live in East Sussex.

East Sussex Adult Social Care aims to enable you to live the most healthy and independent life you can, for as long as you can. The department looks at your strengths, capabilities, wider support network and community, as well as the difficulties you're experiencing, and works with you to find solutions.

There is a range of different ways Adult Social Care can work with people, for example:

- through information, advice and help to access community support;
- helping you access short-term solutions or support to prevent you from having greater difficulties in the long term;
- subject to eligibility, providing some equipment or minor changes to your home to help to keep you safe and independent; and
- if you need ongoing support, you may wish to have a social care needs assessment. This is where Adult Social Care looks in more detail with you at your needs and strengths, to find out if you have eligible needs and what sort of social care support would help.

To confirm if you are eligible for support from Adult Social Care, 'eligibility criteria' set by the Government are used. To be eligible you must have care and support needs as a result of a physical impairment and/or a mental impairment and/or an illness which impacts on at least two areas of your daily life and has a significant impact on your wellbeing.

For more information, see page 34, or you can read the East Sussex Adult Social Care leaflet 'A Guide to Adult Social Care' or the factsheet 'Who qualifies for our support'. You can find them at eastsussex.gov.uk/factsheets

If your social care needs assessment shows that you have eligible needs, Adult Social Care will also complete a financial assessment with you, to tell you what you will need to pay. Most people pay some or all of the costs of their care.

See page 57 for more information.

Even if you don't have eligible social care needs, you'll still receive information and recommendations about your options and support that could help you.

East Sussex Adult Social Care produces a range of leaflets and factsheets. You can find them at eastsussex.gov.uk/factsheets or ask Health and Social Care Connect for copies.

Leaflets:

- A guide to Adult Social Care;
- What you will need to pay towards the cost of your care and support;
- How to make a complaint or give feedback about Adult Social Care;
- Do you look after someone?

Factsheets:

Shorter than information leaflets and deal with specific topics relating to social care. Areas that factsheets cover include:

- who qualifies for our support;
- assessment, support planning and review;
- independent advocacy – someone to speak up for you;
- direct payments;
- going into residential care: your options if you own property (Deferred Payment Agreement scheme);
- a brief guide to the Mental Capacity Act 2005; and
- what to do if you think someone is being abused, neglected or exploited.

All information leaflets and factsheets are available in translation or an alternative format (audio, Braille, etc.) upon request.

Contacting East Sussex Adult Social Care

Visit eastsussex.gov.uk/social-care to learn more about local services, community and voluntary organisations that could support you and find out how to get more involved in your community.

Apply online at eastsussex.gov.uk/social-care for social care support, a blue badge and a Carers' Card. You can also register a disability, find out about services to help you live safely at home, and much more.

Alternatively, contact Health and Social Care Connect between 8.00am and 8.00pm, seven days a week including bank holidays.

Email: hsc@eastsussex.gov.uk
Tel: **0345 60 80 191** (calls are charged at your phone company's local rate).
Out-of-hours: **0345 60 80 191**
Minicom via Type Talk: **18001 0345 60 80 191**
Text: **07797 878111**
Write to: Health and Social Care Connect, St Mary's House, 52 St Leonards Road, Eastbourne BN21 3UU

Brighton & Hove Adult Social Care Access Point

If you live in Brighton & Hove, you can find out how to get help from Adult Social Care, and how to stay safe, healthy and well at brighton-hove.gov.uk/adult-social-care-hub

Alternatively, you can contact the Adult Social Care Access Point between 9.00am and 4.30pm, seven days a week using the details opposite.

Email: accesspoint@brighton-hove.gov.uk
Tel: **01273 295555**
Out-of-hours: **01273 295555** (answered by Carelink Plus).
Minicom: **01273 296205**
Write to: Access Point, Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square, Brighton BN1 1JP

Health and wellbeing

By making a few small changes to the way you live, you can make big changes to your health and wellbeing. There is lots of advice, information and help available across the county to help you stay healthy and well.

The free online health quiz, 'How Are You', provides you with your health score, along with personalised advice and simple tips for healthier living. For more information, and to take the 'How Are You' online quiz, visit nhs.uk/better-health

One You – East Sussex

ONE YOU EAST SUSSEX We all have health behaviours that could be changed for the better. Whether that's improving what we eat, reducing the amount of alcohol we drink, stopping smoking or getting more active. Small changes to these behaviours can have a big impact on our health and wellbeing.

One You East Sussex is an integrated health and wellbeing service offering support, to help you change all, or some, of your health behaviours in one service. When you sign up, you will receive a personalised health and wellbeing plan and tailored support to help you make positive changes in a way that is most likely to work for you.

The free service is open to anyone in East Sussex aged 16 years and over (12 years and over for stop smoking support) who would like support on their journey to become healthier.

'I have never accessed a service that makes you feel like you are part of every decision and in control; refreshing and empowering, thank you.' – One You East Sussex service user.

For more information and to get started, visit oneyoueastsussex.org.uk or call **01323 404600**.



Healthy Lifestyles Team – Brighton & Hove

Brighton & Hove City Council's Healthy Lifestyles Team provides a 'one stop shop' for people in Brighton & Hove who want to take steps to improve their health and wellbeing by:

- stopping smoking;
- moving more and increasing physical activity;
- losing weight;
- eating well; and
- drinking less alcohol.

Talk to one of the trained advisers about the changes you would like to make, and you will be supported to access the help that's right for you, provided by the

team or other services available in the city.

'The service helped me to find my own individual way to make the changes I wanted. I would recommend it to anyone wanting to improve their health.' – Healthy Lifestyles Team Brighton & Hove service user.

To find out about support available, visit **brighton-hove.gov.uk/health-and-wellbeing/support-improve-your-health** or call **01273 294589**.

You can also find the service on Facebook at **[facebook.com/Bhhealthylife](https://www.facebook.com/Bhhealthylife)** and 'X' (formerly Twitter) at **twitter.com/Bhhealthylife**

Get your free health MOT

You may be eligible for a free NHS Health Check that could help you live a longer and healthier life.

The NHS Health Check assesses the risks of heart disease, stroke, diabetes and kidney disease. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or prescribed statins, will be invited (once every five years) to have a check. You will have the opportunity to sit down face to face with a healthcare professional and be given support to help reduce or manage any identified risk to your

health. Your local GP practice may be able to offer you an NHS Health Check.

Speak to your GP to find out more. If your GP surgery does not offer NHS Health Checks, contact 'One You East Sussex' in East Sussex or the Healthy Lifestyles team in Brighton & Hove. See above and page 7 for contact details.

In East Sussex, find out more at **eastsussex.gov.uk/healthchecks**



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

- 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

Improve your wellbeing

Wellbeing is characterised by feelings of happiness, contentment, enjoyment, curiosity and engagement. Having a sense of control, purpose in life and belonging and having positive relationships with others are also important parts of wellbeing. The 'Five Ways to Wellbeing' are actions you can take in your everyday life that have been shown to promote personal wellbeing:

1. Connect

With the people around you. With family, friends, colleagues and neighbours. If you can't meet in person stay in touch by phone, messaging, video calls or online. Connect at home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

2. Be active

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

3. Take notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

4. Keep learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Learning new things will make you more confident as well as being fun.

5. Give

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.

For more tips to help you look after your wellbeing, improve your sleep, boost your mood and feel more in control, visit [nhs.uk/every-mind-matters](https://www.nhs.uk/every-mind-matters)

You can find out about community groups in your area on the East Sussex Community Information Service (ESCIS) directory at [escis.org.uk](https://www.escis.org.uk)



Top tips for staying healthy and well

Eating well

To ensure you're eating well:

- aim to have at least five portions of fruit and vegetables every day;
- switch to lower-sugar cereals or those with no added sugar and avoid sugar-sweetened drinks;
- choose wholegrain varieties of pasta, rice and bread and eat potatoes with their skins on when you can. They contain more fibre, and can help you feel full for longer;
- eat a variety of protein sources, like beans, pulses, fish, eggs and meat, and aim to eat at least two portions of fish a week, including at least one portion of oily fish;
- eat less salt – no more than 6g a day for adults;
- drink at least six to eight glasses of non-alcoholic fluids a day;
- reduce your saturated fat and sugar intake; and
- don't skip breakfast. →

→ Staying active

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of 'feel good' hormones and reduce stress.

Adults should aim to do at least 150 minutes of moderate physical activity every week; you can build this up over the week in short ten-minute bursts of activity. It is also important to incorporate strength exercises on two days of the week. If you are at risk of falls, you may want to consider doing exercises to help balance and co-ordination twice a week.

You could:

- take regular walks as part of your daily routine;
- use the stairs rather than taking the lift;
- get off the bus one stop before your destination;
- join a dance group or a jogging/walking/games club; or
- do gardening, such as digging or shovelling.

There are lots of ways to take part in local physical activity opportunities through local leisure centres or community-delivered programmes such as Active Hastings, Active Rother or East Sussex Health Walks, for example. In Brighton & Hove, programmes include Shape for Life, Active Forever and Brighton & Hove Healthwalks.

East Sussex

For more information about local physical activity opportunities in East Sussex, visit oneyoueastsussex.org.uk or call **01323 404600**.

Brighton & Hove

Email healthylifestyles@brighton-hove.gov.uk or call **01273 294589** for more information about physical activity opportunities in Brighton & Hove.

Sexual wellness

For advice and information about sexual health, how to keep sexually well, including how to access free testing for sexual infections, self-assess what contraception is right for you, or to find services, visit eastsussexsexualhealth.co.uk

Stop smoking

For free help, advice and support to give up smoking, contact your local Stop Smoking Service or speak to your GP. You can also visit the NHS Smokefree website nhs.uk/smokefree or contact the Smokefree national helpline on **0300 123 1044**.

East Sussex residents can call **01323 404600** or visit oneyoueastsussex.org.uk.

Alcohol and drugs

Drinking less alcohol reduces the longer-term risk of serious diseases, such as liver disease and stroke. It could improve the condition of your skin, give you more energy and have a positive effect on sleep. Drinking less also means you'll be less likely to develop high blood pressure and put on weight. For help, advice and support to reduce your alcohol intake, contact your GP. Alternatively, visit talktofrank.com or use the following contact details.

East Sussex

STAR – East Sussex Drug and Alcohol Recovery Service

Offers drug and alcohol treatment and recovery support to individuals and those affected by someone else's substance misuse and mental health issues across East Sussex. All services are free. • Tel: **0300 303 8160**

Web: changegrowlive.org/star-drug-alcohol-service-east-sussex/Eastbourne

Email: eastsussex.firststep@cgl.org.uk

Brighton & Hove

Brighton & Hove Recovery Service – Change Grow Live

Offers support to anyone concerned about their drug or alcohol use, or for the families and carers supporting those struggling with substance misuse. • Tel: **01273 731900**

Web: changegrowlive.org/brighton

Email: brighton.info@cgl.org.uk

Keep warm and well in East Sussex



Being cold at home isn't just uncomfortable; it

can be very bad for your health. The East Sussex Warm Home Check service is available all year round and offers advice and support to anyone in

East Sussex who struggles to keep warm at home. If you are on a low income, and own or privately rent your home, you may also qualify for a free home visit which includes:

- advice on getting help to pay for heating;
- an assessment of your home to identify how to keep warm;
- small works such as improving insulation or repairing boilers; and
- emergency temporary heating.

Installation of central heating system upgrades or home insulation is also possibly subject to eligibility and limited availability. For more information about the service, enquire online at warmeastsussex.org.uk, text 'WARM' to **80011** or call **0800 464 7307**.

For more information about keeping warm and well in Brighton & Hove, visit brighton-hove.gov.uk/housing/council-housing/how-keep-warm-and-well

Reading Well Books on Prescription

This is a national scheme, working with health professionals and carers to produce booklists of tried and trusted titles to support people living with mild to moderate mental health conditions or dementia.

Booklists are available from libraries and the recommended titles can be borrowed free of charge. Visit reading-well.org.uk/books for a list of recommended titles.

Libraries in East Sussex and Brighton & Hove stock the recommended titles in many formats, including large print, audio and e-books. In East Sussex, further details can be found at eastsussex.gov.uk search ('Self-help books').

In Brighton & Hove, the titles are available for library members to download from brighton-hove.gov.uk/libraries-leisure-and-arts/libraries

Alternatively, you can call **01273 290800** or email libraries@brighton-hove.gov.uk.

Helping you stay independent

Local services

Adult Social Care can offer support to enable you to stay as independent as possible in your own home. This could be through information and advice, daily living equipment or small adaptations to your home.

Some services provided may be free of charge, while other types of support may require you to pay some or all of the costs. If the service has a cost, you'll be offered a financial assessment to see what you need to pay. Most people pay some or all of the costs of their care; see page 57 for more information. Any charges will be payable from the start of the support being provided.

There are different types of support to remain independent, and the following are just some examples.

Making the best of your networks

Adult Social Care will work with you to identify your support networks – friends, relatives, neighbours or

the wider community – and will explore all options to meet your care and support needs.

You may also be able to get support from local voluntary and community organisations, for example, having someone come in to check you're OK and have a chat, practical support with odd jobs around the house and garden or more regular support such as shopping or bringing round a hot meal. Good Neighbour Schemes can offer this type of support.

East Sussex

See if you have a Good Neighbour Scheme in your local area by looking at East Sussex 1Space; visit 1space.eastsussex.gov.uk/Information/GNS

Brighton & Hove

You can find out if there is a Good Neighbour Scheme in your local area by contacting Together Co; visit togetherco.org.uk →

→ Day opportunities

If you are an adult with care and support needs, a range of day activities are available. They provide opportunities to socialise with others, take part in activities and do volunteer work. Where needed, they can also offer a break for carers.

Activities may be building-based or community-based and may be provided by Adult Social Care or voluntary, community and independent sector organisations. There are also opportunities for older adults to meet with friends and peers and take part in activities that encourage a healthier and more independent lifestyle.

Those aged 16 to 59 will have opportunities to socialise, develop skills and be offered care that is appropriate to their needs.

If you have a mental health condition, there are opportunities designed to link with your local area as well as safe and supportive 'drop-in centres'. Mental health provision promotes the same common goal desired by Adult Social Care for clients of all needs: to support people according to their personal choices and levels of needs into social, cultural, spiritual, health, educational, voluntary and employment opportunities. Mental health services aim to enable the development (or re-establishment) of valuable social networks and coping strategies to enable you to recover, maintain your mental health and live your life as independently as possible.

East Sussex

There are local day services and activities listed at **1space.eastsussex.gov.uk**

You'll find listings of mental health support services on the East Sussex mental health directory. Visit **eastsussex.gov.uk/mental-health-directory**

You can also contact Health and Social Care Connect by email at **hsc@eastsussex.gov.uk** or call **0345 60 80 191**.

Brighton & Hove

To find low-cost or free, community-based activities in Brighton & Hove, visit **ageingwellbh.org** (people aged 50+) or **togetherco.org.uk** (people aged 18+).

Falls prevention

If you have concerns about falling, or have fallen recently, you should talk to your GP. They will be able to provide you with information and advice and might refer you on to local services which can help to reduce your falls risk.

East Sussex

The Joint Community Rehabilitation Service can offer free assessments and support to reduce the risk of falling if you meet certain criteria. You can be referred to the service by any healthcare professional, including your GP, social worker or district nurse.

Brighton & Hove

There is a wide range of physical activity practitioners and groups that can help with balance and strength. Examples include Zumba, health walks, Pilates, yoga and chair-based exercise. For more information, visit **brighton-hove.gov.uk/health-and-wellbeing/support-be-active**

Ageing Well

This organisation can signpost you to local services for improving your strength and balance. Email: **ageingwellbh@impact-initiatives.org.uk**
Tel: **01273 322940**
Text: **07770 061072**

Falls and Fracture Prevention Service

For adults living locally who are at risk of falls. If you wish to discuss whether a referral is appropriate, contact the service. If appropriate, your GP will be able to make a referral on your behalf as this service does not accept self-referrals. Email: **sc-tr.fallsserviceenqs@nhs.net**
Tel: **01273 265574**



Equipment and adaptations

Adult Social Care will work with you to look at ways to help you stay independent. As part of this it will consider whether there is any daily living equipment that might help you, or adaptations that could be made to your home. You can start your assessment online to look at how you manage everyday tasks and move around your home by visiting eastsussex.gov.uk/assess-yourself

If you live in East Sussex and are eligible for support to help make your home safe, you may be offered an occupational therapy clinic appointment. The clinics will enable you to speak to a member of the occupational therapy service, who will help you to identify equipment and small adaptations that could help. The clinics can also support you to access a carers' assessment. Contact Health and Social Care Connect to find out more.

In Brighton & Hove, Access Point can offer you free information and advice about equipment and will also offer you an assessment if appropriate. However, if you want to buy your own equipment, or pay for an occupational therapist to assess you in your home, visit the Safe and Well website at safeandwell.co.uk/brighton-hove or phone **01273 894359**.

Adapting your home

If you, or someone living in your property, has a disability, you may benefit from an adaptation to your home, such as a stairlift or level-access shower. Depending on your needs, you may be able to receive a Disabled Facilities Grant (DFG) to help with the cost of your adaptations. A DFG is a means-tested grant administered by local councils according to need. You can apply whether you are the owner of the property or a tenant. However, you may have to pay a contribution towards the cost.

Adult Social Care will advise you; see the following contact details. You could contact your local Age UK, listed on pages 67 and 69. For information about equipment for carers, see page 43.

For more information about the DFG and how to apply, visit gov.uk/disabled-facilities-grants

East Sussex Health and Social Care Connect

Web: eastsussex.gov.uk/adapt

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove Access Point

Web: brighton-hove.gov.uk/adaptations

Email: accesspoint@brighton-hove.gov.uk

Tel: **01273 295555**

If you need major adaptations to your home, an occupational therapist might arrange a home visit to assess what adaptations are needed and to discuss the options with you.

All applications for grant assistance are dealt with by the Housing Adaptations Service. The council must be satisfied that the proposed adaptations are all necessary and appropriate, reasonable and practicable, and must be satisfied about the overall feasibility of the work if it is to give a DFG. →



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

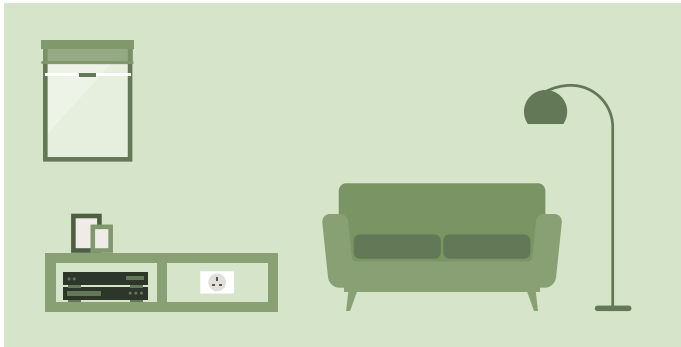
🐦 [@WeAreMFON](https://twitter.com/WeAreMFON)

- Birth to adulthood
- Real life blogs
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Making life easier at home

If you're having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.



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 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 so that you can turn 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**? Try making a note of when you've taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can 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-handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. 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 [carechoices.co.uk/staying-independent-at-home/](https://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 19.

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.

East Sussex

Web: 1space.eastsussex.gov.uk or eastsussex.gov.uk/support-at-home
Email: hsc@eastsussex.gov.uk
Tel: **0345 60 80 191**

Brighton & Hove

Web: safeandwell.co.uk/brighton-hove or brighton-hove.gov.uk/adult-social-care-hub
Email: accesspoint@brighton-hove.gov.uk
Tel: **01273 295555** →



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

→ **Telecare**

Telecare is the name given to technology which can help you to live safely and independently and remain at home for longer. The system uses a pendant, alarm button or cord which you can activate to speak to someone when you need help. When you need to, you can use your Telecare device and the system will connect you to a 24-hour monitoring centre.

An officer at the monitoring centre will then assess your situation and arrange the help you need. The officer might contact a carer, family member or your GP, or an ambulance in an emergency. Alternatively, the alerts can be directed to your carer, a family member, friend, or neighbour (instead of the monitoring centre) if they have agreed to receive the alerts.

A range of additional sensors may also be available to help manage risks in your home. Environmental sensors can detect problems such as smoke, flooding, dangerous temperatures or when you might have had a fall. These sensors will automatically make an alarm call when they detect an issue.

Telecare can increase your confidence and security, knowing that you have a support system in place day and night. Telecare equipment can also support carers in their caring role and can help improve carers' wellbeing and reduce anxiety, allowing peace of mind and a break from their caring role. The equipment is simple to use and is tailored to meet your circumstances. To find out more about the range of Telecare equipment and services available, or to arrange a home assessment, contact your local provider.

East Sussex

NRS

Provider of Technology Enabled Care, including Telecare, across East Sussex on behalf of East Sussex County Council.

Web: nrshealthcare.com/customers/east-sussex

Email: tecs@eastsussex.nrs-uk.net

Tel: **0300 100 0260**

Text: **07378 905739**

Alternatively, Telecare may be provided as part of your support package if you are assessed by Adult Social Care and have eligible needs. You can contact Health and Social Care Connect if you would like a social care assessment, or you can start your assessment online.

Web: eastsussex.gov.uk/assess-yourself

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

CareLink Plus

Brighton & Hove City Council's Telecare alarm service. The service's Brighton-based control centre is staffed 24 hours a day, every day of the year.

Web: brighton-hove.gov.uk/carelink-plus

Email: carelinkplus@brighton-hove.gov.uk

Tel: **0300 123 3301**

Text: **07800 006984**

There are also several independent providers offering Telecare which you can buy yourself. Providers can be found by using the Telecare Services Association; visit tsa-voice.org.uk

Some providers are specific to East Sussex and Brighton & Hove, while others are national organisations who also operate in this area.

Tell us what you think

 CareChoices

⊙ What have you found useful?

⊙ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

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

You can download and print this checklist at 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 its wire 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?
- Is it portable?

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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 particular piece of 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 might 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?

Reablement

Reablement is a short-term service that helps you get back daily living skills that you may have lost because of an accident, illness or disability. For example, support after you've come out of hospital.

You may be offered a period of reablement, depending on your needs. Reablement is provided by a number of different professionals, who work with you to help you get back your confidence and daily living skills. This could include looking at alternative ways of managing everyday tasks. The team will also help you set goals and monitor your progress.

The support you receive can be in your own home or, if necessary, in another residential setting. The team aims to be flexible in order to meet your needs. Whatever the setting, reablement is always time limited. It's normally between two and three weeks, but occasionally longer, depending on your needs and progress.

You will not be charged for the agreed period of reablement, but you may be charged for any care and support you need after this. What you will need to pay will be determined by a financial assessment. See page 57 for details.

East Sussex

The Joint Community Rehabilitation Service (JCR) is a home care service offering reablement and rehabilitation support if you meet certain criteria. Referrals are made via your health or social care professional or Health and Social Care Connect. Visit eastsussex.gov.uk/mobility, email hsc@eastsussex.gov.uk or call **0345 60 80 191**.

Milton Grange is a 37 bedded intermediate care facility located in Eastbourne which offers rehabilitation support from a multi-disciplinary team if you meet certain criteria. An intermediate care facility attempts to fill the gaps in care for people who have needs that aren't met in other long-term care settings. The service supports people with physical and mental health needs. Referrals are made via a health professional or Health and Social Care Connect.

The Milton Grange Community Outreach Service is a therapy-led team offering specialist rehabilitation and assessment to people with mental health needs living in the community, who meet certain criteria. Referrals can be made via your health professional or Health and Social Care Connect (HSCC).

East Sussex

Health and Social Care Connect.

Web: eastsussex.gov.uk/social-care

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

The type of reablement support offered will depend on your needs; it may be provided in a short-term residential care setting or in your own home. Care staff, physiotherapists and occupational therapists will work with you to help you become medically fitter and regain physical mobility and strength. Referrals will be made via your health or social care professional.



Other kinds of support to help you remain independent

You may be finding it difficult to manage at home and feel you need more long-term support. You might want help with personal care, such as washing and dressing or with practical tasks, such as shopping, cooking, laundry, cleaning and home maintenance.

To help support you, you could use a personal assistant (PA). You will either need to employ a PA yourself or the PA may be able to provide support on a self-employed basis. There is more information about employing a PA on page 56, including organisations that can help you. PAs do not need to be registered and checked by the Care Quality Commission.

Alternatively, you could use an independent home care provider delivering regulated services such as personal care. These organisations should be registered and checked by the Care Quality Commission (see page 60).

East Sussex

East Sussex County Council works with certain home care providers (providers contracted with the council are regularly reviewed and supported to meet the council's criteria for quality of service). Contact Health and Social Care Connect for more information. See page 7.

Brighton & Hove

The council can help you to find a personal assistant through its register of approved, DBS-checked personal assistants.

To view the register, including individuals' qualifications, rates of hourly pay and availability, visit brighton-hove.gov.uk/register-approved-personal-assistants-pas

If you would like information on home care agencies providing support on behalf of the council, contact the Adult Social Care Access Point. See page 7.

Listings of all registered home care providers in East Sussex and Brighton & Hove start on page 25.

Live-in care

This 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 maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary. →



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

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Email: hastings.rother@radfieldhomecare.co.uk

Website: www.radfieldhomecare.co.uk

Address: 33-35 The Innovation Centre, St Leonards, TN38 9UH

➔ The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

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.

Housing-related floating support

Adult Social Care works with district and borough councils, children's services, health services and voluntary and community organisations to provide a range of housing-related support. Housing-related support (previously known as 'The Supporting People Programme') helps to prevent homelessness. It supports people moving from homelessness to independent living and can prevent or delay the need for social care.

Floating support helps people aged 16 and over resolve housing-related issues, whether they are renting, a homeowner, or living with friends/family temporarily. In East Sussex, people aged 16 to 59 can access housing-related floating support services via Adult Social Care, children's services or the local borough or district council. People aged 60 and over can refer themselves via the East Sussex Floating

Support Service provided by BHT Sussex or access support via Adult Social Care, children's services or the local borough or district council.

East Sussex

For more information, contact East Sussex Health and Social Care Connect.

Web: eastsussex.gov.uk/community/housing

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

For more information, contact the Brighton & Hove Access Point.

Web: brighton-hove.gov.uk/adult-social-care-hub

Email: accesspoint@brighton-hove.gov.uk

Tel: **01273 295555**



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From personal care to getting odd jobs done, from advice to coping with ill health, **East Sussex 1Space** will help you find solutions around the county to help you live independently, safely and in good health.

East Sussex 1Space:

-  A single location for care, support and wellbeing services
-  A **growing** directory of services, organisations and groups
-  Up-to-date information
-  Helping you to stay independent



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 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

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*See page 60.

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Tel: 01273 328555 **OP YA**

Agincare UK Brighton

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Tel: 01273 098800 **Advert pages 24** **OP YA**

Ainscough Associates

Hove
Tel: 01273 741647 **OP PD LDA SI YA**

Alina Homecare

Brighton
Tel: 01273 390748 **OP D PD LDA MH SI YA AD**

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Tel: 01273 770202 **OP D PD LDA MH SI YA**

Alpha May Care First

Brighton
Tel: 01273 044016 **OP D PD LDA MH SI YA**

Amaiva Homecare Services

Brighton
Tel: 01273 359535 **OP D PD MH SI YA AD**

Ambito Community Services Brighton

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Apex Prime Care – Brighton

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Areli Care Ltd

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At Home

Hove
Tel: 01273 894070 **OP D PD LDA MH SI YA**

Barnardo's Brighton & Hove Link Plus Home Support Service

Hove
Tel: 01273 295179 **PD LDA SI**

Bluebird Care (Brighton & Hove)

Hove
Tel: 01273 022055 **OP D YA**

Breeze Homecare

Hove
Tel: 01273 591177 **OP D YA**

Brighton and Hove Home Care (Brighton & Hove City Council)

Brighton
Tel: 01273 295950 **OP D PD MH SI YA AD**

Brooke Mead EC Scheme

Brighton
Tel: 07458 105193 **OP D PD MH SI YA AD**

Care4You Homecare Services

Brighton
Tel: 01273 916233 **OP PD YA**

Carepoint Services Ltd (Brighton & Hove)

Brighton
Tel: 01273 805950 **OP D PD LDA MH SI YA**

Casgo Care

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Certain Care Ltd

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or email admin.brighton@homeinstead.co.uk

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or email info@lewes.homeinstead.co.uk

Crowborough Office: **01892 481810**
or email info.crowborough@homeinstead.co.uk

Eastbourne & Hailsham Office: **01323 819191**
or email info.eastbourne@homeinstead.co.uk

Bexhill & Hastings Office: **01424 401402**
or email info@bexhill.homeinstead.co.uk

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DBAGZ Solutions Ltd – Brighton

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East Sussex, Brighton & Hove Crossroads Care

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Tel: 01273 234021 **D PD LDA MH SI**

Embark Head Office

Hove
Tel: 0843 289 3378 **PD LDA SI YA**

Esquisite Care UK Ltd

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Tel: 01903 750030 **OP D PD MH YA**

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Home Care & Live in Service

info@careremedies.co.uk

Care Remedies Ltd was established to provide a bespoke home care service for **Eastbourne and Surrounding Areas**. Whatever your needs, we aim to help you stay independent and comfortable in your own home with one to one care and attention.

We aim to maintain your independence, privacy, security, dignity, freedom of choice and sense of fulfilment to its maximum extent.

Care & Attention • Domestic Duties • Friendly & Caring

Personal Care

- Help Getting Up / Going to Bed
- Support with Bathing and Dressing
- Sitting Service / Companionship
- Prompting for Medication
- Monitoring
- Overnight Stays
- Complex Care
- Prescriptions

Domestic duties

- Cleaning Service
- Laundry
- Shopping / Prescriptions
- Help with Paperwork / Writing
- Meal Preparation
- Appointments

Home Care & Live in Care
Service-widening to
East Sussex



www.careremedies.co.uk

A1 Quality Homecare Ltd Eastbourne

Eastbourne

Tel: 01424 754739

D PD MH SI AD

Agincare UK Eastbourne

Eastbourne

Tel: 0808 301 8471

Advert pages 24 and 93
OP D PD LDA MH SI YA AD

Angel Approved– Care at Home

Seaford

Tel: 01273 568040

OP

APC Care Ltd

Hailsham

Tel: 01323 849019

Advert page 28
OP D YA

Apex Prime Care – Hailsham

Hailsham

Tel: 01323 407010

Advert page 24
OP D PD LDA MH SI YA

Apex Prime Care – Hampden Park

Eastbourne

Tel: 0330 202 0200

Advert page 24
OP D PD SI YA

Apex Prime Care – Hastings

St Leonards-on-Sea

Tel: 01424 535001

Advert page 24
OP D PD LDA MH SI YA

Apex Prime Care – Newhaven

Newhaven

Tel: 01323 407050

Advert page 24
OP D PD LDA MH SI YA

AQS Homecare Sussex

Eastbourne

Tel: 01323 727027

OP D PD LDA MH SI YA AD

ASLS (Avens Ltd)

Crowborough

Tel: 01892 669520

OP PD LDA YA

Avenida Lodge

Eastbourne

Tel: 0300 304 0774

LDA

Bentley Grange Independent Living Extra Care Scheme

Hailsham

Tel: 01323 406191

OP D PD LDA MH SI YA

Bluebird Care (Eastbourne and Wealden)

Eastbourne

Tel: 01323 727903

OP D PD SI YA

Bluebird Care (Lewes)

Newhaven

Tel: 01273 022055

OP D PD SI YA

Bluebird Care (Rother & Hastings)

Rye

Tel: 01797 225797

OP D PD SI YA

Candlelight Homecare Service Ltd (East Sussex)

Uckfield

Tel: 01825 765008

OP D PD LDA MH SI YA AD

Care 24/7 Healthcare Ltd

Eastbourne

Tel: 01424 213304

OP D PD SI YA

Care at Home Services (South East) Ltd

Hastings

Tel: 01424 202400

OP D PD MH SI YA AD

Sussex Weald

Tel: 01825 767857

OP D PD LDA MH SI YA

Care Outlook (East Sussex)

Newhaven

Tel: 01733 731696

OP YA

Care Remedies Ltd

Polegate

Tel: 01323 301152

Advert page 28

OP D PD LDA MH SI YA AD

Care To You Healthcare Ltd

Bexhill-on-Sea

Tel: 01424 810253

OP D PD LDA SI YA

Caring 4 All

Hailsham

Tel: 01323 440667

OP

Carrienne Care

Hastings

Tel: 01424 205432

OP D PD 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

Coast Community Care

Bexhill-on-Sea

Tel: 01424 213433

OP D PD LDA MH SI YA AD

Country Carers Ltd

Rye

Tel: 01797 223329

OP D PD MH SI YA AD

Cranbrook Independent Living Extra Care Scheme

Eastbourne

Tel: 01323 40619

OP D PD LDA MH SI YA

Curant Care

Eastbourne

Tel: 01323 914499

OP D PD LDA MH SI YA

Bexhill-on-Sea

Tel: 01424 863304

OP D PD MH SI YA

Delore Care East Sussex

Lewes

Tel: 01273 980891

OP D PD SI YA

Destiny Care Support

Battle

Tel: 01424 830754

PD LDA MH YA

Dinarie

Battle

Tel: 07967 977270

OP YA

Downlands Court

Peacehaven

Tel: 01273 063779

OP D PD LDA MH SI YA AD

East Barn, Monkhurst Offices

Heathfield

Tel: 01435 860698

OP YA

East Sussex Community Support Service

Eastbourne

Tel: 01273 336580

OP LDA YA

Elden Path Healthcare – Main Office

Eastbourne

Tel: 01323 431666

OP D PD YA

Eniola Care Ltd

Lewes

Tel: 01273 974150

OP D PD SI YA

Everycare Eastbourne

Eastbourne

Tel: 01323 430762

OP D PD LDA MH SI YA AD

Everycare Hastings

St Leonards-on-Sea

Tel: 01424 868443

OP D LDA YA

First Line Healthcare Ltd

St Leonards-on-Sea

Tel: 07578 735335

OP D PD LDA SI YA

Fitzroy Supported Living – Uckfield

Uckfield

Tel: 01825 762510

PD LDA SI

Helping Hands Eastbourne

Eastbourne

Tel: 01323 917 445

Advert page 24

OP D PD SI YA

Home Instead Senior Care – Bexhill and Hastings

Bexhill-on-Sea

Tel: 01424 401402

Advert page 26

OP D LDA MH SI YA

Home Instead Senior Care – Crowborough

Crowborough

Tel: 01892 481810

Advert page 26

OP D PD MH SI YA

Home Instead Senior Care – Eastbourne and Hailsham

Polegate

Tel: 01323 819191

Advert page 26

D PD LDA MH SI YA AD

Home Instead Senior Care – Lewes District and Uckfield

Lewes

Tel: 01273 437040

Advert page 26

OP D PD LDA MH SI YA

Homecare and More Ltd

St Leonards-on-Sea

Tel: 07891 244486

OP YA

Homelife Care Ltd

Crowborough

Tel: 01892 662444

OP D PD 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

Homescare Ltd

Seaford
Tel: 07368 923042

OP D YA

HW Homecare

Hastings
Tel: 01424 237000

OP D LDA YA

Jena Healthcare Solution Ltd

Eastbourne
Tel: 01323 903525

OP YA

Joint Community Rehabilitation Service

Bexhill-on-Sea
Tel: 01424 726750

OP D PD MH SI YA

Eastbourne
Tel: 01323 466565

OP YA

Lewes
Tel: 01273 336600

OP D PD MH SI YA AD

Kati Innes Occupational Therapy

Uckfield
Tel: 07713 585123

LDA YA

KD Healthcare Ltd

Hassocks
Tel: 01444 225670

OP D PD SI YA

Kind Hands Caring Services Ltd

Eastbourne
Tel: 01323 720254

OP D PD MH SI YA

Kindred Community Ltd

Polegate
Tel: 07387 771220

OP PD MH YA

Margaret House

Uckfield
Tel: 01825 701003

OP D PD LDA MH SI YA

Mencap – Kent and East Sussex

Domiciliary Care Agency

St Leonards-on-Sea
Tel: 01424 858158

OP D PD LDA SI YA

Morecare Services (UK) Ltd

– East Sussex

Crowborough
Tel: 07958 481549

OP D PD LDA MH YA

My Homecare Crowborough

Crowborough
Tel: 01892 653326

OP D PD LDA MH YA

My Personal Enablement Support

Partnership CIC

Eastbourne
Tel: 07771 357075

OP LDA MH YA

Nightingale Homecare East Sussex Ltd

Eastbourne
Tel: 01323 730020

OP D PD MH SI YA

Seaford

Tel: 01323 730020

OP D SI YA

Nurseplus Care at home

Advert page 28

Eastbourne
Tel: 08000 622 622

OP D PD LDA MH SI YA AD

Hastings
Tel: 08000 622 622

OP D PD LDA MH SI YA AD

One to One Plus South

Peacehaven
Tel: 0300 303 9032

OP LDA YA

Onpoint Homecare Ltd

Hastings
Tel: 01424 430901

OP D 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

Park Lodge

Eastbourne
Tel: 01323 507606

LDA MH YA

Sanctuary Home Care Ltd – Rye

Rye
Tel: 01797 330594

OP D PD LDA MH SI YA AD

Placebo Care Ltd

Hastings
Tel: 07458 600360

OP D PD MH YA

Sapphire Home Care

Hastings
Tel: 01424 834710

OP D PD LDA MH SI YA

**Pride Community Healthcare
Main Office**

St Leonards-on-Sea
Tel: 01424 541002

OP D PD YA

SDR Care Services Head Office

Lewes
Tel: 01273 076000

LDA YA

Pronsahe Health Care

Battle
Tel: 07802 849058

OP

Seaside Care Services

Eastbourne
Tel: 01323 573070

OP PD MH YA

QRC Dom Care

Heathfield
Tel: 01435 813954

OP PD LDA YA

SOS Home Services

Bexhill-on-Sea
Tel: 01424 211276

OP D PD MH SI

Quality Healthcare Agency Ltd

Eastbourne
Tel: 01323 646009

OP D PD LDA MH SI YA

Southdowns View, 1

Heathfield
Tel: 01435 882936

OP

Quality Homecare

Hastings
Tel: 01424 754739

OP D PD LDA MH SI YA AD

Southover Community Care

Lewes
Tel: 01273 470616

OP D PD SI

**Radfield Home Care
Bexhill, Hastings and Battle**

St Leonards-on-Sea
Tel: 01424 306085

Advert page 20
OP D PD SI YA

Spring Care PAs Battle Ltd

Battle
Tel: 01424 777135

OP D PD LDA MH SI YA AD

Right at Home Eastbourne and Bexhill

Eastbourne
Tel: 01323 414658

Advert outside back cover
OP D PD SI YA

St George's Park Ltd

Burgess Hill
Tel: 01444 259725

OP PD

Right at Home Mid Sussex

Hassocks
Tel: 01444 686060

OP D PD SI YA

Stokes England Office

St Leonards-on-Sea
Tel: 02920 351420

OP D PD LDA MH SI YA AD



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

East Sussex registered home care providers continued

Unity Care Solutions (Lewes)

Lewes

Tel: 0333 366 1020

OP D PD LDA MH SI YA AD

Vine House Care Ltd

St Leonards-on-Sea

Tel: 01424 834154

OP D PD SI YA

Violets Care Services Ltd

Eastbourne

Tel: 01323 401407

OP D PD MH SI YA

Visiting Angels Southwest Kent

and East Sussex

Tunbridge Wells

Tel: 07794 090470

OP D PD MH YA

Wealden Community Care Ltd

Heathfield

Tel: 01435 812003

OP D LDA YA

William and Patricia Venton Centre

Eastbourne

Tel: 01323 406555

OP D MH YA

Witham Community Care Ltd

Bexhill-on-Sea

Tel: 01424 216715

OP D PD SI

Your Quality Care Services Ltd (Gradwell)

Lewes

Tel: 01273 916641

OP YA

YourLife (Seaford)

Seaford

Tel: 01323 873253

OP D PD SI

See the home care agency checklist on page 23 for useful questions to ask providers.

Tell us what you think



⊙ What have you found useful?

⊙ What could we do better?

Share your feedback

Take our five minute survey



www.carechoices.co.uk/reader-survey

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

Specialist care and support services

Sensory impairments

Anyone with a sensory impairment can feel disconnected from the world, isolated and struggle with daily tasks, communication or getting out and about. This can lead to a loss of independence which can then affect people's confidence, especially as an impairment develops.

Levels of sensory impairment vary from person to person. Identifying individual needs is crucial in ensuring that these very specific impairments are recognised, and people are supported appropriately.

If you have sight or hearing difficulties, or are deafblind, your local authority may be able to recommend and provide equipment or other support to help you to continue to manage in your home and the community. An assessment might be carried out by a specially trained worker. The assessment can identify a wide range of needs and advise as to what services are available.

Adult Social Care can advise you on registering as deaf, hard of hearing, blind or partially sighted. You do not have to register; however, doing so can entitle you to a reduction in the TV licence fee, reduced fees on public transport and parking concessions. Adult Social Care can also put you in touch with local partner organisations offering a range of services for people with sight or hearing problems, including employment support, advocacy and social support.

For more information, contact the following.

East Sussex

Web: eastsussex.gov.uk/social-care/disability/sensory-impairment-assessment

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Minicom via Type Talk: **18001 0345 60 80 191**

Text: **07797 878111**

Write to: Health and Social Care Connect, St Mary's House, 52 St Leonards Road, Eastbourne BN21 3UU

Brighton & Hove

Email: accesspoint@brighton-hove.gov.uk

Tel: **01273 295555**

Out-of-hours: **01273 295555**

(Your call will be answered by Carelink Plus).

Minicom: **01273 296205**

Write to: Access Point, Adult Social Care, 2nd Floor, Bartholomew House, Bartholomew Square BN1 1JP

Deaf Cultural Outreach Group (DeafCOG)

A central co-ordinating organisation that hosts activities and projects of value to the Deaf community, covering both Brighton & Hove and East/West Sussex.

Web: deafcog.co.uk

Email: info@deafcog.co.uk

Tel: **07703 378098**

East Sussex Vision Support

13 Vicarage Field, Hailsham BN27 1BD

Web: eastsussexvisionsupport.org

Email: info@eastsussexvisionsupport.org

Tel: **01323 832252**

East Sussex Hearing

Chantry House (ground floor), 22 Upperton Road, Eastbourne BN21 1BF

Web: eshrc.org

Email: mail@eshrc.org

Tel: **01323 722505**

Eastbourne Blind Society

124-142 Longstone Road BN22 8DA

Web: eastbourneblindsociety.org.uk

Email: info@eastbourneblindsociety.org.uk

Tel: **01323 729511**

Hastings & Rother Voluntary Association for the Blind

3 Upper Maze Hill, St. Leonards-on-Sea TN38 0LQ

Web: hrvab.org.uk

Email: hrvab@freeuk.com

Tel: **01424 436359**

Physical disability

If you have a physical disability, the support you need should be tailored to your specific needs. It can be provided by the independent and not-for-profit sectors as well as by Adult Social Care.

Help at home with personal care is available during the day and night, seven days a week. There are

also private agencies offering help at home with personal care and housework. Other support may include short-term reablement services, equipment, adaptations, advice about accessing supported living or information about day opportunities.

Listings of home care agencies start on page 25.

Learning disability

Adults with a learning disability are supported to maximise their independence in the community wherever possible.

The range of community-based services available includes support in various types of accommodation, support with finding employment, day opportunities, advocacy (see page 62) and support for carers, including short breaks.

The Community Learning Disability Teams in East Sussex and Brighton & Hove are made up of workers from both health and Adult Social Care services.

These include social workers, resource officers, nurses, physiotherapists, occupational therapists, speech and language therapists, psychiatrists and psychologists. These teams can work with you and your family to assess your needs and plan your support.

East Sussex

People who are already receiving support from Adult Social Care services can contact the following Community Learning Disability

Teams (CLDT).

Tel: **01424 724900** (East).

Tel: **01323 747117** (West).

Tel: **01323 466166** (Transitions Service).

Sussex Partnership NHS Foundation Trust accepts referrals from GPs, health professionals, family and friend carers and self-referrals.

Tel: **01273 336555** (CLDT East and West).

Otherwise, contact Health and Social Care Connect.

Web: www.eastsussex.gov.uk/social-care/getting-help-from-us/contact-adult-social-care

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

People who are already receiving support from Adult Social Care services can contact the Specialist Community Disability Service on **01273 295550** or SCDS@brighton-hove.gov.uk

Otherwise, contact the Adult Social Care Access Point on **01273 295555**.

Mental health

If you are concerned about your own or someone else's mental health, you should contact your GP. They have experience and knowledge about mental health conditions and can help you find out what treatment, local support or therapy may be suitable for you. This might be in primary care, or they might refer you to a specialist mental health team in your community. If you don't have a GP there is a walk-in health centre in East Sussex and one in Brighton alongside a dedicated 24-hour helpline.

Hastings Medical Practice and Walk-in Centre

Open Monday to Friday, 8.00am to 6.30pm; and weekends and Bank Holidays, 8.00am to 8.00pm.

You don't need to be registered with a GP to attend. If you are registered, contact your own GP first.

Station Plaza Health Centre,
Station Approach TN34 1BA

Tel: **01424 884410**



→ **Mental Health Rapid Response Service for Brighton & Hove (MHRRS)**

The service supports adults who are experiencing a mental health crisis and think they are at risk of harming themselves or others. Tel: **0300 304 0078** (24 hours a day, seven days a week).

Practice Plus Brighton Station

The GP practice and walk-in centre is open between 8.00am and 8.00pm, seven days a week, including bank holidays.

Aspect House, 84-87 Queens Road BN1 3XE

Web: **practiceplusbrightonstation.nhs.uk/walk-in-services**

Tel: **0300 130 3333** (GP services) and **0333 321 0946** (walk-in and sexual health services).

For urgent mental health support

Sussex Mental Healthline

A 24/7 telephone service offering listening support, advice, information and signposting to anyone experiencing, or concerned about someone experiencing difficulties with their mental health. It offers support to those who may be in crisis, distressed and in urgent need of help with their mental health.

Web: **sussexpartnership.nhs.uk/sussex-mental-healthline**

Tel: **0800 030 9500**

There is also a wide range of services available in the community. These are designed to support people towards improved mental health and enable people to connect (or reconnect) with their social and community networks.

These services are free, and available to anyone who needs support regarding their mental health. This doesn't require a referral, just call a service to discuss your needs, or drop in at a wellbeing centre.

East Sussex

East Sussex Community Network

If you struggle with your mental health, you can self-refer to Southdown's network of community support services. A team of friendly Recovery Workers will work with you to develop a personalised wellbeing plan and support you to access activities and groups.

Web: **southdown.org/wellbeingcentresescn**

Email: **ESCN@southdown.org** (general enquiries).

Tel: **01323 405334**

Health in Mind

A free NHS service for adults aged over 18 who live in East Sussex and are experiencing emotional or psychological difficulties such as stress, anxiety or depression. People can self-refer without visiting a GP first by visiting **healthinmind.org.uk**

You can access a full directory of mental health support services for East Sussex by visiting **eastsussex.gov.uk/mental-health-directory**

Brighton & Hove

Brighton & Hove Wellbeing Service

This service provides different types of talking therapies for people who are experiencing mild to moderate depression, general anxiety, panic attacks, social anxiety, traumatic memories and obsessive-compulsive disorder. The support includes workshops and courses as well as guided online therapy. You can self-refer via the following website or call to request a copy of the self-referral form.

Web: **brightonandhovewellbeing.org/adults**

Email: **brightonwellbeing@spft.nhs.uk**

Tel: **0300 002 0060**

Sussex Recovery College

Offers free educational courses about mental health and recovery to increase knowledge and skills and promote self-management. Courses are developed and delivered by people with personal and professional experience.

Web: **sussexrecoverycollege.org.uk**

Email: **sussexrecoverycollege@spft.nhs.uk**

Tel: **0300 303 8086**

U OK Brighton & Hove

A network of local community-based services working together to support good mental health and wellbeing in Brighton & Hove.

Web: **UOK.org.uk**

Tel: **0808 196 1768**

Specialist mental health support

Some people require further support with their mental health and, in some cases, their needs are best met in specialist Supported Accommodation or residential care. For more information, see page 47.

Supporting someone with a mental health condition

To find out more about mental health care in East Sussex, contact Health and Social Care Connect on **0345 60 80 191** or, in Brighton & Hove, Access Point on **01273 295555**.

East Sussex

Care for the Carers (CFTC)

Offers specific support for carers of people with mental health conditions or a mental health diagnosis, including one-to-one and peer support groups.

Web: cftc.org.uk/help-and-advice

Email: info@cftc.org.uk

Tel: **01323 738390**

Brighton & Hove

Changes Ahead

An action and support group for carers of people with mental health conditions, offering individual and group support, practical advice and social events.

Web: thecarerscentre.org/cause/changes-ahead

Email: info@carershub.co.uk

Tel: **01273 977000**

Brain injury

A brain injury can result from many different causes including stroke, accident, tumour, illness or infection, sporting injury or assault. Effects are often long term and brain injury can be a hidden disability which is not recognised or is misunderstood. This is mostly life-changing and lifelong for the person and family concerned. Specialist support is required as people live with a range of complex cognitive, behavioural, emotional and physical problems.

Headway Sussex

A registered specialist charity supporting anyone affected by a brain injury, including family carers, to rebuild lives and to live well. Serving East Sussex, Brighton & Hove and West Sussex.

Web: headwaysussex.org.uk

Email: info@headwaysussex.org.uk

Tel: **01825 724323**



Dementia care

Dementia is the name for a group of diseases that affect the way the brain normally works. Alzheimer's disease is the most common form of dementia. Dementia can slowly lead to memory loss, confusion and changes in people's personality and behaviour.

If you have concerns about dementia, the first point of contact is your GP. As well as discussing your concerns, your GP will be able to carry out a series of tests and consider referring you to memory assessment services, where you may receive a diagnosis.

The Memory Assessment service can also offer advice and refer you to post-diagnostic support services for people with dementia and their carers.

Alzheimer's Society, Active Dementia Support and the Dementia Support Service provide support and information for people with dementia and their carers.

Alzheimer's Society

– Dementia Support Brighton

Email: brighton-hovedsw@alzheimers.org.uk

Tel: **01273 726266**

Alzheimer's Society

– Dementia Connect advice and support line

Web: alzheimers.org.uk/dementiacconnect

Email: dementiasupportline@alzheimers.org.uk

Tel: **0333 150 3456**



➔ **Dementia Support Service (provided by Carers Breaks and Engagement Team)**

In East Sussex, contact Health and Social Care Connect.

Web: eastsussex.gov.uk/dementia

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Support in the community

People with dementia may prefer to keep living in their own homes for as long as possible, and it is usually helpful to avoid a change from familiar surroundings. There are various community care services to help people live in their own homes. Alzheimer's Society, Health and Adult Social Care can all help you get access to services in your area. Services can include:

- personalised care, which you choose;
- help from a dementia adviser before or after diagnosis;
- home care (see page 25);
- community meals services;
- befriending services;
- 'Shared Lives' day care and respite (care within a family setting);
- sitting services and breaks for carers;
- advice on assistive technology, equipment and adaptations;
- social activities;
- day care centres; and
- respite care (short-stay residential care).

You can find out what's available in your area from Adult Social Care. Even if you do not qualify for financial help from Adult Social Care, they can still

carry out an assessment of your individual needs and tell you about registered providers who can give you the services you need.

You can find guidance and advice on dementia at nhs.uk/conditions/dementia

For dementia support in Brighton, visit brighton-hove.gov.uk/dementia-help

For East Sussex, visit eastsussex.gov.uk/dementia

You can also contact Alzheimer's Society for information and advice. Contact details are on page 67.

Accommodation options for people with dementia

If the time comes when remaining at home is no longer possible, you may need to consider the benefits of Extra Care housing or residential care. You can ask about this as part of your needs assessment.

Questions to ask any home registered to care for people with dementia can be found in the residential dementia care checklist on page 39.

Deciding between homes can be difficult but the quality and quantity of staff training is especially important. The turnover of staff is also important, as people with dementia benefit from continuity of relationships.

Adult Social Care departments should ensure all staff in social care and health services have training in dementia care. In East Sussex, this is being achieved by online training and training sessions run by East Sussex County Council. The training is open to the independent and voluntary sector as well as to staff in Adult Social Care. ➔



Home 1

Home 2

Home 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 53. You can download and print this checklist at 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.

→ The use of medication to treat dementia can be a difficult choice but, at certain stages of the condition, prescribed and regularly reviewed drugs may be helpful. It's important that any care given should meet that person's needs.

Individuals should feel wanted, rested and safe, and able to join in the activities they enjoy.

End of life care

Although the subject of dying is often difficult to contemplate, it is essential that you and those important to you discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose), remain in your home or care home at the end of your life and not have to be admitted to hospital.

You may wish to complete an Advance Care Plan (ACP) to record what is most important to you, and how you would like to be supported. An ACP, such as ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) or a Preferred Priorities for Care form, can be created through conversations with your GP or health professional and can involve your family and carers. The process is designed to help you prepare for the future and gives you an opportunity to think about, talk about, and write down your preferences and priorities for care in an emergency or at the end of life.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort, and with dignity, should be a core part of the service offered. The way care professionals approach the process will be incredibly important for you, your family, and carers.

An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices. It is also important to confirm whether health and social care staff delivering a service have been trained in communication regarding end of life care and assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve

Most people can live well with dementia – Adult Social Care and the NHS aim to enable this.

Contact East Sussex **Health and Social Care Connect** on **0345 60 80 191**, or the Brighton & Hove **Adult Social Care Access Point** on **01273 295555** for information about services for people with dementia.

the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

East Sussex

Visit eastsussex.gov.uk/end-of-life or contact Health and Social Care Connect. See page 7 for contact details.

Brighton & Hove

Visit brighton-hove.gov.uk (search 'Bereavement support resources') or contact the Adult Social Care Access Point. See page 7.

Care for the Carers East Sussex

Provides a fact sheet containing information and guidance for carers who have been recently bereaved and they no longer provide care.

Web: cftc.org.uk • Email: info@cftc.org.uk
Tel: **01323 738390**

Carers Hub

The Carers Hub offers carers who are looking after someone with a life-limiting illness or nearing the end of life the opportunity to talk to a specialist Carers Support Worker about any issues they may be facing and have ongoing support. Carers have the option to attend a specific monthly group offering peer support, information and activities.

Web: cftc.org.uk/help-and-advice/how-we-can-help/carers-hub
Email: info@carershub.co.uk • Tel: **01323 738390**

Dying Matters

Set up by the National Council for Palliative Care, the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.

Web: dyingmatters.org • Tel: **0207 520 8200**

Macmillan Cancer Support

Helping you find practical and emotional support at the end of life and through bereavement.

Web: macmillan.org.uk/information-and-support/coping/at-the-end-of-life

Tel: **0808 808 0000** (support line).

Marie Curie Cancer Care

Provides free nursing care to cancer patients and those with other terminal illnesses in their own homes.

• Web: mariecurie.org.uk

Tel: **0800 090 2309** (support line).

NHS website

A guide for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan for their end of life care.

Web: nhs.uk/conditions/end-of-life-care

Palliative Care Team (Brighton & Hove)

A specialist team of nurses, doctors, occupational therapists and social workers, who aim to promote high-quality holistic care for people living with and dying from life-limiting illnesses.

Tel: **01273 964164**

Palliative Care Team (East Sussex Healthcare NHS Trust, ESHT)

The Supportive and Palliative Care Team (SPCT) comprises palliative care consultants and clinical nurse specialists, all with experience in working with patients with life-limiting illnesses. Services provided at the Conquest Hospital, Eastbourne District General Hospital and Bexhill Hospital.

Tel: **0300 131 4500** (ask for palliative care team).

Email: esht.palliativecare@nhs.net

Hospices

Hospice care aims to improve the quality of life and wellbeing of people with a life-limiting or terminal condition. It also supports individuals to live well with dying, and cope with loss and bereavement. The type of care offered by hospices is called palliative care, and it helps people live as fully and as comfortably as possible, towards the end of their lives.

Hospice care looks after someone's physical, emotional, social, and spiritual needs. This means that hospices provide a wide range of services. You don't have to stay at a hospice to access their care. In fact, the majority of those receiving support from a hospice do so whilst living at home or in a care home.

Hospice care also seeks to support family members and others important to the person receiving hospice care. This support is offered during a person's illness and into bereavement (**Hospice UK, 2021**; hospiceuk.org/about-hospice-care/what-is-hospice-care).

If you are a carer you are not alone; support for family members and friends is available. As a carer you may welcome the opportunity to talk over how

you are managing and be put in touch with other help or support.

Hospices serving East Sussex populations are listed among the following useful contacts, including catchment areas and contact details.

Hospice in the Weald – North East Sussex

Web: hospiceintheweald.org.uk

Tel: **01892 820500** (24-hour).

Tel: **01892 820515** (24-hour, urgent enquiries).

Martlets – Brighton & Hove, Peacehaven and Newhaven

Web: martlets.org.uk • Tel: **01273 273400**

St. Michael's Hospice – Hastings and Rother

Web: stmichaelshospice.com

Tel: **01424 445177**

St. Peter and St. James Hospice – Haywards

Heath, Burgess Hill, Uckfield, Lewes and surrounding areas. Contact the Wellbeing Service on the main phone number below.

Web: stpjhospice.org

Tel: **01444 471598** (24-hour, for all enquiries including out-of-office emergencies).



→ **St. Wilfrid's Hospice** – Eastbourne, Seaford, Pevensey, Hailsham, Uckfield, Heathfield and surrounding areas
Web: stwhospice.org
Tel: **01323 434222** (24-hour nurse line for care enquiries, assistance or advice).

Other useful contacts

Sara Lee Trust, The – Hastings and Rother
A charity aiming to improve the lives of local

people, including loved ones and carers, affected by cancer and other life-threatening illnesses by providing free psychological and counselling support, complementary therapies and therapeutic group activities. Services are free and available to patients, their families, carers and loved ones.

Web: saraleetrust.org
Tel: **01424 456608**

Services for carers

A carer looks after, helps, or supports someone who wouldn't be able to manage everyday life without their help. The carer doesn't have to be living with the person, and the help they give doesn't have to be physical. They may be caring for a partner, relative, friend or neighbour. It may be someone who:

- is an older person;
- is living with dementia;
- has a physical or learning disability;
- has a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or

- is affected by alcohol or drug misuse.

The carer may be helping them with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with continence;
- eating or feeding, and taking medicines;
- getting about at home or into the local community or to health appointments;
- practical help at home;
- emotional support or communication needs; and/or
- care at the end of their life.

Having a carers' assessment

Any carer who appears to have needs for support can have an assessment by the local authority. As a carer you are entitled to an assessment regardless of the amount or type of care you provide. Carers can have an assessment whether or not the person they care for has had a needs assessment, or if the local authority has decided they are not eligible for support.

A carers' assessment is an essential first step in helping carers to understand their situation. It looks at how caring responsibilities affect their life, including their health and wellbeing and the different types of support that could be available.

Adult Social Care will use the eligibility criteria set by Government to work out if the carer qualifies for support. If the carer has eligible support needs,

Adult Social Care will discuss with them how best to meet those needs. For example, it might be possible for the carer to have a break from their caring responsibilities, or just help to give them some free time during the day. Even if carers are not considered to be eligible for support, Adult Social Care will provide them with information and advice on local services to prevent their needs from developing further. Carers do not require a needs assessment to access carers' support. The East Sussex Adult Social Care leaflet, 'Do you look after someone?', has more information and support available for carers in East Sussex. Visit eastsussex.gov.uk/social-care/getting-help-from-us/asc-leaflets

For more information and advice if you care for someone in Brighton & Hove, visit brighton-hove.gov.uk (search 'Do you look after someone booklet').

East Sussex

Health and Social Care Connect

If you want to ask about an assessment, contact Health and Social Care Connect.

Web: eastsussex.gov.uk/assess-yourself
(online self-assessment).

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

Carers Hub

Web: carershub.co.uk

Email: info@carershub.co.uk

Tel: **01273 977000**

Breaks from caring

If a carer needs regular breaks from their caring responsibilities, and the person they look after can't be left alone, respite care or support could be provided. This could be:

- support in the home of the person being cared for;
- support in a care home or care home with nursing; or
- through activities in the community.

Respite care is considered a service for the person being cared for. They might need to have a financial assessment to work out how much they need to pay towards it or, if the person being cared for already has a personal budget for their own needs (see page 57), they could use that money to pay for respite care. If the person being cared for pays for their own care and support, help is still available to organise respite care.

For more information about arranging respite care or support, contact Adult Social Care.

Equipment for carers

There is a wide range of equipment that can make it safer and easier for a carer to provide care and support for a person with a disability. Adult Social Care can give carers advice on what equipment is

available, and in many cases, will be able to loan out the required specialist equipment. If you live in East Sussex, you may choose to attend an occupational therapy clinic See page 13 for more details.

Respite for healthcare appointments and training

Carers can apply for funding to pay for respite care so that they can attend their own healthcare appointments, such as a GP, dentist or hospital appointment.

The respite for healthcare appointments service in East Sussex is free. Adult Social Care will cover the cost of replacement care for the person who requires support, so there is no extra cost to the carer or the person they care for. Carers can also use this service to make time to learn new skills to help in their caring role, such as first aid or dealing with stress.

For more information, and to apply for a health appointments respite grant, contact the East

Sussex Carers Centre, Care for the Carers, using the following contact details. In Brighton & Hove, the My Health Matters service from the Carers Hub provides support to the person who requires support whilst the carer attends any health appointments.

Carers can also use this service to attend training or courses that will help them in their caring role.

East Sussex – Care for the Carers

Web: cftc.org.uk • Email: info@cftc.org.uk

Tel: **01323 738390**

Brighton & Hove – Carers Hub

Web: carershub.co.uk

Email: info@carershub.co.uk • Tel: **01273 977000**

Carers in East Sussex

Carers' Card

The East Sussex Carers' Card is free to all carers looking after someone in East Sussex and enables carers to set up an emergency plan with the Carers' Respite Emergency Support Scheme (CRESS), to include up to three people who could provide short-term support in an emergency.

Carers can register their CRESS plan either by contacting Care for the Carers, via Adult Social Care as part of a carer's assessment, or by completing the online form. Visit

eastsussex.gov.uk/emergency-respite

Once registered, carers are given a card to carry with them which includes a 24/7 contact number to activate their plan at any time.

The East Sussex Carers' Card also offers carers savings and discounts at a variety of retail and leisure venues in East Sussex. Businesses that take part in the scheme may display a Carers' Card sticker in their window. A directory listing all the offers is available at **cftc.org.uk**

If you would like more information, or to apply for a Carers' Card, contact Care for the Carers.

Care for the Carers

The independent carers centre for East Sussex supporting unpaid carers of all ages. It is the single point of access for local carer services and can help with:

- information, advice and guidance;

- help to access a range of support from other organisations, including a free accredited counselling service; and
- hosting support groups and activities.

Getting in touch with services or connecting with other carers can help to reduce isolation.

Care for the Carers

Web: **cftc.org.uk**

Email: **info@cftc.org.uk**

Tel: **01323 738390**

Text: **07860 077300**

Young carers

East Sussex Young Carers (ESYC) supports the most vulnerable young carers aged five to 18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol misuse.

Web: **eastsussexyoungcarers.org.uk**

Email: **youngcarers@imago.community**

Tel: **0300 111 1110**

Amaze Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS)

This is for parents and young people living or going to school in East Sussex living with SEND. It can offer advice on anything to do with SEND, including education, health and social care. Visit **amazesussex.org.uk**

General help and information for carers can be found at **carersuk.org/help-and-advice**

Carers' support services in Brighton & Hove

There are several services available to support people living in, or looking after, someone who lives in Brighton & Hove, such as:

- a Carers' Card to access discounts on local health and wellbeing activities;
- an emergency back-up scheme so that carers have a plan in place to support the person being cared for in the event that carers are unable to look after them;



- online tools that may make caring easier, available through the council's partnership with Carers UK;
- information, advice and support and opportunities to meet other carers through Brighton & Hove Carers Hub; and

- support for young carers and their families.

For more information, contact the **Carers Hub**.
 Web: **carershub.co.uk**
 Email: **info@carershub.co.uk**
 Tel: **01273 977000**

Resource for people supporting disabled children



My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from

birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **myfamilyourneeds.co.uk**

Housing options

Seniors' housing

Sometimes called 'retirement housing' or 'sheltered housing', this is a practical step if you would like more support, security and companionship but are not eligible for Extra Care or a care home. It may be provided by a council, housing association or private provider. You do not need to have a social care assessment to access seniors' housing.

In a seniors' housing scheme, you live independently in a flat or bungalow built especially for older people. There is usually a range of facilities that residents can enjoy, such as guest rooms, communal lounges, laundries and gardens. Some schemes have special facilities such as computer suites and special storage for mobility scooters. Most also have a community alarm system linked to a control centre, so that help can be called for in an emergency.

Some schemes have a manager or warden to provide housing support, advice, and links to other community services. The scheme manager may also provide a daily call service to those who need it.

Seniors' housing differs to residential care, as you have your own home and tenancy or lease. However, if you live in seniors' housing you can still qualify for home care services described on page 25.

Adult Social Care might assess your needs for these services.

More information about seniors' housing and other housing options for older people can be obtained from the **Elderly Accommodation Counsel**.
 Web: **eac.org.uk** or **housingcare.org**
 Email: **info@firststopadvice.org.uk**
 Tel: **0800 377 7070**

East Sussex

For more information about this type of housing in East Sussex, contact your local district or borough council. You can find their contact details, and further guidance on supported living at **eastsussex.gov.uk/social-care/leaving-home**

Brighton & Hove

Brighton & Hove City council has a number of Senior Housing schemes in the city. For more information, contact the Homemove team.
 Web: **brighton-hove.gov.uk/homemove**
 Email: **homemove@brighton-hove.gov.uk**
 Tel: **01273 294400**

Extra Care housing

This provides self-contained accommodation with assured shorthold tenancies for older people with assessed care and support needs. Extra Care housing is regulated by the Care Quality Commission. It helps to maintain independence and can be considered as an alternative to residential care, provided that your care and support needs can be met by the on-site care and support team. The schemes have trained care staff on site 24/7 to provide scheduled care and emergency support that may be needed, while residents still have the comfort, security and privacy of their own front door.

Some schemes may also include a restaurant, resident/communal lounges, a shop, hairdresser, garden, social clubs or other facilities which can be used by both residents and other people in the community. Most Extra Care accommodation is rented, but there are other options, including shared ownership.

Supported living

This is specialist accommodation with round-the-clock care and support for those aged 18 to 59 with a range of additional needs, including:

- learning disabilities;
- mental health conditions;
- a physical disability or sensory impairment; or
- any other condition that makes them vulnerable.

You must have an assessed and eligible care and support need to be considered for supported living.

East Sussex

To ask for an assessment, visit [eastsussex.gov.uk/social-care](https://www.eastsussex.gov.uk/social-care) or contact Health and Social Care Connect.

Email: hsc@eastsussex.gov.uk

Tel: 0345 60 80 191

Other types of supported living

East Sussex County Council Adult Social Care and Health provides a range of supported living options for young people and vulnerable adults. This is part of its prevention duties under the 2014 Care Act.

Ask your social worker or care manager for details of schemes in your local area. Alternatively, in East Sussex, contact Health and Social Care Connect at hsc@eastsussex.gov.uk on 0345 60 80 191 or contact your local district or borough council. You can also visit housingcare.org/elderly-uk-assisted-living-extra-care-housing (select 'East Sussex').

Who is eligible for Extra Care housing?

If you live locally and are 55+, you can apply, regardless of whether you own your home, privately rent or are a council or housing association tenant. Currently referrals are being accepted for rental flats in Extra Care housing for clients who have a minimum of 11 care and support hours per week as well as a housing need.

Adult Social Care will need to do an assessment to determine whether Extra Care housing could be right for you and whether it will meet your needs.

Whilst funded by the council, the services are paid for in partnership with the five District and Borough housing authorities.

Supported living offers individuals time-limited accommodation. This includes on-site help to develop independent living and tenancy sustainment skills. Adult Social Care and Health commissions services provided by registered social landlords across the county, supporting:

- young people;
- young parents;
- vulnerable adults; and
- adults with mental health needs.

These people will not have eligible needs under the Care Act and require lower levels of support. Services provide a minimum of one hour key-working support per week, including housing-related assistance.

The schemes help develop independent living skills, including:

- budgeting;

- how to manage a tenancy; and
- accessing training or employment to move into more independent living.

Visit eastsussex.gov.uk/social-care/leaving-home or contact Health and Social Care Connect for more information. See page 7.

Shared Lives Scheme

This is a type of accommodation-based support that enables people to live life to the full in their communities.

Adults who need support, or care, are matched with a compatible Shared Lives provider who agrees to share their home and their family (or community) life with them. Support can include long- or short-term accommodation and respite. Shared Lives can also be used to provide daytime support.

In East Sussex, Shared Lives providers offer support

to a variety of people in a wide range of different situations. Individuals supported in Shared Lives arrangements may have learning or physical disabilities, mental health conditions, or may be elderly or frail.

Shared Lives can also support people through transition from youth to adult services and people who may have misused substances or are ex-offenders. People who have been assessed as having eligible care and support needs can be referred to the Shared Lives Scheme.

Supported Accommodation

This aims to enable adults to live more independently in the community. In East Sussex, the Supported Accommodation Team (SAT) supports providers who have houses, flats or self-contained bedsits to provide accommodation and assists tenants referred by Adult Social Care.

Approved providers can support clients in the following types of accommodation:

- an independent flat or self-contained bedsit: the client has their own tenancy, and the provider or support staff visit regularly to provide support;
- a shared house: the client has a tenancy or licence agreement in their own room with their own key and shares the communal areas with other clients; and
- the provider's own home: clients have the privacy of their own room with the choice of sharing mealtimes and communal facilities with other people in the house.

East Sussex

There are many different types of accommodation support designed to develop and establish skills so that people can live as independently as possible. Contact the council for an assessment of your needs and to find out what support might be

available. If you live, or want to live, in East Sussex and are interested in being considered for a Shared Lives arrangement or Supported Accommodation, contact Health and Social Care Connect.

Web: eastsussex.gov.uk/social-care/leaving-home

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

These services are also interested to hear from any potential providers of either scheme who have the skills, commitment and accommodation in East Sussex to support adults to live more independently. Contact **01232 747415** for more information.

Brighton & Hove

Visit brighton-hove.gov.uk/adult-social-care/care-and-support-adults/supported-living

or call **01273 295555** to find out if you can access a Shared Lives scheme or Supported Accommodation in Brighton & Hove. If you can get help, someone will plan your support with you. If you are interested in becoming a Shared Lives carer in Brighton & Hove, contact the Shared Lives Team.

Web: brighton-hove.gov.uk/sharedlives

Email: info.sharedlives@brighton-hove.gov.uk

Tel: **01273 295550**

Residential care homes

Steps to consider

When looking at your care options, you should contact Adult Social Care for an assessment of your needs (see page 54). This is important regardless of who is paying for the support. If you will be paying for your care yourself, Adult Social Care will still give you advice and information.

An assessment will help to determine your exact needs and will be necessary if you need to ask the council for financial assistance later on. See page 57 for more on financial assessments. You may also benefit from asking a relative or a friend to help with making a decision.

If you are considering a move into a care home:

- take your own checklist before visiting possible care homes. See this Directory's care homes checklist on page 53. Ensure that your visit is not rushed and take time to talk to the residents;
- look into what State Benefits you can claim, even if you have savings;
- seek advice from your solicitor before making any final decisions (see page 65);
- speak to an independent financial adviser about your situation and the costs of care (see page 59);
- find out about the costs of each type of care. Request brochures from possible care providers, with terms and conditions; and
- ensure that you fully understand the rights and responsibilities of any formal contract with a care provider. East Sussex Adult Social Care produces a leaflet 'What you need to pay towards the cost of your care and support' available at eastsussex.gov.uk/factsheets which may help. Brighton & Hove Adult Social Care has information about paying for care at brighton-hove.gov.uk/paying-for-care

You should discuss with any care provider you are considering what may happen when you become eligible to receive financial assistance from your local authority towards the cost of your care fees.

Some providers do not accept the set local authority rates for their rooms, while others have minimum terms for people who are self-funding their care. It is recommended that you always get anything you discuss with a provider in writing for future reference.

If you choose to move to a care home that does not accept the local authority rate, this may mean you need to move to another care home at the point you become eligible for financial assistance towards your care fees.

Contact any homes you are considering directly to ask for more information and ask to speak to the manager of the home. The information homes provide will vary but it should include a guide for residents, an inspection report and quality rating from the Care Quality Commission (CQC), a sample contract, a 'statement of purpose' and details of the care standards offered. If these aren't included, you should ask for them.

You can also get reports and quality ratings direct from the CQC (see page 60). You should engage with the homes you are most interested in. This may include contacting them in the way you feel most comfortable (email, phone etc.) or visiting the home and their website. It is an important decision to make, and you must be sure you are making the right choice, so don't be afraid to ask questions. It is a good idea to discuss it with a friend or relative.

For information about organisations that can help with finding a care home, see the list beginning on page 67.



CareSeekers

A **free service** to help you find the right care home



T 01483 203 636
E customerservices@careseekers.co.uk
W careseekers.co.uk



Association of Independent Care Advisers

Care homes and care homes with nursing

Care homes

These homes offer personal care, which includes assistance with bathing, eating, dressing and help with getting around, but not nursing care.

Care homes with nursing

These offer the same personal care as care homes but with nursing staff on duty 24 hours a day. If you need 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, and this will be paid directly to the home. It is important that this assessment is carried out before you go into a care home with nursing. Contact East Sussex Health and Social Care Connect or the Brighton & Hove Adult

Social Care Access Point for more advice.

East Sussex

Health and Social Care Connect

Web: eastsussex.gov.uk/social-care
(search 'Care homes').

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

Adult Social Care Access Point

Web:

brighton-hove.gov.uk/adult-social-care-hub

Email: accesspoint@brighton-hove.gov.uk

Tel: **01273 295555**

Out of area care homes

If your care home is being funded by your local authority, you can still choose a care home in a different county. The home you choose must be suitable for your assessed needs and meet the terms and conditions set by the authority.

Your local authority will tell you how much it may pay to meet your needs in a care home or care home with nursing. If you choose a home that is more expensive than this, you will need to discuss with your care manager how the difference in cost can be met.

This usually means a 'third party payment' (sometimes called a 'top up') which would have to be made by, for example, a member of your family or a charity.

For more information on third party payments, in and out of area, see page 58.

If you are paying the full cost of care yourself and expect to continue doing so, then of course the choice is yours, but your Adult Social Care department can still help you with advice and information.



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices



Your care matters

with Barchester

Everyone deserves uncompromising care. That's the passionate belief of the experts in our care homes.

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.**



BARCHESTER
in East Sussex

barchester.com/Esusx

Call to arrange a visit or to find out how we can help:

N Nursing Care **D** Dementia Care **R** Residential Care **S** Short Breaks

Dudwell St Mary Care Home

Etchingam Road,
Burwash, TN19 7BE

01435 667721

N D R S

Hazel Lodge Care Home

63 North Trade Road, Battle,
East Sussex, TN33 0HW

01424 554942

D R S

Hurstwood View Care Home

Linum Lane, Five Ash Down,
Uckfield, TN22 3FH

01825 573728

N D R S

Lydfords Care Home

23 High Street, East Hoathly,
Lewes, BN8 6DR

01825 573813

D R S

OPENING WINTER 2024

Mortain Place Care Home

Pevensey Bay Road,
Eastbourne, BN23 6JF

01323 383167

D R S

Port Manor Care Home

Homefield Road,
Seaford, BN25 3DG

01323 372 966

D R S

Sycamore Grove Care Home

Lilac Lane, Stone Cross,
BN24 5NU

01323 306621

D R S

Wadhurst Manor Care Home

Station Road,
Wadhurst, TN5 6RY

01892 628193

N D R S





HAMBERLEY

CARE HOMES



RESIDENTIAL CARE PROVIDER OF THE YEAR 2022



ABBOTS WOOD MANOR

A luxury care home with a heart

RESIDENTIAL CARE | DEMENTIA CARE | NURSING CARE | SHORT BREAKS

Inspected and rated

Good



Abbots Wood Manor offers a vibrant community where residents enjoy a busy and active lifestyle with support where needed from our award-winning Homemakers.

"All the team are wonderful, nothing is too much trouble. The food is delicious and there are plenty of activities going on, including daily walks in the gardens. The accommodation is light and airy and has a lovely feel. The Homemakers have made it a very special place".

— DAUGHTER OF AN ABBOTS WOOD MANOR RESIDENT —

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SCAN FOR VIRTUAL TOUR

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 [carechoices.co.uk/checklists](https://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.

Support from Adult Social Care

Assessing your needs

Anyone can ask Adult Social Care to look at their care and support needs. If it appears that you have care and support needs, you'll be offered an assessment. Priority must be given to people with the greatest need for support, so the support you are eligible for will depend on your level of need. If you are not eligible for support from Adult Social Care, you will be given information and advice and told where you may be able to get the help you need.

You may want to ask for support from Adult Social Care if you:

- think you need support to live independently in your own home;
- are a carer, looking after someone else in their own home (see page 42);
- have sight, hearing or communication difficulties;
- have concerns about your own, or someone else's, mental health;
- have a learning disability (sometimes called a learning difficulty);
- have a physical disability or find it difficult to get around; or
- are affected by drug or alcohol misuse.

You can contact Adult Social Care yourself, or a relative, friend, social worker, doctor or other health professional can make contact on your behalf, with your agreement. If you have an assessment this will be about you, and Adult Social Care will make sure that you are involved.

If you are a carer and would like an assessment, see page 42.

East Sussex

If you think you have care and support needs, you can complete the needs assessment online to find out if you're eligible for social care support at [eastsussex.gov.uk/assess-yourself](https://www.eastsussex.gov.uk/assess-yourself) or you can contact Health and Social Care Connect.

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

If you think you have any care and support needs, or you are a carer for someone who does, you can request an assessment online at [brighton-hove.gov.uk/adult-social-care-hub](https://www.brighton-hove.gov.uk/adult-social-care-hub) or contact Access Point on **01273 295555**.

If at any point you have concerns about your own or another person's safety, contact Adult Social Care using the details listed above. Adult Social Care will be able to give you advice and information about what to do. See page 63 for more information on safeguarding.

What happens in an assessment?

If you need an assessment of your needs, this may start using an online form, take place over the phone or be face-to-face. Adult Social Care will talk with you, your carer if you have one and anyone else involved in supporting you, about what needs you have that could be met through care and support.

The assessment will be used to identify:

- your care and support needs and how they impact on your wellbeing – for instance, if you need help with getting dressed or support to get to work;
- the outcomes that matter to you – for example, whether you are lonely and feel isolated;
- your other circumstances – for example, whether you live alone or whether someone supports you; and
- how urgent it is that you get some support.

You can have a family member, carer or friend to help you put forward your views and wishes, or you could use an advocacy service. If you live in East Sussex contact Health and Social Care Connect on hsc@eastsussex.gov.uk or **0345 60 80 191**. For Brighton & Hove residents, contact Access Point on **01273 295555** or see page 62 for more information about advocacy and for useful contacts to help you.

The assessment can also involve your GP, district nurse or other health professional if you wish. Adult Social Care will arrange for an interpreter if you do not speak English or if you use sign language.

After the assessment, Adult Social Care uses eligibility criteria set by the Government to work out whether you qualify for support. If the assessment shows you have eligible care and support needs which significantly impact on your wellbeing, you will be offered support in finding ways to meet these needs.

East Sussex Adult Social Care produces a factsheet 'Who qualifies for our support?', which explains more about the national eligibility criteria for carers and adults with care and support needs. Visit eastsussex.gov.uk/factsheets or contact Health and Social Care Connect. See page 6 for more information on leaflets and factsheets.

Brighton & Hove City Council has produced a leaflet called 'Are you entitled to Adult Social Care Services?' Visit brighton-hove.gov.uk/adult-social-care-hub

Personal budgets

Adult Social Care may provide you with a personal budget, which is the amount of money it would cost to pay for support that meets your assessed eligible unmet needs. The amount of your personal budget is determined by your care and support needs, as identified by your needs assessment.

Depending on your financial circumstances, it is likely you will contribute at least part of the cost of your support, and this will form the first part of your budget. However, you should have a financial assessment to see whether the council will contribute to the costs. See page 57 for more information.

You can choose how much control you want over your personal budget. If you are eligible, you can manage your budget and support plan and organise your care and support yourself using a direct payment, where any council contribution is paid directly to you.

Alternatively, you can ask Adult Social Care, or another person or organisation to support you to

Having your say in your support

If, following an assessment of your needs and finances, you qualify for support and financial help from Adult Social Care, you should have as much choice and control as possible over your support, within the limitations of the current financial climate.

For example, you should have a say in what type of support you get, and who provides it. Adult Social Care will discuss with you:

- the type of support you need and when you need it;
- your own preferences;
- any particular needs you have, such as cultural or religious needs;
- how your support could be provided; and
- when your needs will be reviewed.

For information on paying for care and financial assessments see page 57.

manage your direct payment. This money must be used to meet your agreed care and support needs in a cost-effective way. You cannot use a personal budget to pay for permanent care in a care home.

East Sussex

East Sussex Adult Social Care publishes leaflets called 'A guide to Adult Social Care' and 'What you will need to pay towards the cost of your care and support', as well as factsheets which provide more information on personal budgets and direct payments. Visit eastsussex.gov.uk/factsheets or contact Health and Social Care Connect.

East Sussex County Council has a contract with two organisations, PeoplePlus and Independent Lives, to provide support to people using direct payments to employ personal assistants (PAs).

For further information, contact East Sussex County Council's Health and Social Care Connect on **0345 60 80 191** or one of the following. →

→ Independent Lives

Web: independentlives.org

Email: advice@independentlives.org

Tel: **01903 219482** (option three).

PeoplePlus

Web: peopleplus.co.uk

Email: ilseastsussex@peopleplus.co.uk

Tel: **01323 414674**

Brighton & Hove

The council publishes information sheets on paying for care at home, paying for residential care and has the option to complete an online financial assessment. This online assessment acts as a guide on how much you may need to pay for care and support.

To read more about paying for your care and support and to download resources to help, visit brighton-hove.gov.uk/adult-social-care/pay-your-care-and-support

PeoplePlus

Web: peopleplus.co.uk

Tel: **0330 123 2815**

Email: ilsbrightonandhove@peopleplus.co.uk

Employing a personal assistant

Increasingly, people are choosing to employ their own care workers, known as personal assistants (PAs). This gives you the most choice, control and flexibility over your support, who provides it and when.

If you qualify for financial help from Adult Social Care, and you receive a direct payment (see page 55), you could use it to employ a PA. PAs offer support with various everyday activities and will fit around the needs included in your support plan, your schedule and can support you when it suits you.

Employing staff might sound difficult, but there is plenty of help available. In East Sussex, PeoplePlus or Independent Lives (see above) can help you with everything from finding the right person, to understanding your responsibilities as an employer. PeoplePlus also does this in Brighton & Hove.

This support to be a good employer is free.

PeoplePlus, Independent Lives and some other companies offer a payroll service for calculating your PA's wages, or they can simply manage parts of your direct payment on your behalf. There is a charge for managing your payroll, which you would pay from your direct payment.

If you need more information about using your direct payment to employ a PA, contact your local council.

If you are paying for your own support, you can, of course, still arrange a PA. Based on the support you need, you will either need to employ a PA yourself or the PA may be able to provide support on a self-employed basis.

The information on page 19 can help you find self-employed PAs that you can trust, whatever kind of support you need, to help you live independently.

If you would rather employ a PA, there are lots of registered PAs looking for work on PeoplePlus and Independent Lives' notice boards. If you would like support with this, the Direct Payments Support Service advisers at PeoplePlus or Independent Lives can help, although there may be a charge.

If you have any questions about the PA Noticeboard, contact PeoplePlus or Independent Lives; see page 56 and above.

You can also look online for a PA, for example on East Sussex 1Space at 1space.eastsussex.gov.uk (select 'Personal Assistants (PA)'). For Brighton & Hove, visit brighton-hove.gov.uk (search 'Support at home').



Paying for care

If your capital assets and savings amount to more than £23,250, you will have to pay the full cost of your care and support yourself. However, you can still ask the council for an assessment of your social care needs.

If you do not have over £23,250, you are likely

to need to contribute towards the cost of your care and support, depending on your personal circumstances. An assessment of your finances will be completed to determine what this contribution would be. This process is known as a financial assessment.

Financial assessment

A financial assessment will look at your income, capital assets, savings and may include any money or property you have transferred or given away. Following a financial assessment, most people are assessed as able to pay something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be assessed as self-funding and be responsible for paying the full cost of your care and support.

Most of your income will be taken into account. If you have capital assets and savings between £14,250 and £23,250, you will contribute an extra £1 per week for each £250 you have in capital assets and savings above £14,250. This is known as 'tariff income' and is included as income in the financial assessment. These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and

you are moving into a care home or care home with nursing, your social worker will discuss the options available to you to meet your care needs. These will be services that charge the amount the council would usually pay towards care for someone with your needs.

If the care home you choose charges a fee in excess of the local authority's usual fee rates, you will need to find someone else to meet the additional amount. This is often referred to as a 'top up' (explained further on page 58). Any person agreeing to 'top up' your care fees will need to provide information to show that they can maintain the cost and enter into an agreement with the council.

Understanding your rights before moving into a care home is essential. There are various financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 59 for more information.

Self-funding your care in a care home

Paying for care can be an expensive and a long-term commitment. The council recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from an appropriately qualified and regulated independent financial adviser. See page 59 for suggested contacts.

12-week property disregard

If your main or only home is included in your financial assessment but your other capital assets

and savings are less than £23,250, following a financial assessment, the council may share the cost of the first 12 weeks of permanent care, provided it agrees that this type of care is needed. Please note that if you have already been a resident in a care home for 12 weeks (perhaps funded by yourself) then the 12-week property disregard period will have already expired.

Deferred Payment Agreements

During the 12-week property disregard period,

you will be informed of options for paying for care moving forward; this includes the council's Deferred Payment Agreement. If you are eligible, this may allow you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there are fees to join the scheme which cover

the council's legal and administrative costs and other costs to meet during the lifetime of the loan.

The council may limit the amount of the loan, depending on the criteria of its scheme. You will also need to have a financial assessment to determine what level of contribution you will make towards the loan from your income and capital assets to offset the level of debt accruing.

Running out of money

If your capital assets and savings are likely to reduce to £23,250 through payment of care home fees, you should let the council know well in advance. It must undertake an assessment of your needs and finances to determine whether it may contribute towards your care costs and the date from which it might provide assistance. You can find out when your capital may reach the upper capital threshold of £23,250 by using the council's Capital Depletion Checker at adultsocialcare.eastsussex.gov.uk/web/portal/pages/precapitaldrop

If you become eligible for financial help from the council towards your care and support, and the care home you are living in charges more than the council's fee levels, and you wish to stay in this care home, you may need to find someone to help pay the difference. This is known as a 'top up'; see below for more information.

If funds for a top up are not available, alternative accommodation may be needed which can meet your needs at the local authority fee level.

State benefits

Attendance Allowance, Disability Living Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits; however, they will not be paid if you are, or become, a resident in a care home and the council is contributing to the cost of your care. If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may be entitled to other means-tested benefits such as Employment and Support Allowance or Universal Credit (if you are under pension age) and Pension Credit (if you are over pension age).

NHS Funded Nursing Care

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested NHS Funded Nursing Care Contribution towards the cost of your nursing care. This is paid directly to the home. The standard weekly rate per person has increased to £219.71 but is subject to review every April.

Top up payments

If you are eligible for the council's support, your social care worker will discuss the options available to you that both meet your needs and accept the local authority's funding rates. If you want to live in a more expensive care home, you will need someone to make an additional payment for you; they will have to pay the difference between the local

authority's rate and the amount the home charges. This additional payment is called a 'top up'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity. Before anyone begins to pay your top up,

the council will need to undertake an assessment of the person's finances. The individual will need to provide evidence of their ability to pay the ongoing costs to ensure the arrangement is sustainable.

The person making the contribution will also need to sign a contract with the council to confirm that they are able to make, and continue to make, the payments. If a person is unwilling to undertake this assessment, it is not possible to enter into private arrangements with care homes for such top ups.

If the additional payments stop being paid for any reason, or if no one is available to make the payments, then you should seek help and advice from your council. You may have to move to a less expensive home.

If you are already resident in a care home, and no top up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement; for example, if you move to a different room. You should always contact your local authority before agreeing to any additional top up with a care provider.

It is important to note that councils have a duty to offer you a place at a care home that accepts their funding rates. If no such place is available, a top up should not be charged unless the care home of your choice is more expensive than an alternative home that the council has agreed to fund.

NHS Continuing Healthcare

This is a package of ongoing care that is arranged and funded by the NHS. To be eligible, you must have been assessed as having a 'primary health need'. Your needs are likely to have arisen as a result of disability, accident or illness, and be complex, unpredictable or intense. When eligible, all of your

funded care needs are paid by the NHS. This is subject to regular eligibility reviews.

NHS Continuing Healthcare can be delivered in any setting. You may be referred by your GP, community nurse, health professional or social care worker.

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from an independent financial adviser to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at societyoflaterlifeadvisers.co.uk or you

can email admin@societyoflaterlifeadvisers.co.uk or call **0333 202 0454**.

There are also several organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

Age UK

Web: ageuk.org.uk/moneymatters

Tel: **0800 678 1602**

Citizens Advice

Web: citizensadvice.org.uk

Tel: **0800 144 8848**

Money Helper

Web: moneyhelper.org.uk

Tel: **0800 138 7777**

Essential information

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 ([cqc.org.uk](https://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 [cqc.org.uk/share](https://www.cqc.org.uk/share)

CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated 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; and
- leadership.

For more information, visit [cqc.org.uk/news/our-approach-assessing-local-authorities](https://www.cqc.org.uk/news/our-approach-assessing-local-authorities)

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

Email: enquiries@cqc.org.uk

Tel: **0300 061 6161**

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

Comments, compliments or complaints about your care or support service

You should feel able to comment on, compliment or complain about any aspect of your care or support service that affects your happiness, comfort or wellbeing. This applies whether you are in residential care or receiving support in your own home. Your concerns can be about anything, from the way you are treated by the staff to the quality of the food you are served. In residential care, you should feel able to make comments and suggestions about possible improvements to your surroundings and the services provided.

It should be easy for you to make a comment or complaint, and you should feel that any concerns are being taken seriously. Under national essential standards of quality and safety, all care services must have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, or a friend or relative are receiving from a service, it is recommended that you speak to the manager of the service about your concerns first. The problem

may be able to be resolved quite easily once they are made aware of it. If someone else is raising a complaint on your behalf, they should ensure that they have your written permission to do so first.

If you feel that your concerns are not being taken seriously and nothing is being done to address them, you should contact the registered owners of the service. The law says that the registered owners must respond to any complaints made. If the registered owner is not the service manager, the service manager will give you the address to contact the owner. If you're not satisfied with the response you receive, and you pay for the care without assistance from the local authority, you can make a complaint to the Local Government & Social Care Ombudsman (LGSCO).

Local Government & Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH

Web: lgo.org.uk

Tel: **0300 061 0614**

Text: **07624 811595** (text 'Call back' and an LGSCO adviser will call you).

If you receive financial support from your local authority and you're unhappy with the provider's response, you can ask your local Adult Social Care complaints team for help or to make a complaint on your behalf.

If you think the service is not meeting national standards or Care Quality Commission (CQC) regulations, you can contact the CQC. See page 60.

Complaints, comments or compliments about Adult Social Care

Adult Social Care is always pleased to hear what you have to say about the services it provides or provides financial support for. Don't be afraid to raise your concerns, as the council's feedback teams can try to put things right for you as soon as possible. They can also learn from your comments and complaints, which can help to improve services.

Adult Social Care also wants to hear your compliments when things go well, or if you have any comments or ideas for how things could be done better.

East Sussex

If you want to make a comment, complaint or compliment about Adult Social Care services, visit eastsussex.gov.uk/socialcarefeedback and fill out the online form, or contact the Complaints and Feedback team directly.

Email:

ascomplaintsfeedback@eastsussex.gov.uk

Tel: **01273 481242**

Write to: Complaints and Feedback Team, Adult Social Care, East Sussex County Council, County Hall, St Anne's Crescent, Lewes BN7 1UE

If you need an interpreter or sign-language interpreter, this can be arranged for you.

Brighton & Hove

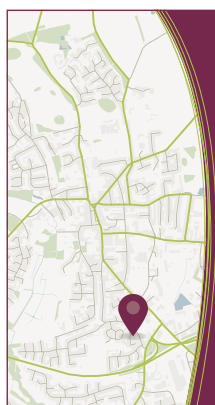
If you wish to make a comment, compliment or complaint, visit brighton-hove.gov.uk/customerfeedback and fill out the online form or you can contact the Customer Feedback team directly.

Email:

customerfeedback@brighton-hove.gov.uk

Tel: **01273 291229**

Write to: Customer Feedback team, Brighton & Hove City Council, Hove Town Hall, Norton Road BN3 3BQ



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

Healthwatch

Healthwatch East Sussex and Healthwatch Brighton & Hove are the consumer organisations for health and social care in the county. These organisations aim to provide information, refer people to relevant services, help people make informed choices and gather the views and experiences of patients and social care users.

East Sussex

Freepost RTTT-BYBX-KCEY, Healthwatch East Sussex, Greencoat House, Eastbourne BN21 3UT
Web: healthwatcheastsussex.co.uk

Email: enquiries@healthwatcheastsussex.co.uk
Tel: **0333 101 4007**

Brighton & Hove

Community Base, 113 Queens Road BN1 3XG
Web: healthwatchbrightonandhove.co.uk
Email: office@healthwatchbrightonandhove.co.uk (office) or info@healthwatchbrightonandhove.co.uk (information line).
Tel: **01273 234041** (office) or **01273 234040** (information line).

Advocacy

When important decisions are being made about your life, like decisions about care, support or housing, you must be able to express your own wishes and feelings.

Under the Care Act, if you have substantial difficulty with communicating and do not have an appropriate family member or friend to put your views across, Adult Social Care must arrange an advocate for you when you contact the department for help with care and support.

An advocate will help you say what you want, secure your rights, represent your interests and help you to take more control of your own life.

You may find an advocate helpful if you are:

- in a situation where you feel vulnerable, discriminated against or at risk of abuse (financial, emotional, physical, sexual, psychological or institutional);
- finding it difficult to put your views across or don't feel you are being listened to;
- feeling that you do not have support from someone who has your best interests at heart;
- facing a major life change that could mean that you will need to access support services;
- eligible for care or support services from Adult Social Care;
- struggling with an issue and feel that you would benefit from some support; or

- involved in a safeguarding enquiry or planning meeting.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

East Sussex produces a factsheet called 'Independent advocacy – Someone to speak up for you'. Visit eastsussex.gov.uk/factsheets

Support is also provided for people with mental health conditions.

Independent Mental Capacity Advocate (IMCA)

If you are over the age of 16, lack mental capacity and do not have an appropriate family member or friend to represent your views, you are legally entitled to an IMCA (if decisions are being made about serious medical treatment or a change of accommodation).

In some cases, if you are in a vulnerable position, you can have an advocate even if you have family or friends who are able to help you.

Advocates are also there to protect your human rights if you have been admitted to hospital, or live in residential care, lack mental capacity and it appears you are being deprived of your liberty for your own safety. This is called Deprivation of Liberty Safeguards (DoLS), see page 65.

Independent Mental Health Advocate (IMHA)

The Independent Mental Health Advocate service is for people who have been sectioned under the Mental Health Act. You have a legal right to receive information and support if you are:

- currently detained under certain sections of the Mental Health Act;
- subject to Guardianship or a Community Treatment Order; or
- considering certain treatments which have been suggested to you.

Advocates can be:

- volunteer or paid advocates; or
- people with specialist knowledge, like doctors, lawyers or solicitors.

East Sussex

The council has a contract with POhWER to provide independent and confidential advocacy services. You can talk to POhWER advocates in the strictest confidence either by asking your care manager or ward staff for a referral or by contacting POhWER directly.

Email: pohwer@pohwer.net

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

Brighton & Hove

The Sussex Advocacy Partnership provides a central point of access for all statutory advocacy. Professionals can refer to the central point of

access, managed by POhWER.

Email: pohwer@pohwer.net

Tel: **0300 456 2370**

Alternatively, self-refer to community advocacy services by contacting the following organisations.

Mind in Brighton & Hove

Advocacy for adults with mental health conditions, including those affecting older people.

Web: mindcharity.co.uk

Email: info@mindcharity.co.uk

Tel: **01273 666950**

Mind Out

Advocacy for LGBTQ+ people with mental health conditions.

Web: mindout.org.uk/get-support/advocacy

Email: info@mindout.org.uk

Tel: **01273 234839**

Speak Out

Advocacy for adults with learning disabilities.

Web: bhspeakout.org.uk

Email: info@bhspeakout.org.uk

Tel: **01273 421921**

Sussex Interpreting Services

Delivers bilingual advocacy services.

Web:

sussexinterpreting.org.uk/community-advocacy

Tel: **01273 234016**

Safeguarding adults

If you are concerned that you or someone you know may be being abused, neglected or exploited, you should raise your concerns.

It is important that everyone knows what to look for, and who they can go to for advice and support. Changes in someone's physical or emotional state, or injuries that cannot be explained, may be a sign of abuse.

The Sussex Safeguarding Adults Boards has arrangements in place to prevent and protect people who may be at risk of, or are experiencing, abuse or neglect. This is set out in the 'Sussex

Safeguarding Adults Policy and Procedures' at sussexsafeguardingadults.procedures.org.uk

An adult may be at risk of abuse or neglect if they have needs for care and support because of their age, physical or learning disability, mental health needs or other illness and are, or may be, unable to protect themselves against harm or exploitation because of their care and support needs.

Other adults who may be at risk of abuse or neglect include people who are:

- unpaid carers;
- homeless;



- • experiencing domestic abuse;
- misusing drugs and/or alcohol;
- badly treated and forced to work for little or no pay; or
- forced to marry.

The abuse may be an isolated incident or happen repeatedly over time. Harm or abuse could be deliberate but could also be the result of poor care. A person may be neglected, persuaded to agree to something against their will or taken advantage of because they do not fully understand the consequences of their choices or actions.

If you think this applies to you, or that another adult is at risk of, or is being abused or neglected, contact your local Adult Social Care and Health department for advice and support.

Contact the police on **101** or **999** in an emergency if a crime has been committed.

The Safeguarding Adults Board (SAB) in East Sussex and Brighton & Hove has a document called 'Is somebody you know experiencing, or at risk of, abuse or neglect?' Visit eastsussexsab.org.uk/publications/safeguarding-leaflets

In Brighton & Hove, suspected abuse can be reported by filling in a safeguarding concern form at brighton-hove.gov.uk/report-safeguarding-concern

In East Sussex, suspected abuse can be reported by filling in the online concern form at eastsussex.gov.uk/adultsafeguarding or by

emailing Health and Social Care Connect at hsc@eastsussex.gov.uk

By law, care homes and agencies supplying care workers must carry out rigorous checks on anyone they intend to employ. Care providers and suppliers of care workers must also contact the Disclosure and Barring Service (DBS) if, in their view, any person they employ is guilty of misconduct that has harmed, or put at risk of harm, an 'adult at risk'.

For more information, advice, or to report a safeguarding concern, use the following contact details.

East Sussex

Health and Social Care Connect

Open 8.00am to 8.00pm, seven days a week, including bank holidays.

Web: eastsussex.gov.uk/social-care

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Text: **07797 878111**

Minicom via type talk: **18001 0345 60 80 191**

Brighton & Hove

Adult Social Care Access Point

Web: brighton-hove.gov.uk/adult-social-care

Email:

hascsafeguardinghub@brighton-hove.gov.uk

Tel: **01273 295555**

Minicom: **01273 296205**

If you suspect a crime has been committed, contact **Sussex Police** on **101**. In an emergency, call **999** for immediate help.

The Mental Capacity Act

This is the legislation applied to people over the age of 16 to empower and protect those who may not be able to make some decisions for themselves. All adults have the right to make their own decisions about their own lives, including decisions about their care and support. Wherever possible, people should be helped and supported to make their own decisions.

Many decisions are covered by the Act from simple things like what to eat, to more complicated decisions like where to live and medical treatment.

Please note that the reforms that were due to be taking place to the Mental Capacity Act in 2022 have been delayed beyond the life of the current Parliament.

There are five statutory principles that underpin the Act:

1. A person will be assumed to have capacity to make a decision themselves unless it is proved otherwise.
2. A person should not be treated as lacking capacity until all practicable steps have been taken to help the person to make the decisions themselves.
3. A person will not be treated as lacking capacity to make a decision just because it is viewed as an unwise decision.
4. Any decision made for someone who lacks capacity must be in their best interests.
5. Care, support and treatment provided to someone who lacks capacity should be the least restrictive of the person's rights and freedom of action.

Deprivation of Liberty Safeguards (DoLS)

This legislation aims to protect the rights of vulnerable people who may lack the mental capacity to make decisions for themselves about their care and accommodation needs.

DoLS generally applies to people who live in settings such as care homes and hospitals, who are subject to care arrangements that they do not

have the mental capacity to agree to and would not, for example, be allowed to leave, or discharge themselves if they asked to do so.

Specialist assessors (Best Interest Assessors and Mental Health Assessors) ensure that the person does lack the required capacity and that the arrangements are necessary and proportionate.

How solicitors can help

A solicitor can offer impartial advice about making a will, making gifts, estate planning and powers of attorney. A specialist solicitor can offer further advice, including guidance on immediate and long-term care, ensuring (if applicable) the NHS has made the correct contribution to your fees, and support on some of the more complex issues you may face later on, some of which are noted below.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, as well as your property and financial affairs.

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

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications on any future liability for care costs. Ask family and friends for their recommendations if you don't have your own solicitor.

It is important to gather as much advice as possible, so contact several firms, explain your situation and get an estimate of the fees and an idea of the timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet whatever needs you may have. It is important to find a solicitor who specialises in this area of the law.

Solicitors for the Elderly is an independent national organisation of lawyers, who provide specialist legal advice for older and vulnerable people, their families and carers. They can help you find the right person to advise you free of charge, but solicitors will then make a charge for their services.

Solicitors for the Elderly

Web: solicitorsfortheelderly.com

Tel: **0844 567 6173**

Registered Care Association East Sussex, Brighton & Hove



Choosing a care provider for yourself or a loved one is not easy. The Association exists to ensure that members' services offer the highest possible standard of care and facilities.

Members are committed to complying with the Association's 'Code of Conduct', thereby providing the best quality of care for residents, and are only admitted to membership if they comply with national standards and the Association's Residents' Charter. Members must provide privacy, dignity and independence, good healthy food and warmth in comfortable surroundings. Care must be provided by trained and competent staff and residents treated in a caring and comfortable manner, ideally in a home from home.

Members must have a clear complaints procedure, which residents may use if necessary. It must indicate the name and telephone number of the Care Quality Commission and contact details for local social services and the Local Government and Social Care Ombudsman.

Care services vary in many aspects and it's important that each individual chooses the right provider to suit their needs. The Association is happy to advise those looking for a care home and to explain all aspects of care and available facilities. The Association believes that it's

best to arrange a trial period for those seeking permanent accommodation.

By working with the Care Association Alliance and attending meetings with Healthwatch and the Care Quality Commission, local adult social care commissioners and the NHS, the Association helps to keep members up to date with best practice and latest news from the sector. Advice is also available about training courses and grants, safeguarding and digital support. Members also receive access to newsletters, the Association website and a suite of policies and procedures.

For further information, advice and help please contact one of the following.

Chair – East Sussex, Brighton & Hove
– **Mike Derrick**
Email: mike@eastsussexrca.co.uk

Vice Chair – East Sussex
– **Reece Welch**
Email: reece.welch@nhs.net

Chief Executive Officer
– **Elizabeth Mackie**
Email: elizabeth@eastsussexrca.co.uk

Business and Engagement Manager
– **Andy Hunt**
Email: andy@eastsussexrca.co.uk

Tell us what you think

- What have you found useful?
- What could we do better?

 CareChoices

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Useful contacts

Age Concern Eastbourne

Services include information and advice, befriending, a day club and support when leaving hospital for older people in Eastbourne and surrounding areas.

Web: ageconcerneastbourne.org.uk

Email: info@ageconcerneastbourne.co.uk

Tel: **01323 638474**

Age UK West Sussex and Brighton & Hove

Services include information and advice, home help, support when leaving hospital, foot care, dementia support and computer drop-in courses.

Web: ageuk.org.uk/westsussexbrightonhove

Email: info@ageukwsbh.org.uk

Tel: **0800 019 1310**

Age UK East Sussex

Services include information and advice, day centres and activities, support when leaving hospital and foot care services.

Web: ageuk.org.uk/eastsussex

Email: customerservices@ageukeastsussex.org.uk

Tel: **01273 476704**

Head office

Faraday House, 1 Faraday Close,
Eastbourne BN22 9BH

Registered office

54 Cliffe High Street, Lewes BN7 2AN

Alzheimer's Society – Carer Information and Support Programme (CrISP)

Provides support for carers of people with dementia. CrISP offers information and advice, including support in finding ways to cope.

Web: alzheimers.org.uk

Email: brighton-hovedsw@alzheimers.org.uk

Tel: **01273 726266**

Aspens

Provides a range of support and services for people on the autism spectrum. Its website offers information, practical advice and information on other services.

Web: aspens.org.uk

Email: enquiries@aspens.org.uk

Tel: **01892 822168**

Association of Carers

An independent local charity and a member of Carers UK. The Association of Carers offers free, volunteer-led services to carers living in Hastings and Rother.

Web: associationofcarers.org.uk

Email: info@associationofcarers.org.uk

Tel: **01424 722309**

Facebook: facebook.com/AssociationofCarers

British Red Cross

The British Red Cross can help you to live independently at home, take you home following a hospital stay and provide support when you return home from hospital. Services available include help with everyday tasks, help arranging for bills to be paid or organising transport home after a stay in hospital.

Web: redcross.org.uk

Email: ilcr_southeastadmin@redcross.org.uk

Tel: **01622 690011**

Care for the Carers

The independent carers' centre for East Sussex. It offers a range of services for carers of all ages including information, advice, emotional and practical support and help to access other services.

Web: cftc.org.uk

Email: info@cftc.org.uk

Tel: **01323 738390**

Carers Centre

This organisation offers different kinds of services working with and supporting young and adult carers in Brighton & Hove.

Web: thecarerscentre.org

Email: info@thecarerscentre.org

Tel: **01273 746222**

Change Grow Live

Domestic abuse service.

Web: changegrowlive.org/domestic-abuse-service-east-sussex

Email: esdomesticabuse.info@cgl.org.uk

Tel: **0300 323 9985**

Eastbourne

Tel: **01323 417598**

Hastings

Tel: **01424 716629**



→ Digital Brighton & Hove

A signposting website supporting people to find places with free internet access, computer courses and sessions to get help with digital skills.

Web: digitalbrightonandhove.org.uk

Tel: **0808 196 5883**

East Sussex 1Space

East Sussex County Council's free online listing of care, support and wellbeing services.

Web: 1space.eastsussex.gov.uk

East Sussex Benefits Helpline

Free and confidential support and advice if you are struggling to pay bills, need help with a benefits issue, or are concerned about growing debt.

Email: benefitseastsussex@harcuk.com

Tel: **0333 344 0681**

East Sussex Community Information Service

A website of local and community information developed and managed by East Sussex County Council.

Web: escis.org.uk

East Sussex Fire & Rescue Service

The fire service offers a fire safety for carers course. The course lasts for one hour and will offer advice on general fire safety, bedtime routines and escape plans. The East Sussex Fire & Rescue also conducts home safety visits.

Web: esfrs.org

Email: enquiries@esfrs.org

Tel: **0303 999 1000**

Minicom: **01323 462003**

East Sussex Hearing Resource Centre

Offers services to improve the quality of life for people who are deaf, deafened, deafblind and hard of hearing and living in East Sussex.

Web: eshrc.org

Email: mail@eshrc.org

Tel: **01323 722505**

East Sussex Vision Support

Offers independent living skills and support groups to blind/deaf/partially sighted people.

Web: eastsussexvisionsupport.org

Email: info@eastsussexvisionsupport.org

Tel: **01323 832252**

East Sussex Young Carers

Supports young carers aged five-18 who are responsible for caring for a family member with a long-term illness or disability, prioritising mental health or drug/alcohol issues.

Web: imago.community/children-and-young-people/east-sussex-young-carers

Email: youngcarers@imago.community

Tel: **0300 111 1110**

Headway Sussex

A registered charity which supports anyone affected by a brain injury, including the relatives and carers of those who have suffered a brain injury.

Web: headwaysussex.org.uk

Email: info@headwaysussex.org.uk

Tel: **01825 724323**

Health in Mind

A free NHS Talking Therapies service for anyone over 18 in East Sussex (excluding Brighton & Hove) experiencing stress, anxiety or low mood. Health in Mind is not an urgent care/crisis service. If you need urgent support, call the following Sussex Mental Health Line.

Email: spnt.healthinmind@nhs.net

Tel: **0300 003 0130**

Sussex Mental Healthline

Offers listening support, advice, information and signposting to anyone experiencing difficulties, or who may be in crisis and in urgent need of help, with their mental health.

Tel: **0800 030 9500**

Library services – Brighton & Hove

If you are caring for someone and are unable to get out, Brighton & Hove libraries offers a Home Delivery Service. Books in standard print, large print or audio books can be delivered to your home.

Email: libraries@brighton-hove.gov.uk

Tel: **01273 290800**

Library services – East Sussex

If you are caring for someone who can't be left alone, East Sussex Library and Information Services can help you use library services. Contact the service to find out more about the help available such as the Home Library Service or reminiscence boxes.

Web: eastsussex.gov.uk/libraries

Tel: **0345 608 0196**

Terrence Higgins Trust

Offers support in Brighton if you are living with HIV, know someone who is, or think you might have put yourself at risk of getting HIV.

Web: tht.org.uk/centres-and-services/brighton-and-hove

Email: info.brighton@tht.org.uk

Tel: **01273 764200**

Together Co

A registered local charity which supports people who feel lonely or isolated because of age, disability or poor physical or mental health. Together Co can offer befriending, advocacy and social prescribing.

Web: togetherco.org.uk

Email: hello@togetherco.org.uk

Tel: **01273 775888**

National helplines

Age UK National Advice Line

Web: ageuk.org.uk

Tel: **0800 678 1602**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Web: al-anonuk.org.uk

Email: helpline@al-anonuk.org.uk

Tel: **0800 008 6811** (helpline).

Anxiety UK Helpline

The largest national charity dealing with anxiety in the UK.

Web: anxietyuk.org.uk

Tel: **0344 477 5774**

Carers Trust

A charity for carers offering practical help, information and advice.

Web: carers.org

Email: info@carers.org

Tel: **0300 772 9600**

Carers UK

A charity providing information, advice and support for carers.

Web: carersuk.org

Email: advice@carersuk.org

Tel: **0808 808 7777** (advice line).

DeafblindUK

Offers services to people with sensory needs, providing community support/domiciliary care for people in the community.

Web: deafblind.org.uk

Email: info@deafblind.org.uk

Tel: **0800 132320**

FirstStop Advice

Advice and information on all aspects of care, accommodation, housing, finance and rights for older people.

Web: firststopcareadvice.org.uk

Email: info@firststopadvice.org.uk

Tel: **0800 377 7070** (advice line).

Independent Age

A national information and advice service for older people, their families and carers, particularly around social care.

Web: independentage.org

Email: advice@independentage.org

Tel: **0800 319 6789**

Motor Neurone Disease Association

Offers support if you are caring for someone with Motor Neurone Disease.

Web: mndassociation.org

Email: mndconnect@mndassociation.org

Tel: **01604 250505** or **0808 802 6262**

(MND Connect helpline). →



→ NHS 111

111 is the NHS non-emergency number. It's fast, easy and free. Call **111** and speak to a highly trained adviser, supported by healthcare professionals. They will assess your symptoms and immediately direct you to the best medical care for you.

Web: nhs.uk/111

Tel: **111**

NHS website, The

Offers an online directory of CQC-regulated care services information in addition to lots of information on health and wellbeing.

Web: nhs.uk

RNID

Offers community support services to people who are deaf or hard of hearing.

Web: rnid.org.uk

Email: contact@rnid.org.uk

Tel: **0808 808 0123** (information line).

Relay UK: **18001 0808 808 0123**

SMS: **07360 268988**

Samaritans, The

Provides emotional support to anyone in emotional distress, struggling to cope or at risk of suicide.

Web: samaritans.org

Tel: **116 123**

Silver Line, The

A free, confidential helpline for older people, open 24 hours a day, every day of the year.

Launched by Dame Esther Rantzen, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Web: thesilverline.org.uk

Tel: **0800 470 8090**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Web: veteransgateway.org.uk

Tel: **0808 802 1212**



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family

Care home listings

Brighton & Hove care homes

Advertisers are highlighted

Acorn House – Acorn Watford Ltd

198 Ditchling Road, Brighton BN1 6JE
Tel: 01273 271237

LDA

Acorn Hove

Loxwood House, 17 Old Shoreham Road,
Hove BN3 6NR
Tel: 01273 503586

D LDA

Arlington House

10 Tennis Road, Hove BN3 4LR
Tel: 01273 413222

OP D YA

Arundel Park Lodge

22-24 Arundel Drive East, Saltdean,
Brighton BN2 8SL
Tel: 01273 303449

OP D

Aspen House Care Home

17 Wilbury Avenue, Hove BN3 6HS
Tel: 01273 772255

OP D MH

Autumn Lodge

35-39 Rutland Gardens, Hove BN3 5PD
Tel: 01273 271786 **Advert inside front cover**

OP D

Borradaile House

13 Walpole Road, Brighton BN2 0AF
Tel: 01273 244000

LDA YA

Bramble Cottage Retirement Home

18 Carden Avenue, Patcham,
Brighton BN1 8NA
Tel: 01273 565821

OP

Brighton & Hove Bethesda Home

5 Hove Park Gardens, Old Shoreham Road,
Hove BN3 6HN
Tel: 01273 735735

OP D PD SI

Brighton & Hove City Council

– 15 Preston Drove

15 Preston Drove, Brighton BN1 6LA
Tel: 01273 294310

OP LDA YA

Brighton & Hove City Council – 19 Leicester Villas

19 Leicester Villas, Hove BN3 5SP
Tel: 01273 295840

LDA YA

Brighton & Hove City Council – 20 Windlesham Road

20 Windlesham Road, Brighton BN1 3AG
Tel: 01273 295477

LDA YA

Brighton & Hove City Council – 83 Beaconsfield Villas

83 Beaconsfield Villas, Brighton BN1 6HF
Tel: 01273 295297

LDA YA

Brighton & Hove City Council – Craven Vale Resource Centre

Craven Road, Brighton BN2 0FE
Tel: 01273 295772

OP

Brighton & Hove City Council – Ireland Lodge

Lockwood Crescent, Woodingdean,
Brighton BN2 6UH
Tel: 01273 296120

OP D MH

Brighton & Hove City Council – The Beach House

29 Westbourne Villas, Hove BN3 4GQ
Tel: 01273 295288

OP PD LDA YA

Brighton & Hove City Council

– Wayfield Avenue Resource Centre

2 Wayfield Avenue, Hove BN3 7LW
Tel: 01273 295880

OP MH

Charles Lodge

75 New Church Road, Hove BN3 4BB
Tel: 01273 777797

OP D

Charlesworth Rest Home

37 Beaconsfield Villas, Brighton BN1 6HB
Tel: 01273 565561

OP

Churchley Rest Home Ltd, The

91 New Church Road, Hove BN3 4BB
Tel: 01273 725185

OP

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

Brighton & Hove care homes continued

Cloverdale House

19 Vallance Gardens, Hove BN3 2DB
Tel: 01273 733757

OP D PD LDA YA

Grosvenor Lodge

40 Old Shoreham Road, Hove BN3 6GA
Tel: 01273 739739

D

Conifer Lodge

95-99 Pembroke Crescent, Hove BN3 5DE
Tel: 01273 701888

OP MH YA

Highviews, The

47 Saltdean Drive, Saltdean,
Brighton BN2 8SD
Tel: 01273 107438

OP D PD LDA MH SI YA

Crescent House

108 The Drive, Hove BN3 6GP
Tel: 01273 732291

OP

Lansdowne Road

Marina, 3d Lansdowne Road, Hove BN3 1DN
Tel: 01273 731380

LDA

Dane House

52A Dyke Road Avenue, Brighton BN1 5LE
Tel: 01273 059729

LDA

Lavender House

17 Walsingham Road, Hove BN3 4FE
Tel: 01273 729851

MH YA

Davigdor Lodge Rest Home

56-58 Tisbury Road, Hove BN3 3BB
Tel: 01273 726868

MH YA

Lustrells, The

27 Lustrells Crescent, Saltdean, Brighton BN2 8AR
Tel: 01273 309872

PD LDA YA

Droeway, The, 3

Hove BN3 6LF
Tel: 01273 563935

LDA YA

Lustrells Vale

52 Lustrells Vale, Saltdean, Brighton BN2 8FE
Tel: 01273 875507

PD LDA YA

Droeway, The, 3a

Hove BN3 6LF
Tel: 01273 541229

LDA YA

Lyndhurst Road, 4-10 (Z & M Care Ltd)

Hove BN3 6FA
Tel: 01273 323814

OP D LDA

Dyke Road, 287

Hove BN3 6PD
Tel: 01273 566804

PD LDA YA

Lyndhurst Road, 12 (Z & M Care Ltd)

Hove BN3 6FA
Tel: 01273 323814

LDA YA

Dyke Road, 290

Brighton BN1 5BA
Tel: 01273 552069

PD LDA YA

Marine View Rest Home

279 Kingsway, Hove BN3 4LJ
Tel: 01273 417696

OP D YA AD

Fairdene Lodge

14-16 Walsingham Road, Hove BN3 4FF
Tel: 01273 735221

OP D

Mill Lane, 52 (Southdown Housing Association)

Portslade BN41 2DE
Tel: 01273 439156

LDA

Gate Cottage Rest Home

Bazehill Road, Rottingdean,
Brighton BN2 7DB
Tel: 01273 301890

OP

Oakleigh Lodge Residential Home

36 New Church Road, Hove BN3 4FJ
Tel: 01273 205199

OP YA

Grange Rest Home Ltd, The

11 Sackville Gardens, Hove BN3 4GJ
Tel: 01273 298746

OP

Outlook House

74 Redhill Drive, Brighton BN1 5FL
Tel: 01273 555252

LDA SI YA

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

Brighton & Hove care homes continued

Parkview Care Home

70 Old Shoreham Road,
Hove BN3 6HJ
Tel: 01273 720120

MH YA

Pier View House

St Johns School and College,
17 Walpole Road,
Brighton BN2 0AF
Tel: 01273 244000

LDA YA

Place Farm House

Ladies Mile Road,
Brighton BN1 8QE
Tel: 01273 563902

Portland Road

9 Portland Road,
Hove BN3 5DR
Tel: 01273 822103

Sackville Gardens

57 Sackville Gardens, Hove BN3 4GJ
Tel: 01273 748031

St Mary's House

38-39 Preston Park Avenue,
Brighton BN1 6HG
Tel: 01273 556035

Swanborough House

Swanborough Drive, Whitehawk,
Brighton BN2 5PH
Tel: 01273 696391

OP D PD LDA MH SI YA AD

Vallance Gardens, 4

Hove BN3 2DD
Tel: 01273 749626

PD LDA SI YA

Vallance Residential Care Home

7-9 Vallance Road,
Hove BN3 2DA
Tel: 01273 326053

OP

Wavertree House

Somerhill Road,
Hove BN3 1RN
Tel: 01273 262200

OP SI

OP Westwood Care Home

9 Knoyle Road,
Brighton BN1 6RB
Tel: 01273 553077

OP YA

MH Whitehouse, The

1 Chichester Drive West, Saltdean,
Brighton BN2 8SH
Tel: 01273 302614

MH

OP

Wilbury

66 Wilbury Road,
Hove BN3 3PA
Tel: 01273 326170

OP

OP

Wilbury Gardens

– RNID Action on Hearing Loss

13 Wilbury Gardens, Hove BN3 6HQ
Tel: 01273 205044

D PD LDA MH SI YA



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

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

Brighthelm Care Group

We are a group of five small to medium care homes; small enough to retain a friendly and family feel. We mostly cater for elderly residents with nursing needs in **Adelaide Nursing Home, Downlands Nursing Home, Seaway Nursing Home and Glottenham Manor.**

However, **Bannow Retirement Home** does not provide nursing care, but focuses on elderly residents with dementia.



**Adelaide
Nursing Home**
203-205 New Church
Road, Hove, BN3 4ED
Tel: **01273 410530**

**Downlands
Nursing Home**
96 The Drive, Hove,
BN3 6GP
Tel: **01273 723937**

**Seaway
Nursing Home**
33 Vallance
Gardens, Hove, BN3 2DB
Tel: **01273 730024**

**Bannow
Retirement Home**
Quarry Hill, St Leonards
on Sea, TN38 0HG
Tel: **01424 433021**

**Glottenham
Manor**
Bishops Lane,
Robertsbridge, TN32 5EB
Tel: **01580 880212**

Our homes are privately owned and are situated in residential areas close to local shops. They offer a warm friendly atmosphere with high standards of care.

Each home has their own dedicated manager with the support of an area manager overseeing the group. The managers work closely with one another offering support and sharing expertise. The manager within each home is supported with a dedicated team of nurses, health care assistant and ancillary staff. Together they provide a professional and compassionate service, which is individually tailored for residents with health care needs

in a friendly and welcoming environment.

We are more than just a group of care homes, we strive to make it our clients' home, a place where they can retain independence and personal freedom and live their lives with enjoyment and fulfilment.

Our aim is to provide all the necessary care and attention for those who wish to spend their stay in a secure and caring atmosphere. We aim to treat all our clients as we would wish to be treated ourselves and believe that, while poor health might mean they can no longer live alone it should not mean

any loss of privacy, dignity or respect. Privacy and dignity are paramount to ensure individuals can lead their own life as per their choice.

The owners and management have many years' experience providing expert care to older and vulnerable people in a homely, family atmosphere. Everything is geared towards ensuring that our care homes' residents are happy and our overall aim is to provide dedicated, personal care, tailored to individual needs.

We provide full support to relatives including the opportunity to visit at any time.

We're proud of the care we offer

Please visit our website for more information: www.brighthelmcare.com

Adelaide Nursing Home, The

203-205 New Church Road, Hove BN3 4ED
Tel: 01273 410530 **Advert page 74**

OP PD

Arundel Park Lodge

22-24 Arundel Drive East, Saltdean,
Brighton BN2 8SL
Tel: 01273 303449

OP D

Asher Nursing Home

33 Wilbury Gardens, Hove BN3 6HQ
Tel: 01273 823310

OP MH YA

Barford Court

157 Kingsway, Hove BN3 4GR
Tel: 01273 777736 **Advert page 76**

OP D PD YA

Beach House, The

155 Kingsway, Hove BN3 4GR
Tel: 07885 737184

OP D

Birch Grove Nursing Home

1-3 Stanford Avenue,
Brighton BN1 6AD
Tel: 01273 566111

OP D PD MH YA

Blind Veterans UK

Ian Fraser House, Greenways, Ovingdean,
Brighton BN2 7BS
Tel: 01273 307811

OP D PD SI

Bon Accord

79-81 Church Road, Hove BN3 4BB
Tel: 01273 721120

OP D PD MH SI YA

Dean Wood Bupa Care Home

Warren Road, Brighton BN2 6DA
Tel: 01273 031690 **Advert page 76**

OP D PD YA

Downlands

96 The Drive, Hove BN3 6GP
Tel: 01273 723937 **Advert page 74**

OP PD

Glentworth House

40-42 Pembroke Avenue,
Hove BN3 5DB
Tel: 01273 720044

OP D

Grove Park

2 The Linkway, Brighton BN1 7EJ
Tel: 01273 543574

OP D PD MH SI YA AD

Hazelgrove Nursing Home

Heath Hill Avenue, Brighton BN2 4FH
Tel: 01273 886788

OP D YA

Highbury House Nursing Home

Steyning Road, Rottingdean BN2 7GA
Tel: 01273 309447

OP D PD MH SI

Lindridge

Laburnum Avenue, Hove BN3 7JW
Tel: 01273 746611

OP D PD LDA MH SI YA

Maycroft Manor

2-8 Carden Avenue,
Brighton BN1 8NA
Tel: 01273 799622

OP D PD MH SI YA

Middleton Grove Nursing Home

11 Portland Road, Hove BN3 5DR
Tel: 01273 325705

OP

Oaklands

39 Dyke Road Avenue, Hove BN3 6QA
Tel: 01273 330806

OP D PD SI

Partridge House Nursing and Residential Care Home

Leybourne Road, off Heath Hill Avenue,
Brighton BN2 4LS
Tel: 01273 674499

OP D

Patcham Nursing Home

Eastwick Barn, Eastwick Close, Brighton BN1 8SF
Tel: 01273 501358

OP PD YA

Pines Nursing Home, The

Furze Hill, Hove BN3 1PA
Tel: 01273 820275

OP D

Regent House Nursing Home

107-109 The Drive, Hove BN3 6GE
Tel: 01273 220888

OP

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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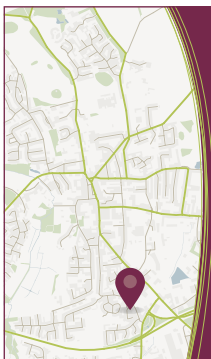
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www.rmbi.org.uk

Registered Charity No: 1163245
Company No: 1293566



RMBI CARE CO.

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Rottingdean Nursing and Care Home

30-32 Newlands Road, Rottingdean,
Brighton BN2 7GD
Tel: 01273 308073

OP

Seaway Nursing Home

33 Vallance Gardens, Hove BN3 2DB
Tel: 01273 730024 **Advert page 74**

OP PD

Sycamore Court

Fitzherbert Drive, Bear Road, Brighton BN2 4DU
Tel: 01273 697331

OP D YA

Victoria Chartwell

81 Dyke Road Avenue,
Hove BN3 6DA
Tel: 01273 551355

OP

Victoria Chatsworth

63 Dyke Road Avenue, Hove BN3 6DA
Tel: 01273 564471

OP

Victoria Highgrove

59 Dyke Road Avenue, Hove BN3 6QD
Tel: 01273 562739

OP

Lewes and Seaford care homes**Applewood Residential Home (Seeability)**

37 Headland Avenue, Seaford BN25 4PZ
Tel: 01323 873270

LDA MH SI YA

Ashington Gardens

73 Ashington Gardens,
Peacehaven BN10 8UG
Tel: 01273 244000

LDA YA

Ashring House

Lewes Road, Rigger, Lewes BN8 5ES
Tel: 01273 814400

PD LDA

Avis Road, 50a**(Southdown Housing Association)**

Newhaven BN9 OPN
Tel: 01273 612171

LDA

Barclay House Residential Home (Seeability)

St Peter's Road, Seaford BN25 2HS
Tel: 01323 873421

PD LDA MH SI YA

Beachlands Residential Care Home

Marine Parade, Seaford BN25 2PY
Tel: 01323 891004

OP

Bevern View

The Willows, Barcombe, Lewes BN8 5FJ
Tel: 01273 400752

PD LDA SI YA

Blatchington Manor

Firle Road, Seaford BN25 2HH
Tel: 01323 875300

OP D

Burdyke Lodge

Southdown Road, Seaford BN25 4JS
Tel: 01323 490880

OP

Claremont House

40-42 Claremont Road, Seaford BN25 2BD
Tel: 01323 893591

OP D MH

Clifden House Dementia Care Centre

80-88 Claremont Road,
Seaford BN25 2QD
Tel: 01323 896460

OP D

Cliff Court Care Home

70 The Promenade, Peacehaven BN10 8ND
Tel: 01273 583764

OP D

Cornfield House

3 Cornfield Road, Seaford BN25 1SW
Tel: 01323 892973

OP D LDA MH YA AD

Crockstead Farm House

Eastbourne Road, Halland, Lewes BN8 6PT
Tel: 01825 840084

OP LDA YA

East Dean Grange Care Home

Lower Street, East Dean BN20 0DE
Tel: 01323 422411

OP D PD MH SI YA

Fairlight Manor

48 Fairlight Avenue, Telscombe Cliffs,
Peacehaven BN10 7BS
Tel: 01273 582786

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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Email: **RivendaleCare@aol.com**



Futures

Haywards Heath Road,
North Chailey, Lewes BN8 4EF
Tel: 01825 724444

PD LDA MH SI YA

Haven, The

40 Ambleside Avenue, Telscombe Cliffs,
Peacehaven BN10 7LP
Tel: 01273 579396

LDA YA

Holm Lodge

Lewes Road, Ringmer,
Lewes BN8 5ES
Tel: 01273 813393

OP

**Lime Tree House
Residential Home**

Lewes Road, Ringmer,
Lewes BN8 5ES
Tel: 01273 813755

OP

Maldon House

26 Belgrave Road, Seaford BN25 2EG
Tel: 01323 491102

LDA YA

Maples, The

27 South Coast Road,
Peacehaven BN10 8SZ
Tel: 01273 582070

OP YA

Narconon United Kingdom

Grange Court, Maynards Green,
Heathfield TN21 0DJ
Tel: 01435 512460

YA AD

Nightingales Residential Care Home

38 Western Road, Newick,
Lewes BN8 4LF
Tel: 01825 721120

OP PD SI

North Corner Residential Care Home

1 Prince Edwards Road, Lewes BN7 1BJ
Tel: 01273 474642

OP D

Nova House

Belgrave Road, Seaford BN25 2EG
Tel: 01323 896629 **Advert page 78**

OP

Roclyns Rest Home

344 South Coast Road, Telscombe Cliffs,
Peacehaven BN10 7EW
Tel: 01273 583923

OP D PD MH SI

Seaford Head Retirement Home

107 Steyne Road,
Seaford BN25 1AS
Tel: 01323 490851

OP D

Seagulls, The

6 Crowborough Road, Saltdean,
Brighton BN2 8EA
Tel: 01273 459062

OP D LDA YA

**Southdown Road, 28
(Southdown Housing Association)**

Seaford BN25 4PG
Tel: 01323 897877

LDA

Telscombe Road

66a Telscombe Road,
Peacehaven BN10 7UB
Tel: 01273 244000

LDA YA

Webb House

Claremont Road,
Newhaven BN9 0NQ
Tel: 01273 514007

PD LDA SI

Wynford House

112 Firle Road,
Seaford BN25 2JA
Tel: 01323 899663

OP PD LDA YA

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

Abundant Grace Nursing Home

Firle Road, Seaford BN25 2JD
Tel: 01323 875500

OP D YA

Barons Down Nursing Home

Brighton Road, Lewes BN7 1ED
Tel: 01273 472357

OP D PD MH SI YA AD

Claydon House

8 Wallands Crescent, Lewes BN7 2QT
Tel: 0808 223 5356 **Advert below**

OP D

Freshford Cottage Nursing Home

Dane Road, Seaford BN25 1DU
Tel: 01323 897845

OP

Haven Care Home

29 Telscombe Cliffs Way,
Peacehaven BN10 7DX
Tel: 01273 587183

OP PD YA

Parris Lawn

39 Harvard Road,
Ringmer, Lewes BN8 5HH
Tel: 01273 813218

OP D PD SI YA

St Clare's Care Home

St George's Park, Ditchling Road,
Burgess Hill RH15 0GU
Tel: 01444 873731

OP D PD MH SI

St Rita's Care Home

St George's Park, Ditchling Road,
Burgess Hill RH15 0GT
Tel: 01444 873741

OP D PD MH SI

Threeways Nursing Home

Beacon Road, Seaford BN25 2LT
Tel: 01323 893112

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18 Corsica Road,
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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Baronsmede

Queens Road, Crowborough TN6 1EJ
Tel: 01892 654057

OP LDA YA

Bernhard Baron Cottage Homes

Lewes Road, Polegate BN26 5HB
Tel: 01323 483613

OP

Caroline House

7-9 Ersham Road, Hailsham BN27 3LG
Tel: 01323 841073

OP D

Crowborough Lodge Residential Care Home

2 Crowborough Road, Saltdean,
Brighton BN2 8EA
Tel: 01273 302614

OP YA

Dalling House

Croft Road, Crowborough TN6 1HA
Tel: 01892 662917

OP

Grangemead

1 Hawthylands Road, Hailsham BN27 1EU
Tel: 01323 464600

OP PD LDA MH SI YA

Halland House

Eastbourne Road, Halland,
Lewes BN8 6PS
Tel: 01825 840268

LDA

Hankham Lodge Residential Care Home

Hankham Hall Road, Westham,
Pevensey BN24 5AG
Tel: 01323 766555

OP

High Broom Care Home

High Broom Road, Crowborough TN6 3SL
Tel: 01892 654027

OP PD SI

Hill View

213 Eastbourne Road, Polegate BN26 5DU
Tel: 01323 488616

LDA

Jemini Place

Jemini Place, Ersham Road, Hailsham BN27 3PN
Tel: 01328 47266

LDA YA

Linden Cottage

Linden Chase, Uckfield TN22 1EE
Tel: 01825 768395

PD LDA SI

Lynfords

3a Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843

LDA

Lydfords Care Home

23 High Street, East Hoathly,
Lewes BN8 6DR
Tel: 01825 573813

Advert pages 50 and 51

OP D YA

Marshes, The

3b Nursery Close, Hailsham BN27 2PX
Tel: 01323 440843

LDA

Marshview

77 Marshfoot Lane, Hailsham BN27 2RB
Tel: 01323 849207

OP

New Inn, The

Lewes Road, Ridgewood, Uckfield TN22 5SL
Tel: 01825 765425

LDA

Nutley Hall

Nutley, Uckfield TN22 3NJ
Tel: 01825 712696

OP LDA YA

Oak Lodge

213 Eastbourne Road, Polegate BN26 5DU
Tel: 01323 488616

LDA

Old Haybarn, The

London Road, Crowborough TN6 1TQ
Tel: 01892 669322

OP LDA YA

Quality Reliable Care Ltd

Valley View Barn, Chiddingly Road, Horam,
Heathfield TN21 0JL
Tel: 01435 813954

PD

Queensmead Residential Care Home, The

Victoria Road, Polegate BN26 6BU
Tel: 01323 487931

OP

Quinnell House

77 Quinnell Drive, Hailsham BN27 1QN
Tel: 01323 849913

OP D

St Anthony

Church Road, Crowborough TN6 1BL
Tel: 01892 669520

PD LDA 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

Summerheath Road, 52 (Jemini Response Ltd)

Hailsham BN27 3DR
Tel: 01323 847835

LDA YA

Vines, The

Innhams Wood, Crowborough TN6 1TE
Tel: 01892 610414

OP MH YA

Tablehurst Farm Cottage

Off London Road, Forest Row RH18 5DP
Tel: 01342 823536

LDA

Windlesham Manor

Hurtis Hill, Crowborough TN6 3AA
Tel: 01892 611000

OP D

Thornbury Residential Home

Hempstead Road, Uckfield TN22 1DT
Tel: 01825 765502

OP

Woodcote

Heathfield Road, Five Ashes,
Mayfield TN20 6JJ
Tel: 01825 830130

LDA

Tinkers Hatch

New Pond Hill, Cross-in-Hand, Heathfield TN21 0LX
Tel: 01435 863119

OP PD LDA YA

Woodlands

Beacon Road, Crowborough TN6 1UD
Tel: 01892 653178 **Advert page 92**

OP

Victoria House Care Home

71-73 Victoria Road,
Polegate BN26 6BX
Tel: 01323 487178

OP D

York Lodge

3 Myrtle Road, Crowborough TN6 1EY
Tel: 01892 661457

OP D SI

Wealden care homes with nursing

Abbots Wood Manor

116 London Road, Hailsham BN27 3AL
Tel: 01323 576100 **Advert page 52**

OP D

Filsham Lodge

137-141 South Road, Hailsham BN27 3NN
Tel: 01323 844008

OP D

Alfriston Court Care Home

Sloe Lane, Alfriston BN26 5UR
Tel: 01323 874140

OP

Hailsham House

New Road, Hellingly, Hailsham BN27 4EW
Tel: 01323 442050

OP D PD YA

Bowes House

25 Battle Road, Hailsham BN27 1DU
Tel: 01323 887715

OP D PD YA

Heather View

Beacon Road, Crowborough TN6 1AS
Tel: 01892 653634

OP D PD MH

Brooklands Nursing Home

Wych Cross, Forest Row RH18 5JN
Tel: 01825 712005

OP PD

Heffle Court

Station Road, Heathfield TN21 8DR
Tel: 0808 223 5356 **Advert page 80**

OP D YA

Coniston Court

Forest Lodge, Horney Common, Uckfield TN22 3EA
Tel: 01825 712514

OP D

Holy Cross Care Home

Lewes Road, Cross-in-Hand,
Heathfield TN21 0DZ
Tel: 01435 863764

OP YA

Copper Beech Bupa Care Home

Eastbourne Road, Ridgewood, Uckfield TN22 5ST
Tel: 01825 818561 **Advert page 76**

OP

Hurstwood View

Linum Lane, Five Ash Down,
Uckfield TN22 3FH
Tel: 01825 573728

Advert pages 50 and 51

OP D PD YA

Ersham House Nursing Home

Ersham Road, Hailsham BN27 3PN
Tel: 01323 442727

OP D PD 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

Oaklands Court Nursing Home

Vines Cross Road,
Horam TN21 0HD
Tel: 01435 813030

OP

Polegate Care Home, The

Black Path, Polegate BN26 5AP
Tel: 01323 485888

OP YA

Prideaux Manor

57-59 Victoria Road, Polegate BN26 6BY
Tel: 01323 482291

OP D

Temple Grove Care Home

Hérons Ghyll, Uckfield TN22 4BY
Tel: 01825 714400

OP YA

Wadhurst Manor

Station Road, Wadhurst TN5 6RY
Tel: 01892 628193 **Advert pages 50 & 51**

OP D PD YA

Woodside Hall Nursing Home

Polegate Road, Hailsham BN27 3PQ
Tel: 01323 841670

OP D PD

Eastbourne care homes

Alma Lodge Care Home

Staveley Road, Eastbourne BN20 7LH
Tel: 01323 734208

OP

Ashdale House

14 Silverdale Road, Eastbourne BN20 7AU
Tel: 01323 728000

LDA SI YA

Ashgrange House

9 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 734489

OP LDA MH

Ashley Gardens

Willoughby Crescent,
Eastbourne BN22 8RA
Tel: 01323 411466

OP D MH

Aston House

14 Lewes Road, Eastbourne BN21 2BT
Tel: 01323 638855

OP MH YA

Autism and Aspergers Care Services Ltd

38 Den Hill, Eastbourne BN20 8SZ
Tel: 01323 646282

LDA

Autism and Aspergers Care Services Ltd

53 Percival Road, Eastbourne BN22 9JN
Tel: 01323 502829

LDA

Autism and Aspergers Support Ltd

3 Hampden Terrace, Latimer Road,
Eastbourne BN22 7BL
Tel: 01323 720871

LDA

Beeches Retirement Hotel

4 De Roos Road, Eastbourne BN21 2QA
Tel: 01323 731307

OP

Berry Pomeroy

26-28 Compton Street,
Eastbourne BN21 4EN
Tel: 01323 720721

OP

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The elegant Victorian House is located within beautiful grounds and gardens and run by a reliable understanding and well trained staff. Particular emphasis is placed on caring for each individual resident's every need within a safe, homely and friendly environment. Our pleasantly designed single rooms have facilities such as en-suite to shared w.c, TV sockets, central heating, telephone facilities, and you may also bring any favourite items of furniture to personalise your room.

Meals are served in a flexible way allowing a choice of menu. Particular dietary needs are catered for where possible. All personal laundry is undertaken by the home.



Please contact Mrs Bree:

15 Arundel Road, Eastbourne, East Sussex BN21 2EL

Tel: (01323) 641848 **Mob:** 07909 642299

Email: L.bree@nhs.net

Other services include:

- Visits from a doctor, dentist, chiropodist, physiotherapist, hairdresser
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Meals are served in a flexible way allowing a choice of menu. Particular dietary needs are catered for where possible. All personal laundry is undertaken by the home.



Other services include:

- Visits from a doctor, dentist, chiropodist, physiotherapist, hairdresser
- Daily paper/magazine delivered
- Visiting library
- Regular social activities & outings arranged

Please contact Mrs Bree or Carly Thomson:

3 Mill Road, Eastbourne, East Sussex BN21 2LY

Tel: (01323) 723333 **Mob:** 07909 642299, 07709 543283

Email: shandonhouse@cel-carehomes.co.uk

Camelot Residential Care Home

7 Darley Road, Eastbourne BN20 7PB
Tel: 01323 735996

OP D

Chase Rest Home, The

5-6 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 722855

OP MH

Dorley House Residential Care Home

19-20 Bedfordwell Road,
Eastbourne BN21 2BG
Tel: 01323 729545

OP D

Eastbourne and District Mencap – Arundel Road

27 Arundel Road, Eastbourne BN21 2EG
Tel: 01323 431367

LDA YA

Eastbourne Grange

2 Grange Gardens, Blackwater Road,
Eastbourne BN20 7DE
Tel: 01323 733466

OP

Elm Lodge

107-109 Enys Road, Eastbourne BN21 2ED
Tel: 01323 419257

OP D

Emilie Galloway Home of Rest, The

Tweed, 8-10 Silverdale Road, Eastbourne BN20 7AL
Tel: 01323 733223

OP

Felix Holme RCH

15 Arundel Road, Eastbourne BN21 2EL
Tel: 01323 641848 **Advert page 84**

OP

Grange House

21 Grange Road, Eastbourne BN21 4HE
Tel: 01323 673143

OP D MH YA

Greensleeves

11 Friday Street, Eastbourne BN23 8AP
Tel: 01323 461560

OP LDA

Hartfield House Rest Home

5 Hartfield Road, Eastbourne BN21 2AP
Tel: 01323 731322

OP

Heatherdene

14 Southfields Road, Eastbourne BN21 1BU
Tel: 01323 642715

OP MH SI

Homelea Residential Care Home

15-17 Lewes Road, Eastbourne BN21 2BY
Tel: 01323 722046

OP D MH YA

Jerome Close, 17 (Jemini Response Ltd)

Eastbourne BN23 7QY
Tel: 01323 765030

LDA YA

Jerome Close, 41 (Jemini Response Ltd)

Eastbourne BN23 7QY
Tel: 01323 767399

LDA YA

Keller House Residential Care Home

52 Carew Road, Eastbourne BN21 2JN
Tel: 01323 722052

D

Lebrun House

9 Prideaux Road, Eastbourne BN21 2NW
Tel: 01323 734447

OP D PD MH SI

Little Acorns Eastbourne

43 Silverdale Road, Eastbourne BN20 7AT
Tel: 07932 076079

MH YA

Mill Road, 4

4 Mill Road, Eastbourne BN21 2LY
Tel: 01323 725825

LDA YA

Moorings, The

Rattle Road, Westham, Pevensey BN24 5DS
Tel: 01323 741671

PD LDA YA

Mortain Place Care Home

93 Pevensey Bay Road,
Eastbourne BN23 6JF
Tel: 01323 383167

Advert pages 50 and 51

OP D PD YA

Orchardown Rest Home

4-6 Old Orchard Road, Eastbourne BN21 1DB
Tel: 01323 726829

OP

Prideaux House

21 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 726443

OP D

Ranworth House

1 Prideaux Road, Eastbourne BN21 2NW
Tel: 01323 644860

LDA 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

Regard Partnership Ltd, The

– Eastbourne Road

111 Eastbourne Road, Lower Willingdon,
Eastbourne BN20 9NE
Tel: 01323 482174

LDA

Rivendale Lodge EMI Care Home

14 Prideaux Road, Eastbourne BN21 2NB
Tel: 01323 731575 **Advert page 78**

OP D

Rosebery House

2 Rosebery Avenue, Hampden Park,
Eastbourne BN22 9QA
Tel: 01323 501026

OP D

Saffrons Care Home

20 Saffrons Road, Eastbourne BN21 1DU
Tel: 01323 720430

OP PD SI

Shandon House

3 Mill Road, Eastbourne BN21 2LY
Tel: 01323 723333 **Advert page 84**

OP

Shinewater Court

Milfoil Drive, Eastbourne BN23 8ED
Tel: 01323 769196

OP PD YA

St Anne's Residential Care Home

4 St Anne's Road, Eastbourne BN21 2DJ
Tel: 01323 728349

LDA MH YA

St Margarets Care Home

99 Carlisle Road, Meads, Eastbourne BN20 7TD
Tel: 01323 639211

OP

St Marguerite

10 Ashburnham Road, Eastbourne BN21 2HU
Tel: 01323 729634

OP

Sunnyhill Residential Care Home

14 Selwyn Road, Eastbourne BN21 2LJ
Tel: 01323 430386

OP D

Sycamore Grove Care Home

Lilac Lane, Stone Cross, Pevensey BN24 5NU
Tel: 01323 306621 **Advert pages 50 & 51**

OP D YA

Three Gables Residential Care Home

2 Brand Road, Eastbourne BN22 9PX
Tel: 01323 501883

OP MH

Upperton Gardens

44 Upperton Gardens, Eastbourne BN21 2AQ
Tel: 01323 439001

PD LDA SI

Eastbourne care homes with nursing

Avalon Nursing Home

3-5 Nevill Avenue, Hampden Park, Eastbourne BN22 9PR
Tel: 01323 501256

OP D

Beechwood Grove

44-48 East Dean Road, Eastbourne BN20 8EH
Tel: 01323 405600

OP D PD SI YA

Bendigo Nursing Home

22 Arundel Road, Eastbourne BN21 2EL
Tel: 01323 642599

OP PD

Carlisle Lodge

103 Carlisle Road, Eastbourne BN20 7TD
Tel: 01323 646149

OP D PD SI

Chaseley

South Cliff, Eastbourne BN20 7JH
Tel: 01323 744200

OP PD

Coppice Court Care Home

220 Willingdon Road, Eastbourne BN21 1XR
Tel: 01323 431199

OP D

Devonshire Nursing Home, The

95 Carlisle Road, Eastbourne BN20 7TB
Tel: 01323 731279

OP PD

Eastbourne Gardens Care Home

6 Upper Kings Drive, Eastbourne BN20 9AN
Tel: 01323 342603 **Advert page 87**

OP D PD SI YA

Elstree Court Care Home

64 Meads Road, Eastbourne BN20 7QJ
Tel: 01323 732691

OP PD YA

Ingham House

10-12 Carlisle Road, Eastbourne BN20 7EJ
Tel: 01323 734009

OP D 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

Eastbourne care homes with nursing continued

Inglewood Nursing Home

7-9 Nevill Avenue, Hampden Park,
Eastbourne BN22 9PR
Tel: 01323 501086

OP D PD SI YA

Manor Hall Nursing Home

Borough Lane, Eastbourne BN20 8BB
Tel: 01323 722665

OP YA

Milton Grange

Milton Road, Eastbourne BN21 1SL
Tel: 01323 466466

OP D MH YA

Palm Court Nursing Home

17 Prideaux Road, Eastbourne BN21 2ND
Tel: 01323 721911

D PD

Queen Alexandra Cottage Homes

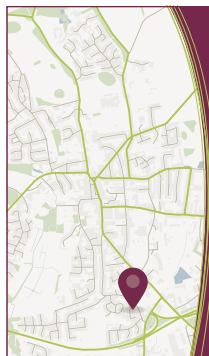
557 Seaside, Eastbourne BN23 6NE
Tel: 01323 739689 **Advert inside back cover**

OP PD SI

Sovereign Lodge Care Centre

2 Carew Road, Eastbourne BN21 2DW
Tel: 01323 412285

OP D YA



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With so many providers to choose from,
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EASTBOURNE GARDENS CARE HOME

Live Safe & Well

Eastbourne Gardens Care Home in Eastbourne offers a safe and supportive environment where residents can flourish, make new friends, remain part of their local community and live a life of possibility.

- Residential, nursing, dementia, and respite care
 - Nutritionally balanced seasonal menus
 - Spacious, beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
 - Highly trained staff teams

01323 342603 | averyhealthcare.co.uk

Avery
Collection

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CARE HOME AWARDS

6 Upper Kings Drive | Eastbourne | East Sussex | BN20 9AN

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

- Members of the RCA • Caters for respite and permanent clients
- Welcomes private and socially funded clients •

Abbey House, Bexhill



A traditional and homely residential setting where affordable living is provided on either a short or long term basis. Abbey House assists clients in all aspects of day to day living and personal care, supporting them in visiting the local area and providing activities such as flower arranging, cake baking, arts and crafts, keep fit, a music man and much more.

Abbey House lends itself to clients with hearing difficulties as staff are sign language trained.



Residents feel like part of a family in this home from home environment.

All rooms are single, en suite, with a call alarm system and smart TV.

01424 222 534 • abbey@angelhealthcare.co.uk

20-22 Albert Road, Bexhill-on-Sea, East Sussex TN40 1DG

Our considered balance of clientele produces a rich, vibrant, unique setting. At Arden House we love adapting ourselves to ensure all of our clients know they belong, are valued and feel safe. Everyone living with us, lives life to the full, engaging daily in person centred activities.

Arden House is able to consider residents over the age of 50 who may

struggle to fit in elsewhere.

We welcome clients with alcohol dependency, substance misuse issues and related mental health conditions.

Stays can be permanent or can be shorter, preparing for a detox or rehabilitation.

All rooms are single, en suite, with a call alarm system and smart TV.

01424 211 189 • arden@angelhealthcare.co.uk

4-6 Cantelupe Road, Bexhill-on-Sea, East Sussex TN40 1JG

Arden House, Bexhill



Glenmuir House, Hastings



Within the grand splendour of this beautiful house is a peaceful environment for more dependent clients. The team of highly experienced and trained staff pride themselves on end of life care.

Care is centred around the wishes of clients who tend to be frail and less mobile. Staff ensure comfort and

contentment along with orchestrating the best medical care possible, including a close working relationship with Hospice at Home and the district nurse team. Clients are encouraged to join in person centered activities provided at Glenmuir.

All rooms are single, en suite, with a call alarm system and smart TV.

01424 430 203 • glenmuir@angelhealthcare.co.uk

4 Branksome Road, St Leonards-on-Sea, East Sussex TN38 0UA

For more information, please contact our company director, **Jenny Miles**, by telephone on **01435 831810** or **07973 407767**, by email at **jmiles@angelhealthcare.co.uk** or visit **www.angelhealthcare.co.uk**

Abbey House Residential Care Home

20-22 Albert Road, Bexhill-on-Sea TN40 1DG

Tel: 01424 222534 **Advert page 88** **OP PD SI**

Abbey Lodge

Hastings Road, Telham, Battle TN33 OSH

Tel: 01424 834818 **Advert below** **OP D LDA MH YA**

Ambleside Residential Care Home

122 De La Warr Road, Bexhill-on-Sea TN40 2JL

Tel: 01424 219821 **OP D**

Amherst Court

39 Amherst Road, Bexhill-on-Sea TN40 1QN

Tel: 01424 217622 **MH AD**

Arden House Residential Care Home

4-6 Cantelupe Road,
Bexhill-on-Sea TN40 1JG

Tel: 01424 211189 **Advert page 88**

OP PD SI YA AD

Ash Grove Care Home

8-10 Woodville Road, Bexhill-on-Sea TN39 3EU

Tel: 01424 730497 **OP D MH YA**

Ashcroft House – Bexhill-on-Sea

11 Elmstead Road, Bexhill-on-Sea TN40 2HP

Tel: 01424 736020 **PD LDA**

Ashlee Lodge

5 Jameson Road, Bexhill-on-Sea TN40 1EG

Tel: 01424 220771 **LDA YA**

Ashlodge

83-85 Cantelupe Road, Bexhill-on-Sea TN40 1PP

Tel: 01424 217070 **OP D**

Burton Cottages

Bishops Lane, Robertsbridge TN32 5BA

Tel: 01580 881715 **OP D PD LDA MH SI YA**

Camber Lodge

93 Lydd Road, Camber TN31 7RS

Tel: 01797 222360 **OP LDA YA**

Carricks Brook

Carricks Hill, Dallington TN21 9JL

Tel: 01435 831633 **LDA**

Cedarwood House

Hastings Road, Battle TN33 OTG

Tel: 01424 772428 **OP D**

Abbey Lodge Care Centre

REGISTERED SPECIALIST CARE HOME

A small and intimate care home where we aim to provide the best quality of life to the people who live at Abbey Lodge. The house has been refurbished to a very high standard and furnished to try and reflect a homely atmosphere. The safe enclosed gardens have areas for growing vegetables and a chicken coop, along with sensory flower beds and peaceful seating areas.

Two separate specialist services for:

- Learning disability • Dementia, Memory Loss and Confusion



Please let us know if you would like to work with us. We are a happy and caring team.



01424 834818

www.care-matters.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

Cross Lane House Care Home

Your caring home from home

Cross Lane House is a beautiful family-run former country mansion standing in two acres of mature, landscaped gardens set in the heart of rural Sussex. Retaining its original character, the building has been thoughtfully refurbished to accommodate the specific needs of our residents.

Our philosophy is to provide a true home from home environment, with fully trained staff providing support while encouraging independence among our 'family'. Stimulating activities are carefully designed to promote an inclusive sense of community spirit where new friendships can be formed.

The officially highly rated quality care regime at Cross Lane House focuses on maintaining high standards of healthcare, hygiene, nutrition and safety at all times. The proprietors, management and carers work closely to ensure those standards are never compromised.

"Recognising the challenges of ageing we are dedicated to encouraging a fulfilling lifestyle with independence."

- Parveen and Priyanka Goyal, proprietors of Cross Lane House

**We take care
of you and your
loved ones**

**The best possible care
The best possible people**

**Virtual tours
available**

**Friends &
family visits
welcome
anytime**



FOR MORE INFORMATION PLEASE CONTACT THE MANAGER CAROL ON:

01580 200 747

www.crosslanecare.co.uk
admin@crosslanecare.co.uk

Cross Lane House, Cross Lane,
Ticehurst, East Sussex TN5 7HQ



Cross Lane House

Cross Lane, Ticehurst, Wadhurst TN5 7HQ
Tel: 01580 200747 **Advert page 90**

OP

Earlsfield Court

Brooklands Road, Bexhill-on-Sea TN39 4FQ
Tel: 01424 834265

OP D PD SI YA

Edendale Lodge

Station Road, Crowhurst, Battle TN33 9DB
Tel: 01424 830295

OP D

Elizabeth Court Rest Home

4 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 219105

OP D LDA MH YA

Eridge House Rest Home

12 Richmond Road, Bexhill-on-Sea TN39 3DN
Tel: 01424 214500

OP

Frinton House

22 Buckhurst Road, Bexhill-on-Sea TN40 1QE
Tel: 01424 214430

LDA YA

Greenwood

16 Dalmeny Road, Bexhill-on-Sea TN39 4HP
Tel: 01424 723020

OP PD LDA SI

Hazel Lodge Care Home

63 North Trade Road, Battle TN33 OHW
Tel: 01424 554942 **Advert pages 50 and 51**

OP D YA

Holmesdale House

3 Holmesdale Road, Bexhill-on-Sea TN39 3QE
Tel: 01424 217953

OP

Jasmine Lodge

Station Road, Northiam, Rye TN31 6DW
Tel: 01797 252614

OP LDA YA

Jubilee Court

1-5 Eversley Road, Bexhill-on-Sea TN40 1EU
Tel: 01424 211982

OP D MH YA

Lawn Court

6-8 Albert Road, Bexhill-on-Sea TN40 1DG
Tel: 01424 211476

OP MH YA

Lennox Lodge

37 The Highlands, Lennox Lodge,
Bexhill-on-Sea TN39 5HL
Tel: 01424 215408

OP

Lucerne House

12 Mitten Road, Bexhill-on-Sea TN40 1QL
Tel: 01424 224181

LDA

Mariners, The

15 High Street, Rye TN31 7JF
Tel: 01797 223503

LDA

Millcroft

Vines Cross Road, Horam TN21 0HF
Tel: 01435 812170

OP SI

Mountain Ash

Fairlight Gardens, Fairlight TN35 4AY
Tel: 01424 812190

PD LDA MH SI YA

Normanhurst Care Home

Brassey Road, Bexhill-on-Sea TN40 1LB
Tel: 0800 174 963 **Advert below**

OP

Caring for the elderly since 1968

NORMANHURST

Two separate individual registered care homes on one two-acre site

Offering two levels of care RESIDENTIAL, NURSING.

- All homes have qualified staff in attendance 24 hours a day
 - A full time activities organiser employed.
 - Each home has a lift, separate lounges and dining rooms.
- All rooms are en-suite, many with sea views, all have a telephone and TV.
- Traditional home cooked food including full English breakfast and special diets are catered for.
 - Directly on the seafront, level walks to shops and all amenities. Short stays welcome.

Freephone **0800 174 963** for full brochure
Website www.normanhurst.com
De La Warr Parade, Bexhill-on-Sea, East Sussex TN40 1LB

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



Making brilliant moments

We've built a community around the brilliant moments that matter.
You can be part of it too.

Saxonwood care home, Battle: 01424 774336
Woodlands care home, Crowborough: 01892 653178
sussexhousing.org.uk/carehomes

Bexhill and Rother care homes continued

Advertisers are highlighted

Oakdown House

Ticehurst Road, Burwash Common TN19 7JR
Tel: 01435 883492

LDA

Rookhurst Lodge

17 Rookhurst Road, Bexhill-on-Sea TN40 2NZ
Tel: 01424 225919

PD LDA YA

Old Rectory, The

Stubb Lane, Brede, Rye TN31 6EH
Tel: 01424 882600

OP LDA YA

Roselands Residential Home

Cackle Street, Brede, Rye TN31 6EB
Tel: 01424 882338

OP

Orchard House Residential Care Home

St Johns Road, Bexhill-on-Sea TN40 2EE
Tel: 01424 211898

OP

Sandhurst Rest Home

142 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 844405

OP

Parkgate Manor

Main Road, Catsfield, Battle TN33 9DT
Tel: 01424 773251

LDA

Saxonwood

Saxonwood Road, Battle TN33 OEY
Tel: 01424 774336 **Advert above**

OP

Peasmarsh Place

Church Lane, Peasmarsh, Rye TN31 6XE
Tel: 01797 230555

OP

Springbank House

11 Hastings Road, Bexhill-on-Sea TN40 2FQ
Tel: 01634 280703

OP MH YA

Prideaux Lodge

148 Barnhorn Road, Little Common,
Bexhill-on-Sea TN39 4QL
Tel: 01424 844989

OP D

St Michael's Rest Home

107 Cooden Drive, Bexhill-on-Sea TN39 3AN
Tel: 01424 210210

OP D YA

Priory Egerton Road

18 Egerton Road, Bexhill-on-Sea TN39 3HH
Tel: 01424 223757

OP MH YA

St Nectans Residential Care Home

3-9 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 220030

OP

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

St Vincent's Care Ltd

Downs Road, Bexhill-on-Sea TN39 4HD
Tel: 01424 211244

OP YA

Summer Wood Residential Care Home

18 Magdalen Road, Bexhill-on-Sea TN40 1SB
Tel: 01424 221641

LDA YA

Thornwood Care Ltd

Turkey Road, Bexhill-on-Sea TN39 5HZ
Tel: 01424 223442

Trafalgar House

9 Sutherland Avenue,
Bexhill-on-Sea TN39 3LT
Tel: 01424 222911

LDA YA

Views, The

3 Chitcombe Road, Broad Oak, Rye TN31 6EU
Tel: 01424 882079

OP LDA YA

Well House, The

Golden Cross, Hailsham BN27 4AJ
Tel: 01825 873389

PD LDA

Wentworth Close

17 Wentworth Close,
Bexhill-on-Sea TN40 2PQ
Tel: 01424 239841

OP D PD LDA MH SI YA

Whitebriars Care Home

D 20 Bedford Avenue, Bexhill-on-Sea TN40 1NG
Tel: 01424 215335

OP D

Whitegates Retirement Home

Westfield Lane, Westfield, Hastings TN35 4SB
Tel: 01424 231464 **Advert page 97**

OP

Willows, The

30a The Finches, Bexhill-on-Sea TN40 1UF
Tel: 01424 217026

OP LDA YA



St Peter's Park

Retirement Village

St Peter's Park is different to the average retirement home. As well as its stunning location, we've got our own chefs, award-winning gardens, licensed bar, a full social programme to enjoy and our own mini-bus for trips out.

St Peter's Park is situated in the heart of the community, right next to the GP's practice, village shop, bakery and tea room with Bexhill's beautiful seafront just 10 minutes away.

Our aim is to make everyone feel part of a real village community, with high-quality living and care for every resident, if and when they need it, and peace of mind for their families.

We really do have something for everyone, to suit a range of different needs and tastes in our beautiful village. Find out for yourself, and book your visit today.

Church Street,
Bexhill-on-Sea
TN40 2HF

01273 098 801

Est. 1986
Agincare
Caring in your community

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



At Mais House Care Home we share something special

Situated near picturesque Bexhill-on-Sea, East Sussex, Mais House is a care home exclusively for the Armed Forces community.

Our residents' shared experiences in the Armed Forces create a truly unique community.

We're pleased to be able to provide an expert level of nursing, residential and personal care.

We have 51 en-suite bedrooms, comfortable lounges, a bar, a hair salon, and a greenhouse overlooking the landscaped gardens, so you can feel right at home from the moment you arrive.

If you're interested in finding out more, we look forward to hearing from you.

Susan Barnes MBE, Mais House Manager

Call **01424 215 871** or visit **rbl.org.uk/maishouse**

Registered charity number: 219779



**Mais House
Care Home**

Ashridge Court Care Centre

163 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 842357

OP D PD SI YA

Bay House Care Ltd

2 and 3 Middlesex Road,
Bexhill-on-Sea TN40 1LP
Tel: 01424 210202

OP

Coast Care Centre

154 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01872 665062

OP D PD SI YA

Dudwell St Mary

Etchingam Road, Burwash TN19 7BE
Tel: 01435 667721 **Advert pages 50 and 51**

OP D

Glottenham Manor Nursing Home

Bishops Lane, Robertsbridge TN32 5EB
Tel: 01580 880212 **Advert page 74**

OP PD SI YA

Grosvenor Park Care Home

26 Brookfield Road, Bexhill-on-Sea TN40 1NY
Tel: 01424 213535

OP YA

Hazelmere Nursing Home

9 Warwick Road, Bexhill-on-Sea TN39 4HG
Tel: 01424 214988

OP

Heatherdene Nursing Home

30 The Highlands, Bexhill-on-Sea TN39 5HL
Tel: 01424 224518

OP

Mais House

18 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 215871 **Advert page 94**

OP

Normanhurst Nursing Home

Brassey Road, Bexhill-on-Sea TN40 1LB
Tel: 0800 174 963 **Advert page 91**

OP D

Southlands Place

33 Hastings Road, Bexhill-on-Sea TN40 2HJ
Tel: 0808 223 5356 **Advert page 80**

OP D PD YA

St Peter's Care and Nursing Home

Church Street, Old Town,
Bexhill-on-Sea TN40 2HF
Tel: 01273 098 801

Advert page 93

OP D PD MH SI YA

Hastings care homes

Alexandra Road, 19

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6LD
Tel: 01424 446914

LDA

Alexandra Road, 25

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6LD
Tel: 01424 720749

LDA

Amber House

5 Dane Road, St Leonards-on-Sea TN38 0QU
Tel: 01424 428774

LDA YA

Bannow Retirement Home

Quarry Hill, St Leonards-on-Sea TN38 0HG
Tel: 01424 433021 **Advert page 74**

OP D

Barchester Tower

31 De Cham Road, St Leonards-on-Sea TN37 6JA
Tel: 01424 435398

D

Barrington House

Rye Road, Hastings TN35 5DG
Tel: 01424 422228

OP LDA YA

Beckley Close

14 Beckley Close, St Leonards-on-Sea TN38 9TA
Tel: 01424 854104

OP LDA YA

Bethune Court

30 Boscobel Road, St Leonards-on-Sea TN38 0LX
Tel: 0800 085 4234

OP D

Bishops Corner

23 Boscobel Road, St Leonards-on-Sea TN38 0LX
Tel: 01424 201643

LDA YA

Bishops Gate

58 Springfield Road,
St Leonards-on-Sea TN38 0TZ
Tel: 01424 721021

LDA 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

Bishops Way

36 St Peters Road, St Leonards-on-Sea TN37 6JQ
Tel: 01424 720320

LDA MH YA

Blair House

24 Pevensey Road,
St Leonards-on-Sea TN38 0LF
Tel: 01424 437608

OP D PD SI

Canute Road, 76

Hastings TN35 5HT
Tel: 01424 457761

LDA MH YA

Castlemaine Care Home

4 Avondale Road, St Leonards-on-Sea TN38 0SA
Tel: 01424 422226

D

Chapel Park Road, 51

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6JB
Tel: 01424 201340

LDA

Chapel Park Road, 51a

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6JB
Tel: 01424 425846

LDA

Collier Road, 63

Hastings TN34 3JS
Tel: 01424 430743

LDA MH YA

Crest House Care Home

6-8 St Matthews Road,
St Leonards-on-Sea TN38 0TN
Tel: 01424 436229

Cumberland Court

6 Cumberland Gardens,
St Leonards-on-Sea TN38 0QL
Tel: 01424 432949

OP PD

Cumberland House

21 Laton Road, Hastings TN34 2ES
Tel: 01424 422458

OP MH

Derwent Residential Care Home

38 Sedlescombe Road South,
St Leonards-on-Sea, Hastings TN38 0TB
Tel: 01424 436044

OP D

Fairmount

41 Lower Waites Lane, Fairlight, Hastings TN35 4DB
Tel: 01424 814551

OP LDA YA

Glenmuir House Residential Care Home

4 Branksome Road,
St Leonards-on-Sea TN38 0UA
Tel: 01424 430203 **Advert page 88**

OP PD SI

Grosvenor House

11-14 Grosvenor Gardens,
St Leonards-on-Sea TN38 0AE
Tel: 01424 237953 **Advert page 97**

OP D PD

Healey House

3 Upper Maze Hill,
St Leonards-on-Sea TN38 0LQ
Tel: 01424 436359

OP SI YA

High Beech Close, 5

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 7TT
Tel: 01424 850785

LDA

High Beech Close, 6

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 7TT
Tel: 01424 852464

LDA

Hurst Residential Home, The

124 Hoadswood Road, Hastings TN34 2BA
Tel: 01424 425693

MH

Johnson Close, 1

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 7BG
Tel: 01424 853339

LDA

Tusker House www.tuskerhouse.co.uk


57 Pine Avenue, Hastings, East Sussex TN34 3PP • Tel 01424 421573

This family run care home offers a warm, friendly and relaxed atmosphere with a high degree of personal comfort for residents living with Dementia and Alzheimers.

Spacious accommodation with attractive landscaped gardens.

Rooms on ground and first floor.

Visiting Chiropodist, Optician and Hairdresser.



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

Hastings care homes continued

Marlborough Lodge

253 Wishing Tree,
St Leonards-on-Sea TN38 9LA
Tel: 01424 854103

LDA

Mountside Residential Care Home

9-11 Laton Road, Hastings TN34 2ET
Tel: 01424 424144

OP D PD SI YA

New Directions (Hastings) Ltd – Bishops Lodge

19 Fearon Road, Hastings TN34 2DL
Tel: 01424 719011

LDA YA

Newlands Close, 20 (East View Housing Management Ltd)

Hastings TN34 2QW
Tel: 01424 755717

LDA

Oak View

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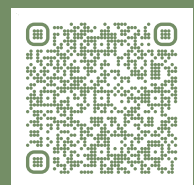
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