



East Sussex and Brighton & Hove

Care and Support Services Directory 2026

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 **Care Choices** on **01223 207770**.
Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.

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.

Search for care at www.carechoices.co.uk to find support in your area

Introduction

Welcome to the 2025/26 edition of the Care and Support Services Directory from East Sussex County Council and Brighton & Hove City Council.

There are many care and support services available in East Sussex and Brighton & Hove. We have put together a list of trusted providers and services for you. If you or someone you know is finding it hard to

live independently, this Directory can help you find the most suitable help and support.

Care Choices produced this Directory at no cost to East Sussex County Council or Brighton & Hove City Council. The two Adult Social Care and Health 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](https://www.carechoices.co.uk)**

East Sussex 1Space

A free online directory of care, support and wellbeing services available in East Sussex. It includes help around the house, support groups, personal care, sheltered housing, help for unpaid carers, day activities, help with the cost of living, health and wellbeing organisations 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 contact centre, Health and Social Care Connect. See page 6 for details.

Brighton & Hove

You can visit the Brighton & Hove City Council website at **brighton-hove.gov.uk/adult-social-care-hub** or contact the Access Point team. See page 6 for details.



East Sussex Adult Social Care and Health

Adult Social Care and Health works with people aged 18 and over who live in East Sussex. It helps people live a healthy and independent life for as long as possible.

Adult Social Care and Health can help you with lots of things, such as:

- information, advice and help to access support;
- getting out and about;
- living more independently;
- equipment and home adaptations;
- finding more suitable housing;
- support for carers; or
- financial assessments and payment support.

Adult Social Care and Health will work with you to find out what you want to achieve, and identify any support that you already have available.

You can get more information at **eastsussex.gov.uk/social-care** and in East Sussex Adult Social Care and Health's leaflets and factsheets, available at **eastsussex.gov.uk/factsheets**

Leaflets:

- A guide to Adult Social Care and Health;
- What you will need to pay;
- Your feedback matters: How to share your feedback or make a complaint; and

- Do you look after someone?

Factsheets:

Factsheets cover a range of topics, including:

- Who qualifies for our support;
- Assessment, support planning and review;
- Independent advocacy;
- Direct payments;
- Financial assessments; and
- Managing someone's affairs.

You can request the information leaflets and factsheets in alternative languages and formats (such as audio or Braille).

You can contact East Sussex Adult Social Care seven days a week (including bank holidays), between 8.00am and 8.00pm.

East Sussex Adult Social Care and Health

Web: **eastsussex.gov.uk/hsc**

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**

Write to: Health and Social Care Connect,
St Mary's House,
52 St Leonard's 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 by visiting **brighton-hove.gov.uk/adult-social-care-hub**

Alternatively, you can contact the Adult Social Care Access Point using the details opposite. Open Monday, Wednesday and Friday, 9.00am to 1.30pm; and Tuesday and Thursday, 1.30pm to 4.30pm.

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 NHS 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/how-are-you-quiz**

One You – East Sussex

**ONE YOU
EAST SUSSEX** Everyone has health behaviours that can be improved upon, like eating better, drinking less alcohol, stopping smoking or getting more active. Making small changes to these behaviours can have a big impact on your health, happiness and wellbeing.

One You East Sussex offers free flexible support, to help you improve your health and wellbeing. When you sign up, you will get a personalised health and wellbeing plan and tailored support. It will help you make positive changes in a way that works best for

you, whether it is one-to-one, in a group or online. The 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** and 'X' at **x.com/Bhhealthylife**



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 factors. These ‘five ways to wellbeing’ are actions you can take to improve your life:

1. Connect with the people around you, like family, friends, colleagues and neighbours. If you can’t meet in person, stay in touch by phone, messaging, video calls or online. 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 and go out for a walk or run. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, find a physical activity you enjoy that suits your level of mobility and fitness.

3. Take notice and 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 and 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 by doing 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**

You can find community groups in your area on the East Sussex Community Information Service (ESCIS) directory at **escis.org.uk**

To find local volunteering opportunities, visit **eastsussex.gov.uk/tribe**

Top tips for staying healthy and well

Staying active

Regular exercise can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis. It can raise your mood and self-esteem and help to reduce stress.

Adults should aim to do at least 150 minutes of moderate activity every week. You can build this up over the week in short 10-minute bursts of activity. It is also important to do strength exercises twice a week. If you are at risk of falls, you may want to do exercises to improve 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, running, walking or games club; or
- do gardening.

There are lots of ways to get active locally. Check out your local leisure centre, such as Wave Active or Freedom Leisure. Community-based physical activity programmes include Active Hastings, Active Rother, Healthy Wealden and East Sussex Health Walks.

East Sussex

For more information about local physical activity opportunities in East Sussex, visit **oneyoueastsussex.org.uk** or call **01323 404600**. Visit **eastsussex.gov.uk** (search ‘Getting East Sussex moving’).

Brighton & Hove

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

Eating well

To ensure you are eating well:

- have at least five portions of fruit and vegetables every day;
- switch to low-sugar (or no-sugar) cereals and avoid sugary drinks;
- choose wholegrain pasta, rice and bread. Eat potatoes with their skins on. 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. 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;
- have at least six to eight non-alcoholic drinks a day;
- reduce your saturated fat and sugar intake; and
- don't skip breakfast.

Oral health

It's important to keep your teeth and mouth healthy. Brush your teeth twice a day for two minutes with a fluoride toothpaste. Clean between your teeth at least once a day. Eating well, not smoking and limiting your alcohol and sugar intake helps too.

Make sure you book regular check-ups with your dentist. To search for an NHS dentist, visit:

nhs.uk/nhs-services/dentists

Stop smoking

If you quit smoking, you will see improvements to your health almost immediately. It is never too late to stop and it's easier to stop smoking with the right support. Many people try to quit using just their willpower, but going cold turkey can be tough. By preparing ahead, using stop-smoking products and getting expert help, you can improve your chances of quitting for good.

For free quit aids and flexible support in-person, online or over the phone, visit
oneyoueastsussex.org.uk or call **01323 404600**.

Drink less alcohol

Drinking less alcohol can reduce your risk of serious diseases like liver disease, strokes and some cancers. It can also improve your mental health and relationships with friends and family. Other benefits include better sleep, more energy, and it can help you to lose weight and save money.

For support to reduce your alcohol intake, contact your GP.

Drug and alcohol support

East Sussex

Change Grow Live – East Sussex Drug and Alcohol Recovery Service

East Sussex Drug and Alcohol Recovery Service (STAR) offers free drug and alcohol treatment and recovery support. This includes help for people affected by someone else's substance misuse.

Web:

changegrowlive.org/service/east-sussex-star

Email: **eastsussex.firststep@cgl.org.uk**

Tel: **0300 303 8160**

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.

Web: **changegrowlive.org/service/brighton-hove**

Email: **brighton.info@cgl.org.uk**

Tel: **01273 731900**

Alternatively, visit one of the suggested websites below for more support options.

More support

Alcohol Change UK

Web: **alcoholchange.org.uk**

Talk to Frank

Web: **talktofrank.com**



→ Vaccinations

Make sure you are vaccinated against flu each year. Some vaccinations are available to eligible adults from the NHS:

- flu vaccination is available on the NHS for people at higher risk. The NHS will contact you in autumn or early winter if eligible. You can pay for a flu vaccination at some pharmacies;
- COVID-19 vaccinations are available on the NHS. Those who are eligible will be contacted; and
- respiratory syncytial virus (RSV) is available through the NHS if you are 28 weeks' pregnant or more, aged 75 to 79 or you turned 80 after 1st September 2024.

For more information, visit nhs.uk/nhs-services/vaccination-and-booking-services

Anyone eligible can book their vaccination using the NHS app or call freephone **119**.

NHS screening

The NHS offers health screening checks to detect diseases or conditions early on. These include:

Cancer screening

- bowel cancer: Currently offered to people aged 54 to 74 with a home test kit sent every two years;
- breast cancer: Women aged 50 to 70 will be invited for mammograms; and
- cervical cancer: Women and people with a cervix aged 25 to 64 will be invited for a smear test.

Non-cancer screening

- abdominal aortic aneurysm: Offered to men aged 65 and older to detect swelling in the main blood vessel between the heart and the abdomen;
- diabetic eye: For people with diabetes to check for diabetic retinopathy, which can cause vision loss; and
- antenatal and newborn screening: for various conditions in pregnant women and newborns.

To find out more, visit

nhs.uk/tests-and-treatments/nhs-screening

NHS Health Check

You may be eligible for a free NHS Health Check that could help you live a longer and healthier life. Everyone between the ages of 40 and 74 who does not have pre-existing conditions will be invited for a check every five years. An NHS health check can detect high blood pressure, high cholesterol and diabetes early on and help you manage them effectively. The sooner these illnesses are caught, the better.

With instant test results and personalised support, you can maintain a healthy lifestyle and ensure a brighter future. Speak to your GP to find out more. If you live in East Sussex and your GP surgery does not offer NHS Health Checks, contact 'One You East Sussex'. Find out more at

eastsussex.gov.uk/healthchecks

Sexual wellness

For advice and information about sexual health and to find out how to get condoms and contraception, and access free testing for sexual infections, HIV and HIV PrEP, visit eastsussexsexualhealth.co.uk

Sexual Health In the over Forty-fives (SHIFT)

This is a European-funded project aiming to improve the sexual health and wellbeing of people over 45. Everyone can have healthy and happy sex and relationships, no matter how old you are. Though our bodies change as we age, life does not stop at 45, 65 or even 85, and neither should your sex life. For advice about sexual health for people over 45, visit shift-sexual-health.eu/your-sexual-health

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. It 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;

- emergency temporary heating; and
- larger improvements, depending on funding.

For more information, visit **warmeastsussex.org.uk**, text 'WARMHOME' to **88440** 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

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 **readingagency.org.uk** (select menu and search 'Reading well') 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 'Reading well').

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 and Health can offer support to help you stay as independent as possible in your own home. This could be through information and advice, equipment or small adaptations to your home.

Some services are free of charge, while other types of support require you to pay. 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 date the support starts.

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

Making the best of your networks

You may 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. Befriending and Good Neighbour Schemes can offer this type of support.

East Sussex

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

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

A range of day activities is available for people with care and support needs. These provide ways to socialise, take part in activities and do volunteer work. They can also give carers a break.

Activities may take place in a day centre or out in the community. Older adults can meet with friends and others, and take part in activities that encourage a healthier and more independent lifestyle.

People aged 16 to 59 can socialise, develop skills and receive care suited to their needs.

East Sussex

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

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 are worried about falling, or have fallen recently, you should talk to your GP. They will be able to give you information and advice and might refer you to local services which can help to reduce your risk of falling.

East Sussex

The Joint Community Rehabilitation (JCR) 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 in Brighton & Hove 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 and Health will work with you to find ways to help you stay independent. They will consider whether there is any equipment that might help you, or changes that could be made to your home. In East Sussex, you can start your 'Equipment, adaptations and mobility assessment' online. This assessment looks at how you manage everyday tasks and move around your home. Visit **eastsussex.gov.uk/assess-yourself**

If you live in East Sussex and are eligible for support to help to make your home safe, you may be offered an occupational therapy clinic appointment. The team will identify equipment and small adaptations that could help. They can also support you to get a carers' assessment. Contact Health and Social Care Connect to find out more at **eastsussex.gov.uk/hsc** or call **0345 60 80 191**.

In Brighton & Hove, Access Point can offer you free information and advice about equipment and will also offer you an assessment if appropriate. Millbrook Healthcare supplies equipment to help with daily living in Brighton & Hove. Visit **brighton-hove.gov.uk** (search 'Equipment to help with daily living').

Millbrook Healthcare

Web: **millbrookhealthcare.co.uk**

Email:

contactusbrighton@millbrookhealthcare.co.uk

Tel: **01273 053254**

Adapting your home

If you or someone you live with 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 get a Disabled Facilities Grant (DFG) to help with the cost of larger adaptations. A DFG is a means-tested grant administered by local councils according to need. You can apply whether you are a homeowner or tenant. You may have to pay a contribution towards the cost.

Adult Social Care and Health will advise you; see following contact details. You could also 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/support-at-home**

(select 'Help to use or move around your home').

Email: **hsc@eastsussex.gov.uk**

Tel: **0345 60 80 191**

Brighton & Hove Access Point

Web: **brighton-hove.gov.uk** (search 'Changes to your home').

Email: **accesspoint@brighton-hove.gov.uk**

Tel: **01273 295555**

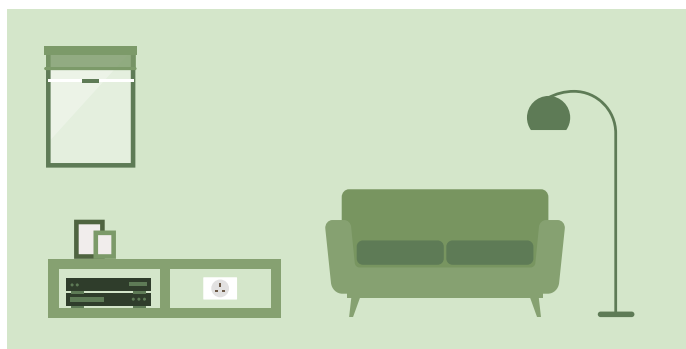
If you need major adaptations to your home, an occupational therapist might arrange a home visit to assess what adaptations are needed and to discuss the options with you.

All DFG applications are dealt with by the Housing Adaptations Service. The council must be satisfied that the proposed adaptations are necessary, appropriate, reasonable, practicable and that the work is feasible if it is to give a DFG.



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-handed 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 18.

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/adaptations-living-aids
or **eastsussex.gov.uk/support-at-home**

Email: **hsc@eastsussex.gov.uk**

Tel: **0345 60 80 191**

Brighton & Hove

Web: **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 technology which can help you to live safely and independently and remain at home for longer. The system uses a pendant and alarm button which you can activate to speak to someone when you need help, such as if you fall. Your Telecare device will connect you to a 24-hour monitoring centre.

An officer at the monitoring centre will assess your situation and arrange the help you need. The officer might contact a carer, family member or an ambulance in an emergency. Alternatively, the alerts can be sent directly to your carer, a family member, friend or neighbour instead of the monitoring centre, if they agree to receive them.

A range of other 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.

Knowing that you have a support system in place day and night can increase your confidence and security. Telecare equipment can also support carers, by giving them peace of mind and a break from their caring role. The equipment is simple to use and is tailored for your situation. To find out more about the range of Telecare equipment and services available, or to arrange a home assessment, contact your local provider.

If you have eligible needs, you may get Telecare as part of your support package from Adult Social Care.

East Sussex

Liverty Life

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

Web: eastsussex.gov.uk/tecs

Email: eastsussexTEC@livertylife.co.uk

Tel: **01273 035193**

Alternatively, 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/hsc

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 (search 'Carelink plus').

Email: carelinkplus@brighton-hove.gov.uk or livingwell@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.

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



It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit 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 any wires cause a trip hazard? ☐

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

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

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

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 several 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. Reablement is a time-limited service. It normally lasts between two and three weeks, but may go on longer. It depends 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. You will have a financial assessment to work out how much you will pay. 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. You need to be referred by a health or social care professional or Adult Social Care. Visit [eastsussex.gov.uk/mobility](https://www.eastsussex.gov.uk/mobility), email hsc@eastsussex.gov.uk or call **0345 60 80 191**.

Milton Grange is a 37-bed facility in Eastbourne where people can get help with their recovery or relearn skills to stay independent. A team of different health professionals work together to support people with physical and mental health needs. You must meet certain criteria and be referred by a health professional or Adult Social Care.

East Sussex

Adult Social Care – Health and Social Care Connect

Web: [eastsussex.gov.uk/hsc](https://www.eastsussex.gov.uk/hsc)

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 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.

You could use a personal assistant (PA) to provide support. You will either need to employ a PA yourself or the PA may work 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 for 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 Adult Social Care – Health and Social Care Connect for more information. See page 6.

Brighton & Hove

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

To find a PA in Brighton and Hove, visit **panoticeboard.org.uk**

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 6.

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



Live-in care

This is an alternative to residential care. A fully trained care worker will live and work in your own home and provide support. 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 cost of live-in care varies depending on your circumstances and the amount, type and duration of care that you need. ➔

Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

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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

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

Housing-related support

A housing support service may help if you:

- are at risk of losing your home;
- have no accommodation;
- live in unsuitable housing;
- need resettlement support;
- need help to maintain your independence; or
- need help to move to more suitable accommodation.

In East Sussex, this service is managed by BHT Sussex.

To access the service, you must:

- live in East Sussex;
- be aged 16 and over; and

- have, or be likely to develop, care and support needs because of your age, disability, health or substance misuse.

If you are:

- aged 16 to 59, you must be referred by Adult Social Care and Health, Children's Services or your local borough or district council; or
- aged 60 and over, you can refer yourself to BHT Sussex.

East Sussex

For more information, visit the website or contact Health and Social Care Connect:

Web: eastsussex.gov.uk/housing-support

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**

2018-19 089

Getting Help in East Sussex online at 1space.eastsussex.gov.uk

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





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At Everycare Hastings, our philosophy is to provide a high-quality service which will enable people to live as independently as possible in their own homes for as long as they want to, and for as long as it is in their best interest.

We aim to provide an excellent high-quality domiciliary support service with a person-centred, personalised and outcome-based approach. Embrace independence and reablement, choice, privacy, dignity and respect, with the promotion of empowering, responsibility and accountability of clients and staff.



Services we offer:

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- Live-in care & full 24-hour care
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“ Looking for the best appropriate care for my father was a mine field. Having found Everycare we struck lucky. The care provided was altered to best suit his needs and what he felt comfortable with. Between the team they communicated about dad's needs and how best to suit him. The liaison with me was fantastic too. As a family we were so grateful and appreciated all the team did together for the best for my father. A truly wonderful team that we would highly recommend.

- Client Review ”

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Everycare Hastings, Innovation Centre, Highfield Drive, St Leonards-on-Sea, East Sussex, TN38 9UH

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](https://www.carechoices.co.uk/checklists)

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 60.



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www.caremark.co.uk/brighton-and-hove

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www.caremark.co.uk/lewes-and-wealden-north



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- Find care providers quickly and easily
- Search by location and care need



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★ Trustpilot

Inspected and rated
Good
CareQuality Commission

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advisor about live-in care

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- **Disability Support**
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Inspected and rated
Good
CareQuality Commission



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Visit: kingswaycare.com

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Brighton & Hove registered home care providers

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Brighton

Tel: 01273 328555

OP YA

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OP PD SI YA

Alina Homecare Brighton

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Tel: 01273 390748

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Tel: 01273 695675

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Tel: 01273 022055

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Breeze Homecare

Hove

Tel: 01273 591177

OP D YA

Bright Care East Sussex

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Tel: 01273 942298

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

Brighton

Tel: 01273 295950

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Care Quality Services Brighton and Hove

Brighton

Tel: 01273 770202

OP D PD LDA MH SI YA

Care4You Homecare Services

Brighton

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Call 01273 437040 or email
info@lewes.homeinstead.co.uk

Crowborough, Tenterden & Rye Office:

Call 01892 481810 or email
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Eastbourne & Hailsham Office:

Call 01323 916901 or email
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A1 Quality Homecare Ltd Eastbourne

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Agincare UK Eastbourne

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Apex Prime Care – Newhaven

Newhaven
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AQS Homecare Sussex

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Bayvue Health Care

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

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Cranbrook
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Downlands Court
Tel: 01273 063779 **OP D PD MH SI YA**
Eastbourne, Hailsham and the Weald
Tel: 01323 431314 **OP D PD MH SI YA**
Margaret House
Tel: 01825 701003 **OP D PD MH SI YA**
St Bartholomew's Court
Tel: 01797 740447 **OP D PD MH SI YA**

Care Direct Recruitment Ltd

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Care To You Healthcare Ltd

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Caremark Lewes and Wealden North

Newhaven **Advert page 24**
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Hastings **Advert below right**
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Hailsham
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Country Carers Ltd

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Eastbourne
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St. Leonards-on-sea
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Newhaven
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Everycare Hastings

St Leonards-on-Sea **Advert page 22**
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See page 29 for the **Service User Bands** key



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Hastings

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Eastbourne

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OP D PD SI YA

Grace Care 24/7 Ltd

Eastbourne

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Grandbay Healthcare Ltd

Eastbourne

Tel: 07495 461036

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Home Instead – Eastbourne and Hailsham

Polegate

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D PD LDA MH SI YA AD

Home Instead – Lewes District and Uckfield

Lewes

Tel: 01273 437040

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Homelife Care Ltd Crowborough

Crowborough

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OP D PD MH SI YA

Homescare Ltd

Seaford

Tel: 07368 923042

OP D YA

HW Homecare

Hastings

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OP YA

Lewes

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Uckfield

Tel: 03331 882244

OP D PD SI YA

Kati Innes Occupational Therapy

Uckfield

Tel: 07713 585123

LDA 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

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

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OP D PD MH SI YA

Seaford

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OP D SI YA

Nurseplus Plus UK – Hastings

Hastings

Tel: 08000 622 622

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One to One Plus South

Peacehaven

Tel: 0300 303 9032

OP LDA YA

Onpoint Homecare Ltd

St. Leonards-on-sea

Tel: 01424 430901

OP D YA

Park Lodge

Eastbourne

Tel: 01323 507606

LDA MH YA

See page 29 for the **Service User Bands** key

Placebo Care Ltd

Hastings

Tel: 07458 600360

OP D PD MH YA

Pride Community Healthcare Main Office

Bexhill-on-Sea

Tel: 01424 541002

OP D PD YA

Pronsahe Health Care

Battle

Tel: 07802 849058

OP YA

QRC Dom Care

Heathfield

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OP PD LDA YA

Quality Healthcare Agency Ltd

Eastbourne

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Hastings

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LDA YA

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Burgess Hill

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Peacehaven

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Trinity Homecare

Eastbourne

Tel: 01323 430762

OP D PD LDA MH SI YA AD

Unity Care Solutions (Lewes)

Lewes

Tel: 0333 366 1020

OP D PD LDA MH SI YA AD

Vine House Care Ltd

Hastings

Tel: 01424 834154

OP D PD SI YA

Violets Care Services Ltd

Eastbourne

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OP D PD MH YA

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Eastbourne

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OP YA

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Heathfield

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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 YA

See page 29 for the **Service User Bands** key

Specialist care and support services

Sensory loss

If you are experiencing sensory loss, it can make you feel disconnected from the world and isolated. You might struggle with daily tasks, communication or getting out and about. This can lead to a loss of independence which can affect your confidence.

Levels of sensory loss 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 vision or hearing loss, or are deafblind, your local authority may recommend and provide equipment or other support to help you. They may offer you an assessment from a specially trained worker. The assessment can identify a wide range of needs and advise as to what services are available.

Adult Social Care and Health can advise you how to register as deaf, hard of hearing, blind or partially sighted. You do not have to register, but if you do, you may get discounts at local facilities and services. If you have a sight impairment, you can benefit from a reduced TV licence fee, tax allowances and free public transport. Adult Social Care and Health can also put you in touch with local partner organisations offering a range of services for people with vision or hearing loss, including employment support, advocacy and social support.

For more information, contact the following:

East Sussex

Web: eastsussex.gov.uk/sensory

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

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

Text: **07537 418236**

Write to: Health and Social Care Connect,
St Mary's House,
52 St Leonard's 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

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, 22 Upperton Road,
Eastbourne BN21 1BF

Web: eastsussexhearing.org.uk

Email: hello@eastsussexhearing.org.uk

Tel: **01323 722505**

Text: **07950 855580**

Eastbourne Blind Society

124-142 Longstone Road, Eastbourne BN22 8DA

Web: eastbourneblindsociety.org.uk

Email: info@eastbourneblindsociety.org

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, support should be tailored to your specific needs. It can be provided by independent and not-for-profit organisations, as well as by Adult Social Care and Health.

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 employing a personal assistant (see page 56), 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

If you have a learning disability, there is a range of services available to help you live more independently. This includes support in various types of accommodation, finding a job, day opportunities and advocacy (see page 62). There is also support for carers, including short breaks (see page 43).

The Community Learning Disability Teams in East Sussex and Brighton & Hove are made up of specialist staff 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 and Health services can contact the following Community Learning Disability Teams:
Tel: **01424 724900** (Hastings office).

Tel: **01323 747117** (Uckfield office).

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

Sussex Partnership NHS Foundation Trust provides mental health, learning disability and neurodevelopmental care. The Trust accepts referrals from GPs, health professionals, family and friend carers and self-referrals.

Tel: **0300 304 0100**

Otherwise, contact Health and Social Care Connect.

Web: eastsussex.gov.uk/hsc

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 mental health, 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 your GP practice, or they might refer you to a local specialist mental health team. 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.

For urgent mental health support

If you or someone else is experiencing a mental health crisis, the NHS **111** mental health option

can help. It can offer advice and information about services that can support you. If your first language is not English, a telephone interpreter can be arranged by calling the helpline and letting them know the language needed. Call **111** and select 'mental health' (free phone 24/7). During busy periods, you may need to wait for your call to be answered.

For more information about local mental health services, visit sussexpartnership.nhs.uk/your-mental-health/getting-help/sussex-mental-health-crisis-line



→ Mental Health support in East Sussex including Brighton & Hove

Shout

Text 'SUSSEX' to **85258** for a free, confidential, 24/7 service. You can have a chat by text with a mental health worker if you feel anxious, stressed, depressed, suicidal or overwhelmed. They can also signpost to other services. You may prefer this to speaking on the phone. This service is available to residents across Sussex, including Brighton & Hove.

UOK

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

Web: uok.org.uk • Tel: **0808 196 1768**

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 with their mental health. You can call a service to discuss your needs or make a self-referral.

East Sussex 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.

Web: healthinmind.org.uk • Tel: **0300 00 30 130**

Staying Well

This is a service for adults who are in distress but are not a high risk to themselves or others. Open evenings and weekends.

Web: southdown.org/services/staying-well

Tel: **0800 023 6475** (Option one for Eastbourne or two for Hastings St Leonards).

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: spft.bhwellbeing@nhs.net

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: spft.SussexRecoveryCollege@nhs.net

Tel: **0300 303 8086**



Supported Living Provider

Heart Healthcare Group provides Supported Living Services for adults, aged **18–65 years old** who are living with a long term Mental health conditions and require **care and housing support**. All service users have separate tenancy agreements and Service User care agreements.

Benefits of Supported Living

- ✓ Increased Independence
- ✓ Person-Centered Care
- ✓ Community Integration
- ✓ Skill Development
- ✓ Improved Quality of Life



hearthealthcaregroup.co.uk

manager@hearthealthcaregroup.co.uk | 01424 257592

Mental Health Rapid Response Service (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** (seven days a week, 24 hours a day).

Staying Well

This is an out-of-hours walk-in service for people aged 18 and over experiencing mental distress or in need of crisis support.

Web: **southdown.org/services/staying-well-brighton-and-hove**

Email: **stayingwell.brighton@southdown.org**

Tel: **0800 023 6475** (Option three).

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 46.

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**.

Mental health support for carers

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** • Email: **info@cftc.org.uk**

Tel: **01323 738390** • Text: **07860 077300**

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**

Email: **info@thecarerscentre.org**

Tel: **01273 746222**



Brain injury

A brain injury can result from many different causes including a 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. It is usually life changing and has a lifelong effect on the person and their family. 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, contact your GP.

They can carry out tests and may refer you to a memory assessment service, where you may receive a diagnosis.

The memory assessment service can also offer advice and refer you to 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 Support Line
Web: **alzheimers.org.uk/get-support/dementia-support-line**
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. 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 and Adult Social Care and Health can help you get access to local services, such as:

- 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).

Even if you do not qualify for financial help from Adult Social Care and Health, they can still assess

your individual needs. They will tell you about registered providers who can help you. You can find guidance and advice on dementia at **nhs.uk/conditions/dementia**

For dementia support in Brighton, visit **brighton-hove.gov.uk** (search 'Dementia support').

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 living at home is no longer possible, you may need to consider moving into extra care housing or residential care. You can ask about this as part of your needs assessment.

You'll find a list of questions to ask any home registered to care for people with dementia in the residential dementia care checklist on page 39.

Deciding between homes can be difficult. It's important to look at how well the staff are trained and whether there is a high staff turnover. People with dementia benefit from continuity of relationships.

Adult Social Care and Health departments ensure that all staff in social care and health services have training in dementia care.

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

People with dementia should feel wanted, rested and safe, and able to join in with the activities they enjoy. Most people can live well with dementia – Adult Social Care and Health 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.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 53. You can download and print this checklist at [carechoices.co.uk/checklists](https://www.carechoices.co.uk/checklists)

Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

- Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐
- Are residents encouraged to be independent? ☐ ☐ ☐
- Can residents decide what to do each day? ☐ ☐ ☐
- Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

- Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐
- Are there activities on each day? ☐ ☐ ☐
- Can residents walk around outside on their own? ☐ ☐ ☐
- Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐
- Are there rummage boxes around? ☐ ☐ ☐

Health

- Can residents get help with eating and drinking? ☐ ☐ ☐
- How often does the home review residents' medication? ☐ ☐ ☐
- Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐
- Do GPs visit the home regularly? ☐ ☐ ☐

Staff

- Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐
- Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐
- Do the staff have any dementia-specific training/experience? ☐ ☐ ☐
- Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐
- Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐
- Does the home have a specific approach to end of life care? ☐ ☐ ☐
- Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 60.

End of life care

Talking about dying can be difficult, but it is important to discuss your wishes with people close to you as you near the end of your life. Good planning can help you stay at home or in a care home at the end of your life, if you prefer, rather than going to hospital.

It is a good idea to complete an Advance Care Plan to record what is most important to you, and how you would like to be supported. You can create this by talking to your GP or health professional and can involve your family and carers if you wish. You can discuss and write down what you want to happen in an emergency or at the end of life, to ensure that everyone knows your wishes. If you do not currently have an Advance Care Plan, please discuss this with your healthcare provider.

When choosing a service, find out about their approach to end of life care. Enabling people to die in comfort and with dignity should be a core part of their service. The way care professionals handle this will be incredibly important for you, your family and carers.

You should also have an end of life care plan, to ensure that your preferences and choices are clear. It is also important to check whether health and social care staff delivering a service are trained to communicate about end of life care and assess the needs of individuals and carers.

It is worth asking care providers whether they are working towards the Gold Standards Framework or the Daffodil Standards. These are used by hospitals, GP surgeries and care homes, to improve co-ordination and communication between the different organisations which provide care for people approaching the end of their life.

East Sussex

Visit eastsussex.gov.uk/end-of-life or contact Health and Social Care Connect.
Email: hsc@eastsussex.gov.uk
Tel: **0345 60 80 191**

Brighton & Hove

Visit brighton-hove.gov.uk (search 'Bereavement support resources') or contact the Adult Social Care Access Point. See page 6.

Care for the Carers East Sussex

Provides information and guidance for carers who have been recently bereaved through their carers' hub.

Web: cftc.org.uk

Email: info@cftc.org.uk

Tel: **01323 738390** • Text: **07860 077300**

Dying Matters

A Hospice UK campaign aiming to create an open culture in which everyone is comfortable talking about death, dying and grief. The website has a comprehensive support section.

Web:

hospiceuk.org/our-campaigns/dying-matters

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 (search '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/tests-and-treatments/end-of-life-care

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 are provided at the Conquest Hospital, Eastbourne District General Hospital and Bexhill Hospital.

Email: esht.palliativecare@nhs.net

Tel: **0300 131 4500** (ask for Palliative Care Team).

Hospices

Hospice care helps people with a life-limiting or terminal condition to live as fully and comfortably as possible. 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'.

Hospices look after someone's physical, emotional, social and spiritual needs. This means they provide a wide range of services.

You don't have to stay at a hospice to access their care. In fact, most people who receive support from a hospice do so whilst living at home or in a care home.

Hospices also support people's family and friends during their illness and after bereavement. Visit hospiceuk.org (select 'Information and support', then 'Your guide to hospice and end of life care').

If you are a carer, you are not alone and support is available. You may welcome the opportunity to talk about how you are managing and be put in touch with other sources of help.

Hospices serving East Sussex 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

Web: stpjhospice.org

Email: contact@stpjhospice.org

Tel: **01444 471598**

St. Wilfrid's Hospice – Eastbourne, Seaford, Pevensey, Hailsham, Uckfield, Heathfield and surrounding areas

Web: stwhospice.org

Email: hospice@stwhospice.org (general enquiries) or stwh.spreferrals@nhs.net (Patient enquiries and referrals).

Tel: **01323 434200**

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.

Web: saraleetrust.org

Email: services@saraleetrust.org

Tel: **01424 456608**

Search for care in your area

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now

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, drinking 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
- end of life care.

Having a carers' assessment

As a carer, you are entitled to an assessment from your local authority, regardless of the amount or type of care you provide. You can have an assessment even if the person you care for is not eligible for support or does not want an assessment.

A carers' assessment is an essential first step to help you understand your situation. It looks at how caring responsibilities affect your life, including your health and wellbeing and the different types of support available.

Adult Social Care and Health will use eligibility criteria set by the Government to work out if you qualify for support. If you have eligible support needs, Adult Social Care and Health will talk to you about how best to meet those needs. For example, it might be possible to have a break from your caring responsibilities, or some free time during the day. Even if you are not eligible for support, the council will give you information and advice about local services to help prevent your needs from developing further. Carers do not require a needs assessment to access carers' support.

The East Sussex Adult Social Care and Health leaflet, 'Do you look after someone?', has more information and support available for carers in East Sussex. Visit eastsussex.gov.uk/factsheets

For more information and advice if you care for someone in Brighton & Hove, visit **brighton-hove.gov.uk/adult-social-care-hub/support-carers**

East Sussex

Adult Social Care and Health

You can do a carers' assessment online or contact Adult Social Care and Health.

Web: eastsussex.gov.uk/carers-assessment

Email: hsc@eastsussex.gov.uk

Tel: **0345 60 80 191**

Brighton & Hove

Carers Hub

Web: carershubs.co.uk

Email: info@carershubs.co.uk

Tel: **01273 977000**



Breaks from caring

Respite care is replacement care to allow for a carer to have a break from their caring role. This could be:

- support in the home of the person receiving care;
- 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 receiving care. They might need to have a

financial assessment to work out how much they need to pay towards it. If the person receiving care already has a personal budget for their own needs (see page 57), they could use that money to pay for respite care. If they pay 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 and Health.

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 go to 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 appointments.

The respite for healthcare appointments service in East Sussex is free. Adult Social Care and Health will cover the cost of replacement care.

Carers can also use this service to attend training or courses to learn new skills that will help them 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 it whilst the carer attends any health appointments.

East Sussex – Care for the Carers

Web: cftc.org.uk • Email: info@cftc.org.uk
Tel: **01323 738390** • Text: **07860 077300**

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. It enables you to set up an emergency plan with the Carers' Respite Emergency Support Scheme (CRESS). You can name up to three people who could provide short-term support in an emergency.

You can register your CRESS emergency plan either

by contacting Care for the Carers, via Adult Social Care and Health as part of a carers' assessment, or by completing the online form. Visit eastsussex.gov.uk (search 'Emergency respite care').

Once registered, you will receive a card to carry with you which includes a 24/7 contact number to activate your plan in an emergency. →

➔ 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

An independent charity, Care for the Carers is the first point of contact for local carer services in East Sussex. It can help with:

- information, advice and guidance;
- accessing a range of support, including a free accredited counselling service; and
- hosting support groups and activities.

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) support young carers aged 5-18 who care for a family member with a long-term illness or disability, or who has problems with alcohol or drugs.

Web: **imago.community/young-carers-services/young-carers-services**

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 who have Special Educational Needs and Disabilities (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: **carershuh.co.uk**

Email: **info@carershuh.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**



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

SEND guides • Ask the Experts • Directory
Real-life blogs & experience • Practical advice

www.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 housing 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 designed 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 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, because you have your own home and tenancy or lease.

You can still qualify for home care services. See page 25. Adult Social Care and Health might assess your needs for these services.

Find out more information about seniors' housing and other housing options for older people from the Elderly Accommodation Counsel at **housingcare.org**

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/housing/council-housing/apply-housing**
Email: **homemove@brighton-hove.gov.uk**
Tel: **01273 294400** (Option two).

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 you to stay independent with the comfort, security and privacy of your own front door. It is an alternative to residential care, provided that your care and support needs can be met by staff. Trained care staff are on site 24/7 to provide scheduled care and emergency support.

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

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** or **0345 60 80 191**. You can also visit **eastsussex.gov.uk/extra-care**

Who is eligible for extra care housing?

If you live locally and are 55+ then you can apply, regardless of whether you own your home, privately rent or are a council or housing association tenant. Currently rental flats are available in extra care housing for people who need a minimum of 11 care and support hours per week.

Adult Social Care and Health will do an assessment to determine whether extra care housing is suitable for you.

Supported living

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

- learning disabilities;
- mental health conditions;
- a physical disability or health condition; or
- sensory loss.

You must be assessed as needing care and support to be considered for supported living.

East Sussex

To ask for an assessment, visit 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 supported living options for young people.

Supported living offers short-term accommodation to people who do not have eligible needs under the Care Act and require low levels of support. Services provide a minimum of one hour of support per week, including housing-related assistance.

The schemes help people develop independent living skills, including:

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

Visit eastsussex.gov.uk/social-care/leaving-home or contact Health and Social Care Connect for more information. See page 6.



Shared Lives schemes

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

People 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 people in a range of different situations. Individuals supported in Shared Lives arrangements may be older, have learning or physical disabilities, or mental health conditions.

Shared Lives can also support people to move from youth to adult services, and people who have misused substances or are ex-offenders. You must have eligible care and support needs to be referred to the Shared Lives Scheme.

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



Visit www.carechoices.co.uk

Supported accommodation

This aims to enable adults to live more independently in the community. Approved providers can support people in these types of accommodation:

- a flat or self-contained bedsit: the person has their own tenancy, and the provider or support staff visit regularly to provide support;
- a shared house: the person has a tenancy or licence agreement, their own room with their own key and shares the communal areas with others; and
- the provider's own home: the person has 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**

If you are interested in becoming a Shared Lives or supported accommodation provider in East Sussex, and you have the skills and commitment to support adults to live more independently, call **01323 747415**.

Brighton & Hove

Visit **brighton-hove.gov.uk** (search '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** (search 'Shared lives').

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

Tel: **01273 295550**



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

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

Got a question? We're here to help!

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www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk

**PONBAY
LODGE**

CARE HOME

**COLLINGTON
PARK LODGE**

CARE HOME

**BOOK
A TOUR
TODAY**

ONE ALL-INCLUSIVE FEE

This is your home...

When you make Ponbay Lodge or Collington Park Lodge your home, you are choosing the perfect blend of comfort and independence.

As well as your own spacious, en-suite bedroom, you can enjoy our boutique cinema, afternoon tea in our cafe, a quiet moment in the library and lots more.

We offer residential and dementia care for one all-inclusive price, and our wonderful team are here for you. They will create your personalised care plan, cook mouthwatering meals and treats and design a programme of activities and events to help you pursue your hobbies, try new ones and make new friends.



Contact our friendly team to find out more:

01424 533454

e ponbaylodge@crystalcarecollection.co.uk
📍 Ponbay Lodge,
187 The Ridge, Hastings TN34 2AE

01424 533445

e collingtonpark@crystalcarecollection.co.uk
📍 Collington Park Lodge,
Collington Lane East, Bexhill TN39 3RJ


Crystal Care
— COLLECTION —
www.crystalcarecollection.co.uk

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 and Health can still give you advice and information.

An assessment will help to determine your care and support needs and will be necessary if you ask the council for financial assistance later. See page 57 for more on financial assessments. You may want to ask a relative or a friend to help you decide.

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 a 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 and Health has a leaflet, 'What you will need to pay', available at eastsussex.gov.uk/factsheets

Brighton & Hove Adult Social Care has information about paying for care at brighton-hove.gov.uk/adult-social-care/pay-your-care-and-support

You should ask the care provider what will happen when you become eligible to receive financial assistance from your local authority towards the cost of your care.

Some providers do not accept the set rates that your local authority pays. Others have minimum terms for people who are paying the full cost of 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 when 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 that 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 are not 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 do not be afraid to ask questions. It is a good idea to discuss it with a relative or friend.

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



Care that's shaped around your loved one.



With Barchester we'll spend time getting to know your loved one, and the people and things that are most important to them, so that we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can support them to live happily, comfortably, and just the way they choose.

Call to find out how we can help or visit: [Barchester.com/Esusx](https://www.barchester.com/Esusx)

Dudwell St Mary
Burwash, TN19 7BE
01435 667 721

N D R S

Hazel Lodge
Battle, TN33 0HW
01424 554 942

R D S

Hurstwood View
Uckfield, TN22 3FH
01825 573 728

N D R S

Lydfords
East Hoathly, BN8 6DR
01825 573 813

R D S

Mortain Place
Eastbourne, BN23 6JF
01323 383 167

R D S

Sycamore Grove
Stone Cross, BN24 5NU
01323 30 6621

R D S

Wadhurst Manor
Wadhurst, TN5 6RY
01892 628 193

N D R S



N Nursing Care

D Dementia Care

R Residential Care

S Short Breaks

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/care-home

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





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





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. Your Adult Social Care department can still help you with advice and information.

Search for care in your area

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

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- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now



www.carechoices.co.uk 



The Mulberry Community

Specialist residential & nursing care

Mulberry House

Southdowns

Mulberry House and Southdowns provide warm and friendly environments for long term support, permanent care, respite or re-enablement before moving to supported living.

We are passionate about the service we provide and caring for our clients at all stages of life

We are committed to providing the very best care and we recognise that our clients require varying levels of support.

Conditions we consider for referral:

Acquired and Traumatic Brain Injury (ABI/TBI) Epilepsy Stroke (CVI) Multiple Sclerosis
Parkinson's Disease Pick's Disease Huntington's Disease Korsakoff's Brain Tumour
Alzheimer's Vascular Dementia Locked-in Syndrome Respite Care Nursing Care

We would be delighted to show you around our homes and discuss any future care needs.

MULBERRY HOUSE

01424 231419

mulberryhousecare.co.uk

SOUTHDOWNS

01424 231435

southdownsnursinghome.co.uk

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 and Health to look at their care and support needs. If it appears that you have care and support needs, you'll be offered an assessment. If you are not eligible for support from Adult Social Care and Health, you will be given information and advice about your options and other support that could help you.

You may want to ask for support from Adult Social Care and Health 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 and Health 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, Adult Social Care and Health 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 a needs assessment online to find out if you're eligible for social care support at eastsussex.gov.uk/assess-yourself or 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 or contact Access Point on **01273 295555**.

What happens in an assessment?

You can start your needs assessment using an online form, by phone or in person. Adult Social Care will talk to 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 – such as 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. If you need help to express your views, you could use an advocacy service.

To arrange an advocate, if you live in East Sussex, contact SWAN advocacy by emailing eastsussex@swanadvocacy.org.uk, calling freephone **0800 862 0995** or visit eastsussex.gov.uk/advocacy

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 and Health will arrange for an interpreter if you do not speak English or you use sign language.

Adult Social Care and Health 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 that meets your needs.

East Sussex Adult Social Care and Health produces a factsheet 'Who qualifies for our support?', which explains more about the national eligibility criteria for adults with care and support needs and carers. 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

Having your say about your support

If you are eligible for support and financial help from Adult Social Care and Health, you should have as much choice and control as possible over your support, as long as it is within your personal budget.

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

- the type of support you require 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.

Personal budgets

Adult Social Care and Health may provide you with a personal budget. This is the amount of money it would cost to pay for care and support that meets your eligible needs.

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. 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. You can plan and organise your care and support yourself using a direct payment. This is when the money the council contributes is paid directly to you.

Alternatively, you can ask Adult Social Care and Health, or another person or organisation, to support you to 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 and Health publishes leaflets called 'A guide to Adult Social Care and Health' and 'What you will need to pay', 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 on **0845 60 80 191**.

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

Independent Lives

Web: independentlives.org

Email: advice@independentlives.org

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



→ Brighton & Hove

The council publishes information sheets on paying for care at home and 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**

Email: **ilsbrightonandhove@peopleplus.co.uk**

Tel: **0330 123 2815**

Personal Assistant support

Some people choose 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 Health, 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 and your schedule.

Employing staff might sound difficult, but there is plenty of help available to be a good employer and this support is free. In East Sussex, Independent Lives (see page 55) can help you with everything from finding the right person, to understanding your responsibilities as an employer. PeoplePlus also does this in Brighton & Hove.

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 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. East Sussex residents may find the PA Checklist a helpful resource for organising your PA support. Visit **eastsussex.gov.uk/pa-checklist**

The information on page 18 can help you find self-employed PAs that you can trust, whatever kind of support you need, to help you live independently.

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 55 and above.

You can also look online for a PA, for example on East Sussex 1Space at **1space.eastsussex.gov.uk/pas**

For Brighton & Hove, visit **brighton-hove.gov.uk** (search 'Support at home').

Direct payment support services

In East Sussex, PeoplePlus, Purple and Independent Lives 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.



Paying for care

If your capital assets and savings are over £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 have less than £23,250, it is likely that you will need to pay towards the cost of your care and support. You will have a financial assessment to work out how much you'll contribute. Most people pay something towards the cost.

Financial assessment

A financial assessment will look at your income, capital assets and savings. It may include any money or property you have transferred or given away.

Following a financial assessment, most people will pay towards the cost of their care. You can choose not to have a financial assessment, but you will need to pay the full cost of your care and support.

Property

If you are moving into a care home permanently, the value of your home will usually be included as an asset in the financial assessment – unless a qualifying relative lived in the property as their main and only home before you moved to a care home.

If you are receiving home care, the value of your property is not included in the financial assessment.

Income

Most of your income will be included in the financial assessment. If you have capital assets and savings between £14,250 and £23,250, you will pay an extra £1 per week for each £250 you have 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 financial support from the council and you are moving into a care home or care home with nursing, your social care worker will discuss the options available to meet your care needs. Care arranged by the council is usually only up to the rate based on your needs. This is your personal budget.

If you choose to live in a care home which costs more than your personal budget, someone will need to pay a regular top up payment. Top up payments are usually made by a third party, normally a relative or friend. You can pay your own top up in some specific circumstances. This is explained further on page 58. Anyone agreeing to 'top up' your care fees will need to provide information to show that they can afford it long term and enter into an agreement with the council.

It is essential to understand your rights before moving into a care home. 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 you commit to anything. See page 59 for more information.

State benefits

You may be entitled to Attendance Allowance, Disability Living Allowance or Personal Independence Payments. These government benefits are not means-tested or taxed. There are different rates depending on your needs. Everyone who needs care should consider claiming these benefits. You cannot get these benefits if you live in a care home and the council pays

towards the cost of your care. However, if you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, you can receive payments while in a care home and they are 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). To check what you could be entitled to, visit [gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)

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 an NHS Funded Nursing Care Contribution towards the cost of your nursing care. This is paid directly to the home and is not means-tested.

The standard weekly rate per person is currently £254.06 but the amount is reviewed every April.

Paying the full cost for a care home

Paying for a care home is expensive and a long-term commitment. We recommend that you seek specialist advice from a qualified and regulated independent financial adviser. See page 59 for suggested contacts. More information is available at [eastsussex.gov.uk/full-cost](https://www.eastsussex.gov.uk/full-cost)

12-week property disregard

If you have less than £23,250 in savings and assets and are moving to a care home, you may get 12 weeks where the value of your home is not included in the financial assessment. The council may share the cost of the first 12 weeks of permanent care. It must be your main or only home and the council must agree that you require this type of care.

Please note that if you have already been living in a care home for 12 weeks (perhaps funded by yourself) then you cannot get a 12-week property disregard.

Deferred payment scheme

One option for paying for care long term is a Deferred Payment Agreement from the council. If you are eligible, you can delay selling your former home during your lifetime. The council will pay your care home fees up to the value of your home. The council will recoup these costs once the house is sold or from your estate. Interest is payable throughout the period of the loan and there are additional fees which cover the council's legal, administrative and other costs.

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 how much you will pay towards the loan from your income and capital assets to reduce the amount of debt accruing.

Running out of money

If your capital assets and savings are likely to reduce to £23,250 due to paying care home fees, you should let the council know well in advance. The council will undertake an assessment of your needs and finances to determine whether it will contribute towards your care costs and the date this will start. You can find out when your capital may reach £23,250 using the council's Capital Depletion Checker at adultsocialcare.eastsussex.gov.uk/web/portal/pages/precapitaldrop

If the council agrees to pay towards your care and support, it will only pay up to a certain amount. If the care home you are living in charges more than this and you wish to stay there, 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, you may need to move into alternative accommodation which can meet your needs at the local authority funding rate.

Top up payments

If you are eligible for the council's support, your social care worker will discuss the options available to you that meet your needs and reflect 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 pay a top up yourself, except in limited circumstances. It is usually paid by a

family member, friend or charity. Before anyone can pay your top up, the council will need to assess their finances. If they are unwilling to have this assessment, they will not be able to top up your care home payment. It is not possible to enter private arrangements with care homes for top ups.

The person paying the top up will need to:

- provide evidence to show they can afford to pay the ongoing costs; and
- sign a contract with the council to confirm that they will make the payments.

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 already live in a care home, and no top up was required at the time you became a resident, the home may seek to introduce one later. This 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 fees 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. You only require a top up if you choose a care home that is more expensive than a care 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 because of a disability, accident or illness, and be complex, unpredictable or intense. When eligible, all 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. It's helpful to get professional advice to enable 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](https://www.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/information-advice/money-legal

Tel: **0800 678 1602**

Citizens Advice

Web: citizensadvice.org.uk

Tel: **0800 144 8848**

Money Helper

Web: moneyhelper.org.uk/en

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 is 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). 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/give-feedback-on-care

CQC assurance

The CQC is required to assess local authority adult social care services. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

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

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit **cqc.org.uk/guidance-regulation/local-authorities**

Web: **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 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 your 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, a friend or relative are receiving from a service, we recommend that you speak to the manager of the

service about your concerns first. The problem may be resolved quite easily once they are made aware of it. If someone else is raising a complaint on your behalf, they will need to have your written permission to do so.

If you feel that your concerns are not being taken seriously and you are not happy about what 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. If the registered owner is not the service manager, the service manager will give you the address to contact the owner. If you are 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**

If the local authority pays for, or contributes to, the cost of your care and support and you are unhappy with the care provider's response, you can ask your local Adult Social Care and Health complaints and feedback team for help or go directly to the Local Government & Social Care Ombudsman.

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 and Health

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

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

East Sussex

If you want to make a complaint, comment or compliment about Adult Social Care and Health services, visit

eastsussex.gov.uk/socialcarefeedback and fill out the online form, or contact the Complaints and Feedback team directly.

Email: asccomplaintsfeedback@eastsussex.gov.uk

Tel: **01273 481242**

Write to: Complaints and Feedback Team,
Adult Social Care and Health,
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

Visit brighton-hove.gov.uk/counciland-democracy/feedback-about-councilservices and fill out the online form to make a complaint, comment or compliment. You can also 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



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 RUGY-JESR-EEBG, East Sussex
Community Voice, Unit 31, The Old Printworks, 1
Commercial Road, Eastbourne BN21 3XQ

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 **[helpline@](mailto:helpline@healthwatchbrightonandhove.co.uk)**

healthwatchbrightonandhove.co.uk (helpline).

Tel: **01273 234041** (office) or

01273 234040 (helpline).

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 and Health must arrange an advocate for you when you apply for help with care and support.

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

You may find an advocate helpful if you:

- feel vulnerable, discriminated against or at risk of abuse (financial, emotional, physical, sexual, psychological or by an institution);
- find it difficult to express your views or don't feel you are being listened to;
- feel you need support from someone who has your best interests at heart;
- face a major life change that means you may need to access support services;
- are eligible for care or support services from Adult Social Care and Health;
- would like support with an issue you are struggling with; or

- are involved in a safeguarding enquiry or planning meeting.

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

East Sussex produces a factsheet called 'Independent advocacy'. Visit **eastsussex.gov.uk/advocacy**

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 also protect your human rights if you are in hospital or live in residential care, lack mental capacity and 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)

Independent Mental Health Advocates support 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 uses South West Advocacy Network (SWAN) to provide most of its independent advocacy services. You can talk to SWAN advocates in the strictest confidence. Ask your social care worker or ward staff for a referral or contact SWAN directly.

The Advocacy People (TAP) provide independent mental capacity advocates. You will be referred to TAP by a social care or health worker.

South West Advocacy Network (SWAN)

Web: swanadvocacy.org.uk/services-near-you/east-sussex
Email: eastsussex@swanadvocacy.org.uk
Tel: **0800 862 0995**

The Advocacy People (TAP)

Email: info@theadvocacypeople.org.uk
Tel: **0330 440 9000**

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 The Advocacy People.

Web: theadvocacypeople.org.uk

Email: info@theadvocacypeople.org.uk

Tel: **0330 440 9000**

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: **0300 772 9855**

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

Safeguarding adults

If you think you, or someone you know, may be being abused, neglected or exploited, you should report it. It is important that everyone knows the signs of abuse, and where to get help. Changes in someone's physical or emotional state or unexplained injuries might be signs of abuse.

The Sussex Safeguarding Adults Boards have

arrangements in place to prevent and protect people at risk of, or who are experiencing, abuse or neglect. This is set out in the Sussex Safeguarding Adults Policy and Procedures.

An adult may be at risk of abuse or neglect because of their age, physical or learning disability, mental health or other illness.



➔ 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.

Abuse can happen once or repeatedly over time. It can be deliberate or due to poor care. Someone may be pressured into agreeing to something, or taken advantage of, because they do not fully understand the consequences of their choices or actions.

If you are worried about abuse or neglect, 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 leaflet called 'What is safeguarding'. Visit

bhscp.org.uk/what-is-safeguarding

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 and advice, or to report a safeguarding concern, use the following contact details:

East Sussex

Health and Social Care Connect

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

Web: **eastsussex.gov.uk/reportaconcern**

Email: **hsc@eastsussex.gov.uk**

Tel: **0345 60 80 191**

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

Brighton & Hove

Adult Social Care Access Point

Web: **brighton-hove.gov.uk** (search 'Report a safeguarding concern').

Email:

hascsafeguardinghub@brighton-hove.gov.uk

Tel: **01273 295555**

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

Domestic abuse

Domestic abuse is physical, emotional and sexual abuse in personal relationships or between family members. While domestic abuse of older people can be similar to what younger people experience, there are several key differences. Older people are:

- more likely to experience abuse from an adult family member or current intimate partner;
- less likely to attempt to leave the year before accessing help;
- more likely to stay living with their abuser after getting support; and
- more likely to have a disability.

Hourglass

Provides information and support to older victims, or anyone concerned about an older person at risk of domestic abuse.

Web: **wearehourglass.org/hourglass-services**

Email: **helpline@wearehourglass.org**

Tel: **0808 808 8141** • Text: **07860 052906**

Change Grow Live – Domestic Abuse Service

Change Grow Live provides domestic abuse support in East Sussex to anyone aged 16 and over affected by domestic abuse, sexual abuse or violence.

Web: **change-grow-live.org/domestic-abuse-service-east-sussex**

Email: **esdomesticabuse.info@cgl.org.uk**

Tel: **0300 323 9985** (freephone).

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.

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 made 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 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. They do not have the mental capacity to agree to their

care situation and would not, for example, be allowed to leave, or discharge themselves if they wished.

Specialist assessors (Best Interest Assessors and Mental Health Assessors) confirm whether the person lacks mental 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) that 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.

A Lasting Power of Attorney (LPA) allows you to appoint someone you trust to make decisions about your personal welfare. This includes healthcare and consent to medical treatment, as well as your property and financial affairs.

The Court of Protection can issue Orders about how to manage people's property and financial affairs if they do not have an LPA and cannot manage their

own affairs. The court procedure is presently very slow, and the fees are quite expensive. It is advisable to plan ahead and appoint someone you trust as your Lasting Power of Attorney before you need it.

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 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 law. →

→ The Association of Lifetime Lawyers 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.

The Association of Lifetime Lawyers

Web: lifetimelawyers.org.uk

Tel: **020 8234 6186**

Brighton & Hove and East Sussex Partners in Care (formerly RCA)



Brighton & Hove and East Sussex Partners in Care (formerly known as the RCA) have been representing care homeowners, providers and managers for a number of years, and more recently, wider social care providers.

The association shines a light on the key issues our members experience and works with the health and care system to achieve the very best outcomes for the people and families our members support every day.

The structure of the association consists of an executive committee led by a chairperson, vice chairperson and treasurer.

Working alongside them are elected volunteer members, consisting of current providers and former care providers, who collectively work together to make decisions, plan meetings and events and much more, all for the greater good of the local care communities.

For further information go to espics.co.uk

Become a gold member

At the heart of our association's strength and impact lies in its extraordinary executive and gold (advanced) members. If you hold a CQC registration with East Sussex County Council or Brighton & Hove City Council, you could join and be eligible for a host of opportunities to save your business money and gain important industry knowledge.

For more information, go to espics.co.uk/go-gold

Useful Contacts

Chair – East Sussex, Brighton & Hove

– **Mike Derrick**

Email: mderrick@oakdownhouse.co.uk

Vice Chair – East Sussex

– **Reece Welch**

Email: reece.welch@nhs.net

Chief Executive Officer

– **Elizabeth Mackie**

Email: elizabeth@espics.co.uk

Membership Manager

– **Sean Walser**

Email: membership@espics.co.uk

Search for care in your area

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Visit www.carechoices.co.uk

Useful contacts

Local support

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 East Sussex

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

Web: ageuk.org.uk/eastsussex

Email:

customerservices@ageukeastsussex.org.uk

Tel: **01273 476704**

Write to: 54 Cliffe High Street,
Lewes BN7 2AN

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**

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 autistic people. Its website offers 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 or take you home and provide support after a hospital stay. 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: healthandcaresoutheastadmin@redcross.org

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 – Brighton & Hove

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 support in East Sussex)

Support for anyone aged 16 and over who has been affected by domestic abuse and violence.

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

Email: esdomesticabuse.info@cgl.org.uk

Tel: **0300 323 9985** or **01323 417598** (Eastbourne)
or **01424 716629** (Hastings).



→ 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: **abilitynet.org.uk/free-tech-support-and-info/digital-brighton-and-hove**

Email: **digitalbh@abilitynet.org.uk**

Tel: **0300 180 0028**

East Sussex 1Space

East Sussex County Council's free online directory 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 directory of community groups and organisations 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. East Sussex Fire & Rescue also conducts home safety visits.

Web: **esfrs.org** • Email: **enquiries@esfrs.org**

Tel: **0303 999 1000**

Minicom: **01323 462002**

East Sussex Hearing

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

Web: **eastsussexhearing.org.uk**

Email: **hello@eastsussexhearing.org.uk**

Tel: **01323 722505**

East Sussex Vision Support

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

Web: **eastsussexvisionsupport.org**

Email: **info@eastsussexvisionsupport.org**

Tel: **01323 832252**

East Sussex Young Carers

Supports young carers aged 5-18 who are responsible for caring for a family member with a long-term illness, disability, mental health issue, or addiction.

Web: **imago.community/young-carers-services/young-carers-services**

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 Sussex Mental Healthline.

Email: **spnt.healthinmind@nhs.net**

Tel: **0300 003 0130**

Library services – Brighton & Hove

If you are caring for someone and are unable to get out, Brighton & Hove libraries offer 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 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**

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: **111** (select 'Mental health' option).

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. Early diagnosis can limit development of AIDS-related illnesses.

Web: tth.org.uk/get-help/brighton-and-hove

Email: info.brighton@tth.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 support

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** • Text: **0790 357 2885**

Independent Age

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

Web: independentage.org

Email: helpline@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: **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: 111.nhs.uk

Tel: **111**

NHS website

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**

Text: **07360 268988**



→ Samaritans, The

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

Web: [samaritans.org](https://www.samaritans.org) • Tel: **116 123**

Silver Line, The

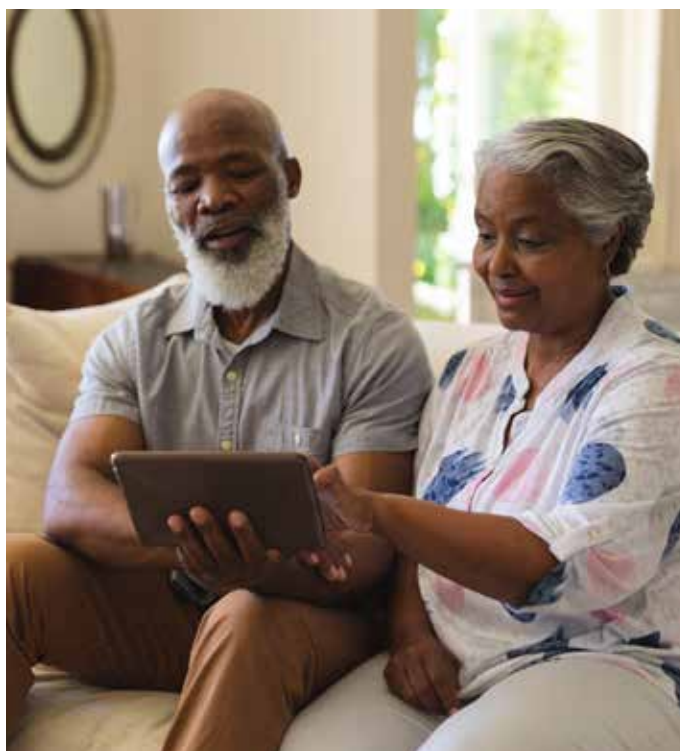
A free, confidential helpline for older people, open 24 hours a day, every day of the year. Launched by Dame Esther Rantzen, The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Web: thesilverline.org.uk • Tel: **0800 470 8090**

Support for Veterans directory

A directory listing organisations that provide support to veterans of the UK armed forces and their families. • Web: [gov.uk/support-for-veterans](https://www.gov.uk/support-for-veterans)

Tel: **0808 802 1212**



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feel good
about care



No.1
non-profit
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With award-winning non-profit care homes, flexible trial stays and Home for Life funding assurance.

Finally, a care decision
you can feel good about.



Grosvenor House

14 Grosvenor Gardens,
St Leonards on Sea TN38 0AE
01424 237 953



Whitegates

Westfield Lane, Westfield,
Hastings TN35 4SB
01424 231 464

greensleeves
care

*Based on independent reviews on carehome.co.uk at time of printing

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

Barford Court

157 Kingsway, Hove BN3 4GR
Tel: 01273 777736

OP D PD YA

Borradaile House

13 Walpole Road, Brighton BN2 0AF
Tel: 01273 673103

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 Drive

Brighton BN1 6LA
Tel: 01273 294310

OP LDA YA

Brighton & Hove City Council – 19 Leicester Villas

Hove BN3 5SP
Tel: 01273 295840

LDA YA

Brighton & Hove City Council – 20 Windlesham Road

Brighton BN1 3AG
Tel: 01273 295477

LDA YA

Brighton & Hove City Council – 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 PD LDA YA

College View

13a Walpole Road, Brighton BN2 0AB
Tel: 01273 244000

LDA YA

Conifer Lodge

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

OP MH YA

Crescent House

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

OP

Dane House

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

LDA

Davigdor Lodge Rest Home

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

MH YA

Droeway, The, 3

Hove BN3 6LF
Tel: 01273 563935

LDA YA

Droeway, The, 3a

Hove BN3 6LF
Tel: 01273 541229

LDA YA

Dyke Road, 287

Hove BN3 6PD
Tel: 01273 566804

PD LDA YA

Dyke Road, 290

Brighton BN1 5BA
Tel: 01273 552069

PD LDA YA

Fairdene Lodge

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

OP D

Gate Cottage Rest Home

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

OP

Grange Rest Home Ltd, The

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

OP

Grosvenor Lodge

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

D

Highviews, The

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

OP D PD LDA MH SI YA

Lansdowne Road

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

LDA

Lavender House

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

MH YA

Lustrells, The

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

PD LDA YA

Lustrells Vale

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

PD LDA YA

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

Hove BN3 6FA
Tel: 01273 323814

OP D LDA

Lyndhurst Road, 12 (Z & M Care Ltd)

Hove BN3 6FA
Tel: 01273 323814

LDA YA

Marine View Rest Home

279 Kingsway, Hove BN3 4LJ
Tel: 01273 417696

OP D YA AD

Mill Lane, 52 (Southdown Housing Association)

Portslade BN41 2DE
Tel: 01273 439156

LDA

Oakleigh Lodge Residential Home

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

OP YA

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

Brighton & Hove care homes continued

Outlook House

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

LDA SI YA

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 677451

LDA YA

Place Farm House

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

OP

Portland Road

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

MH

Sackville Gardens

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

MH

St Mary's House

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

OP

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

Westwood Care Home

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

OP YA

Whitehouse, The

1 Chichester Drive West, Saltdean,
Brighton BN2 8SH
Tel: 01273 302465

OP

Wilbury

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

OP

Wilbury Gardens

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

D PD LDA MH SI YA

Brighton & Hove care homes with nursing

Advertisers are highlighted

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

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

Bon Accord

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

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



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, it 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 most 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 are proud to provide secure, relaxed and homely environments where care is our speciality."

www.brighthelmcare.com

Dean Wood Bupa Care Home

Warren Road, Brighton BN2 6DX

Tel: 01273 031690 **Advert page 81**

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

Hallmark Maycroft Manor Luxury Care Home

2-8 Carden Avenue, Brighton BN1 8NA

Tel: 01273 859790

OP D PD MH SI YA

Hazeltown Nursing Home

Heath Hill Avenue, Brighton BN2 4FH

Tel: 01273 886788

OP D YA

Highbury House Nursing Home

Stepping 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

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

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

Wavertree House

Somerhill Road, Hove BN3 1RN

Tel: 01273 262200

OP SI



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

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, Rigmer, Lewes BN8 5ES

Tel: 01273 814400

PD LDA

Avis Road, 50a (Southdown Housing Association)

Newhaven BN9 0PN

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 **Advert below**

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

Clifden House Dementia Care Centre

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OP D

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The atmosphere at Beachlands is warm and welcoming. It was clear that both residents and staff were genuinely happy to be there.

– Son of Resident

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beachlands01@aol.com / finance.brch@outlook.com

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Residential Care, Dementia Care and Respite Breaks



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

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

Homescare Ltd – Peacehaven

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

OP D YA

Homescare Ltd Seaford

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

OP D

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

Nightingales Residential Care Home

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

OP PD SI

Nova House

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

OP

Port Manor

Homefield Road, Seaford BN25 3DG
Tel: 01323 372 966 **Advert page 76**

OP D YA

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 Firlie Road, Seaford BN25 2JA
Tel: 01323 899663

OP PD LDA YA

**See the care homes checklist on page 53 for
useful questions to ask providers.**

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

Nova House

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Nova House is a **Luxury Care Home** situated in Seaford, East Sussex. With 34 rooms, modern facilities, spacious lounges and garden. **Nova House** offers a true Home away from Home.



- Total 24 Hour care in homely, comfortable surroundings
- Television, Phone & Wifi access in each room
- Fully inclusive and competitively priced
- Wheelchair access, with lift & stair lift facilities
- A diverse range of activities, outings & entertainers
- We also cater for short stay / Respite care



Belgrave Road, Seaford, East Sussex BN25 2EG
Tel: **01323 896629** • Web: **www.nova-house.co.uk**
Email: **admin@nova-house.co.uk**



Rivendale Lodge

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Rivendale Lodge is an **award winning** Care Home specialising in Dementia and Alzheimer's Care. Comfortable and friendly, we provide to target all individual needs.



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- Spacious facilities with a high standard of comfort and care
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- An inclusive and competitively priced care package
- A wonderful range of activities, events and Entertainment



14 Prideaux Road, Eastbourne, East Sussex BN21 2NB
Tel: **01323 731575** • Web: **www.emicarehome.co.uk**
Email: **admin@emicarehome.co.uk**



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: 01273 474844

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 YA

St Clare's Care Home

St George's Park, Ditchling Road,

Burgess Hill RH15 OGU

Tel: 01444 873731

OP D PD LDA MH SI

St Rita's Care Home

St George's Park, Ditchling Road,

Burgess Hill RH15 OGT

Tel: 01444 873741

OP D PD LDA MH SI

Threeways Nursing Home

Beacon Road, Seaford BN25 2LT

Tel: 01323 893112

OP PD

Westerleigh Nursing Home

18 Corsica Road,

Seaford BN25 1BD

Tel: 01323 892335

OP D PD

For more information about different types of care home, see page 51.

Wealden care homes

Advertisers are highlighted

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

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

Lydfords Care Home

23 High Street, East Hoathly, Lewes BN8 6DR

Tel: 01825 573 813 **Advert pages 50 & 84** OP D YA

Lynfords

3a Nursery Close, Hailsham BN27 2PX

Tel: 01323 440843

LDA

Marshes, The

3b Nursery Close, Hailsham BN27 2PX

Tel: 01323 440843

LDA

Marshview

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

OP

Summerheath Road, 52 (Jemini Response Ltd)

Hailsham BN27 3DR
Tel: 01323 847835

LDA YA

New Inn, The

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

LDA

Tablehurst Farm Cottage

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

LDA

Nutley Hall

Nutley, Uckfield TN22 3NJ
Tel: 01825 712696

OP LDA YA

Thornbury Residential Home

Hempstead Road, Uckfield TN22 1DT
Tel: 01825 765502

OP

Oak Lodge

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

LDA

Tinkers Hatch

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

OP PD LDA YA

Prideaux Manor

57-59 Victoria Road, Polegate BN26 6BY
Tel: 01323 482291

OP D

Victoria House Care Home

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

OP D

Quality Reliable Care Ltd

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

Vines, The

Innhams Wood, Crowborough TN6 1TE
Tel: 01892 610414

OP MH YA

Queensmead Residential Care Home, The

Victoria Road, Polegate BN26 6BU
Tel: 01323 487931

OP

Windlesham Manor

Hurtis Hill, Crowborough TN6 3AA
Tel: 01892 611000

OP D

Quinnell House

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

OP D

Woodcote

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

LDA

Woodlands

Beacon Road, Crowborough TN6 1UD
Tel: 01892 653178 **Advert page 90**

OP

St Anthony

Church Road, Crowborough TN6 1BL
Tel: 01892 669520

PD LDA YA

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

OP D

Bowes House

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

OP D PD YA

Alfriston Court Care Home

Sloe Lane, Alfriston BN26 5UR
Tel: 01323 874140

OP PD

Brooklands Nursing Home

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

OP PD

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

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 below**

OP

Hurstwood View

Linum Lane, Five Ash Down,
Uckfield TN22 3FH
Tel: 01825 573 728

Advert pages 50 & 84
OP D PD YA

Ersham House Nursing Home

Ersham Road, Hailsham BN27 3PN
Tel: 01323 442727

OP D PD MH SI YA

Oaklands Court Nursing Home

Vines Cross Road, Horam TN21 0HD
Tel: 01435 813030

OP D PD SI YA

Filsham Lodge

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

OP D PD MH SI YA

Polegate Care Home, The

Black Path, Polegate BN26 5AP
Tel: 01323 485888

OP YA

Hailsham House

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

OP D PD YA

Temple Grove Care Home

Hérons Ghyll, Uckfield TN22 4BY
Tel: 01825 714400

OP YA

Heather View

Beacon Road, Crowborough TN6 1AS
Tel: 01892 653634

OP D PD MH YA

Wadhurst Manor

Station Road, Wadhurst TN5 6RY
Tel: 01892 628 193 **Advert pages 50 & 84** **OP D PD YA**

Heffle Court

Station Road, Heathfield TN21 8DR
Tel: 01435 864101

OP D YA

Woodside Hall Nursing Home

Polegate Road, Hailsham BN27 3PQ
Tel: 01323 841670

OP D PD


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- ☒ You don't need health insurance

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0808 252 5571

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.
We may record or monitor our calls. Phone calls are free to 0808 numbers.



Look in the listings for our care homes:

Copper Beech (Uckfield)

Dean Wood (Brighton)

COP/DNW
CS 04267

Alice Court Care Home

29 Bedfordwell Road, Eastbourne BN21 2BQ

Tel: 01323 342983 **Advert page 85** **OP D PD YA**

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 **Advert below right** **OP**

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 YA**

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**

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**

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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: 01323 924221

MH YA

Mill Road, 4

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 383 167

Advert pages 50 & 84

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

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

Rodina House

15 Arundel Road, Eastbourne BN21 2EL

Tel: 01323 641848

OP

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

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 306 621 **Advert pages 50 & 84**

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

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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With Barchester we'll spend time getting to know your loved one,
and the people and things that are most important to them, so that
we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can
support them to live happily, comfortably, and just the way they choose.

Call to find out how we can help or visit: [Barchester.com/Esusx](https://www.barchester.com/Esusx)

Dudwell St Mary
Burwash, TN19 7BE
01435 667 721

N D R S

Hazel Lodge
Battle, TN33 0HW
01424 554 942

R D S

Hurstwood View
Uckfield, TN22 3FH
01825 573 728

N D R S

Lydfords
East Hoathly, BN8 6DR
01825 573 813

R D S

Mortain Place
Eastbourne, BN23 6JF
01323 383 167

R D S

Sycamore Grove
Stone Cross, BN24 5NU
01323 30 6621

R D S

Wadhurst Manor
Wadhurst, TN5 6RY
01892 628 193

N D R S



N Nursing Care

D Dementia Care

R Residential Care

S Short Breaks

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 D PD SI

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 below**

OP D PD SI YA

Elstree Court Care Home

64 Meads Road, Eastbourne BN20 7QJ
Tel: 01323 732691

OP PD YA

Hallmark Willingdon Park Manor Luxury Care Home

Kings Drive, Eastbourne BN22 0AB
Tel: 01323 306030

OP D PD SI YA

Ingham House

10-12 Carlisle Road, Eastbourne BN20 7EJ
Tel: 01323 734009

OP D MH YA

Inglewood Nursing Home

7-9 Nevill Avenue, Hampden Park,
Eastbourne BN22 9PR
Tel: 01323 501086

OP D PD SI YA



Avery Collection

Heartfelt Care

Every Step of the Way

We offer high-quality residential, dementia and respite care in a welcoming and engaging environment. Arrange a visit to discover comfort, companionship, and expert care.

Learn more about our heartfelt care

Eastbourne Gardens: 01323 342603
Alice Court: 01323 342983

Find your nearest care home at averyhealthcare.co.uk



Arden House, Bexhill

- Specialises in alcohol and drugs misuse and associated mental health issues.
- Stays can be permanent, or shorter if preparing for a detox or rehabilitation.
- Residents are welcome who may struggle to fit in elsewhere.

Our considered balance of clientele produces a rich, vibrant and 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.

01424 211 189
arden@angelhealthcare.co.uk
4-6 Cantelupe Road, TN40 1JG



Good

Glenmuir House, St Leonards

- Nothing is too much trouble - residents are cared for lovingly in this home away from home.
- A grand and beautiful home in a peaceful environment.
- Person-centred activities.

Care is centred around the wishes of the clients. 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. Each resident has a call bangle on them at all times.

01424 430 203
glenmuir@angelhealthcare.co.uk
4 Branksome Road, TN38 0UA



Good

Abbey House, Bexhill

- Traditional and homely residential setting with a vibrant and long-standing team.
- Specialises in hearing difficulties.
- Located in the heart of Bexhill, just moments from the sea and De La Warr Pavilion.

We assist clients in all aspects of daily 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. Residents feel like part of a family in this homely environment.

01424 222 534
abbey@angelhealthcare.co.uk
20-22 Albert Road, TN40 1DG

Eastbourne care homes with nursing continued

Manor Hall Nursing Home

Borough Lane, Eastbourne BN20 8BB
Tel: 01323 722665

OP MH 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

OP PD SI

Sovereign Lodge Care Centre

2 Carew Road, Eastbourne BN21 2DW
Tel: 01323 412285

OP D YA

For more information about different types of care home, see page 51.

Bexhill and Rother care homes

Advertisers are highlighted

Abbey House Residential Care Home

20-22 Albert Road,
Bexhill-on-Sea TN40 1DG
Tel: 01424 222534

Advert page 86
OP PD SI

Abbey Lodge

Hastings Road, Telham, Battle TN33 0SH
Tel: 01424 772771

OP D LDA MH YA

Ambleside Residential Care Home

122 De La Warr Road, Bexhill-on-Sea TN40 2JL
Tel: 01424 400488

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 86
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



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- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Scan to search now



Visit www.carechoices.co.uk

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

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



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

Collington Park Lodge

Collington Lane East, Bexhill-on-Sea TN39 3RJ
Tel: 01424 533445 **Advert page 48**

OP D PD SI YA

Cross Lane House

Cross Lane, Ticehurst, Wadhurst TN5 7HQ
Tel: 01580 200747 **Advert page 88**

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 PD SI YA

Elizabeth Court Rest Home

4 Hastings Road, Bexhill-on-Sea TN40 2HH
Tel: 01424 219105 **Advert below**

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 554 942 **Advert pages 50 & 84**

OP D 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



Supporting people to be comfortable and happy in a homely, pet-friendly environment

We are tucked away in the beautiful and historic Bexhill Old Town, a stone's throw from Manor Gardens and on main bus links to Eastbourne and Hastings.

We offer person-centred care bespoke to your individual needs delivered by qualified, experienced, compassionate and caring staff.

We also have a lovely, large garden perfect for residents and their pets.

We have dogs, cats and chickens! We offer a variety of home cooked meals and plenty of activities and entertainment!

Elizabeth Court Rest Home

Tel: 01424 219105

Email: info@ecrh.co.uk

Find us on Facebook: [@ECRHBexhill](https://www.facebook.com/ECRHBexhill)

We are also listed on [carechoices.co.uk](https://www.carechoices.co.uk) and [carehome.co.uk](https://www.carehome.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

Bexhill and Rother care homes continued

Lucerne House

12 Mitten Road, Bexhill-on-Sea TN40 1QL
Tel: 01424 224181

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

De La Warr Parade,
Bexhill-on-Sea TN40 1LB
Tel: 01424 217577

OP

Oakdown House

Ticehurst Road, Burwash Common TN19 7JR
Tel: 01435 883492

LDA

Old Rectory, The

Stubb Lane, Brede, Rye TN31 6EH
Tel: 01424 882600

OP LDA YA

Parkgate Manor

Main Road, Catsfield, Battle TN33 9DT
Tel: 01424 773251

LDA

Peasmarsh Place

Church Lane, Peasmarsh, Rye TN31 6XE
Tel: 01797 230555

OP

Prideaux Lodge

148 Barnhorn Road, Little Common,
Bexhill-on-Sea TN39 4QL
Tel: 01424 844989

OP D

Priory Egerton Road

18 Egerton Road,
Bexhill-on-Sea TN39 3HH
Tel: 01424 223757

OP MH YA

Rookhurst Lodge

17 Rookhurst Road, Bexhill-on-Sea TN40 2NZ
Tel: 01424 225919

PD LDA YA

Roselands Residential Home

Cackle Street, Brede, Rye TN31 6EB
Tel: 01424 882338

OP



Brighter Living



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

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

Sandhurst Rest Home

142 Barnhorn Road, Bexhill-on-Sea TN39 4QL
Tel: 01424 844405

OP

Saxonwood

Saxonwood Road, Battle TN33 0EY
Tel: 01424 774336 **Advert page 90**

OP

Springbank House

11 Hastings Road, Bexhill-on-Sea TN40 2FQ
Tel: 01634 280703

OP MH YA

St Michael's Rest Home

107 Cooden Drive, Bexhill-on-Sea TN39 3AN
Tel: 01424 210210

OP D MH YA

St Nectans Residential Care Home

3-9 Cantelupe Road, Bexhill-on-Sea TN40 1JG
Tel: 01424 220030

OP

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

D

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

20 Bedford Avenue, Bexhill-on-Sea TN40 1NG
Tel: 01424 215335

OP D YA

Whitegates Retirement Home

Westfield Lane, Westfield, Hastings TN35 4SB
Tel: 01424 231 464 **Advert page 70 & below**


OP

Willows, The

30a The Finches, Bexhill-on-Sea TN40 1UF
Tel: 01424 217026

OP LDA YA



 **Whitegates**
Westfield Lane, Westfield,
Hastings TN35 4SB
01424 231 464

No.1
non-profit
care group in
Hastings*

*Based on independent reviews on
carehome.co.uk at time of printing

greensleeves
care

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.

Sue Knight, Mais House Manager

Call **01424 215 871** or visit **rbl.org.uk/maishouse**

Registered charity number: 219279



**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: 01424 845543

OP D PD LDA SI YA

Dudwell St Mary

Etchingham Road, Burwash TN19 7BE

Tel: 01435 667 721 **Advert pages 50 & 84**

OP D

Glottenham Manor Nursing Home

Bishops Lane, Robertsbridge TN32 5EB

Tel: 01580 880212 **Advert page 74**

OP PD SI YA

Hazelmere Nursing Home

9 Warwick Road, Bexhill-on-Sea TN39 4HG

Tel: 01424 214988

OP

See page 94 for the **Service User Bands** key

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 92**

OP

Normanhurst Nursing Home

Brassey Road, Bexhill-on-Sea TN40 1LB

Tel: 01424 217577

OP D

Orchard House Nursing Home

St Johns Road, Bexhill-on-Sea TN40 2EE

Tel: 01424 211898

OP

Southlands Place

33 Hastings Road, Bexhill-on-Sea TN40 2HJ

Tel: 01424 819379

OP D PD YA

St Peter's Care and Nursing Home

Church Street, Old Town,

Bexhill-on-Sea TN40 2HF

Tel: 01273 098801

Advert below

OP D PD MH SI YA

24/7 high quality care in Bexhill, East Sussex

Is the upkeep of your home becoming too much? Do you need flexible support that can adapt to your circumstances as they change? A **retirement village** may be the best option for you.

Our retirement village offers self-contained apartments with 24-hour care and an on-site care and nursing home should your needs change.

Here at St Peters Park, you can continue to live independently in your own home, safe in the knowledge that support is always there.

You can continue to enjoy the privacy of your own property while also enjoying full access to a wide range of communal facilities. Continue to live an active and independent lifestyle by partaking in the range of regular activities organised by our team.

“ St Peters Park is such a lovely place, and I am very happy to be living here. The staff are brilliant and friendly. Nothing is too much trouble, I couldn't ask for more. ”

D B (Resident, 2023)



Rated Excellent
★ Trustpilot



Why an Agincare Home?

All-inclusive fee including laundry, accommodation, meals and more

No set visiting times, family and friends are welcome at anytime

Emergency starts and weekend move ins



01273 098801

Church Street,
Bexhill-on-Sea
TN40 2HF

Est. 1986
Agincare
Caring in your community

Alexandra Road, 19

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6LD

Tel: 01424 446914

OP LDA YA

Alexandra Road, 25

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6LD

Tel: 01424 720749

OP LDA YA

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 OHG

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

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

OP LDA YA

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

OP LDA YA

Chapel Park Road, 51a

(East View Housing Management Ltd)

St Leonards-on-Sea TN37 6JB

Tel: 01424 425846

OP LDA YA

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

OP D PD SI

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 86**

OP PD SI

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

Grosvenor House

11-14 Grosvenor Gardens,
St Leonards-on-Sea TN38 0AE
Tel: 01424 237 953 **Advert page 70 & below** **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 **OP LDA YA**

High Beech Close, 6 (East View Housing Management Ltd)

St Leonards-on-Sea TN37 7TT
Tel: 01424 852464 **OP LDA YA**

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 **OP LDA YA**

Marlborough Lodge

253 Wishing Tree, St Leonards-on-Sea TN38 9LA
Tel: 01424 854103 **OP PD LDA MH SI YA**

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 **OP LDA YA**

Oak View

Bridgewater House, 21 Old Roar Road,
St Leonards-on-Sea TN37 7HA
Tel: 01424 753257 **PD LDA YA**

Old Hastings House

132 High Street, Hastings TN34 3ET
Tel: 01424 452642 **OP D PD SI YA**

Park Beck, The

21 Upper Maze Hill,
St Leonards-on-Sea TN38 0LG
Tel: 01424 445855 **OP D PD SI YA**

Ponbay Lodge

187 The Ridge, Hastings TN34 2AE
Tel: 01424 533454 **Advert page 48** **OP D PD SI YA**

Ridge, The, 361

Hastings TN34 2RD
Tel: 01424 755803 **PD LDA SI**

Ridge, The, 368 (East View Housing Management Ltd)

Hastings TN34 2RD
Tel: 01424 754703 **OP LDA YA**



Grosvenor House
14 Grosvenor Gardens,
St Leonards on Sea TN38 0AE
01424 237 953

No.1
non-profit
care group in
Hastings*

*Based on independent reviews on
carehome.co.uk at time of printing

greensleeves
care

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

Ridge, The, 370 (East View Housing Management Ltd)

Hastings TN34 2RD

Tel: 01424 755486

OP LDA YA

Sedlescombe Road South, 43

St Leonards-on-Sea TN38 OTB

Tel: 01424 777422

LDA MH SI YA

St Helens Down

46 St Helens Down, Hastings TN34 2BQ

Tel: 01424 432958

PD LDA MH SI YA

St Marks

23 Collier Road, Hastings TN34 3JR

Tel: 01424 200854

LDA MH YA

St Matthew Road

3-5 St Matthews Road,

St Leonards-on-Sea TN38 OTN

Tel: 01424 445924

OP D PD LDA MH SI YA

St Saviours Road

56 St Saviours Road, St Leonards-on-Sea TN38 OAR

Tel: 01424 443657

OP D PD LDA MH SI YA

Streatfield House

Cornfield Terrace, St Leonards-on-Sea TN37 6JD

Tel: 01424 439103

OP D PD LDA MH YA

Tower Road West, 24 (East View Housing Management Ltd)

St Leonards-on-Sea TN38 ORG

Tel: 01424 427607

OP LDA YA

Tusker House

57 Pine Avenue, Hastings TN34 3PP

Tel: 01424 421573

OP D

Westwood

55 St Helens Park Road, Hastings TN34 2JJ

Tel: 01424 428805

OP PD LDA MH YA

Wheelhouse, The

15 Old Roar Road, St Leonards-on-Sea TN37 7HA

Tel: 01424 752061

LDA YA

Whitebeach, The

24 Upper Maze Hill, St Leonards-on-Sea TN38 OLA

Tel: 01424 420674

OP D

Whitecliff Care Home

Charles Road, St Leonards-on-Sea TN38 OJU

Tel: 01424 421081

OP D LDA YA

See the care homes checklist on page 53 for useful questions to ask providers.

Hastings care homes with nursing

Advertisers are highlighted

Bannow Retirement Home

Quarry Hill,

St Leonards-on-Sea TN38 OHG

Tel: 01424 433021 **Advert page 74**

OP D

Bryher Court Nursing Home

85 Filsham Road, St Leonards-on-Sea TN38 OPE

Tel: 01424 444400

OP PD

Evergreen

15 Collier Road, Hastings TN34 3JR

Tel: 01424 427404

OP

Hastings Court

314 The Ridge, Hastings TN34 2RA

Tel: 01424 755151

OP D PD SI

Kingswood House Nursing Home

21-23 Chapel Park Road,

St Leonards-on-Sea TN37 6HR

Tel: 01424 716303

MH YA

Laurels Nursing Home, The

71 Old London Road, Hastings TN35 5NB

Tel: 01424 714258

OP

Lauriston

40 The Green, St Leonards-on-Sea TN38 OSY

Tel: 01424 447544

OP D YA

Mary House

490 The Ridge, Hastings TN34 2RY

Tel: 01424 757960

PD LDA

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

Moreton Centre, The

Boscobel Road,
St Leonards-on-Sea TN38 0LX
Tel: 01424 420431

OP D MH YA
Mulberry House

7 Hollington Park Road,
St Leonards-on-Sea TN38 0SE
Tel: 01424 231419

Advert page 52
OP PD MH YA
Seaview Nursing Home

71 Filsham Road,
St Leonards-on-Sea TN38 0PG
Tel: 01424 436140

OP D PD YA
Southdowns Nursing Home

1 Hollington Park Road, The Green,
St Leonards-on-Sea TN38 0SY
Tel: 01424 231435

Advert page 52
OP D PD MH SI YA
Whitebeach, The

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