



Shropshire Choices Support Finder 2023

Adult Care and Support Services

Helping you to make the right choices to
remain independent and stay well

In association with



Keeping the life they love, while getting the care they need

People across Shropshire are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

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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) and neither Shropshire Council nor Care Choices can be held liable for any errors or omissions. The information contained in this Support Finder was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Support Finder does not act as an endorsement or recommendation by Shropshire Council.

Welcome from Shropshire Council



Welcome to the 2023 edition of our annual Shropshire Choices Support Finder, which provides social care and health information for adults who may have care and support needs and their carers, across the county.

We continue to support people to receive their support closer to home, which remains a core priority of health and social care. Our rapidly growing sector continues to evolve and transform in creative and innovative ways. We continue to strengthen our working relationship with key partners across the NHS and voluntary and community sector to ensure our services are more integrated and joined up, ensuring that people receive the best outcomes.

We are proud of the strong connections we have with our voluntary and community group partners and providers. They deliver all kinds of community-based activity that supports people to stay well and independent. The Wellbeing & Independence Partnership Shropshire (WIPS), led by Age UK, supports people in all kinds of ways – practical help at home, social activities, friendship groups and making digital connections. This winter, WIPS will be working with the British Red Cross to make sure that people have extra support to stay safe and well during the colder weather.

Digital and Assistive Technology continues to evolve and offer new and effective solutions to help both people who need extra support and their carers to lead more fulfilling and independent lives. We continue to invest in these programmes to support the health and social care needs of vulnerable people. We've also been using the data we already have to better predict where and when people may start needing help and investing to the greatest effect.

Whilst we still face significant financial and demographic challenges in Shropshire, we continue to look at how we can provide the

support people need much earlier on in their lives that will help keep them healthier and independent for as long as possible. This includes everything from ensuring people have access to a wide range of appropriate, timely and accurate information and advice, to helping people make informed decisions about their health, care and wellbeing.

Our Shropshire Choices Support Finder is another way people can find information to help them get the support that's right for them. This publication is full of support services, voluntary organisations and community-based activities that are available across Shropshire to help people with care and support needs to lead the lives they want as well as maintain or regain independence. To read online, visit www.carechoices.co.uk/publication/shropshire-care-services-directory/ You can find information on:

- Finding a care facility.
- Paying for care.
- Carers' services.
- Staying independent.

Our Shropshire Choices website also provides information about a wide range of sources of help and support, including independent financial information, information about care homes and housing options. It can also help with keeping independent, getting out and about, keeping safe, health and wellbeing, employment and volunteering opportunities and being a carer. For more information, visit www.shropshire.gov.uk/shropshire-choices

Providing the right information and advice to people when they need that extra support, can enable them to take control of their own health and care without relying on more formal social care and health services. For those who do need that extra support, we will remain strongly focused on enabling residents to live

To obtain extra copies of this Support Finder, free of charge, call [Shropshire Council's Customer Services](tel:03456789044) on **0345 678 9044** or email firstpointofcontact@shropshire.gov.uk.

independent lives, with access to good quality services within their community.

We hope that our Shropshire Choices Support Finder and Shropshire Choices website provides the right information and advice to help people find the support they need.



Tanya Miles
Shropshire Council



You can find out more about **Shropshire Choices** by visiting www.shropshire.gov.uk/shropshire-choices

Tel: **0345 678 9044** (First Point of Contact).
Email: firstpointofcontact@shropshire.gov.uk
Web: www.shropshire.gov.uk

Areas covered by this Support Finder

Home care providers

■ All regions 39

Care home listings

■ North Shropshire 64

■ Central Shropshire 66

■ South Shropshire 69

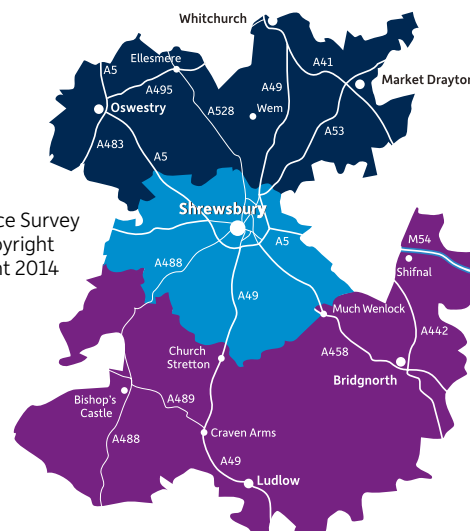
Care home with nursing listings

■ North Shropshire 65

■ Central Shropshire 67

■ South Shropshire 70

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To access information about community groups, clubs, societies, organisations and much more, visit www.shropshire.gov.uk/shropshire-choices

Search for care in your area

www.carechoices.co.uk



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



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

Alternative formats

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



Shropshire Choices



Shropshire Choices offers information and advice about

Adult Social Care, housing and health. The content is designed to give individuals, carers and families access to quality local information and provide more choice and control over their social care and health needs.

The site has been designed and developed using feedback given by users of services and their carers to ensure it is easy to use, with the right information to encourage people to self-serve and remain well.

If you have support and/or care needs, care for someone else, or are planning ahead, Shropshire Choices has a wide range of information for you, covering:

- How to stay independent in your home.
- Personal care assistants.
- Independent financial advice.
- Options for care and support needs.

- Receiving support as a carer.
- Housing advice.
- How to find local support and social activity groups.
- How you can be a part of local voluntary and community organisations.
- Advice on how to remain safe in your community.

Visit

www.shropshire.gov.uk/shropshire-choices

Healthy Shropshire



Many of us feel our lifestyles should be healthier and Healthy Shropshire has

been designed with this in mind. The aim is to help anyone who wants to make positive changes by providing information on the support available to improve people's health and promoting local health projects, some of which are listed here. For more information, visit www.shropshire.gov.uk/healthy-shropshire

Mental health and wellbeing

Mental health and wellbeing is relevant to everyone, it's how we feel and how we cope which can change from day to day. You can have good wellbeing even if you have been diagnosed with a mental illness – it's all about having a good quality of life. Just like physical health there are things we can do in our lives to maintain good wellbeing – but sometimes we do need help and it is perfectly normal and acceptable. You can live well with your library,

visit your library today and find new ways to relax and enjoy life.

NHS Health Check

The NHS Health Check has been developed to prevent heart disease, diabetes, stroke and kidney disease. If you are between 40 and 74 years old and are not already diagnosed with one of these conditions, you will be invited once every five years to have a health check to assess your risk of developing one of these diseases. You will also be given advice to help reduce or manage your risk of disease.

Healthy eating

Maintaining a healthy diet provides you with the energy and nutrition you need to function. It improves your physical and mental health, your overall wellbeing and provides protective health benefits against a range of health conditions including heart disease, stroke, type 2 diabetes and some cancers. →

PROVIDING NURSING, RESIDENTIAL AND DEMENTIA CARE FOR OVER 25 YEARS

We operate 11 care homes in Shropshire and one extra care service. Our focus at all times is on ensuring the highest standards in every aspect of providing a safe, caring experience for those who put their trust in us.

Coverage Care Services is a not-for-profit provider of care and support for older people, people with disabilities and those with age-related conditions.



Scan to find
out more
or Call us on
01743 283 200



→ Stay safe and well this winter

The last 18 months have been tough for us all. The pandemic has had a huge impact on people's mental health. According to a recent Mind study, 60% of adults and 68% of young people who took part said their mental health got worse during lockdown. The winter period, especially Christmas, can be challenging for some, but there is a range of support to help people through difficult times. Shropshire Council's '5 ways to winter wellness' campaign aims to help people keep well during the winter months, not just physically but mentally too. The NHS provides tips for self-care during winter, visit www.nhs.uk (search 'stay well in winter').

Winter can be a worrying time for individuals and families who are struggling to find money to pay essential bills and other outgoings. With the ending of the Government's furlough scheme, and the increase in benefits being withdrawn plus the increases in food and fuel costs, many of Shropshire's residents could well be facing financial difficulty this winter. This can be particularly worrying if you've never found yourself in this position before. Healthy Shropshire can offer both financial and wellbeing support to help households who are having difficulty meeting their essential bills and essential outgoings over the winter months.

As the cold weather creeps in, it is natural to want to stay in and try to keep warm. Keeping active within your own capability during winter is important and will help to keep you well. Exercise has a long-term positive impact on our physical health. People who exercise regularly have a lower risk of developing many long-term (chronic) conditions, such as heart disease, type 2 diabetes, stroke and some cancers. Exercise also has a positive effect on mental health by helping to reduce stress and improve sleep and mood. Visit www.nhs.uk (search 'benefits of exercise') or www.shropshire.gov.uk (search 'get active').

Vaccinations

Getting vaccinated against Flu and COVID-19 helps protect yourself, your family and friends and your community.

Visit www.shropshiretelfordandwrekin.nhs.uk (search 'COVID-19 vaccinations') to find out more about the COVID-19 vaccination programme in Shropshire, Telford & Wrekin. COVID-19 has not gone away. Shropshire people have made fantastic efforts to protect themselves and others, but we all still need to remain vigilant around this virus. We can all continue to do our bit to keep life moving.

Stay safe and well this summer

Shropshire Council offers a host of advice for people young and older, to help keep cool and hydrated throughout the hot weather. Visit www.shropshire.gov.uk (search 'beat the heat').

The top ways for staying safe when the heat arrives are to:

- Stay out of the heat when you can or find a shaded area.
- Keep out of the sun between 11.00am and 3.00pm.
- If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf.
- Avoid extreme physical exertion.
- Wear light, loose-fitting cotton clothes.
- Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks.
- Eat cold foods, particularly salads and fruit with a high water content.
- Take a cool shower, bath or body wash.
- Keeping your living space cool.
- Keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped.
- Keep indoor plants and bowls of water in the house as evaporation helps cool the air.
- Look out for others.
- If you or others feel unwell, consult your doctor.

To access information about community groups, clubs, societies, organisations and much more, visit the resource directory at www.shropshire.gov.uk/shropshire-choices-directory



Let's talk about the F-Word: Preventing falls



Most of us will have fallen at some time in our lives. For many, particularly younger people, the fall will be nothing more than a bit embarrassing. For others, a fall can be startling and upsetting. As we get older, falls can become more common and the effect of the fall on our lives can become more serious.

Preventing falls

Falls are not inevitable and there are lots of practical and simple steps you can take to reduce your risk of falling. This includes 'fall proofing' your home, taking regular exercise, keeping well and seeking further advice and support when necessary.

There are also things you can do to reduce the harm caused by falls, such as looking after your bones and making sure help can be summoned quickly if you do have a fall.

Having a falls risk assessment and making practical day-to-day activity and lifestyle changes can help you identify, assess and reduce your risk of falling; improve stability and maintain or improve independence and wellbeing.

Falls prevention is about enabling you to regain your confidence and live as independent and full a life as possible.

If you have a fall

Tell your GP or other health professional if you fall. Be sure to discuss the fall with your GP or other health professional, even if you aren't hurt. Many underlying causes of falls can be treated or corrected.

The following tools have been developed to help you. Search on the Shropshire Council website or access them through your local library.

Mobility and balance

Watch a simple video to see how someone getting in and out of a chair can indicate their need to improve their strength, gait and balance.

Strength and balance exercises for healthy ageing

Easy to follow exercise instructions to improve overall strength and balance.

Fall check home safety

An easy to use, interactive check of common hazards in the home that might cause a fall.

Local strength and balance classes for everyday life



Elevate classes are designed to improve strength and balance for local people aged 60 and over.

Reducing the risk of falls, these classes are specifically aimed to help people get up and out again after winter, help with de-conditioning, to maintain independence and improve wellbeing. The Elevate classes run in several towns across Shropshire.

What are the proven benefits?

Classes are aimed at people aged 60 and over who feel a bit unsteady on their feet to improve their strength, balance and co-ordination. The classes can be delivered in both a seated and standing position.

You may feel a bit off-balance, or at risk of a fall. Taking part in classes has shown to boost confidence and independence – both in and outside of the home.

The instructors are specially trained to help increase core strength, strengthening your muscles to help maintain posture and balance.

At the start of the class, you will complete simple tasks with the instructor, for example measuring the amount of time you take to walk to a chair and back. These tasks are then completed at the end of the programme to help the instructors suggest the next step for you.

You can refer yourself to Elevate. Call the **Elevate team** directly on **07852 871589, 01743 297191**, email **info@energizestw.org.uk** or visit **www.energizestw.org.uk/elevate**

For more information on health and wellbeing in Shropshire, visit **www.shropshire.gov.uk** (search 'my health').



Shropshire libraries: Reading Well



Shropshire's libraries are a mine of information when it comes to helping you to

look after your health. All branches offer a wide range of self-help books on various conditions, and free use of computers to access websites and the Shropshire Community Directory.

Reading Well Books on Prescription helps you to understand and manage your health and wellbeing using self-help reading on a wide range of topics, such as mental health for young people and adults, dementia and long-term conditions.

Libraries also offer sociable daytime activities for adults, such as reading groups, crafting clubs and Books Aloud sessions. The free Home Library Service for housebound customers is a great way to have books and audiobooks delivered to your door, while the e-book, e-magazine and e-newspaper service gives you access to a wide range of publications in your home completely free of charge. There is also help to keep learning, with many libraries offering one-to-one help to get online or to explore family/local history.

Carers may be eligible for a carers' ticket which exempts them from late return fines and allows access to free audiobook rental.

Shared Memory Bags are easily portable collections of items, books and activities to share at home or in a group to prompt conversation. The extended range of loanable items for those living with memory loss also includes large-piece jigsaws, games, fidget widgets, therapeutic sounds CDs, conversation starters, song books and an additional collection of helpful books. You can borrow a Shared Memory Bag free of charge for three weeks.

For more information about staying healthy with Shropshire libraries or to ask about a concessionary or a carers' ticket, visit your local library or go to www.shropshire.gov.uk/libraries

For more information on health and wellbeing in Shropshire, visit



www.shropshire.gov.uk (search 'my health').



Shropshire Partners in Care

Representing and supporting Care Providers in Shropshire, Telford & Wrekin

We are committed to supporting, developing & promoting the provision of high quality social care in Shropshire and Telford & Wrekin

To help deliver excellence we:

Keep members updated on legislative, policy and best practice developments

Support and promote best practice and innovation in social care

Work in partnership with local authorities, ICBs and others, representing members to help shape and develop the sector

Promote the development of staff and a high quality social care workforce

Provide a DBS (pre-employment check) service

Develop and provide high quality training for the care workforce

SPiC works in a way that safeguards those who may need or use care services and supports its members to deliver services that place people's rights at the centre of their decision making.

SPiC is a not for profit company

Contact us

Tel: **01743 860011**

Email: **info@spic.co.uk**

Website: **www.spic.co.uk**

App:



In your community

Shropshire Council aims to build positive communities by encouraging families and individuals to be independent, active and social within their local community while remaining healthy and safe for as long as possible.

Many community-based professionals and voluntary organisations are working together to make sure you, your family and friends can find information on services near you. To find out what is available in your area, visit **www.shropshire.gov.uk/shropshire-choices-directory**

Community and Care Co-ordinators

Community and Care Co-ordinators are based in local GP practices, assisting patients in need of help, support and advice by signposting them to other useful services. The majority of GP practices in NHS Shropshire, Telford and Wrekin have a Community and Care Co-ordinator.

Community and Care Co-ordinators work with the NHS, the Council and voluntary services and have become local experts on what's happening in your community. The service can help you to keep socially active and maintain your independence. Contact your GP practice for more information.

The Voluntary and Community Sector Assembly (VCSA)



The VCSA brings together a diverse range of voluntary and community sector groups and organisations to maximise energy, ideas and resources to provide a strong collective voice. The VCSA aims to improve representation of voluntary, community and social enterprise organisations and build partnerships with public and private sector organisations to meet the needs of local groups and communities.

Joining the VCSA is free. To download a membership form or to access the information pack, including eligibility criteria, visit **www.vcsvoice.org/** To contact the **VCSA**, call **01743 258519** or email **vcsassembly@shropshire.gov.uk**

Shropshire Family Information Service (FIS)



Shropshire FIS provides free information and advice on all aspects of family life. From expecting a baby, to having young children or teenagers, the FIS can support parents, carers or any other family member.

Its online directory provides information on local and national organisations offering advice and support on some of the issues or concerns any family may encounter, including a wide range of information for parents of children with disabilities or additional needs.

Local activities within Shropshire are also promoted to encourage children of all abilities to get active and socialise, where they can learn new skills and make new friends.

For more information about **FIS**, call **0345 678 9021**, email **earlyhelp@shropshire.gov.uk** or visit **www.shropshire.gov.uk** (search 'Family Information Service').

Community Resource



Community Resource is a local charity and membership organisation which helps people who live and work in Shropshire to make life easier and more manageable for themselves and for their community.

It offers support to people to stay active, connected to their community and maintain their health and independence, enabling them to live life to the full. As well as helping people improve their prospects with access to work opportunities and giving a helping hand to those in need through small grants.

For more information about **Community Resource**, call **01743 360641**, email **enquiries@community-resource.org.uk** or visit **www.community-resource.org.uk**

Age UK Shropshire Telford & Wrekin



Age UK Shropshire Telford & Wrekin has many services offering companionship and support for older people to prevent isolation

and loneliness. For example, volunteers can visit you in your own home, providing a listening ear and confidential support whilst going for walks, playing games, watching a film or sharing hobbies. Alternatively, you can be provided with regular telephone calls or be accompanied to social activities in your neighbourhood, helping you build friendships and sharing experiences.

The service can also provide a wide range of activities to support you to stay well and socially active. There is something for everyone, with reading groups, craft classes, community choirs, exercise groups, social groups and dance classes. It works with an array of clubs, such as Shrewsbury Walking Football Club. It also supports lunch clubs in Shrewsbury, Telford, North and South Shropshire and has a regular programme of guided walks.

The Wellbeing & Independence Partnership Shropshire (WIPS) and its five partners will continue to provide a wide range of services, including help at home, befriending, living well activities, day services and opportunities for volunteering.

For more information and additional services, call **01743 233123**, email **enquiries@ageukstw.org.uk** or visit **www.ageukshropshireandtelford.org.uk**

The Royal Voluntary Service (RVS)



The RVS inspire and enable people to give the gift of volunteering to meet the needs of the day. Through the power of volunteering, the RVS provide one-to-one, group and online services that improve health and wellbeing, resilience, confidence and connections.

The service runs clubs and groups in local communities where older people can socialise, take part in interesting activities and enjoy something to eat and drink as well as exercise classes, activities, companionship for older people in hospital and support to enable them to return home. It also runs hospital welcome desks, shops, cafés and trolley services. Online, the RVS has established the Virtual Village Hall, a popular activity hub and community that connects people and helps them stay active.

For more information, call **01743 240271** or visit **www.royalvoluntaryservice.org.uk**

To find out what is available in your community, visit **www.**



shropshire.gov.uk/shropshire-choices-directory

Housing options and homelessness

Shropshire Council offer support and help whether you're homeless or worried about becoming homeless. The Council will give you advice based on your own circumstances.

There are lots of services to help you stay in your current home. If that's not an option, Shropshire Council can help you to find a different home.

Independent Living Partnership

The Independent Living Partnership can provide support with a variety of things, such as homelessness, money management, moving home and benefits. Trusted Assessors within the team can look to make recommendations for adaptations or equipment required to keep you at home, safely.

Referrals to the Independent Living Partnership can be made by a Housing Options Officer, or in some circumstances, you can self-refer. Refer to the following contact details for more information.

Independent Living Partnership

The Lantern, Meadow Farm Drive,
Shrewsbury SY1 4NG

Tel: **01743 250820** • Email: **info@ilp-ltd.co.uk**

Web: **www.ilp-ltd.co.uk**



Private sector housing

The Private Sector Housing Team's main aim is to improve the standards of property and living conditions in privately rented homes in Shropshire. Among other things, the team:

- Provides general advice and guidance to tenants and landlords on a wide range of issues.

- Works to improve the standards and conditions of privately rented housing.
- Provides licencing services for houses in multiple occupation (HMO).

Tel: **01743 251810**

Email: **privatesectorhousing@shropshire.gov.uk**

Social housing

Shropshire HomePoint is the Housing Register for social housing in Shropshire. You can find out more (and register) by visiting **www.shropshirehomepoint.co.uk**

Eligibility for a Council or housing association home depends on your nationality, immigration

status and if you've recently lived abroad.

Complete your online social housing application and view the allocation policy on the HomePoint website.

If you need help, use the contact details on page 60.

Sheltered housing

Sheltered housing is accommodation specifically designed for older people (or younger disabled people) to allow them to live independently. It usually consists of self-contained flats with

communal facilities. In most cases, it's available to people aged over 60, although some schemes may be open to those over 55 years old. You can apply for Sheltered Housing via Shropshire HomePoint.

Extra care housing

People who live in extra care housing developments have their own self-contained flats with on-site care. The main aim of extra care housing is to encourage and promote independence, enabling people to live in their own homes, but with the support they need to be safe and happy.

Other key principles of extra care are:

- Recognising individuality and promoting a person-centred service.
- Maintaining security for people to feel safe in their home and environment.
- Ensuring residents' dignity, privacy and confidentiality.
- Promoting inclusion with the local community.

Extra care also provides people with housing management services, which ensure that residents can be independent in their own homes, rather

than needing to go into a residential home. All extra care housing properties are fitted out to make life easier, from shower rooms with non-slip flooring to emergency alarms and Assistive Technology for peace of mind. A range of communal facilities are also provided, such as lounge areas, laundry rooms and secure gardens.

People who apply for an extra care property are assessed individually on their requirements and a range of needs are catered for, from mild to severe, with tailored care plans to ensure residents get exactly the care and support they need and to provide as much choice and flexibility as possible. For more information, visit **www.shireliving.co.uk**



Private renting

Finding a home that you can afford to rent doesn't have to mean finding social housing. There are more properties available in the private rented sector. A private landlord is someone who owns one or more properties that they rent out to tenants.

There are many advantages to renting privately:

- There are no waiting lists, so you'll be able to move in quickly.
- You can choose exactly where you want to live.
- There are many different types of property available, from one-bedroom studio flats to houses big enough for large families.
- The properties will usually be well decorated and carpeted; this is often not the case with social housing.
- The properties often come with a fridge, freezer and washing machine.
- If you're on a low income, you may be entitled to Housing Benefit which will cover some or all of your rent.

Search for care in your area

www.carechoices.co.uk

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

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

CareChoices

Have you considered all housing options? See the information beginning on page 12.

See page 48 for a residential dementia care checklist.

my family our needs

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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk @WeAreMFON

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

Ask questions

Get involved

Join the family

Staying safe

The Council wants to make sure residents in Shropshire feel safe and secure in their own communities and know where to go if they need help. There are various ways of protecting yourself and you should report any issues you may be experiencing.

Scams

These are schemes to con you out of your money. They can arrive by post, phone call, text message or email, or from someone coming to your home. Visit your local Citizens Advice branch or call the advice line on **0800 144 8848** (Relay UK: **18001 0800 144 8884**).

For information and advice on keeping your money and identity safe, visit www.keepingadultssafeinshropshire.org.uk (search 'financial abuse').

Hate crime

Any criminal offence committed against a person or property which is motivated by an offender's hostility or prejudice towards someone because of their:

- Disability.
- Race or ethnicity.
- Religion or belief.

- Sexual orientation.
- Transgender identity.

There are various ways to report a hate crime:

- Call **999** in an emergency.
- Emergency SMS text message.
- Email contactus@westmercia.police.uk or customer.service@shropshire.gov.uk.
- Call Crimestoppers on **0800 555 111**.
- Call the police on **101** (non-emergency).
- Call Victim Support on **0300 303 1977** (free and confidential).

For more information on hate crime, visit www.keepingadultssafeinshropshire.org.uk (search 'hate crime').

Anti-social behaviour

For more information, visit www.shropshire.gov.uk (search 'anti-social behaviour').

Anti-social behaviour can be reported to the police by dialling **101** or through [Shropshire Council's reporting line](http://www.shropshire.gov.uk/shropshire-councils-reporting-line) on **0345 678 9020**.

Protecting your property

You can do simple things to improve your home security. Don't leave side gates open or unlocked and make sure you shut any accessible windows overnight or if rooms are unattended. Leave ladders inside and store any garden tools securely. Keep hedges trimmed and low so they

don't provide cover for burglars and keep spare keys properly concealed and secured at all times.

For more organisations that offer support, visit www.shropshire.gov.uk/shropshire-choices-directory

Concerned about abuse?

Safeguarding adults who are at risk of abuse or neglect

Safeguarding means protecting an individual's right to live in safety, free from abuse and neglect. Living a life free from harm and abuse is everyone's human right. We all need to act as good neighbours and citizens to look out and

care for one another and to stay safe.

Abuse can take many forms, including:

- Physical abuse.
- Financial abuse.
- Psychological abuse.



For additional local information and support, visit www.shropshirechoices.co.uk

- • Sexual abuse.
- Discriminatory abuse.
- Neglect and self-neglect.
- Domestic abuse.
- Modern slavery.
- Organisational abuse.

Abuse can happen in many different settings, including:

- Someone's own home.
- A care home.
- A hospital.
- A day centre.
- Public places.

Abuse can be carried out by many different people, but it is usually someone who is known and trusted. It might be a:

- Family member.
- Partner or neighbour.
- Care worker.
- Volunteer.
- Friend.

If you have any concerns about a person's safety or wellbeing, it is important you speak to someone you trust; such as a doctor or someone supporting the person, who will talk through your concerns and agree the best way forward with you.

It is important to act before the abuse or neglect gets worse: talk to someone sooner rather than later.

If you find someone is at risk of, or is being abused or neglected, you should raise your concern and/or seek further advice from Shropshire Council's First Point of Contact on **0345 678 9044**.

If you need urgent help from Shropshire Council outside office hours, please phone the Emergency Social Work Duty Team on **0345 678 9040**. This number is for emergencies only.

If you need to report a crime, ring **101**. If you are in immediate danger, contact the police on **999**. For more information, visit **www.shropshire.gov.uk** (search 'concerned about someone').

For more information, advice and support relating to abuse and neglect, visit **www.keepingadultssafeinshropshire.org.uk** (search 'adults, families and communities').

If you have concerns about the standards or application of regulations in a care home, you should contact The **Care Quality Commission**.

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Write to: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

More information about the Care Quality Commission is on page 56.



Tell us what you think

 CareChoices

⦿ What have you found useful?

⦿ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Travel and mobility

Being active plays an important part in maintaining your independence and wellbeing. Community transport is available to encourage this and prevent isolation.

This section provides information on services to help you get out and about in your community. For more information, visit www.shropshire.gov.uk (search 'my travel').

Community transport

Shropshire Community Transport Consortium



Shropshire Community Transport is run by independent charities and voluntary organisations working to support local people

by providing door-to-door transport throughout Shropshire. The service is available for those who have no access to public transport or who find it too difficult. It also helps groups and individuals to get to events and activities such as the theatre, sports, music, Women's Institute (WI) and social groups. The service currently has 26 mini buses, ranging from eight to 16 seats (fully accessible for wheelchairs) and a range of cars.

For more information, call **07772 964517**, email info@shropshirecommunitytransport.org.uk or visit www.shropshirecommunitytransport.org.uk



North Salop Wheelers

A community transport service providing accessible, affordable transport to isolated people within

North Shropshire. Its Community Bus provides a service between towns and villages of North Shropshire.

You can travel between Market Drayton, Princess Royal Hospital, Telford, Wellington, Wen, Whitchurch, Woore and the intermediate villages. You will need to book a seat to avoid disappointment.

The Community Bus also offers market day services via Ellesmere, Market Drayton, Wem and Whitchurch.

North Salop Wheelers also offer other services

such as, education/sports trips, days out, evening theatre nights or social outings. Please contact the service to discuss your requirements and dates.

For more information, call **01948 880037**, text **07943 275757**, email js.harrison@btinternet.com or visit www.northsalopwheelers.co.uk

The Friendly Transport Service



The Friendly Transport Service (also known as The Friendly Bus) is a charitable company, providing

transport for rural communities in and around the neighbouring towns of Broseley and Much Wenlock in Shropshire. The service is provided by a team of local volunteers, some with their own car or using one of the minibuses available.

A friendly door-to-door service, reliable for people who don't have alternative means of transport or who have other difficulties in getting out. Helping you to attend local clubs, non-profit-making groups, meetings, collecting and delivering shopping or prescriptions, and other social events and day trips.

The Friendly Transport Service also offers post-COVID-19 support and can match you with a Friendly Voice and Face volunteer to regularly call or visit you for a chat and wellbeing check, should you be feeling lonely. Individual membership is £10 a year.

For more information, call **01952 881145**, email info@friendlybus.co.uk or visit www.friendlybus.co.uk →

→ Other useful community transport contacts

Bridgnorth Community Transport

Tel: **01746 768539** (Monday to Friday, 9.00am to 12.30pm).

Email: **bridgnorthcombust@btconnect.com**

Web: **www.bridgnorthcombust.org.uk**

Dial-a-Ride Bishop's Castle

Tel: **01588 638350** (9.30am to 12.30pm).

24-hour notice needed before travel).

Email: **dial.a.ride@hotmail.co.uk**

Web: **www.bc-dial-a-ride.org.uk**

Dial-a-Ride Shrewsbury

Tel: **01743 450270** (Monday to Friday, 9.30am to 3.00pm).

Email: **manager@shrewsburydialaride.org.uk**

Web: **www.shrewsbury-dialaride.co.uk**

Ludlow, Clun Valley and Buzzard

Tel: **01584 700907** (Monday to Friday, 9.30am to 3.00pm).

Email:

ludlowtraveller@shrewsburydialaride.org.uk

Oswestry Dial-a-Ride

Tel: **01691 671571** (Monday to Friday, 10.00am to 5.00pm. Leave a message outside these hours. 24-hour notice needed before travel).

Email: **info@qube-oca.org.uk**

Web: **www.qube-oca.org.uk/transport**

Ring and Ride Church Stretton

Tel: **01694 720025** (Monday to Friday, 8.30am to 1.00pm. Leave a message outside these hours).

Email: **information@mayfaircentre.org.uk**

Web: **www.mayfaircentre.org.uk/events/ring-and-ride**

All Shropshire Mobility

All Shropshire Mobility started over 15 years ago and

has built good working relationships with all major adaptation companies and provides a fully equipped demonstration workshop, enabling you to view and try out each product before purchase. There are also three equipped service vans available for mobile fitting. They can help if you need adaptations to a vehicle to enable you to drive, such as hand controls or pedal modifications.

For more information, call **01743 790879**, email **info@allshropshiremobility.co.uk** or visit **www.allshropshiremobility.co.uk**

Alpha Automatic School of Motoring



Driving tuition specialising in automatic disability and specific needs with an adapted vehicle for hand controls, left foot accelerator and infrared Lodgesons secondary controls. Tuition is available regardless of your requirements. For example, passing your driving test, confidence building sessions, rehabilitation or refresher training of experienced drivers.

Familiarisation tutorials are also offered, should you have adaptations fitted to your vehicle. For wheelchair users, there is help available to learn how to transfer yourself from your wheelchair to the car seat, in order to make you as independent as possible. The tuition vehicle is also fitted with a Digital Hearing Loop for people with hearing problems.

For more information, call **01743 240283**, **07940 328203**, email **alphaautomatic@hotmail.co.uk** or visit **www.alphaautomaticshrewsbury.co.uk**



Concessionary travel schemes

Shropshire Council residents of state pensionable age or over, and those with an eligible disability, can apply for free or reduced travel by applying for the concessionary travel scheme administered by Shropshire Council. For any concessionary travel

enquiries, call **0345 678 9088**.

Check your eligibility for concessionary travel at **www.gov.uk/state-pension-age/y**

Options available for Shropshire Council residents of state pensionable age or over

National bus pass

This is issued free of charge and entitles the holder to free travel on all local bus services in England from 9.30am to 11.00pm, Monday to Friday; and all day at weekends and on bank holidays.

Bridgnorth Cliff Railway vouchers

The Bridgnorth Cliff Railway voucher is free of charge and entitles the applicant to a pack of 36 return tickets for use on the service at any time.

Community car vouchers

The community car scheme assists local people to make essential journeys such as visits to medical centres, dentists and to visit family and friends in

hospital. All journeys must be booked in advance by telephone through a scheme co-ordinator. Applicants are entitled to 20 £1 vouchers for use within the remit of the community car scheme.

Senior railcard

Senior railcards give anyone of pensionable age using Shropshire Council's scheme a third off first and standard class anytime, off-peak and advance fares. The card costs £9 a year if you apply through Shropshire Council.

Further details about the above services, including how to apply, can be found at www.shropshire.gov.uk/concessionary-travel

Options available for Shropshire Council residents with a qualifying disability

National bus pass

This is issued free of charge and entitles the holder to free travel on all local bus services in England from 9.30am to 11.00pm, Monday to Friday; and all day at weekends and on bank holidays.

Companion Status bus pass

If you wanted the bus pass but find it difficult to use buses without help from another person, you may be eligible for the companion or carer bus pass.

Further details about the above services, including how to apply, can be found at www.shropshire.gov.uk/concessionary-travel

Blue Badges

This scheme provides people with disabilities a variety of parking concessions, such as free parking or being able to park closer to a destination.

The badge is for passengers and drivers. Badges will not be issued to those who are temporarily incapacitated, for example people who are recovering from surgery.

To check your eligibility or to apply or renew your blue badge, visit www.gov.uk/apply-blue-badge or contact the **Customer Service Centre** on **0345 678 9014**.

Search for care in your area

www.carechoices.co.uk



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

 CareChoices

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

Social and physical activities

Whether you take up a sport or hobby, join a community group, or just meet up with friends, having a social life plays an important role in keeping healthy, active and well. Whatever your age, being physically and socially active can help you lead a healthier and happier life and helps to combat loneliness.

People who do regular physical activity have a lower risk of age-related illness and many chronic diseases. Being active also boosts your mood which helps to improve your mental health and strengthens your immune system.

Healthy Shropshire, see page 6, can help find the type of activity that works best for you, in line with your abilities and what you enjoy. It can also find 'start up' Active4Health activities, including exercise on referral programmes, walking groups and exercise classes in local areas.

For more information, call **0345 678 9025** or visit **www.healthyshropshire.co.uk** or **www.shropshire.gov.uk** (search 'my health').

Outdoor Partnerships



Being active outdoors is shown to greatly benefit people's physical and mental

wellbeing and there is no better place to do this than in Shropshire's great outdoors. Shropshire Council's Outdoor Partnerships team manages and maintains a large part of Shropshire's outdoor space, including two country parks (the Mere at Ellesmere and Severn Valley country park at Alveley), 24 countryside and heritage sites and 5,600km of rights of way.

Managing these spaces requires huge effort and manpower and Outdoor Partnerships relies heavily on volunteers contributing their time. Volunteering with Outdoor Partnerships is a great way to stay fit and engage with other like-minded individuals, as well as helping to keep outdoor spaces and access to the countryside open for all to enjoy. Consider volunteering with the organisations listed in the next column.

Shropshire Parish Paths Partnerships



Parish Paths Partnerships are groups of volunteers who come together to

help manage the 5,500km of public rights of way within the county.

Web: **www.shropshiresgreatoutdoors.co.uk/volunteering-outdoors** (select 'Parish Paths Partnerships').

Shropshire Volunteer Rangers



Help improve your local countryside sites for people and wildlife.

Web: **www.shropshiresgreatoutdoors.co.uk/volunteering-outdoors** (select 'Volunteer Rangers').

Shropshire Wild Teams



Shropshire Wild Team volunteers are involved in landscape management

projects as well as other outdoor activities. You don't need to have any experience and there's no requirement to be physically fit. People with disabilities or who are receiving support from health or care services are especially welcome.

Web: **www.shropshiresgreatoutdoors.co.uk/volunteering-outdoors** (select 'Shropshire Wild Teams').

There are also opportunities to join 'Walking for Health' walks, which are short, free volunteer led walks that take place in towns and villages across Shropshire.

To find the walks nearest to you, visit **https://beta.ramblers.org.uk**

To find out more about Outdoor Partnerships or how you can get involved with volunteering, visit



www.shropshiresgreatoutdoors.co.uk/volunteering-outdoors

Energize Shropshire, Telford and Wrekin



Energize is the Active Partnership for Shropshire, Telford and Wrekin. It works with

several organisations to enable everyone to have access to sport and physical activities, whatever their level of interest or ability.

Energize believes in encouraging and motivating people to give different physical activities and sports a go and offers a wide range of services and information to achieve this.

For more information, call **01743 297191, 07852 871589**, email **info@energizestw.org.uk** or visit **www.energizestw.org.uk**

Elevate



A new series of strength and balance classes designed to help older adults gain confidence

by boosting their mobility and helping to maintain independence, are being launched across Shropshire.

The Elevate classes, run by active partnership Energize and funded by Shropshire Council, aim to help reduce the risk of falls, taking pressure off the NHS. They are specifically for people aged 60 or over and have already helped more than 1,000 people since being launched in 2018.

Classes take place at various locations around Shrewsbury, as well as Ludlow, Oswestry, Pontesbury, Bishop's Castle, Prees, Bridgnorth, Church Stretton, Much Wenlock, Oswestry and St Martins.

Christina Morgan, Energize's Live Longer Better Manager, said, 'We are so happy to be bringing these Elevate classes back after a challenging couple of years.'

'Elevate is an evidence-based programme, proven to increase strength and improve balance, therefore, reducing the risk of falls. The classes will also address deconditioning post lockdown, helping to maintain independence and improve overall wellbeing.'

'These sessions help to build strength and balance and therefore improve confidence in undertaking daily tasks inside and outside the home. The classes are really helping people to be more confident getting out and about again.'

'We are pleased to have new instructors joining us, along with our longstanding instructors who are eager to get started again, and we hope to further expand the number of Elevate classes in the coming months.'

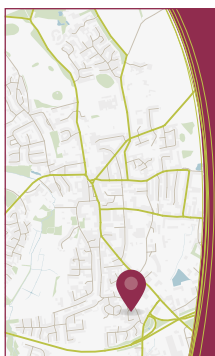
The Elevate classes are available on referral from a GP, health professional or by self-referral. Get in touch if you feel that you could benefit from these classes.

Anyone interested in the classes must complete the referral form at **www.energizestw.org.uk/elevate**

Alternatively, call the team on **07852 871589** or **01743 297191** for a form to be posted out to you or email **elevate@energizestw.org.uk**. Once the completed referral forms have been received, Energize will invite you to attend a pre-class appointment to ensure the class is totally suitable.

To find out what is available in your community, visit **www.shropshire.gov.uk** (search 'news and events').

If you are a provider wanting to add your information to the Shropshire Choices Directory, contact **shropshirechoices@shropshire.gov.uk**



Search for care in your area



www.carechoices.co.uk



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

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

Social Prescribing

What is Social Prescribing?

A free and confidential service to help you improve your health and wellbeing. With the support of a trained advisor, you will be able to access further support and community groups in your area, such as:

- Walking groups.
- Befriending.
- Housing advice.
- Fitness classes.
- Lunch clubs.
- Employment support.

Who is it for?

Social Prescribing can help if you:

- Feel lonely or isolated.
- Are caring for someone.
- Are feeling low, stressed or down.
- You want to lose weight or quit smoking.
- Want to get more active.
- Want to improve your management of a new or long-term condition.
- Want to get involved with your local community.

- Need help accessing housing or financial advice.

What can I expect?

Your advisor will contact you to introduce themselves and book your first appointment. Your first appointment will be up to an hour long. Your advisor will listen and provide help based on what matters to you. Your advisor can support you for three to six months and help you to make positive changes to improve your health and wellbeing.

How can I access Social Prescribing?

You can access the service through referral from your GP and certain practitioners in health and social care, the voluntary sector and other partners. You can also self-refer to Social Prescribing by calling **0345 678 9028** (Monday to Friday, 9.00am to 5.00pm) and selecting the self-referral to Social Prescribing option. Or you can email **healthylives@shropshire.gov.uk** with the subject 'Social Prescribing self-referral'.

The service is available to people aged 18 years and older across the county. In the South West of Shropshire, there is also a Children and Young People's Social Prescribing service for people aged 11-18.



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

I want to stay independent

Shropshire Council aims to encourage and support individuals to remain independent in their community for as long as possible.

If you have concerns about remaining independent in your home, there are options you can explore to help you.

For more information, visit www.shropshire.gov.uk (search 'staying independent').



Advice and advocacy support



Shropshire PCAS helps adults with any disability maintain their independence.

Independent advocates support vulnerable people with disabilities to make informed decisions and choices.

Advocates can also support people through adult safeguarding, offering long-term help and support to improve their wellbeing.

For more information, call **01691 658008**, email simon@shropshirepcas.co.uk or visit www.shropshirepcas.co.uk



Taking Part

Taking Part supports people creatively with lots of different organisations and offers services including advocacy, advice/guidance, information (including easy read) and social gatherings, such as 'Escape Club Nights' held once a month.

For more information, call **01743 363399**, email takingpart@takingpart.co.uk or visit www.takingpart.co.uk

To find out what is available in your community, visit www.shropshire.gov.uk/shropshire-choices-directory

Shropshire Council's START Team

Shropshire Council's START (Short Term Assessment and Reablement) Team provides a short-term period of assessment and reablement. The reablement approach supports people to do things for themselves. It is a 'doing with' service, in contrast to traditional home care which tends to be a 'doing for' service.

Reablement services help people to retain or regain their skills and confidence so they can learn to manage again after a period of illness. The service is provided for anyone who will benefit from it. It is very common for someone to need only one to two weeks of reablement with the START Team.

Following a period of reablement, if a long-term package of care is required there may be an assessed cost associated with this service following a financial assessment. See page 51 for more information.



To find out what is available in your community, visit www.shropshire.gov.uk/shropshire-choices-directory



Equipment, gadgets and adaptations

There are various gadgets and aids available to support independence and wellbeing. Used correctly, they can go a long way to help prevent certain conditions from worsening or becoming

unsafe. In addition, they can provide reassurance to carers who are concerned for their loved ones and/or feel that they are struggling to cope and continue in their caring role.

Assistive Technology and Telecare

Assistive Technology is the term for specialist items which encourage and support individuals to remain living safely and independently in their own homes. Shropshire Council offers a range of Assistive Technology and Telecare equipment.

Assistive Technology is equipment which is designed to provide individual support without the need for a connection via a telephone line. This equipment can be as simple as a specialised bath plug or as complex as digital monitoring systems which allow carers to see, hear and speak to a person from another room.

Telecare uses telephone lines and wireless sensors to ensure peace of mind in the home by linking to a call centre, which is automatically alerted. For example, if you might have fallen. Telecare equipment can range from falls alarm or memory reminders to a system which monitors a person's wellbeing at home.

Shropshire Council provides both Assistive Technology and Telecare, subject to a needs assessment as outlined in the Care Act 2014. See page 29 for more information about assessments.

Telehealth provided by Health

Telehealth Technology can assist in diagnosing and monitoring health conditions. A home unit to measure and monitor temperature, blood pressure and other vital signs can allow professionals to make efficient and effective decisions. Telehealth can monitor blood glucose levels, cardiac arrhythmia and lung functions, to name a few. If you would like more information about Telehealth, speak to your local GP. Or, if the person requiring the service is in hospital, speak to the medical team responsible for their care. Shropshire Council does not provide Telehealth Technology at this time.

Useful organisations

Careline365

The Careline service includes an alarm base unit, which plugs into the telephone line, and a pendant which goes around the wrist or neck. All attachments are included in the Careline package. In an emergency, the alarm user simply presses the red button on the pendant and the monitoring team will respond. For more information, call **0800 101 3333** or visit **www.careline.co.uk**

Telmenow.com

Telmenow.com provides technology to support independent living. For carers and the people they care for, it specialises in providing access to technology and services which can increase independence and allow people to enjoy life the way they want to. For more information, visit **www.telmenow.com**



We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any Assistive Technology you already have?

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

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

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

Is it portable?

Notes

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Will it need to be installed by a professional?

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

Reliability

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

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

Can you speak to someone who already uses it?

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

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

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Your home

Ideas and suggestions for equipment and adaptations have been made on pages 27 and 28. All these will support you to remain living independently in your home. If you are a tenant and rent your home, contact your landlord for advice when considering adaptations in your home. Agreement has to be obtained from your landlord before any work can go ahead.

Local handyman services are available to help install minor adaptations you might need, such as handrails. Referral for this service can be made from yourself, a family member or health professionals, and where an assessment has been completed by an occupational therapist, from Shropshire Council. To access this service, you must reach the threshold outlined in the Care Act 2014. Visit www.shropshire.gov.uk (search 'my home') for more information.

To find out if you are eligible for support from

the Council, call the First Point of Contact team on **0345 678 9044** and ask for an occupational therapy assessment. The occupational therapy assessment will identify your needs and advise you on what may help you to maintain your independence within your home.

Alternatively, for more information about useful gadgets and adaptations, visit www.shropshire.gov.uk (search 'useful gadgets').

Disabled Facilities Grant (DFG)

Following an occupational therapy assessment where major adaptations are identified i.e. a stairlift, you may be able to apply for a DFG through private sector housing to help you with minor or major adaptations to maintain your safety and independence in your home. This grant is means tested. For more information, visit www.gov.uk/disabled-facilities-grants

Home adaptations

Over the next couple of pages, you will see illustrations of the main living areas in a home, together with information for identifying any issues and how to set about resolving them. Have a look at the rooms and information.

Can you identify any problems which might affect you? Can they be resolved using the advice given? If you require any further information about sourcing products, grants or getting an assessment, call Shropshire Council's First Point of Contact team on **0345 678 9044**.



Tell us what
you think

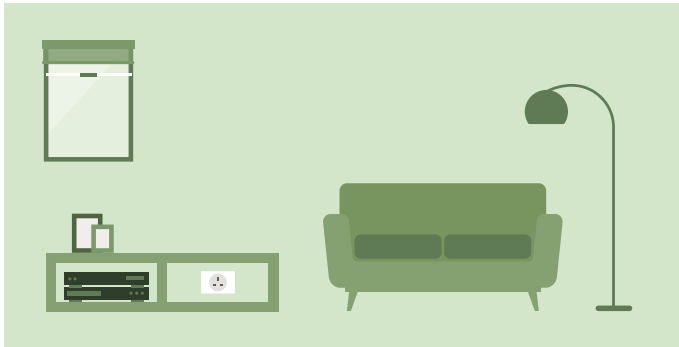
 CareChoices

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

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

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 www.gov.uk/winter-fuel-payment

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

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



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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at 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 31.

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

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

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



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

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

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

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Tel: **0345 678 9044**

Email: firstpointofcontact@shropshire.gov.uk

Web: www.shropshire.gov.uk/shropshire-choices/staying-independent/my-home



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Adult Social Care

Shropshire Council's in-house social work and occupational therapy service provides care and support for adults and their carers across Shropshire. This combined service is called Adult Social Care.

The aim of Adult Social Care is to enable people to live as independently as they can, for as long as possible, within their community, so that they can lead active and fulfilled lives.

People access Adult Social Care for different reasons. It may be for themselves as they are worried about their own situation, or they may be seeking guidance for a friend or family member.

If you need advice and information, in the first instance, visit **www.shropshire.gov.uk/shropshire-choices** which has a host of information about Adult Social Care, health and housing, including local support groups and voluntary organisations, personal care assistants, how to arrange a one-to-one discussion through a Let's Talk Local hub, having an assessment of your needs and your strengths, paying for care and information on care providers.

Adult Social Care has created factsheets which are available for people to read at **www.shropshire.gov.uk** (search 'factsheets').



The information you will find includes:

1. Introduction to Adult Social Care.
2. What to do if you are concerned about someone.
3. Let's Talk Local.
4. Technology and Gadgets for Independent Living.
5. Support for Carers.
6. Care Act Assessment.
7. Paying for Your Care and Support.
8. Planning Your Support.
9. Managing Your Personal Budget.
10. Having a Direct Payment.
11. Having an Individual Service Fund (ISF).
12. Deferred Payments.
13. Seeking Further Financial Advice.
14. As Your Needs Change.

If you feel you need to speak to someone directly, you can contact the First Point of Contact team (FPOC) on **0345 678 9044**. The team may connect you immediately to services which can help, or possibly direct you to further discussion with our Let's Talk Local hubs. These hubs provide the opportunity for you to talk directly with staff, either face to face, on the phone or through virtual video contact.

For more information about Adult Social Care in Shropshire, visit **www.shropshire.gov.uk** (search 'what is adult social care?').



Tell us what you think

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

CareChoices

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

Let's Talk Local



Let's Talk Local offers residents the opportunity to have a conversation with a Social Care Practitioner in a convenient community-based location, or virtually over the phone or via video call. The aim of this service is to ensure that residents can gain easy access to support from Adult Social Care and

focuses on working together to identify activities or organisations in the community that can assist with social care-related issues.

For more information about **Let's Talk Local** visit www.shropshire.gov.uk/lets-talk-local or call **First Point of Contact** on **0345 678 9044**.

Getting the help you need

First Point of Contact (FPOC)

In Shropshire, the Council aims to address people's social care queries quickly. It is able to do this in a number of ways.



The First Point of Contact Team is often the first team you speak to when you want to access social care support or have concerns for a vulnerable adult. The advisers handling your call will do so with confidence and professionalism. You will be offered support and guidance with sensitivity to information you share and will be guided through the options available to maximise and promote independence for yourself or the person you are calling about.

The advisers work closely with social care colleagues

from the Adult Social Care teams, mental health, occupational therapy and senior adult safeguarding practitioners. There are representatives from all these teams within the centre ready to provide advice on complex or urgent issues.

The team works closely with the Shropshire Council Customer Service Centre to help with other Council services you may require support with, such as blue badge applications, assisted waste collections or housing problems.

Tel: **0345 678 9044** (Monday to Thursday, 8.45am to 5.00pm; and Friday, 8.45am to 4.00pm).
Tel: **0345 678 9040** (emergency calls and out of hours service).
Web: www.shropshire.gov.uk (search 'concerned about someone?' for adult safeguarding concerns or referrals).

Planning your support

If, following an assessment to determine your strengths and needs, you find you are eligible for support from Shropshire Council, you will have the opportunity to design a care and support plan.

Your care and support plan will detail how your needs will be met, how you propose to meet specific outcomes and what it is you need to have in place to succeed. This will also give an indication of the cost of any funded services you might require.

Most people will be required to contribute towards the cost of their care. However, care and support may be funded in part or whole by the local authority if you meet various eligibility criteria when having assessments of your needs and finances.

The Council will explore with you the various forms of support and options which can be put in place to meet such needs. As mentioned above, you may need to contribute towards any costs associated with the support you require, and the Council may identify a need for a Personal Budget. This is an amount of money sufficient to fund services which you are assessed as needing to meet your eligible needs.

Your support plan will identify which of your needs require support, the outcomes you wish to achieve, the types of services required and the potential costs. When receiving formal care services, whether funded by the Council or not, you should agree a support plan with your care or support provider,

which states your needs and expected outcomes. If your support is being organised by the Council, an adviser will help you to do this.

If your assessed needs do not meet the criteria, or if you are not eligible for support with funding for your care, you may be required to make your own private arrangements, although the Council will still offer you information and advice, and if requested, assist you with the completion of a care and support plan, as explained at the beginning of this section.

Council-funded care and support is provided by independent registered companies. Fees for services vary and the Council's brokerage service can negotiate on your behalf and ensure a full breakdown of cost is provided.

For more information about planning your support, visit



www.shropshire.gov.uk (search 'planning your support').

Support options

Shropshire Council encourages residents in the county to live safely and independently within their community. This is partly made possible by exciting new technologies, such as Assistive Technology and Telecare described on page 24.

Care and support in your own home is often referred to as either 'domiciliary care', 'home care' or 'support services'. To enable you to stay at home for as long as possible, support at home can take many forms: a befriending service so you no longer feel lonely; having a community service in place to help you to get out and about; having equipment in your home to keep you safe; or having more hands-on support such as a care worker assisting you with some day-to-day tasks.

Given the choice, many people prefer to remain living in their own homes, surrounded by their possessions and near to their family and friends. This, of course, applies to everyone, including older people, those who are convalescing, have a physical or learning disability, or have dementia.

It is important to note all service providers that deliver personal care must be registered and inspected by the Care Quality Commission (CQC). All care workers must have been vetted by the Disclosure and Barring Service, have received necessary training, be properly referenced and be eligible to work in the UK prior to them visiting your home. Ask the service provider to show evidence that the care workers they introduce are compliant with the legislation and check the provider's

latest CQC report at www.cqc.org.uk/ The provider should also have received a quality rating. More information on the CQC can be found on page 56.

The checklist on page 36 should help when you are discussing your requirements with home care agencies.

Domiciliary care will normally involve personal care (assistance with washing etc). One or more care workers will come into your home to assist with day-to-day tasks, such as getting up and getting dressed.

Live-in care is where a care worker lives in your home, is allowed time off each day and must have a night's sleep. Live-in care can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.

24-hour care is required when you need constant assistance or monitoring through the day and night; it differs from live-in care as care workers ensure someone is on duty and awake both day and night.

Some home care agencies are also registered as **nursing agencies**, meaning they can provide registered nurses, if needed. These would be arranged by the integrated care board if you have healthcare needs and meet the eligibility criteria for health-funded services.



A **Personal Assistant (PA)** is a directly employed worker. This could be one or more

workers who will come into your home to assist with day to-day tasks, such as getting up and getting dressed. Or a PA may support you to get out to activities, education, work or exercise, for example.

If your needs mean you might require care in a care home, the following information will help you to decide the most appropriate option for you. It is always best to have an assessment carried out by the Council to make sure you are choosing the best option to meet your needs.

A **care home** might be a good option if you have needs which cannot be met in your own home, but you do not require nursing care. When deciding if a care home is right for you, it is important to make a balanced decision based on your present needs and what your future needs might be. Equally, you should think carefully about your finances to ensure

you can continue to afford your chosen home, see page 51 for more on paying for care.

When you visit a care home, take along the checklist on page 63 to prompt any questions you will have for the manager. You might also want to consider whether domiciliary care can meet your needs.

A **care home with nursing** is suitable for those needing nursing care, where care will be delivered by qualified nursing staff, alongside care workers. Nurses are on duty around the clock. Fees are generally higher than care homes. Some of the cost of your nursing care may be met by the NHS, which will pay a standard rate directly to the home. This is called NHS Funded Nursing Care. The rate for this is £209.19 per week, though this figure may change during the lifetime of this Support Finder.

Joint Training



Joint Training delivers a wide range of adult health and social care training to small groups, either as online live-learning or face-to-face in the classroom. Its extensive course programme is available online for you to book onto. Bespoke and in-house training can also be provided, tailored to your needs.



Joint Training, part of Shropshire Council has been established for over 25 years. All its training is endorsed by Skills for Care. Expert trainers

enthusiastically share their knowledge and passion into others to help them grow their knowledge and potential.

Subject areas include:

- Acquired brain injury.
- Autism.
- Dementia.
- Deafness and acquired hearing loss.
- Domestic abuse.
- Equality and inclusion.
- Epilepsy and Dysphagia.

- Leadership and management.
- Learning disabilities.
- CPI Safety Intervention™.
- CPI Verbal Intervention™.
- Makaton.
- Medicines management.
- Mental Capacity Act.
- Deprivation of Liberty Safeguards (DoLS) and Liberty Protection Safeguards (LPS).
- Mental health.
- Mental health first aid.
- Parkinsons.
- Safeguarding adults and children.
- Substance misuse.
- Suicide prevention and self-harm.
- Stroke aware.

Joint Training

Tel: **01743 254731**

Email: **joint.training@shropshire.gov.uk**

Web: **www.shropshire.gov.uk/jointtraining**

Leaving hospital

One priority in Shropshire is to ensure people can remain independent, safe and remain living in their own homes for as long as possible, especially when returning home from hospital.

Shropshire Council offers advice and support to help you regain your confidence when you return home from hospital. Integrated Community Services (ICS) may carry out an assessment to see if the support they can offer would benefit you.

Whether you are returning home from hospital with support having been organised, or you wish to look at what is available, below is some useful information you will need in order to aid your recovery.

If you are due to go into hospital and you are already receiving services, you will need to let the agencies which support you know in plenty of time so they can suspend their support until you are home again. You will also need to let the Council and the Department for Work and Pensions know if you are, or are likely to be, in hospital for more than four weeks.

For more information about how your benefits may be affected while you are in hospital, visit

Shropshire Choices at www.shropshire.gov.uk (search 'money matters').

For more detailed information on how you can be supported when leaving hospital, visit www.shropshire.gov.uk (search 'leaving hospital').

For more information about **Integrated Community Services (ICS)**, visit www.shropscmunityhealth.nhs.uk/ics or contact:

North

- North East
Tel: **01948 509250**
- North West
Tel: **01691 663641**

South

- South East
Tel: **01746 711085**
- South West
Tel: **01588 676331**

Central

- Tel: **01743 250520**

Personal Assistants (PAs)

A PA is someone who supports an individual to live more independently, usually in the person's own home. PAs can help with all sorts of daily tasks, including domestic tasks, personal care, shopping, sorting out paperwork and offer support in getting out and about. Employing a PA yourself means you are the employer and in control of who supports you and how you wish to be supported.

If you are paying for your own care, you can choose this option to meet your care needs. If you are eligible to receive a Personal Budget in the form of a Direct Payment (see page 52), you may consider having a PA which you can discuss with your support worker.

If you decide to employ a PA, you will be provided with the necessary information, which may include

a Skills for Care employer toolkit and templates to enable you to be a good employer.

If you currently have a PA or are considering having one, you could benefit from Skills for Care's Individual Employer Fund. This fund can be used for training to develop you as an employer and to develop the skills of your PA. The fund can cover the direct costs of training and qualifications, travel and the cost of hiring replacement support while your usual PA is attending training.

Working as a Personal Assistant (PA) in Adult Social Care

Working as a PA can be a fulfilling career and can lead to a variety of roles and career progression. It can be rewarding and challenging and means getting involved in many aspects of an employer's life. →

→ PAs are usually employed directly by the person who needs the support but can also be employed by a family member or representative, when the person they support doesn't have the physical or mental capacity to be the employer.

The job can be very flexible, you may work for a few hours a week, or several hours per day or night. It may include support in the home, at leisure or at work, and carrying out a range of duties, not just personal care. The main skills needed are the ability

to listen and a willingness to learn, as most people look for someone who's a good personal fit to them.

If you want to find out more about becoming a PA and joining a local PA register, contact **personal.assistants@shropshire.gov.uk**

For more information about PAs and Direct Payments, visit **www.shropshire.gov.uk/direct-payments-in-adult-social-care**

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care arranged and funded solely by the NHS for those who have eligible needs. This is free of charge, wherever it is delivered. NHS Continuing Healthcare can be provided in a variety of settings outside of hospital, such as in your home or in a care home.

People eligible for NHS Continuing Healthcare will have been assessed as having a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs.

National guidance says the assessment for NHS Continuing Healthcare should be 'person-centred'. This means the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views about their own needs and support taken into account.

A decision about eligibility should usually be made within 28 days of a referral for assessment being made to the NHS integrated care board.

If you are already receiving support from the Council, your social worker will be able to give you more information about NHS Continuing Healthcare and complete with you an NHS Continuing Healthcare screening checklist, from which a referral for assessment might be made. Your GP or community nursing service should be able to give you advice or make a referral with you if you are not currently receiving support from the Council.

For further information on **NHS Continuing Healthcare**, visit **www.nhs.uk** (search 'continuing healthcare').

End of life care

Although the subject of dying is often painful to contemplate for everyone involved, letting your family know about your wishes could help them if they need to make decisions for you about your care. Knowing they are acting in accordance with your wishes can remove some of the stress from a very difficult situation.

Good planning for all your needs should mean you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

Even if you are not approaching the end of your life, you may still want to think about your wishes for

your own end of life care. This could include where you would like to be cared for, where you would prefer to die, your wishes for your funeral and who you would like to make decisions about your care, if you are not able to decide for yourself.



Currently, in Shropshire, there are several services providing end of life care. These include the Hospice at Home service, specialist palliative care nurses, both in the community and in hospital, and district nursing services. Many care homes will also offer end of life care.

All end of life services aim to make the patient as comfortable as possible by relieving pain and other distressing symptoms while providing psychological, social and spiritual support for patients and their families.

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

If you have a terminal illness, or are approaching the end of your life, you should consider making plans for your future care. Planning ahead in this way is sometimes called 'advance care planning' and involves thinking and talking about your wishes for how you are cared for in the final months of your life. This can let people know your wishes and feelings while you are still able to.

Your GP should always be the first point of contact

for end of life advice, support and care. They will be able to help you link to local services. For further information on end of life care, visit www.nhs.uk (search 'end of life') which includes the following information.

An advance statement – How you can create one to let people know your preferences, wishes, beliefs and values regarding your future care.

Advance decision to refuse treatment – If you do not want certain kinds of treatment in the future, you can make a legally binding advance decision.

Lasting Power of Attorney – How you can legally appoint someone to make decisions about your care in the future if you become unable to make decisions yourself.

Making a will – To ensure your property, possessions and finances are dealt with in accordance with your wishes after your death. For advice on how to make a will, visit www.gov.uk/make-will

This information has been adapted from the NHS website, www.nhs.uk

For more information about end of life care, visit **Shropshire Choices** at www.shropshire.gov.uk (search 'end of life care').



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

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 56.

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Our care covers **everything** from a 30-minute care visit through to full **live-in care** and everything in between.

With such a **personal** service, you'll want to engage with people you can **trust**, who are highly trained, who listen, understand and show **compassion**.

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*terms and conditions apply



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Bluebird Care Oswestry
01691 749128

Bluebird Care Church Stretton
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www.bluebirdcare.co.uk/shropshire

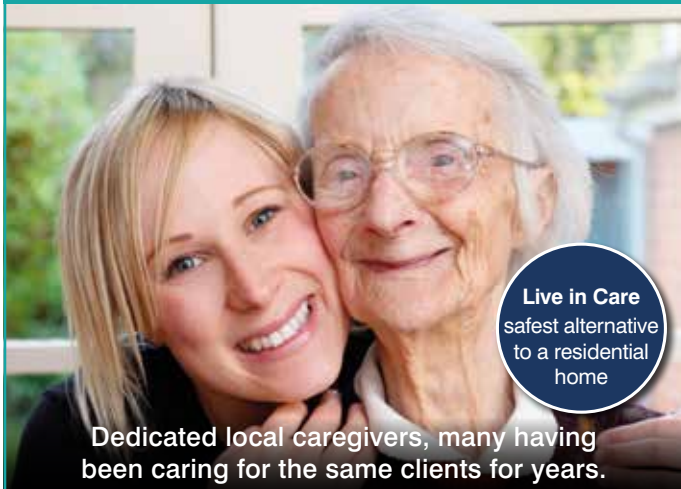
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www.eclipsehomecare.co.uk
(9am - 5pm seven days a week)



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★ Trustpilot

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for more details visit: helpinghands.co.uk

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Abbey Care Direct Ltd

Shrewsbury
Tel: 01743 233832 **SPiC** **OP D PD MH SI YA**

Affinity Homecare Shrewsbury

Shrewsbury
Tel: 01743 367000 **SPiC** **OP D PD MH SI YA**

Agape Homecare Ltd

Shrewsbury
Tel: 01939 211144 **SPiC** **OP D PD LDA MH SI YA**

Agincare UK

Shropshire **Advert page 38**
Tel: 0808 302 4100 **OP D PD LDA MH YA AD**

AJ Case Management Ltd

Wolverhampton
Tel: 01902 754107 **SPiC** **OP PD SI YA**

Alexandra House Diamond Life Healthcare Ltd

Ludlow
Tel: 01584 872233 **SPiC** **OP D PD MH SI**

Allcare Shropshire Ltd

Shrewsbury
Tel: 01743 792980 **SPiC** **OP D PD LDA MH SI YA AD**

Allenby Douglas Ltd

Oswestry
Tel: 01691 650067 **SPiC** **OP D PD MH SI YA AD**

Allied Health – Services Shrewsbury

Shrewsbury
Tel: 01743 245848 **SPiC** **OP D PD LDA MH YA**

Anchorage Care Group

Shrewsbury
Tel: 01743 874874 **SPiC** **OP D PD MH SI YA**

Approved Care and Support Ltd (Oswestry)

Oswestry **Advert outside back cover**
Tel: 01691 655999 **SPiC** **OP D PD LDA MH SI YA AD**

Approved Care and Support Shrewsbury

Shrewsbury **Advert outside back cover**
Tel: 01743 297769 **SPiC** **OP D PD LDA MH SI YA AD**

AStar Homecare Services Ltd

Whitchurch
Tel: 01948 302131 **SPiC** **OP D PD MH SI YA**

Battlefield Healthcare Ltd

Shrewsbury
Tel: 01743 443076 **SPiC** **OP D PD LDA MH SI YA AD**

Be Happy Support Ltd

Craven Arms
Tel: 07446 987026 **OP D PD LDA MH SI YA**

Bethphage 3

Whitchurch
Tel: 01948 804901 **SPiC** **PD LDA MH SI YA**

Bethphage Shrewsbury

Shrewsbury
Tel: 01743 272880 **SPiC** **OP D PD LDA MH SI YA**

Bluebird Care – Oswestry

Oswestry **Advert page 37**
Tel: 01691 749128 **OP D PD SI YA**

Bluebird Care – Shropshire

Shrewsbury **Advert page 37**
Tel: 01743 874343 **SPiC** **OP D PD SI YA**

Bowbrook House – English Care Ltd

Shrewsbury **Advert page 65**
Tel: 01743 266950 **SPiC** **OP D PD SI YA**

Bradney House Nursing & Care Home

Bridgnorth
Tel: 01746 716686 **SPiC** **OP D PD MH SI YA**

Bridgnorth Home Care Co-Operative

Bridgnorth
Tel: 01746 762559 **SPiC** **OP D PD SI**

Brown Clee Care

Ludlow
Tel: 0333 772 1270 **Advert page 40** **OP**

C.L.C.A Company Ltd

Shrewsbury
Tel: 01743 460957 **SPiC** **OP D PD LDA MH SI YA**

Care at Home (Shropshire) Ltd

Ludlow
Tel: 01584 838420 **SPiC** **OP D PD LDA MH SI YA**

Care of Excellence Ltd

Ludlow
Tel: 01584 838413 **SPiC** **OP PD D LDA MH SI YA**

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

SPiC - Member of Shropshire Partners in Care - see page 10

Advertisers are highlighted



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Care Quality Commission regulated support for adults with complex and personal care needs, dementia, sensory impairment, end of life, or physical disability.



We pride ourselves on a high quality, caring, reliable service with continuity of care a priority. Our staff are selected for their personal values and are frequently complimented for their kind, friendly natures and for going "above and beyond".

Brown Clee Care provides bespoke, person centred care to clients in their own homes.

Some examples of our support include:

- Assisting with moving
- Staffed according to your care and personal needs
- Assistance with personal washing and dressing
- Caring for more complex needs
- Helping with medication
- Supporting with eating and drinking
- Helping you to achieve goals, maintain independence
- Continence care (including looking after catheters and stomas)
- Wellbeing and social/community visits
- Caring for people approaching end of life
- Respite sessions
- Assistance with shopping trips
- Light domestic duties

Inspected and rated

Good



www.browncleecare.co.uk



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- Janet, Shrewsbury.

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- Companionship.
- Household tasks.
- Outings & activities.
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- Assistive technology.

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01743 245 555

www.radfieldhomecare.co.uk



shrewsbury@radfieldhomecare.co.uk

7 Frankwell,
Shrewsbury,
Shropshire, SY3 8JY



Inspected and rated

Good



Care Plus (Shropshire)

Shrewsbury

Tel: 01743 285250 **SPiC****OP D PD MH SI YA****CareKind**

Whitchurch

Tel: 01948 258050 **SPiC****OP D****Caring Hearts and Hands Ltd** **SPiC**

Market Drayton

Tel: 07427 323169

OP PD LDA MH YA**Cloverley Care Ltd**

Whitchurch

Tel: 01948 890454

OP D PD LDA SI YA**CM Bespoke Care Ltd**

Kidderminster

Tel: 01746 718816 **SPiC****OP D PD MH SI YA****Cross Care Ltd**

Whitchurch

Tel: 01948 258228

OP D PD MH SI YA**Domiciliary Services Shrewsbury**

Shrewsbury

Tel: 01743 369758

LDA YA**Drayton Home Care Services Ltd**

Market Drayton

Tel: 01630 653871

OP**Forever Loving Care Ltd**

Craven Arms

Tel: 01588 673733 **SPiC****OP D PD MH SI YA****Gemini Care Ellesmere Ltd**

Ellesmere

Tel: 01691 725166 **SPiC****OP D****Gold Standard Care Ltd**

Shifnal

Tel: 01952 462965

OP D PD SI YA**Goodwood Homecare**

Bridgnorth

Tel: 01746 763406 **SPiC****OP D PD LDA SI****GreatPride Care Ltd**

Shrewsbury

Tel: 07482 302619

OP D PD MH YA**Grove House**

Shrewsbury

Tel: 01743 464582

OP PD LDA MH SI YA**Hands on Care Homecare Services**

Market Drayton

Tel: 01952 743490

OP D PD LDA MH SI YA**Headway Shropshire**

Shrewsbury

Tel: 01743 365271 **SPiC****OP PD YA****Health Care Support Services Ltd**

Shrewsbury

Tel: 01939 251342

OP D PD SI YA**Healthcare 1st Choice Ltd**

Bridgnorth

Tel: 01948 258210 **SPiC****OP D PD LDA MH SI YA****Helping Hands Shrewsbury & Telford**

Shrewsbury

Tel: 01743 598 493 **SPiC****Advert page 38****OP D PD LDA MH SI YA****Hengoed Park**

Oswestry

Tel: 01691 650454 **SPiC****OP D PD MH YA AD****Holcombe House**

Ludlow

Tel: 01584 877166

Advert page 45**PD LDA SI YA****Home Instead Senior Care****Shrewsbury, Ludlow and Oswestry**

Shrewsbury, Ludlow and Oswestry

Tel: 01743 387650 **SPiC****OP D PD SI YA****Home4Care Ltd**

Oswestry

Tel: 07773 945455 **SPiC****OP D PD LDA MH SI YA****Infil House**

Shrewsbury

Tel: 01939 211774

OP D PD LDA MH SI YA**Invest in Care**

Shrewsbury

Tel: 01743 562566 **SPiC****OP D PD SI YA****La Petite Concierge Ltd**

Shifnal

Tel: 01952 463301 **SPiC****OP D PD LDA MH SI YA****Leabrook Lodge Ltd**

Oswestry

Tel: 01691 671555 **SPiC****OP PD SI****Livability York House Shrewsbury**

Shrewsbury

Tel: 01743 874885 **SPiC****LDA YA**

M & S Care Solutions Ltd – English Walls

Oswestry

Tel: 01691 430105 **SPiC** **OP D PD LDA MH SI YA****MacIntyre Welsh Marches**

Shrewsbury

Tel: 01743 364210 **SPiC** **LDA****McKenzie Life Ltd**

Shrewsbury

Tel: 07376 179265 **OP YA****Meadow Brook**

Shrewsbury

Tel: 01743 790074 **LDA****New Dawn Care Agency Ltd**

Cravern Arms

Tel: 01584 856586 **SPiC** **OP D PD SI****Newcross Healthcare Solutions Ltd – Midlands & East**

Shrewsbury

Tel: 01743 817565 **OP D PD LDA SI YA****North Shropshire Homecare Ltd**

Whitchurch

Tel: 01948 662008 **SPiC** **OP D PD LDA MH SI YA****Oswestry Care Ltd**

Oswestry

Tel: 01691 671798 **SPiC** **OP D PD LDA MH SI YA****Outcome Care and Support Ltd**

Ludlow

Tel: 01584 838458 **SPiC** **OP D PD LDA MH SI YA AD****Phoenix Homecare and Support Ltd**

Oswestry

Tel: 01691 655508 **SPiC** **OP D PD MH SI YA****Pleasant Valley Care Shropshire Branch**

Oswestry

Tel: 01691 888126 **SPiC** **OP D PD LDA MH YA AD****Positive Steps Shropshire Ltd**

Shrewsbury

Tel: 01743 213824 **SPiC** **OP D PD LDA MH SI YA AD****Prestige Nursing Ltd Shrewsbury**

Shrewsbury

Tel: 01743 357799 **SPiC** **OP D PD LDA MH SI YA AD****Priority Care (Shropshire) Ltd**

Newport

Tel: 01952 253052 **SPiC** **OP D PD LDA MH SI YA AD****Quality Community Care Ltd**

Ludlow

Tel: 01584 318861 **SPiC** **OP D PD YA****Quality Home Care Ltd – Suite 1**

Wolverhampton

Tel: 01902 376904 **SPiC** **OP D PD MH SI YA****Radfield Home Care Ltd – Shrewsbury**

Shrewsbury

Tel: 01743 245555 **SPiC** **OP D PD LDA MH SI YA** **Advert page 40****Radis Community Care (Shrewsbury)**

Shrewsbury

Tel: 0330 100 8199 **SPiC** **OP D PD LDA MH SI YA AD****Salopian Care**

Market Drayton

Tel: 01630 658222 **SPiC** **OP D PD LDA SI****Sapphire Community Care Ltd**

Ludlow

Tel: 01584 876475 **SPiC** **OP D PD LDA MH SI YA****Severn Valley Home Care Offices**

Bridgnorth

Tel: 07805 605798 **SPiC** **OP D PD MH SI YA****Shropshire Community Short Breaks**

Shrewsbury

Tel: 01473 285765 **PD LDA SI****Silverbell Care**

Shrewsbury

Tel: 01743 761141 **SPiC** **OP D PD LDA SI YA****Snowdrop Home Care Ltd**

Bridgnorth

Tel: 01299 861576 **Advert page 43**
OP D PD LDA SI YA**Stanwardine Grange**

Ellesmere

Tel: 01939 272900 **OP D****START**

Shrewsbury

Tel: 01743 254875 **OP D PD LDA MH SI YA AD****SunCare**

Bucknell

Tel: 01547 530633 **SPiC** **OP D PD LDA MH SI YA AD****SureCare Shropshire Ltd**

Shrewsbury

Tel: 01939 291434 **SPiC** **OP D PD LDA MH SI YA AD****Veraty Care Solutions Ltd**

Shrewsbury

Tel: 01743 231222 **OP D PD LDA MH SI YA****Visiting Angels North Shropshire**

Oswestry

Tel: 01691 888558 **Advert page 43**
OP D PD SI YA

Vision Homes Association Supported Living Services

Ludlow
Tel: 01584 877166 **SPiC**

Advert page 45
PD LDA SI YA

We (Always) Care Ltd

Whitchurch
Tel: 01948 780262

OP PD YA

West Midlands Office

– Apollo Home Healthcare Ltd

Wolverhampton
Tel: 01902 841658

OP D PD LDA MH SI YA AD

Willatt Care Shropshire

Whitchurch
Tel: 01782 873893

OP D PD LDA MH SI YA

Willow Home Care Ltd

Market Drayton
Tel: 01630 478913 **SPiC**

OP D PD LDA SI YA

Wishing Well Home Care

Shrewsbury
Tel: 01939 233114 **SPiC**

OP D PD MH SI YA

Your Choice Your Future Ltd

Much Wenlock
Tel: 07568 321220

OP D PD LDA MH SI YA

YourLife (Bridgnorth)

Bridgnorth
Tel: 01746 768140

OP D PD SI

YourLife(Shrewsbury)

Shrewsbury
Tel: 01743 366162

OP D PD SI

Market Gate, Office 1 & 2,
Salop Rd, Oswestry
SY11 2NR



T: 01691 888558 www.visiting-angels.co.uk

Our approach delivers unrushed, consistent high-quality home care from caregivers who want to care and who work within an organisation which allows them to care.

Our caregivers are carefully selected. We find excellent people with the right mix of skills, experience and a true caring nature, so that they can provide consistently superior home care.

- Companion & Social Care
- Personal Care
- Dementia & Alzheimer's Care
- Post-Hospital Stay Care
- Palliative
- End of Life Care

Snowdrop Home Care Ltd

We are a small family run home care company covering the Bridgnorth, Alveley and surrounding areas and are looking to expand.

At **Snowdrop Home Care** we strive to provide the best care possible with trained, friendly and professional staff, ensuring that our services are personalised to our clients to meet and support the individual needs.

Our Services include:

- Personal Care
- Mealtime Assistance
- Medication Support
- Companionship Calls
- Cleaning and Shopping
- Palliative Care
- Night Sits



For more information, please contact a member of our team:

Tel: **01299 861576 • 07535 251051**
Email: **snowdrophomecareltd@gmail.com**



The Parlour, High House Farm, Fenn Green, Alveley, Bridgnorth WV15 6JA - Snowdrop Home Care Ltd, Registered for England & Wales.
Company Number - 11723539

Learning and physical disabilities and autism

To enable the Council to get a better picture of your care and support needs, everyone goes through the same process, regardless of whether you have autism, a physical or learning disability, sensory or mental health condition or are an older person. This may include advice and information or a full assessment of your needs, which can be arranged if you contact First Point of Contact on **0345 678 9044**.

When carrying out an assessment of your needs, a social worker or adviser will be there to guide you through the process. For more information about assessments, go to page 29.

If you require services, they are always designed around you to reflect your needs and the needs of your family or carer, who you may rely upon. If you have a learning or physical disability and eligible support needs, supported living or day opportunities, as well as work experience, training and employment opportunities can be

arranged. Independence and living in your own home are promoted and encouraged by the Council through a variety of community-based support services.

Shropshire Council aims to ensure people with disabilities have access to the same community facilities as everyone else by working closely with other organisations to strengthen community links.

For information about supported living, visit **www.shropshire.gov.uk** (search 'high-level supported living').



For more information about specialist care and support, visit **www.shropshire.gov.uk** (search 'care and support for different conditions').

For more information about the **Shropshire Autism Hub**, visit **www.a4u.org.uk/our-work/shropshire-autism-hub**

Sensory Support Service

The Sensory Support Service is part of Adult Social Care, providing support to adults living with sight loss, hearing loss and dual sensory loss.

Registration

If you have been issued with a Certificate of Visual Impairment (CVI), you can register with the service to receive access to certain services and benefits. If you have been diagnosed with a hearing loss or as deaf by a consultant audiologist, you can register with the service, and you will be offered support, advice and information. Registration is optional and you will still be entitled to support whether you have registered with the service or not. For information regarding the benefits of registration please visit the website at the end of this section.

Specialist equipment and training for low vision

Specialist staff can demonstrate and offer advice about specialist equipment to assist with daily living, including:

- Portable and desktop magnifiers.
- Computers, tablets, mobile phones and apps.
- Lighting.
- Kitchen equipment, including talking jugs and scales and liquid level indicators.

The service's Rehabilitation Officer can offer advice, support and skills training relating to your sight loss to enable you to live as independently as possible, including:

- Tips, techniques and training in all aspects of daily living.
- Mobility in and outside of the home.
- Training and therapy to help with reading.

Specialist equipment for hearing loss

Specialist staff can demonstrate and offer advice about specialist equipment designed to overcome some of the difficulties experienced

by someone with hearing loss, such as:

- Television and radio.
- Doorbells.
- Smoke alarms.
- Telephones.
- Conversation.

Sensory Support Service

Tel: **01743 250529**

Email: **cs.sensoryimpairment@shropshire.gov.uk**

Web:

www.shropshire.gov.uk/sensory-support-service

Post: PO Box 4826,
Shrewsbury SY1 9LJ

Alcohol/drug misuse



If you or someone you know has a problem with drugs and/or alcohol, you can contact the Shropshire Recovery Partnership (SRP), the service that covers the county.

Phone or use the online chat to speak to one of SRP's trained experts. SRP is here to help you – you can provide as little or as much information as you want. The service will work with you to help

you manage, reduce or stop your drug (including prescription drugs) or alcohol use.

You can also talk to SRP if you're worried about someone else's drug or alcohol use, rather than your own.

For more information or to make a referral, call **01743 294700** or visit **www.wearewithyou.org.uk/services/shropshire**

Mental health

If you are having mental health issues, you are not alone. One in four of us will have concerns about our mental health at some point in our lives.

When you are living with a mental health condition, or supporting someone who is, having access to the right information and understanding the condition, practical issues and treatment options is vital.

Services for people with mental health conditions are available via the Access Team – Midlands Partnership NHS Foundation Trust (previously known as SSSFT) – or a referral can be made by your local GP. There is a single point of contact for Shropshire, Telford and Wrekin, as detailed on page 46.

An Access Team will provide a single point of referral for all adult mental health services, including people with dementia. The team will provide advice and guidance to individuals, carers and partners, and the ability to book straight into one of the improved Pathway Teams to minimise duplication and ensure individuals are supported by the right person, at the right time and in the right place.

Pathway Teams, established in line with the

nationally developed Mental Health Care Clusters, replace Community Mental Health Teams (CMHTs) by operating a 'hub and spoke' model of service delivery. This model will ensure both equity of provision and maintain a local focus across the geographic region.

If you believe you have care and support needs and wish to have a social care assessment, this will be carried out by a member of staff working in the Mental Health Social Work Team. This should be similar to the assessment process described on page 29. If this is needed, the Council will help you to develop a support plan, as described on page 30. →

Supporting people with complex needs

With 30 years' experience of providing specialist care to adults with:

- Learning & Physical Disabilities
- Visual & Sensory Impairment
- Complex Health Needs
- Acquired Brain Injuries
- Challenging Behaviour

We can provide a variety of care packages tailored to meet your individual needs
Residential Care Homes - Supported Living – Day Support



Vision Homes Association – Wendy Morse
Tel: 0121 434 4644 • www.visionhomes.org.uk



→ Access Team – Midlands Partnership NHS Foundation Trust

(Previously known as SSSFT). Shropshire, Telford and Wrekin.

Tel: **0808 196 4501**

Email: access.shropshire@mpft.nhs.uk

Mental health services

Mental Health Social Work Team

Encompassing all of Shropshire (excluding Telford).

Tel: **01743 255895** (Monday to Thursday, 8.45am

to 5.00pm; and Friday, 8.45am to 4.00pm).

Email:

mentalhealthsocialwork@shropshire.gov.uk

Shropshire Psychological Therapies

Tel: **0300 123 6020**

You can find out more about mental health in Shropshire by visiting www.shropshire.gov.uk (search 'mental health and wellbeing').



Dementia care

If you are worried about your memory, you should, in the first instance, arrange an appointment to see your GP. Should your GP feel concerned about your memory function, you may be referred to the Shropshire Memory Service for an assessment and further advice. You can also perform a self-referral. This service offers a verbal assessment and other diagnostic procedures.

If, following the assessment, you are diagnosed with a form of dementia, the Shropshire Memory Service will provide you and your family or carer with advice and information which is appropriate to your individual needs and at a level you can understand.

In some circumstances, medication may help with managing the condition, but in others, introducing lifestyle changes could help to delay the progression of symptoms to enable you to live independently for as long as possible within your own home.

The goal of services in Shropshire is to promote independence for as long as possible. This is known as 'living well'. This could involve engaging with social activities, including peer support groups, recreational activities and opportunities to share your experiences with other people.

As the condition progresses, you are likely to require more support. During this time, additional support may be put in place, possibly including the introduction of Assistive Technology and Telecare, which may help prolong your ability to live safely in your own home (see page 24). There may come a time when you, your family or carer need urgent support or assistance. If this happens, contact the

Shropshire Memory Service or the First Point of Contact team on **0345 678 9044**.

Other memory services

Opening times: Monday to Friday, 9.00am to 5.00pm.

Dementia and Memory Service Shropshire

Tel: **0808 196 4501**

Email: access.shropshire@mpft.nhs.uk

Web: www.mpft.nhs.uk/services/mental-health-community-services

Dementia support in the community



There is a range of services available across Shropshire to promote community engagement for those living with dementia. Alzheimer's Society provides information and support, improves care, funds research and aims to create lasting change for people affected by dementia.

It provides one-to-one support for people with dementia, carers and family members and will provide information and practical support to help you understand more about dementia, via telephone support. Due to the ongoing pandemic, the service is unable to offer face-to-face meetings or activities. This may change within the lifetime of this Support Finder.

For more information, contact **Dementia Connect Telford and Shropshire**.

Tel: **0333 150 3456** (National Dementia Connect support line).

Email: dementia.connect@alzheimers.org.uk

Age UK Shropshire Telford & Wrekin runs dementia support groups across Shropshire to support local people living with dementia. The support groups provide a welcoming and friendly environment offering emotional support, information and a chance to take part in activities. They also provide benefit advice, advocacy, help at home and befriending services.

Age UK Shropshire Telford & Wrekin

Tel: **01743 233123**

Web: **www.ageuk.org.uk/shropshireandtelford**

The National Dementia Friends Initiative, led by Alzheimer's Society, aims to increase people's understanding of dementia and help people learn ways to create a Dementia Friendly Community through social action. Anyone can become a Dementia Friend by attending an information session or accessing the material online. For more information, visit **www.dementiafriends.org.uk**

Shropshire, Telford and Wrekin Dementia Action Alliance has been formed to improve the lives of people affected by dementia through social action and promoting Dementia Friendly Communities.

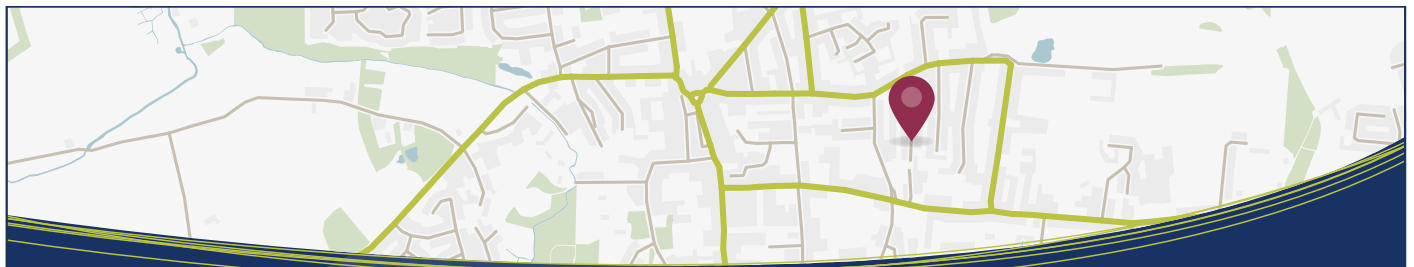
Businesses wishing to become members of this social movement can find more information at **www.dementiaaction.org.uk**

For more information about dementia, visit **www.shropshire.gov.uk** (search 'dementia').



To find out what is available in your community, visit **www.shropshire.gov.uk/shropshire-choices-directory**

If you are a provider wanting to add your information to the Shropshire Choices Directory, contact **shropshirechoices@shropshire.gov.uk**



Search for care in your area

www.carechoices.co.uk



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

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



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 63. You can download and print this checklist at 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 56.

I care for someone

A carer is someone who is giving regular, ongoing assistance to a friend or family member who, due to illness, frailty, disability, a mental health problem or an addiction, is unable to manage without this care and support. A carer doesn't have to live with the person they provide support to and the care they give is unpaid.

Supporting someone can mean different things, including helping with:

- Emotional support – listening, reassuring and talking.
- Household chores – cleaning, cooking, washing, ironing or shopping.
- Medication support – picking up medication, reminding or physically helping someone with their medication.
- Administrative support – help with appointments and documentation.
- Personal care – eating, getting to the toilet, washing and dressing.
- Physical care – mobility support around the home like lifting, moving, turning.
- Caring at a distance – providing support and contact to someone who may be in secure services or a care home or another part of the country.

Carers may be entitled to receive information and advice to support them in their caring role

and to request a carers' assessment to help identify whether they have any eligible needs arising from providing necessary care and how those needs may be met.

A carers' assessment is an opportunity for the carer to speak to someone about their caring role and the impact it has on their life. It is not a test to see how well they are caring, but a conversation to see what support may be given to maintain the carer's own wellbeing. More information on carers' assessments and the support that may be provided can be found at www.shropshire.gov.uk (search 'carer assessments').

It is important for carers to remain fit and well to continue in their caring role. There are various organisations which can support people to achieve this. Carers should also ensure they have regular health check-ups, stay fit and active and remain independent.

For more information about what local support is available, or to request a carers' assessment, contact the First Point of Contact Team on **0345 678 9044**.



For more information, visit

www.shropshire.gov.uk

(search 'caring for someone else').



Shropshire Carers

Shropshire Carers is a dedicated carers' support team within Shropshire Council, providing timely information, advice and support to enable carers to live their best lives. The service offers:

- One-to-one support – working with you to explore the options available to you as a carer.
- Information and advice – personalised for you.
- Signposting or referral to specialist advice and support – e.g. benefits advice and advocacy.
- Regular check in and chats to check on your wellbeing.
- Assistance with planning ahead – the right information at the right time.
- Peer support groups – virtual and in the community.
- Events and activities.
- A Carers Register – a means of sharing important information with you quickly by a method that suits you best. Visit <https://sway.office.com/12hj0hpiaGXUGB5C?ref=email> →

For additional local information and support, visit www.shropshirechoices.co.uk

- • Feedback opportunities – share your experience of the health and social care sector, including voluntary and community groups and organisations. Visit www.shropshire.gov.uk (search 'carers feedback').

Carers can self-refer to the service or a referral can be made by statutory, voluntary and community

sector organisations. The service is free to all eligible carers in Shropshire.

Shropshire Carers

Tel: **01743 341995** (Monday to Friday, 9.00am to 5.00pm).

Email: Shropshire.Carers@shropshire.gov.uk

Young carers

The Young Carers Service is part of Crossroads Together and works with children and young people who are under the age of 18 and have a caring responsibility for a family member.

The service is set up to provide support for all young carers in Shropshire through a network of peer support groups and by working in partnership with schools.

Referrals can be taken from all agencies, as well as parents and young carers themselves who live in the Shropshire area and must come with parental or guardian consent.

For more information or to make a referral, call the **Young Carers Service** on **01743 445785** or email shropec@crossroadstogether.org.uk

Carers UK

A national, one-stop information and advice service for carers. The service includes benefits support and advice, help with employment, education and training and advice to help carers maintain or improve their physical and mental

health and wellbeing.

For further information, visit www.carersuk.org or call the helpline on **0808 808 7777**.

Resource for those 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 www.myfamilyourneeds.co.uk



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

🐦 @WeAreMFON

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

Subscribe today

Money matters

If, following an assessment of your needs, you require support, you will need to decide how to pay for such services.

By contacting the First Point of Contact Team, you can discuss any care needs you may have and establish whether or not you need to have a formal assessment. If you do have an assessment, have eligible care needs and are

eligible for support with funding your care, you can decide whether you would prefer to arrange the services yourself using a Direct Payment (see page 52), or have support from the Council to manage the arrangements.

If you do not meet the eligibility criteria, the Council can still help and advise you on other ways to meet your needs. Please see page 29.

Build Back Better

The Government published its plan for health and social care, Build Back Better, in September 2021. This included changes to how people pay for their care, taking effect from October 2025.

- The current upper capital threshold of £23,250 will be replaced by a higher limit, meaning that if you are eligible for care, you may be entitled to financial assistance from your local authority if you have £100,000 or less in capital, such as savings, bank accounts or property that is not your home.
- You will not have to pay from your income towards your assessed care needs in your lifetime once you have contributed £86,000 to these needs. You may however still have to pay if you have between £20,000 and £100,000 in capital.
- You will contribute no more than 20% of any

capital you may have between £20,000 and £100,000 towards your care costs in any one year.

- If you have less than £20,000 in capital, you will be assessed to see if you can pay towards your care from your income, as happens now.
- Increasing the 'Minimum Income Guarantee' (MIG) and the Personal Expenses Allowance (PEA) in line with inflation from April 2022. The MIG is the weekly amount of money your local authority has to leave you with if you receive care at home or in a day care centre. The PEA is the weekly amount your local authority has to leave you with if you are in a care or nursing home.

For the latest information, visit <https://engage.dhsc.gov.uk/social-care-reform>

Financial assessments

To work out whether or not you will need to contribute towards the cost of your support, following an eligibility assessment, the Council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. If you are moving into residential care, the value of your home is considered as part of your capital except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of

your care and support.

If your capital and savings combined are less than £14,250, you will be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care and a 'tariff' income. A sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure. →

For additional local information and support, visit www.shropshirechoices.co.uk

→ If your capital and savings amount to more than £23,250, you will have to pay the full cost of your care yourself. This is known as being a 'self-funder'. As a self-funder, you are still entitled to an assessment of your needs by the Council and you may be able to get some support with funding your care, see page 53.

For more information about paying for care, visit www.shropshire.gov.uk (search 'money matters') or view **Shropshire Council's** Adult Social Care factsheets at www.shropshire.gov.uk (search 'factsheets').

Additional income you may be entitled to

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department for Work and Pensions. Individuals who have reached state pension age or over may be entitled to this. It is paid at a standard rate for those needing care by day or night, and at a higher rate for those needing care both during the day and night.

Personal Independence Payments

This is similar to Attendance Allowance, but its two rates of pay are based on the level of care or supervision needed, not whether it



is needed at night or day. A person claiming it would normally have to attend a face-to-face assessment conducted on behalf of the Department for Work and Pensions.

NHS Funded Nursing Care

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested NHS Funded Nursing Care Contribution towards the cost of your nursing care.

Funding is paid directly to the care home. For more information, see page 31.

Managing your Personal Budget

If you are eligible for social care support following an assessment of your needs and finances and you require funded support services, you may be provided with a Personal Budget.

A Personal Budget allows you to influence how your

assessed needs are met, and ensure they are met in a way which works for you and your approved support plan.

There are several ways you can receive and manage your Personal Budget.

Personal Budgets

There are three ways you can receive your Personal Budget:

Direct Payment

Individual Service Fund

Council Managed Fund

Direct Payments

If you are eligible for the Council's support with funding your care, you could have a Direct Payment. A Direct Payment is money from Shropshire Council which can be used in flexible and creative ways to support your wellbeing and

help you live the life you want.

Employing your own support workers, known as Personal Assistants (see page 31), directly is only possible through a Direct Payment. However, Direct Payments can be used for several different support

options tailored to you. They cannot be used for long term residential care.

If you are applying for care and support from the Council for the first time, Direct Payments should be discussed with you, so you are aware of your options. You will need to make sure that you keep the right paperwork and evidence so you can stay on top of your spending in a clear and simple way. This helps the Council make sure that your needs are being met and helps to prove it is making the best use of public money to support people.

Direct Payments are paid directly into an account solely for this purpose and there is the option of a Just Credit Union Account, which can make accounting easier. When you have a Direct Payment, you will be paid an agreed amount of money towards the support you have chosen. If you are assessed to financially contribute towards your care, you will be required to pay your contribution into the same account.

For more information, visit www.shropshire.gov.uk/direct-payments-in-adult-social-care or email Direct.Payments@shropshire.gov.uk

Individual Service Funds

An Individual Service Fund is money paid on

your behalf by Shropshire Council to a suitable support provider or care agency of your choice. If you are assessed as being able to contribute towards the cost of your care, the Council will send you an invoice for your contribution every four weeks.

As part of your support plan, you will decide and agree on how the support provider or care agency will deliver your care and support. Although the agency is paid a fixed amount to meet your support needs, you are in control of how your support is provided. Nothing is set in stone, and you can always change your mind later on.

Council Managed Funds

The Council Managed Fund is similar to the Individual Service Fund but is not as flexible. Once your support plan has been agreed, the Council will work with you to choose the most suitable care package for your needs and will manage your care budget to ensure you receive the level of support you require.

For more information on organising your support in this way, visit www.shropshire.gov.uk (search 'Council-managed fund').

Paying for your own care

If you have capital or savings of more than £23,250, you will have to pay for any care services you require. In these circumstances, Shropshire Council refers to you as a 'self-funder'. You are still entitled to an assessment of your care needs, and you can receive information and advice on available services through First Point of Contact or by visiting www.shropshire.gov.uk (search 'paying for your own care').

You may also be entitled to some of the following financial assistance and support, subject to your needs and financial assessment.

Twelve-week property disregard

If you own your home and are assessed as needing a care home or care home with nursing on a permanent basis, the Council will help with the cost during the first 12 weeks of permanent care in a home.

The 12 weeks starts from the date you have agreed to move into the home. You will be assessed for your financial contribution during this 12-week period. Please note that if you have been in a care home for more than 12 weeks, the period has expired.

This is called the 'property disregard' period. This applies if:

- Your former home is included in your financial assessment.
- Your other capital is less than £23,250.
- You have been in a care home for less than 12 weeks.
- Your income is not enough to meet your care home fees. →



→ After the twelve-week property disregard period, the value of any property you own will be treated as capital. Adult Social Care may be able to help you while your property is being sold. It will charge any financial help it may give against the value of your home and will take back the amount that has been paid once your property has been sold. However, the Council may limit how much it will pay, depending on

the value of the property. You will also be charged administrative costs as set by Shropshire Council, and interest rates as set by the Government.

If you receive any means-tested benefits, such as Pension Credit or income-based Employment and Support Allowance, these may be affected if your property is not seen to be on the market.

Top-ups

If, following an assessment, the Council has agreed to contribute towards your care home costs, but the care home charges more than the Council can pay, you must find someone to help pay the difference, to enable you to remain in the same care home. This is referred to as a 'third party payment' or a 'top-up'.

You cannot pay this top-up yourself except in limited circumstances; it will need to be a family member, friend or a charity. Alternatively, you will have to find

a different care home with lower fees.

Depending on the results of your financial assessment, you will still be expected to pay your assessed contribution alongside any top-up that may be required. The Council will invoice the person paying the top-up separately. If they become unable to pay the top-up in future, this again may mean that you may have to move to another care home.

Running out of money

If your capital is likely to reduce to £23,250, you must let the Council know well in advance to reassess your care needs. The Council recommends that if your capital has reduced to below £35,000 and you are living in a care home, or £27,000 if you receive care at home, you should get in touch with

the First Point of Contact Team on **0345 678 9044**.

Please note that if you have already been in a nursing or residential care home for more than 12 weeks, the property disregard period explained on page 53 will have expired.

Seeking financial advice

It is important for Shropshire Council to encourage individuals to be independent for as long as possible and to engage with communities to build relationships. This means more local people can get the support they need to lead successful lives in their own homes.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help. It is important to seek advice before committing yourself.

You can find local and national organisations which offer financial information, advice and support. These organisations can be found on the Shropshire Choices website at **www.shropshire.gov.uk** (search

'advice agencies') and on Factsheet 13: Seeking further financial advice. See page 29 for more information about factsheets.

Society of Later Life Advisers (SOLLA) is a national organisation offering advice and information on financial matters in later life. To get in touch, call **0333 202 0454**, email **admin@societyoflaterlifeadvisers.co.uk** or visit **www.societyoflaterlifeadvisers.co.uk**



Making it Real



Making it Real believes that all Adult Social Care services should be devised and enhanced with the participation of the people who use them, giving shared opportunities to solve problems and design services. This is called co-production.

Making it Real is clear that co-production is about collaboratively problem-solving, just like any bit of good teamwork. Good co-production is so much about how we behave, how we create the right environment, and build positive long-term relationships.



Making it Real recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care.

Shropshire's Making it Real Partnership encourages good conversations that involve local people who use services, carers, advocacy and community groups, social work staff, senior officers and councillors from Shropshire Council.

By making social care services responsive to the everyday experiences and feedback of people who use services and their carers, Making it Real looks to influence service design and delivery so that people who use services have more choice and control over what they access, enabling people to live life to the full.

Making it Real gives the chance to share experiences and directly feedback comments to inform future developments. If you would like to get involved and change things for the better, get in touch using the following contact details.



'Because my journey through the system wasn't right, I wanted to try and improve it for others...'

– Katie has been involved in developments and Direct

Payments with Making it Real.

Make sure that the voice of the people of Shropshire is placed at the heart of shaping the future of Adult Social Care in the county. Email makingitreal@shropshire.gov.uk

You can find more information about **Making it Real** such as its core values, targets, achievements and ongoing discussion opportunities at www.shropshire.gov.uk (search 'making it real').

Healthwatch Shropshire



Healthwatch Shropshire is the independent health and social care champion for the people of Shropshire. It helps make sure everyone gets the best from their health and social care services.

It gathers the views and experiences from the people of Shropshire about health and social care services. It then makes reports and recommendations to providers and commissioners based on the information it has received. The aim is to ensure patients and the public are listened to and are at the heart of decisions about service delivery, improvement and change.

Feedback, positive and negative, can be given anonymously using the following contact details. It also runs a programme of 'Enter & View' visits, where specially trained volunteers visit a service, often unannounced, make observations, collect people's opinions and produce a report. Reports on findings from care homes and NHS services can be found on the website.

Healthwatch Shropshire provides an independent NHS Complaints Advocacy Service. Although most people using the health service are happy with their care and treatment, things can sometimes go wrong. Healthwatch Shropshire can provide support

and advice for those people wishing to make a formal complaint.

Tel: **01743 237884**

Email: **enquiries@healthwatchshropshire.co.uk**

Web: **www.healthwatchshropshire.co.uk**



Inspecting and regulating care services



CareQuality
Commission

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

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can

easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (**www.cqc.org.uk**). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit **www.cqc.org.uk/share**

Tel: **0300 061 6161**

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

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

Customer compliments, comments and complaints

Complaints

If you have raised informal concerns with a care provider and they cannot be resolved, you may wish to make a formal complaint. You can complain in line with the care provider's complaints procedure. The regulator – the Care Quality Commission (CQC) – requires all registered providers to have an effective complaints process.

If the Council has arranged, funded or contributed to the funding of your care, you can complain directly to Shropshire Council. Shropshire Council will provide you with the information you need to progress your complaint and will work with the care provider to investigate the issues you have raised.

Tel: **0345 678 9000**

Email: **customer.feedback@shropshire.gov.uk**

Web: **www.shropshire.gov.uk** (search 'adult social care complaints').

If the care is privately arranged and Shropshire Council has not played a role in arranging your care, you should complain directly to the care provider as a first course of action. If this does not solve your problem, you can seek independent support from the Local Government and Social Care Ombudsman (LGSCO). The LGSCO will determine whether or not they are able to take your case to investigation stage.

Tel: **0300 061 0614** • Web: **www.lgo.org.uk**

Post: PO Box 4771, Coventry CV4 0EH

Concerns, comments and compliments

Your feedback is very important, it helps service providers know how well they are doing and whether their services meet your needs. You may have informal feedback in the form of compliments, comments or concerns to share with care providers. Please remember that compliments and positive

feedback can be just as helpful as negative feedback.

Depending on the type of feedback you have, you may want to speak to a member of staff or to the care provider manager in the first instance. If you raise informal concerns, they may be able to take early action to help.

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning and powers of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPA) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to.

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

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding.

You may instead wish to make a living will, properly known as an 'advance decision' setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed Gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

Long-term care: whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law.

Citizens Advice offers an advice service and will be able to recommend solicitors in your area. See page 59 for contact details.

**Tell us what
you think** 

 CareChoices

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

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Shropshire Choices



Shropshire Choices offers information and advice about Adult

Social Care, housing and health. The content is designed to give individuals, carers and families access to quality local information and provide more choice and control over their social care

and health needs.

If you have support and/or care needs, care for someone else or are planning ahead, **Shropshire Choices** has a wide range of information for you. Visit www.shropshirechoices.org.uk



Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Support Finder, 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 quality of care rating (see page 56).

You can also view an electronic version of this Support Finder on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

Local contacts

Advocacy services

More information on advocacy can be found on page 23.

Shropshire Peer Counselling and Advocacy Services

For adults with any disability or impairment who need someone's help to speak up for them or support them to maintain independence and improve their quality of life.

Tel: **01691 658008**

Email: simon@shropshirepcas.co.uk

Web: www.shropshirepcas.co.uk

Taking Part

Independent advocacy, information, guidance and training to people with learning disabilities.

Tel: **01743 363399**

Email: takingpart@takingpart.co.uk

Web: www.takingpart.co.uk

Age UK Shropshire Telford & Wrekin

More information about this service is on page 11.

Web: www.ageuk.org.uk/shropshireandtelford

Advocacy

Tel: **01743 357748**

Benefits advice

Tel: **01743 233123**

General enquiries

Tel: **01743 233123**

Email: enquiries@ageukstw.org.uk

Help at Home

Tel: **01743 233788**

Email: enquiries@ageukstw.org.uk

Home from Hospital

Tel: **01630 650850** (North East Shropshire) or

01584 878046 – ext. **219** or **222**

(South Shropshire).

Ludlow office

Monday to Thursday, 9.00am to 2.00pm (by appointment only).

Room 50 Helena Lane House,
20 Hamlet Road SY8 2NP

Tel: **01584 878046** (ext. **219** or **222**).

Email: **hfh.enquiries@ageukstw.org.uk**

Shrewsbury office

Monday to Friday, 10.00am to 4.00pm.

4 Bellstone, SY1 1QQ

Tel: **01743 233123** (Monday to Friday,
9.00am to 4.30pm).

Email: **enquiries@ageukstw.org.uk**

Alzheimer's Society – Dementia Connect Telford and Shropshire

Regionally based dementia advisers can provide information, advice and guidance to people with dementia and their carers. More information is on page 46.

Tel: **0333 150 3456** (dementia support).

Email: **dementia.connect@alzheimers.org.uk**

Axis Counselling

A charity offering support for women, men, young people and children (aged 11 upwards) in Shropshire, Telford and Wrekin deal with the trauma of childhood sexual abuse.

Tel: **01743 357777** (Shrewsbury).

Tel: **01952 278000** (Telford and Wrekin).

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

Web: **www.axiscounselling.org.uk**

Citizens Advice Shropshire (CAS)

Free, confidential and independent advice.

Tel: **0808 278 7894** (Shropshire advice line, Monday to Friday, 10.00am to 4.00pm); **01743 280019**

(specialist debt team, Monday to Friday, 10.00am to 4.00pm); **0808 223 1133** (Shropshire consumer advice line, Monday to Friday, 9.00am to 5.00pm); and **0800 144 8444** (help to claim Universal Credit).

Textphone: **18001 0800 144 8884**

Text relay: **18001 0808 223 1133**

Web: **www.cabshropshire.org.uk**

Bridgnorth outreach

This service is available to residents of Bridgnorth with a WV15/WV16 postcode. Appointments only.

Face-to-face or telephone appointments are available on Mondays.

Bridgnorth Library, 67 Listley Street WV16 4AW
Tel: **0808 278 7894** (advice line).

Whitchurch outreach

Face-to-face information drop-in sessions are available on Wednesdays from 10.00am to 1.00pm. No appointment is necessary.

Whitchurch Civic Centre, High Street SY13 1AX

Albrighton Medical Practice GP outreach

This service is only available to residents of Albrighton with a WV7 postcode and/or patients of Albrighton Medical Practice. Appointments only. Face-to-face or telephone appointments are available on Tuesdays.

Albrighton Medical Centre, Shaw Lane WV7 3DT
Tel: **0808 278 7894** (advice line).

Market Drayton Care Centre GP outreach

This service is only available to patients registered at and referred by Market Drayton Primary Care Centre.

Appointments only. Face-to-face or telephone appointments are available on Fridays.

Market Drayton Primary Care Centre,
Maer Lane TF9 3AL

Tel: **0808 278 7894** (advice line).

Community Resource – Oil Buying Club

Helping local people save thousands of pounds.

Tel: **01743 342167**

Email: **oil@community-resource.org.uk**

Web: **www.community-resource.org.uk**
(search 'oil buying club').

Enable – Supported Employment Services

A specialist organisation supporting people with disabilities into employment. Its main focus is to assist individuals with disabilities and mental health needs to find a job suitable for them.

Tel: **01743 276900**

Email: **enable@shropshire.gov.uk**

Web: **www.enableservices.co.uk**

Family Favour

Helps you to create a document which will make things easier for your relatives and friends should

something happen to you. The document is to help you set your records to prevent relatives needing to do administration duties at a time of grief and stress. Open Monday to Friday, 8.00am to 8.00pm.

Tel: **07877 425894**

Email: **david@familyfavour.co.uk**

Web: **www.familyfavour.co.uk**

Headway Shropshire

Information, support, advice and services to people with an acquired brain injury, their families and carers.

Tel: **01743 365565**

Email: **admin@headwayshropshire.org.uk**

Web: **www.headwayshropshire.org.uk**

HomePoint

Shropshire HomePoint is the Housing Register for social housing in Shropshire.

Tel: **0300 303 8595**

Email: **enquiries@shropshirehomepoint.co.uk**

Web: **www.shropshirehomepoint.co.uk**

Housing services – private sector

More information on housing services, including private sector housing, can be found on page 12.

Sevenside Housing

Tel: **0800 048 8955**

Email: **askshropshire@homesplus.co.uk**

Web: **www.homesplus.co.uk**

Connexus Housing

Tel: **0333 231 3233** (Monday, Tuesday, Thursday and Friday, 8.30am to 5.00pm; and Wednesday, 9.00am to 5.00pm).

Email: **hello@connexus-group.co.uk**

Web: **www.connexus-group.co.uk**

STAR housing

Tel: **0333 321 2200**

Email: **customer.support@starhousing.org.uk**

Web: **www.starhousing.org.uk**

For more information about housing, visit **www.shropshire.gov.uk** (search 'housing').

Medequip – returning equipment

If your equipment is on loan to you, it must not be

sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop off point, visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the website below.
Web: **www.medequip-uk.com/returning-equipment**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

Remap

Helping to improve quality of life and increase independence for disabled people of all ages, providing solutions to everyday problems when there is nothing commercially available.

Tel: **01743 341626**

Email: **shropshire.chairman@remapgroups.org.uk**

Web: **www.shropshire.remap.org.uk**

Rethink

Provides services to help keep people living with mental illness safe and well in the community, prevent their needs from escalating, help them live independently and access the information, support and care they are entitled to whilst understanding and exercising their rights.

Tel: **0808 801 0525** (Monday to Friday, 9.30am to 4.00pm). • Email: **advice@rethink.org**

Web: **www.rethink.org**

Shrewsbury Homes for All

A local registered charity working to ensure people in the Shrewsbury area are adequately housed. Free, confidential housing advice and information. Monday to Friday, 9.30am to 2.30pm.

Tel: **01743 231415** • Email: **info@shfa.org.uk**

Web: **www.shfa.org.uk**

Shropshire Carers

Shropshire Carers is a dedicated carers' support team, within Shropshire Council, providing information, advice and support to carers.

Tel: **01743 341995**

Email: **shropshire.carers@shropshire.gov.uk**

Shropshire Council Learning Disabilities Day Opportunities

Abbots Wood Day Centre – Shrewsbury

Tel: **01743 250900**

Albert Road Day Centre – Shrewsbury

Tel: **01743 246208**

Aquamira – Shrewsbury

Tel: **01743 355984**

Avalon – Oswestry

Tel: **01691 652467**

Greenacres Farm – Baschurch

Tel: **01939 291109**

Helena Lane – Ludlow

Tel: **01743 257750**

Wayfarers – Market Drayton

Tel: **01743 250439**

Shropshire Deaf and Hard of Hearing Forum

Represents the hearing-impaired community on several committees related to disability issues.

Email:

enquiries@shropshiredeafandhardofhearing.org.uk

Shropshire Disability Network

Gives a collective voice to disabled adults living or working in Shropshire, as well as carers, family members, advocates and disability organisations.

Email: **info@shropshire-disability.net**

Web: **www.shropshire-disability.net**

Shropshire Mental Health Support (MHS)

Provides a range of quality services across the county for people and their families affected by mental or emotional distress. Supports people in many areas of their lives for short or long periods.

Tel: **01743 368647**

Email: **manager@shropshiremhs.com**

Web: **www.shropshiremhs.com**

Shropshire Partners in Care (SPiC)

Representing and supporting the majority of care providers in Shropshire, Telford and Wrekin in

developing and promoting high quality social care, SPiC works in partnership with local authorities, health and the voluntary sector to support continuous improvement and development of Adult Social Care, focusing on local need.

Tel: **01743 860011**

Web: **www.spic.co.uk**

Sight and Hearing Loss Support

NHS trained volunteers provide information, advice and practical support to all users of NHS hearing aids.

Tel: **01743 342168**

Email: **shls@community-resource.org.uk**

Web: **www.community-resource.org.uk/wellbeing**

Sight Loss Shropshire

Provides a range of services to improve the quality of life for visually impaired people of all ages who live in Shropshire, Telford and Wrekin.

Tel: **01743 250808**

Email: **sightlossshropshire@shropshire.gov.uk**

Web: **www.sightlossshropshire.org.uk**

With You in Shropshire

A free, confidential service for Shropshire residents affected by their own, or someone else's issues with alcohol or drugs. See page 45 for more information. Roushill, Shrewsbury SY1 1PQ

Tel: **01743 294700**

Web: **www.wearewithyou.org.uk/services/shropshire**

Young Addaction

Runs a dedicated telephone line for parents and carers who are concerned about potential drug and alcohol use by children in their care.

Tel: **07870 503187**

Search for care in your area

www.carechoices.co.uk



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

CareChoices



Your care matters

with Barchester

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

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



BARCHESTER
in Shropshire

barchester.com/Shrops

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

Field House Care Home

Field House Drive,
Church Stretton, SY6 7AA
01694 628 810

Hagley Place Care Home

Foldgate Lane,
Ludlow, SY8 1LS
01584 519 832

Mount House & Severn View Care Home

41-43 The Mount,
Shrewsbury, SY3 8PP
01743 404 430

Ottley House Care Home

Corporation Lane, Coton
Hill, Shrewsbury, SY1 2PA
01743 404 431

Wheatlands Care Home

Southfield Road, Much
Wenlock, TF13 6AT
01952 701 337

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

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 56.

North Shropshire care homes

Beulah House

5 Cemetery Road, Market Drayton TF9 3BD
Tel: 01630 478756 **SPiC** **LDA**

Bowens Field

24 Bowens Field, Wem, Shrewsbury SY4 5AP
Tel: 01939 236517 **LDA YA**

Bradbury Court

1 Bradbury Close, Market Drayton TF9 3FR
Tel: 01630 412490 **PD LDA MH SI YA**

Bradbury Lodge

Claypit Street, Whitchurch SY13 1NT
Tel: 01948 666916 **SPiC** **LDA SI**

Briery Lodge

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 **SPiC** **PD LDA YA**

Brook House Residential Home

Woodhill, Morda, Oswestry SY10 9AS
Tel: 01691 654167 **OP D PD SI**

Cheswardine Hall Nursing & Residential Home

Chipnall, Market Drayton TF9 2RJ
Tel: 01630 661316 **SPiC** **OP PD**

Coach House, The

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 **SPiC** **PD LDA YA**

Ellesmere House

Church Hill, Ellesmere SY12 0HB
Tel: 01691 623657 **OP D PD MH YA**

Hartlands Rest Home

57 Salop Road, Oswestry SY11 2RJ
Tel: 01691 658088 **SPiC** **OP D**

Hengoed Park

Hengoed, Oswestry SY10 7EE
Tel: 01691 650454 **SPiC** **OP D PD MH YA AD**

High Lea House

Lanforda Rise, Oswestry SY11 1SY
Tel: 01691 654090 **SPiC** **OP**

Highbury House

36 Aston Road, Wem, Shrewsbury SY4 5BA
Tel: 01372 364077 **SPiC** **PD LDA YA**

Hinstock Manor Residential Home Ltd

Chester Road, Hinstock, Market Drayton TF9 2TE
Tel: 01952 550242 **SPiC** **OP D PD LDA MH SI YA**

Kynaston Farm

School Road, Ruyton Xi Towns, Shrewsbury SY4 1JT
Tel: 01939 231070 **SPiC** **PD LDA SI YA**

Landona House

Love Lane, Wem, Shrewsbury SY4 5QP
Tel: 01939 232620 **SPiC** **OP D**

Maer Lane

4 Maer Lane, Market Drayton TF9 3AL
Tel: 01630 698092 **SPiC** **PD LDA**

Maesbury Manor

Maesbury Marsh, Oswestry SY10 8JA
Tel: 01691 656370 **OP PD YA**

Mayfield House

Holyhead Road, Bicton, Shrewsbury SY3 8EQ
Tel: 01743 455075 **SPiC** **LDA**

New Barn, The

Goldstone, Cheswardyne, Market Drayton TF9 2NA
Tel: 01630 661583 **OP D PD LDA MH SI YA**

Old Vicarage, The

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150 **SPiC** **PD LDA YA**

Roseville House

New Street, Wem, Shrewsbury SY4 5AB
Tel: 01939 235163 **SPiC** **PD LDA YA**

Tunstall Hall Care Centre

Newcastle Road, Market Drayton TF9 4AA
Tel: 01630 652774 **SPiC** **OP D**

Walford Lodge

7 Mill Street, Wem, Shrewsbury SY4 5ED
Tel: 01939 260992 **OP PD LDA SI YA**

Weston House Residential Home

Green End, Whitchurch SY13 1AJ
Tel: 01948 663052 **SPiC** **OP D YA**

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

SPiC - Member of Shropshire Partners in Care - see page 10

North Shropshire care homes continued

Wheatlands, The

77 The Wheatlands, Baschurch,
Shrewsbury SY4 2DW
Tel: 01743 872250 **SPiC**

PD LDA SI YA

Windsor Road

47 Windsor Road, Oswestry SY11 2UB
Tel: 01691 671353

PD LDA

Woodcroft

Croft Way, Market Drayton TF9 3UB **SPiC**
Tel: 01630 657486 **Advert page 7**

OP D SI YA

Woodland Residential Care Home Ltd

Trefonen Road, Morda,
Oswestry SY10 9NX

Tel: 01691 656963 **SPiC**

OP D LDA SI

North Shropshire care homes with nursing

Beech House Nursing Home

Wollerton, Market Drayton TF9 3NB
Tel: 01630 685813 **SPiC**

OP D YA

Cheswardine Hall Nursing & Residential Home

Chipnall, Market Drayton TF9 2RJ
Tel: 01630 661316 **SPiC**

OP PD

Edgeley House Care Home

Edgeley Road, Whitchurch SY13 4NH
Tel: 01948 662832

OP D MH YA

Elmhurst Nursing Home

Armoury Lane, Prees, Whitchurch SY13 2EN
Tel: 01948 841140 **SPiC**

OP D PD

Greenfields Care Home

Liverpool Road, Whitchurch SY13 1SG **SPiC**
Tel: 01948 661040 **Advert page 7**

OP D PD SI YA

Llysfield Nursing Home Ltd

Middleton Road, Oswestry SY11 2LJ
Tel: 01691 657511 **SPiC**

OP

Meadowbrook Care Home

Twmpath Lane, Gobowen,
Oswestry SY10 7HD
Tel: 01691 653000

OP D PD MH YA

New Fairholme

Shrewsbury Road,
Oswestry SY11 2RT **SPiC**
Tel: 01691 684970 **Advert page 7**

OP D PD SI YA

Old Vicarage Nursing Home

Station Road, Gobowen,
Oswestry SY11 3JS
Tel: 01691 655254

OP D YA

River Meadows Nursing Home

Edgebolton, Shawbury,
Shrewsbury SY4 4EL
Tel: 01939 250700 **SPiC**

OP PD

See page 51 for more information on paying for care homes in Shropshire.



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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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Advertisers are highlighted

Central Shropshire care homes

Barleyfields House

110 Crowmere Road, Monkmoor, Shrewsbury SY2 5JJ
Tel: 01743 355746 **SPiC** Advert page 7 **LDA**

Blackhurst Care Home

Blackhurst House, The Lawley, Longnor, Shrewsbury SY5 7QJ
Tel: 01694 771318 **SPiC** **OP LDA MH SI YA**

Bowbrook House

Bowbrook, Shrewsbury SY3 5BS
Tel: 01743 247071 **Advert page 65** **OP D**

Briarfields

Raby Crescent, Belle Vue, Shrewsbury SY3 7JN
Tel: 01743 353374 **SPiC** **Advert page 7** **OP D SI YA**

Church View

Longnor, Shrewsbury SY5 7PP
Tel: 01743 872250 **SPiC** **OP PD LDA SI YA**

Cliffdale Rest Home

Shrewsbury Road, Pontesbury, Shrewsbury SY5 0QD
Tel: 01743 790261 **SPiC** **OP D**

Consensus Support Services Ltd – Shrewsbury

24 Main Road, Dorrington, Shrewsbury SY5 7JR
Tel: 01743 719266 **LDA YA**

Crescent, The

1a-1b The Crescent, Bomere Heath, Shrewsbury SY4 3PQ
Tel: 01939 291841 **SPiC** **PD LDA SI YA**

Elms House

Off Belvidere Avenue, Shrewsbury SY2 5PE
Tel: 01743 244392 **MH YA**

Ferns Residential Home, The

152 Longden Road, Shrewsbury SY3 9ED
Tel: 01743 368039 **SPiC** **OP**

Greenfields

Bings Heath, Astley, Shrewsbury SY4 4BY
Tel: 01743 872250 **OP PD LDA SI YA**

Hall Bank Mews

1-3 Hall Bank Mews, Hall Bank, Pontesbury, Shrewsbury SY5 0RF
Tel: 01743 790858 **SPiC** **PD LDA SI YA**

Harley Road Scheme

25, 32 & 34 Harley Road, Condover, Shrewsbury SY5 7AZ
Tel: 01743 872250 **SPiC** **OP PD LDA SI YA**

Hartlands Residential Home

Whitehall Street, Shrewsbury SY2 5AD
Tel: 01743 356100 **SPiC** **D**

High Ridges

High Ridge, Main Road, Dorrington, Shrewsbury SY5 7JW
Tel: 01743 872250 **SPiC** **PD LDA SI YA**

Holy Cross Care Homes Ltd

150 Abbey Foregate, Shrewsbury SY2 6AP
Tel: 01743 343138 **SPiC** **OP**

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Knowsley Drive, Gains Park, Shrewsbury SY3 5DH
Tel: 01743 366701 **SPiC** **OP D PD MH YA**

Jubilee Villa Care Home

Upper Astley, Shrewsbury SY4 4BU
Tel: 01939 210461 **SPiC** **Advert below** **OP D MH YA**

Kempsfield Residential Home

Primrose Drive, Shrewsbury SY3 7TP
Tel: 01743 246033 **LDA**

Livability York House Shrewsbury

Glebe Road, Bayston Hill, Shrewsbury, Shropshire SY3 0PZ
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Advertisers are highlighted

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lime.trees@idealcarehomes.co.uk
0113 465 4084
idealcarehomes.co.uk



Central Shropshire care homes continued

Lymehurst Rest Home

112 Ellesmere Road, Shrewsbury SY1 2QT

Tel: 01743 351615 **SPiC**

OP D

Sabrina House – Abbey Care Direct Ltd

49 Longden Road, Shrewsbury SY3 7HW

Tel: 01743 233832 **SPiC**

OP D PD MH SI YA

Merrington Grange

Bomere Heath, Shrewsbury SY4 3QJ

Tel: 01372 364077 **SPiC**

PD LDA YA

Swan Hill House Residential Home

6 Swan Hill, Shrewsbury SY1 1NQ

Tel: 01743 360803

OP

Normanton Retirement Home

168 Ellesmere Road, Shrewsbury SY1 2RJ

Tel: 01743 271414 **SPiC**

OP D MH

Torrin Drive, 38

Shrewsbury SY3 6AW

Tel: 01743 455252 **SPiC**

PD LDA SI

Oakdene Care Providers

6 Berwick Road, Coton Hill, Shrewsbury SY1 2LN

Tel: 01743 270214 **SPiC**

MH YA

Welwyn

72 Sundorne Road, Shrewsbury SY1 4RT

Tel: 01743 872250 **SPiC**

PD LDA SI

Orchard, The

Aston Road, Wem, Shrewsbury SY4 5JD

Tel: 01939 231040

OP PD LDA SI YA

Yockleton Grange Residential Home

Yockleton, Shrewsbury SY5 9PQ

Tel: 01743 792899 **SPiC**

OP LDA YA

Central Shropshire care homes with nursing

Hillcrest Manor Nursing Home

Reabrook, Minsterley,
Shrewsbury SY5 0DL

Tel: 01743 792692 **SPiC**

OP D YA

Ottley House

Corporation Lane, Coton Hill,
Shrewsbury SY1 2PA

Tel: 01743 404 431 **SPiC Advert page 62 OP D PD YA**

Isle Court Nursing Home

Isle Lane, Bicton,
Shrewsbury SY3 8DY

Tel: 01743 851600 **SPiC**

OP D PD YA

Portland House Nursing Home

25 Belvidere Road, Shrewsbury SY2 5LS

Tel: 01743 235215 **SPiC**

OP PD LDA YA

Maesbrook Nursing Home

Church Road, Meole Brace,
Shrewsbury SY3 9HQ

Tel: 01743 241474 **SPiC**

OP D PD SI YA

Radbrook Nursing Home

Stanhill Road, Shrewsbury SY3 6AL

Tel: 01743 237800 **SPiC**

OP D PD YA

Montgomery House

Sundorne Road, Shrewsbury SY1 4RQ

Tel: 01743 297970 **SPiC Advert page 7 OP D PD SI YA**

Uplands at Oxon, The

Clayton Way, Bicton Heath,
Shrewsbury SY3 8GA

Tel: 01743 282040 **SPiC**

OP D PD YA

Mount House & Severn View, The

41-43 The Mount, Shrewsbury SY3 8PP

Tel: 01743 404 430 **SPiC Advert page 62 OP D PD YA**

Vicarage Nursing Home, The

The Common, Bayston Hill,
Shrewsbury SY3 0EA

Tel: 01743 874030 **SPiC**

OP D YA

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

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Advertisers are highlighted

Alexandra House – Ludlow

Poyner Road, Ludlow SY8 1QT
Tel: 01584 872412 **SPiC**

OP D PD SI

Bower Grange Residential Care Home

Fenn Green, Alveley, Bridgnorth WV15 6JA
Tel: 01299 861120 **SPiC**

OP D PD LDA SI YA

Caradoc House Residential Care Home

Ludlow Road, Little Stretton, Church Stretton SY6 6RB
Tel: 01694 723366

OP D

Darwin Place

Southfield Road, Much Wenlock TF13 6AT
Tel: 01952 727162

LDA MH YA

Ditton Priors Care Centre

Ashfield Road, Ditton Priors, Bridgnorth WV16 6TW
Tel: 01746 712656

OP D

Doddington Lodge

Doddington, Hopton Wafers,
Kidderminster DY14 0HJ
Tel: 01584 707084

OP D PD MH SI

Field House

Field House Drive, Church Stretton SY6 7AA
Tel: 01694 628 810 **SPiC Advert page 62**

OP

Glenview

54 Gravel Hill, Ludlow SY8 1QS
Tel: 01584 876262 **SPiC**

LDA

Hendra House Residential Home

Hendra House, 15 Sandpits Road, Ludlow,
Shropshire SY8 1HH
Tel: 01584 873041 **SPiC**

OP

High Trees Residential Home

Bull Lane, Bishops Castle SY9 5DA
Tel: 01588 638580 **SPiC**

OP YA

Hilton Brook House

Hilton, Bridgnorth WV15 5PE
Tel: 01746 716577 **SPiC Advert below**

OP D

Keegan's Court Residential Care Home

The Grange, Kerry Lane, Bishops Castle,
Shropshire SY9 5AU
Tel: 01588 638898

OP

Kevindale Residential Care Home

Kevindale, Broome, Aston-on-Clun,
Craven Arms SY7 0NT
Tel: 01588 660323

OP D

Lady Forester Residential & Day Care Centre

Church Street, Broseley TF12 5DB
Tel: 01952 884539 **SPiC**

OP PD

Netherwood Residential Care Home

Haughton Road, Shifnal TF11 8DG
Tel: 01952 462192

OP D

Old Rectory Care Home, The

Rectory Road, Albrighton, Wolverhampton WV7 3EP
Tel: 01902 376910

OP D

Onny Cottage

Bromfield, Ludlow SY8 2JU
Tel: 01584 856500 **SPiC**

OP PD SI

Pines Residential Home, The

Colebatch, Bishops Castle SY9 5JY
Tel: 01588 638687 **SPiC**

OP YA

Stone House

Union Street, Bishops Castle SY9 5AJ
Tel: 01588 638487 **SPiC Advert page 7**

OP D SI YA

Sunnydale

32 Shrewsbury Road, Craven Arms SY7 9PY
Tel: 01588 673443 **SPiC**

OP PD MH SI YA AD



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Advert page 45

PD LDA SI YA

Vision Homes Association – 1b Tollgate Road

Ludlow SY8 1TQ

Tel: 01584 877870 **SPiC**

Advert page 45

PD LDA SI YA

Vision Homes Association – 1c Tollgate Road

Ludlow SY8 1TQ

Tel: 0121 434 4644 **SPiC**

Advert page 45

PD LDA SI YA

Wheatlands

Southfield Road,

Much Wenlock TF13 6AT

Tel: 01952 701 337 **Advert page 62**

OP D

Woofferton Residential Care Home

Woofferton, Ludlow SY8 4AL

Tel: 01584 711207

OP

Have you considered all housing options? See the information beginning on page 12.

South Shropshire care homes with nursing

See page 67 for the **Service User Bands** key

Arden Grange Nursing & Residential Care Home

Derrington Road, Ditton Priors, Bridgnorth WV16 6SQ

Tel: 01746 712286 **SPiC**

OP D PD LDA SI YA

Bradeney House Nursing & Care Home

Worfield, Bridgnorth WV15 5NT

Tel: 01746 716686 **SPiC**

OP D PD MH SI YA

Cedars, The

Kingswood Road, Albrighton, Wolverhampton WV7 3JH

Tel: 01902 373162 **SPiC**

OP YA

Churchill House Nursing and Residential Home

Keepside Close, Bromfield Road, Ludlow SY8 1EL

Tel: 01584 877500

OP D PD

Danesford Grange Care Home

Kidderminster Road, Bridgnorth WV15 6QD **SPiC**

Tel: 01746 763118 **Advert below**

OP D PD MH SI

Four Rivers Nursing Home

Bromfield Road, Ludlow SY8 1DW

Tel: 01584 813500 **SPiC**

OP D

Hagley Place

Foldgate Lane, Ludlow SY8 1LS

Tel: 01584 519 832 **SPiC Advert page 62** **OP D PD YA**

Innage Grange

Innage Lane, Bridgnorth WV16 4HN

Tel: 01746 762112 **SPiC Advert page 7** **OP D PD SI YA**

Lady Forester Community Nursing Home

Farley Road, Much Wenlock TF13 6NB

Tel: 01952 727203 **SPiC Advert page 65** **OP D PD YA**

Oldbury Grange Nursing Home

Oldbury, Bridgnorth WV16 5LW

Tel: 01746 768586 **SPiC**

OP D PD YA

Park House Nursing Home

Kinlet, Bewdley DY12 3BB

Tel: 01299 841265 **SPiC**

OP D YA

Sandford Nursing Home, The

Watling Street South,

Church Stretton SY6 7BG

Tel: 01694 723290

OP PD YA

Stretton Hall Nursing Home

Shrewsbury Road, All Stretton,

Church Stretton SY6 6HG

Tel: 01694 725320 **SPiC**

OP D PD LDA YA



Danesford Grange Care Home

Kidderminster Road, Bridgnorth, Shropshire, WV15 6QD

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Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

Lead Editor: Henry Thornton.

Editors: Olivia Hubbard, Angharad Burnham.

Content Editor: Aislinn Thompson.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Hannah O'Neill, Tony Boyce, Susan Speaight.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating.

Graphic Designers: Rebecca Mendil, Patrycja Radzka, Tyler Smith.

Distribution: Gemma Seaber-Shinn.



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Private Care In Your Own Home

About us

Approved Care and Support are an independent Health and Social Care provider who specialise in Private Personalised home care and community services in Oswestry, Shrewsbury, and the surrounding areas.

Social Care is an important reality for many, regardless of age, health or personal circumstances.

Approved Care and Support are committed to helping the most vulnerable people, their families and friends to give them support when needed the most.

We aim to help people in Oswestry, Shrewsbury and the surrounding areas by supporting and promoting their independence so that they can live a healthier, longer life and be safe from harm; and do this in a respectful way.

Our customers' needs and aspirations are at the centre of everything we do, and this approach has helped us earn a quality assured reputation within the community.

Our Services

We can provide support from as little as 30 minutes to 24 hour care. We have many years experience in the care sector and we want to support our community. Call us if you need support, we are here for you.

How We Work

When you call Approved Care and Support, we will discuss what it is you need and want, and book an appointment to come and visit you and your family/friends.

We gather information from you to build your own personalised care plan. We agree a start date and work with you, for you, and more importantly, we ensure that we understand your needs.

- ✓ In and out of bed
- ✓ Personal care
- ✓ Meal preparation
- ✓ Assist with medication
- ✓ Laundry
- ✓ Shopping
- ✓ Sitting service
- ✓ Night service
- ✓ Companionship
- ✓ Appointments

Recruiting

We are always looking for people who care and want to work in the sector of Domiciliary Care. Your community needs support. If you are looking for mornings, evenings or weekend work, please get in touch.

Contact us

13 Arthur Street
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SY10 9QE
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