



Shropshire Choices Support Finder 2025

Adult Care and Support Services

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

In association with

Established
in 2011

Inspected and rated

Good



01952 743490

info@hands-on-care.co.uk

**Hands on Care Homecare
Services Limited**
United House, Tern Hill,
Market Drayton, Shropshire TF9 3PX

What our customers say

“ All the carers love and support they showed my husband, was great, I couldn't have asked for better people to look after him, these people are angels. I thank you all from the bottom of my heart. ”

Love Oreille

Mandy Hands
Founder of Hands on Care



Providing High Quality Personal Home Care

Our goal is to help you to maintain your chosen lifestyle by creating individual personal care plans which enable you to stay in control and provide the personal care and support that you want, where and when you want it.

It's your life and your care, so it must be your way.

At Hands on Care, we provide high quality social care and personal care to keep you safe, comfortable and living independently within your own home.

Enjoying a good quality of life is important to all of us. This includes being able to develop and maintain independence, having the choice to control decisions that affect our lives, and maintaining the respect of others around us.



Personal Home Care

Our personal care services can cover anything from a check-in visit to make a cup of tea and prepare meals to full day visits, helping you to live each day comfortably and safely.



Cleaning Services

We understand that everyone has their own way of doing things which is why we always take the time to get to know our clients first.



Social Care

Our aim is to provide comprehensive social care services that help you keep your independence, dignity and improve your quality of life.

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Welcome from Shropshire Council



Tanya Miles
Shropshire Council

Welcome to the 2025 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.

Supporting people to receive their support closer to home 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 sectors to ensure our services are more integrated and connected, ensuring that people receive the best outcomes and 'live their best lives', as described in the Shropshire Plan.

Our voluntary and community group partners and providers deliver all kinds of community-based activity that supports people to stay well and independent and we want to further develop this.

Digital and Assistive Technology continues to be a key area of transformation and offers new and effective solutions to help both people who need extra support and their carers to lead more fulfilling and independent lives. We use data to inform need and reduce demand on services to inform investment and allocation of resources to the greatest effect.

We continue to look at how we can provide the support people need much earlier on in their lives to 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, especially with the financial pressures people are facing daily. This will help people make informed decisions about their health, care and wellbeing.

Our Shropshire Choices Support Finder is a way for people to 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 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, and 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



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.

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

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

We hope that our Shropshire Choices Support Finder and Shropshire Choices website provide the right information and advice to help people

find the support they need.

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 35

Care home listings


 North Shropshire 64

 Central Shropshire 65

 South Shropshire 68

Care home with nursing listings

 North Shropshire 65

 Central Shropshire 68

 South Shropshire 70



Representing and supporting Care Providers in Shropshire, Telford & Wrekin

Established in 2003, Partners in Care is a not for profit organisation committed to supporting, developing and promoting the provision of high quality social care across Shropshire, Telford & Wrekin. We are a care association, representing adult social care providers who are members of the association.

Partners in Care is a key partner of local authority and health sector organisations in Shropshire, Telford & Wrekin, and provides the local voice for the independent adult social care sector by representing members in discussions with local authorities and the NHS.

To help deliver excellence we:

Provide a DBS (pre-employment check) service

Develop and deliver high quality training for the care workforce

Keep members updated on legislative policy and best practice developments

Offer networking and events, resources, information and advice

Support and promote best practice and innovation in social care

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

Deliver projects in key priority areas, including dementia, clinical practice education, digital transformation, the Workforce Development Fund, and recruitment and retention

Offer an online, easy to use bed vacancy tracker where you can promote your bed vacancies in real time to social workers, hospitals and the general public

Work in partnership with local authorities, NHS organisations and others, representing members to help shape

Partners in Care 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

Contact us:

Tel: 01743 860011

Email: info@partnersincare.org.uk

Website: www.partnersincare.org.uk



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 good-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.

Shropshire Choices

Web: www.shropshire.gov.uk/shropshire-choices



SHROPSHIRE CHOICES

Visit www.shropshirechoices.co.uk

Helping you to make the right choice to remain independent and stay well.

- ✓ Quality local information
- ✓ What's on and where
- ✓ Find the answers you need
- ✓ Money matters
- ✓ Making your own decisions
- ✓ Helping others
- ✓ Keeping safe

For further advice please ring 0345 678 9044
Do you provide a service? Join our Resource Directory.

Follow us on Facebook and Twitter for news and updates

Healthy Shropshire



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

designed with this in mind. It aims to help anyone wanting to make positive lifestyle changes by providing information on the support available and promote local health projects, some of which are listed here. For more information, visit www.shropshire.gov.uk/public-health/healthy-shropshire

Mental health and wellbeing

This 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

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

NHS Health Check

This 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 nearly 30 years

Coverage Care Services is a trusted and well-established not-for-profit care home provider with 11 homes across Shropshire.

We provide support and care for older people, people with disabilities and those with age-related conditions.

We offer a full range of services from short term respite and day care through to full residential, dementia, nursing and palliative or end of life care.

Our focus at all times is on ensuring the highest standard of care to those who put their trust in us.



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



→ Stay safe and well this winter

Shropshire Council's 'Five ways to winter wellness' campaign aims to help people keep well during the winter months, not just physically but mentally too. Visit www.shropshire.gov.uk (search 'Five ways to winter wellness').

As the cold weather creeps in, it is natural to want to stay in and try keeping warm. Staying active within your own capability during winter is important and will help 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 helps protect yourself, your family and friends and your community. For a full list of pharmacies offering free NHS flu vaccinations visit www.nhs.uk/service-search/pharmacy/find-a-pharmacy/ COVID-19 restrictions may have ended, but it's important to remember COVID-19, and other respiratory infections, are still with us. The risk of catching COVID-19 is highest indoors and in crowded places. For more information, visit www.nhs.uk (search 'COVID-19 symptoms and what to do').

Stay safe and well this summer

Shropshire Council offers advice for both young and older people, 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:

- 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.

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 a 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.

Falls Assistant

This is an NHS-approved interactive website which helps you check and understand what may be putting someone at risk of a fall. It also provides information on what you can do to reduce these risks and offers information on exercises to improve mobility, gait and balance. Visit

www.fallsassistant.org.uk

Mobility and balance

A simple test to assess fall risk is to see how someone gets in and out of a chair and how they walk around. This can help indicate whether they need to improve their strength, gait and balance.

Age UK – Preventing falls

Provides easy-to-follow exercises you can do at home to help build strength and balance. Visit **www.ageuk.org.uk** (search 'Preventing falls').

Fall check home safety

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

Strength and balance classes for everyday life

Elevate classes are designed to help older people gain confidence by boosting their mobility and helping them maintain independence. Programmes are run across Shropshire. Elevate classes, run by Energize and funded by Shropshire Council, also aim to help reduce the risk of falls.



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 at **www.energizestw.org.uk/elevate** or email **elevate@energizestw.org.uk**

Shropshire libraries: Reading Well



Shropshire's libraries are a mine of information when it comes to helping you 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 and dementia, with separate collections for adults, young people and children. Access to these books, along with other health information, is available at **<https://next.shropshire.gov.uk/libraries/find-a-book/e-library>**

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 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').

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

Community and Care Co-ordinators

These people 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. For more information and to join, call **01743 250276**, email **vcasassembly@shropshire.gov.uk** or visit **www.vcsvoice.org**

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, call **01743 254400**, email **shropshirefis@shropshire.gov.uk** or visit **www.shropshire.gov.uk** (search 'Family Information Service').



Community Resource

For more information about Community Resource, call

01743 360641, email

enquiries@community-resource.org.uk or visit **<https://community-resource.org.uk>**



Age UK Shropshire Telford & Wrekin

This charity 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, call **01743 233123**, email **enquiries@ageukstw.org.uk** or visit **www.ageuk.org.uk/shropshireandtelford**

The Royal Voluntary Service (RVS)



The RVS inspires and enables people to give the gift of volunteering to meet the needs of the day. Through the power of volunteering, the RVS provides 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 across the UK where older people can socialise 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, visit **www.royalvoluntaryservice.org.uk**



In Shropshire RVS runs a Good Neighbours Service and a few social clubs. For more information about what is available in your community, visit **www.shropshire.gov.uk/shropshire-choices**

Housing options and homelessness

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

Shropshire Choices

Web: **www.shropshire.gov.uk/shropshire-choices**



Private renting

Finding an affordable home to rent doesn't mean you have to find social housing. There are many privately rented properties available. A privately rented property is owned and let by a private landlord. This is someone who owns one or more properties that they rent out.

The advantages to renting privately include:

- No waiting lists. You will be able to move in quicker than with social housing.
- You can choose exactly where you want to live.

- There are different types of properties available – you can choose the one that best suits you and your family.
- The properties are often decorated and carpeted.
- The properties often come with white goods included. If you're on a low income, you may be entitled to Housing Benefit which will cover some, or all, of your rent.

Websites such as Rightmove, Zoopla or SpareRoom are a great place to start your search.

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 licensing 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) at www.shropshirehomepoint.co.uk/ Please be aware that social housing is very limited, allocated according to housing need and waiting times can be long.

Eligibility for a Council or housing association home depends on your nationality, immigration status and if you've recently lived abroad. You can complete an online social housing application and view the allocation policy on the HomePoint website.

Sheltered housing

This is accommodation specifically designed for older people (or younger disabled people) that allows 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

Homelessness

If you are homeless or threatened with homelessness, we may be able to help you remain in your home or help you move to another. The earlier you contact us, the more we'll be able to help.

You can take a look and access our self-service advice tool for more information at <https://selfserv.adviceaid.uk/shropshire/start/> If you have any questions, email housingoptions@shropshire.gov.uk for more information.



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 for more information or call the advice line on **0800 144 8848** (Relay UK: **18001 0800 144 8848**). For information and advice on keeping your money and identity safe, visit **www.shropshiresafeguardingcommunitypartnership.co.uk**

Hate crime

This is when the action of another is thought by the victim (or any other person) to be motivated by hostility because of a protected characteristic. There are nine protected characteristics:

- Age.
- Gender.
- Race.
- Disability.
- Religion/belief.
- Sexual orientation.
- Gender reassignment.

- Marriage or civil partnership.
- Pregnancy and maternity.

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).
- Call Shropshire Council's First Point of Contact on **0345 678 9021** if the person being targeted is a child or **0345 678 9044** if the person being targeted is an adult with care and support needs.

For more information on hate crime, visit **www.shropshiresafeguardingcommunitypartnership.co.uk**

Anti-social behaviour

For more information, visit **www.shropshiresafeguardingcommunitypartnership.co.uk** or **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 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 always keep spare keys properly concealed and secured. Find local support using Shropshire's Local Directory at **<https://shropshire-directory.co.uk>**



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.
- 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, phone the Emergency Social Work Duty Team on **0345 678 9040**.

If you need to report a crime, call **101**. If you are in immediate danger, contact the police on **999**. For more information advice, and support relating to abuse and neglect, visit **www.shropshire.gov.uk** (search 'Concerned about someone?') or **www.shropshiresafeguardingcommunitypartnership.co.uk**

If you have concerns about the standards or application of regulations in a care home, contact the Care Quality Commission. More information is on page 54.

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**
Web: **www.cqc.org.uk**
Write to: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Search for care in your area

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

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



Visit **www.carechoices.co.uk** 

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



Run by independent charities and voluntary organisations working to support local people by providing door-to-door transport throughout

Shropshire, this 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 minibuses, ranging from eight to 16 seats (fully accessible for wheelchairs) and a range of cars.

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

NS Wheelers Community Bus



NSWHEELERS
COMMUNITY BUS

A community transport service providing accessible, affordable transport to isolated people in North Shropshire. Its Community Bus provides a service between towns and villages of North Shropshire. The Community Bus also offers market day services via Market Drayton, Wem and Whitchurch. You will need to book in advance.

The service also offers group hire (with driver) of its buses to meet social and welfare needs of groups in the community, including wheelchair users. The maximum capacity is currently 16 on its largest bus and smaller vehicles are available. Significant notice (at least one month in advance) is required so that drivers and vehicles may be secured and prepared. Individual journeys are also available.

For more information, call or text **07597 273959**, email wheelerscbp@gmail.com or visit www.northsalopwheelers.co.uk

The Friendly Transport Service



Also known as the Friendly Bus, this is a charitable company, providing transport for rural communities in and around

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

It's a door-to-door service, reliable for people who don't have alternative means of transport or who have other difficulties in getting out. It can help you attend local clubs, non-profit-making groups, meetings, collect and deliver shopping or prescriptions, and other social events and day trips.

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, 9.30am to 12.30pm).

Email: bridgnorthcombus@btconnect.com

Web: www.bridgnorthcombus.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

24-hour notice needed before travel.

Tel: **01691 671571** (Monday to Friday, 10.00am to 3.00pm. Outside these hours leave a message).

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

Web: **<https://qube-oca.org.uk/qube-transport>**

Ring and Ride Church Stretton

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

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

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

All Shropshire Mobility

This organisation 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**

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**

Options for Shropshire Council residents of State Pension 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 Monday through Friday.

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. Journeys must start in Shropshire.

Senior railcard

This gives 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 **<https://next.shropshire.gov.uk/concessionary-travel/older-people>**

Options 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.

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. To check your eligibility or to apply or renew your Blue Badge, visit **www.gov.uk/apply-blue-badge** or contact Shropshire Council's Blue Badge Team on **0345 678 9014**.

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 visit

www.shropshire.gov.uk/public-health/healthy-shropshire 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 following organisations.

Shropshire Parish Paths Partnerships



Groups of volunteers who come together to help manage the county's

many public rights of way.

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



These 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

www.ramblers.org.uk/go-walking

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



A local charity and one of 43 organisations in the Active Partnerships

network working collaboratively with local

authorities, health and social care, schools and other local groups and organisations to help transform lives using sport and physical activity. For more information, email info@energizestw.org.uk or visit www.energizestw.org.uk

Elevate



Strength and balance classes designed to help older adults gain confidence by boosting their mobility and helping to maintain independence. Programmes are run across Shropshire. Elevate classes, run by Energize and funded by Shropshire Council, also aim to help reduce the risk of falls.

Christina Morgan, Energize's Live Longer Better

Manager, said, 'Elevate is an evidence-based programme, proven to increase strength and improve balance, therefore, reducing the risk of falls. The classes also help to maintain independence and improve overall wellbeing.

'Our team has expanded; we are pleased to have new instructors joining us, along with our longstanding instructors, resulting in new classes locations. We continue to respond to demand for further classes.'

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 by emailing elevate@energizestw.org.uk or visit www.energizestw.org.uk/elevate

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 adviser, 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.
- 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 approximately 40 minutes long. Your adviser will listen and provide help based on what matters to you. Your adviser can support you for roughly three months and help you 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, emailing healthylives@shropshire.gov.uk with the subject 'Social Prescribing self-referral', or by visiting <https://next.shropshire.gov.uk/public-health/social-prescribing>

You can also scan the QR code here to self-refer to Social Prescribing.



There is also a Social Prescribing service for people aged 11 (in school year 7) and above. Young people can be supported to improve wellbeing, confidence, anxiety or isolation. Most young people are seen within the school they attend. The service covers all secondary schools in Shropshire. Young people can be referred within the school or by another organisation. They can also self-refer. Scan the QR code here to access the self-referral form.



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 remain safe, secure and warm.

Visit **www.shropshire.gov.uk** (search 'Staying independent') for more information.



Advice and advocacy support

Peer Counselling Advocacy Services



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 **<https://shropshirepcas.co.uk>**

Taking Part

This service supports people creatively with lots of different organisations and offers 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 **Shropshire's Local Directory** at **<https://shropshire-directory.co.uk>**

Shropshire Council's Short-Term Assessment and Reablement Team (START)

This 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 programme.

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 49 for more information.



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



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

Equipment, gadgets and adaptations

There are various gadgets, equipment and aids available to support independence and wellbeing. Used correctly, they can help to maintain independence and confidence around the home.

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

Assistive Technology

Assistive Technology, sometimes referred to as technology-enabled care (TEC), is a term that describes a range of devices, appliances and systems used to help people with care and support needs. It is best defined as:

‘The use of technology to provide health and care services to people in their own homes, or near to home, helping people to live independently and safely’.

Assistive Technology can benefit a range of people, from those with low needs through to people with complex physical and/or mental health needs.

It's commonly used to help people living with:

- Dementia.
- Mobility problems.
- A risk of falls or wandering.
- A physical or learning disability.

It can help keep you safe, well and independent whilst offering you and your family peace of

mind. It can help you take control of your health, wellbeing and support structure, enabling you to feel more confident and remain living independently at home for longer.

Assistive Technology can help to:

- Reduce the risk to yourself whilst at home or active in the community.
- Support and reassure family members, friends, and carers.
- Reduce the need for a formal care package or the amount of care required.
- Delay or prevent the need for you to go into residential care.
- Prevent the need for hospital admissions or help you get discharged sooner.
- Increase independence and confidence.

To read case studies showing how Assistive Technology is supporting residents in Shropshire, visit <https://next.shropshire.gov.uk> (search ‘Case Studies’).

Telecare

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 when a fall occurs. Telecare equipment can range from a falls alarm or memory reminders to a system which monitors one's wellbeing, helping you remain safe and independent at home.

Shropshire Council provides both Assistive Technology and Telecare, subject to a needs

assessment as outlined in the Care Act 2014. See page 26 or visit www.shropshire.gov.uk/shropshire-choices/factsheets (select ‘Factsheet 6: Care Act assessment’) 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.

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.

Tel: **0161 974 7190**

Web: **<https://telmenow.com>**

Useful contacts

Careline365

This 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.

Tel: **0808 304 5088**

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

Web: **www.careline.co.uk**



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

www.myfamilyourneeds.co.uk

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

Ask questions

Get involved

Join the family

✉ **hello@myfamilyourneeds.co.uk** •  **@WeAreMFON**

Subscribe today

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

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

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

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Your home

Ideas and suggestions for equipment and adaptations have been made on pages 24 and 25. All these will support you to remain living independently in your home. If you are a tenant and rent your home through a housing association or private landlord, contact your landlord for advice when considering adaptations in your home. Agreement must be obtained from your landlord before any work or installations can go ahead.

Local handyperson 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 via First Point of Contact, 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 on **0345 678 9044** and ask for an occupational therapy assessment. The assessment will identify your needs and advise you on what may help you to maintain your independence within your home. To be eligible for an occupational therapy assessment, you must meet the threshold outlined within the Care Act 2014. Alternatively, for more information about useful gadgets and adaptations, visit www.shropshire.gov.uk (search 'Useful gadgets').

Major Adaptation Grant (MAG)

Following an occupational therapy assessment where major adaptations are identified, e.g. a stairlift, you may be able to apply for an MAG through private sector housing to help you with major adaptations to maintain your safety and independence in your home. This grant is means tested financially. 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 on **0345 678 9044**.



Search for care in your area

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

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



Scan to search now



Visit www.carechoices.co.uk

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

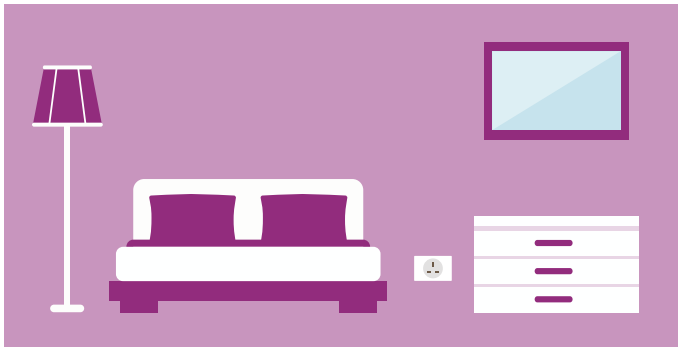


Level indicator



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 27.

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 assistants, safeguarding, 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').

If you feel you need to speak to someone directly, you can contact the First Point of Contact on **0345 678 9044**.

The team may connect you immediately to services which can help, or possibly direct you to a 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.

Some services provided by Adult Social Care are means tested. The easy-to-use online calculator will tell you how much you may need to contribute towards your care. Visit **<https://shropshire.mycostofcare.com/OFA>**

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



Let's Talk Local



This 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** (search 'Let's Talk Local').

Getting the help you need

First Point of Contact

In Shropshire, the Council aims to address people's social care queries quickly. The First Point of Contact 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 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 Community Adult Social Care, Mental Health Social Care, Occupational Therapy and Adult Safeguarding teams.



There are representatives from all these teams 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, 9.00am to 5.00pm; and Friday, 9.00am 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 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. Once completed, your Care and Support Plan will give us an indication of the costs that may be involved in meeting your needs. At this early stage, this is referred to as an 'indicative budget'.

Your Care and Support Plan and indicative budget will need to be formally approved and signed by the Council and yourself before you can make any formal arrangements.

Your assessment will have identified which of your needs are deemed as eligible and must be included in your Care and Support Plan. How these specific needs and outcomes will be managed must be included. Including specified activities such as personal care and nutrition, how often the support needs to be in place and any applicable costs.

Not all support plans will result in an indicative budget. Sometimes your needs can be met using local and community resources or through regular support offered by friends and family.

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 20.

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 54. The checklist on page 32 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 49 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 £235.88 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 enthuse

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

Subject areas include:

- Acquired brain injury.
- Autism.
- Dementia.
- Domestic abuse.
- Equality and inclusion.
- Learning disabilities.
- Medicines management.

- Mental Capacity Act.
- Deprivation of Liberty Safeguards (DoLS) and Liberty Protection Safeguards (LPS).

Joint Training

Tel: **01743 254731**

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

Web:

<https://next.shropshire.gov.uk/joint-training>



Leaving hospital

The Integrated Community Services (ICS)

The ICS is a committed integration of health and therapy colleagues and VCS organisations. ICS encourages a 'Home First' approach to hospital discharges, ensuring adults return home with the right support, including, if required, access to 24-hour care. The service has a person-centred and strengths-based ethos, with a commitment to making a difference in the lives of the adults it works with. ICS aims to get people back in their homes and living independently.

ICS will occasionally facilitate a bed-based hospital discharge for people with higher levels of need. If someone requires residential or nursing home care post-hospital, ICS will review their social care need with the aim of supporting them to return home. However, if they require a residential care or nursing home care long term, ICS will review and refer individuals to other social care teams for longer term support.

ICS works closely with START, the Council's reablement team, to ensure access to reablement for those returning home. ICS will continue to review clients' social care needs and, if required, develop and review a new long-term support plan. If you require a long-term support plan, ICS will review your needs and refer you to another social care team for longer term support.

A planned hospital stay

If you are due to go into hospital and are receiving care services, you will need to let the agencies supporting you know in plenty of time so they can suspend their services until you return home. You also need to let the Council and the Department

for Work and Pensions know if you are likely to be in hospital for more than four weeks.

Visit **www.shropshire.gov.uk** for more information.

For information about how benefits may be affected while in hospital, search 'Money matters'.

For information on how you can be supported when leaving hospital, search 'Leaving hospital'.

Integrated Community Services (ICS)

North East

Tel: **01948 509250**

North West

Tel: **01691 663641**

South East

Tel: **01746 711085**

South West

Tel: **01588 676331**

Central

Tel: **01743 250520**

Web: **www.shropscommunityhealth.nhs.uk/ics**

Search for care in your area

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



www.carechoices.co.uk



Personal assistants (PAs)

A personal assistant (PA) is someone who supports individuals to live more independently, usually in the person's own home. PAs can help with daily tasks such as cooking, cleaning, personal care, shopping, paperwork and support you to get out and about. Employing a PA means you are in control of who supports you and how they support you.

If you are paying for your own care, you can choose to employ a PA to meet your care needs. There is more information about paying for your own care on the Shropshire County Council website; visit **www.shropshire.gov.uk** (search 'Paying for your own care').

If you are eligible to receive a Personal Budget in the form of a Direct Payment (see page 50) you may consider having a PA, which can be discussed with your support worker. If you decide to employ a PA, you will be provided with the necessary information and support you need to be a good employer.

If you have a PA or are considering one, you may benefit from Skills for Care's Individual Employer Fund. The fund can cover the costs of training, qualifications, travel and the cost of replacement support while your PA is training. More information is available at **www.skillsforcare.org.uk** (search 'Individual Employer Fund').

Working as a personal assistant (PA)

Being a PA can be a fulfilling career that leads to a variety of roles. It can be rewarding, challenging and means getting involved in many aspects of an employer's life. PAs are usually employed directly by the person who needs support, a trusted family member or representative.

The job can be very flexible, you may work for a few hours a week, working during the day or at night. It may include supporting an individual in their home, at leisure or work and carrying out a range of duties including, but not limited to, personal care.

It's not just your experience that is important, it's about your skills and values. Employers may want to hire a PA that shares the interests of those they will be assisting. Key skills of a PA are an ability to listen and remain calm, reliability, empathy and patience. Values suited to PA work are a desire to help others, commitment to equality and promoting independence. For more information about PAs and Direct Payments, visit **www.shropshire.gov.uk/direct-payments-in-adult-social-care**

Find out more about becoming a PA and joining a local PA register at **<https://shropshire.panoticeboard.org.uk>**

NHS Continuing Healthcare

If you have long-term complex health needs, you may qualify for free health and social care arranged and funded solely by the NHS. This is known as NHS Continuing Healthcare (CHC). NHS CHC can be provided in a variety of settings outside of hospital, such as in your home or in a care home.

A team of healthcare professionals from multiple disciplines will assess your needs and decide if you are eligible for NHS CHC. The team will look at your care needs and relate them to:

- What help you need.
- How complex your needs are.
- How intense your needs can be.
- How unpredictable your needs are, including any

health risks that may occur if the necessary care is not provided in time.

You should be fully involved in and informed about the assessment process. Your views about your needs and support should be taken into account. Carers and family members should also be consulted where appropriate. A decision about your eligibility for a full assessment for NHS CHC should be made within 28 days of your initial assessment.

If you are not eligible for NHS CHC, you can be referred to the council. It will discuss your eligibility for support from Adult Social care with you.

For further information, 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 care') which includes the following information:

An advance statement about your care wishes – 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, and it complies with the Mental Capacity Act and applies to the situation, you can make a legally binding advance decision.

Health and Welfare Lasting Power of Attorney – How you can legally appoint someone you trust to make decisions about your care and welfare 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 and Shropshire Council website. For further information, visit www.nhs.uk and www.shropshire.gov.uk (search 'End of life care').



Search for care in your area

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

 CareChoices

www.carechoices.co.uk



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

*See page 54.

Anne

Shropshire

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*be home***

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Or email

shropshire@
bluebirdcare
.co.uk

*Find
out more*





www.goodwoodhomecare.co.uk

Central Bridgnorth & surrounding areas

07501 822873 (6:30am – 10pm)

Personal Care | Respite Care | Shopping and Meal Prep
Pet Care | Appointment Transport | Medication Handling

Our focus is on quality of care and how we can have a positive impact on our customers' lives. With our close knit local team, we aim to provide a friendly and caring person centred service, and pride ourselves on treating clients as we would our own families.

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- Support on outings
- Picking up prescriptions
- Transport to Appointments
- Over night care and support (Wake nights/ Sleep nights)
- Companion calls

FOR FURTHER ADVICE CONTACT

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enquiries@severnvalleyhomecare.co.uk

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advisor about live-in care

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

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- Peace of mind & independence
- Familiar home environment
- Welcoming family & friends
- Cherished routines & hobbies

Contact your local branch today for a free
assessment: Shropshire – 01743 598 672

Helping Hands



Home care providers

4Q Healthcare Ltd

Market Drayton
Tel: 01952 370071

OP D PD MH SI YA

Abbey Care Direct Ltd

Shrewsbury
Tel: 01743 233832 PiC

OP D PD MH SI YA

Affinity Homecare Shrewsbury

Shrewsbury
Tel: 01743 367000 PiC

OP D PD MH SI YA

Agape Homecare Ltd

Shrewsbury
Tel: 017436 00203 PiC

OP D PD LDA MH SI YA

AJ Case Management Ltd

Wolverhampton
Tel: 01902 244170 PiC

OP PD SI YA

Alexandra House Diamond Life Healthcare Ltd

Ludlow
Tel: 01584 872233 PiC

OP D PD MH SI YA

Allcare Shropshire Ltd

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

Allenby Douglas Ltd

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

Anchorage Care Group

Shrewsbury
Tel: 01743 874874 PiC OP D PD MH SI YA

Approved Care and Support Ltd (Oswestry)

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

AStar Homecare Services Ltd

Whitchurch
Tel: 01948 302131 PiC OP D PD LDA MH SI YA

Battlefield Healthcare Ltd

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

Bethphage Shrewsbury

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

Bluebird Care – Oswestry

Oswestry
Tel: 01691 652534 Advert page 33 OP D PD SI YA

Bluebird Care – Shropshire

Shrewsbury
Tel: 01743 874343 PiC Advert page 33 OP D PD SI YA

Bowbrook House – English Care Ltd

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

Bradeney House Nursing & Care Home

Bridgnorth
Tel: 01746 716686 PiC OP D PD MH SI YA

Bridgnorth Home Care Co-Operative

Bridgnorth
Tel: 01746 762559 PiC OP D PD SI

Brookland House

Shrewsbury
Tel: 01939 211774 OP D PD LDA MH SI YA

C.L.C.A Company Ltd

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

Care at Home (Shropshire) Ltd

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

Care of Excellence Ltd

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

Care Quality Services Shrewsbury

Shrewsbury
Tel: 01743 245848 OP D PD LDA MH YA

CareKind

Whitchurch
Tel: 01948 258050 PiC OP D

Caring Hearts and Hands Ltd PiC

Market Drayton
Tel: 07427 323169 OP PD LDA MH YA

Cavalry Complex Care Services Shropshire

Shrewsbury
Tel: 01743 644016 OP D PD 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

PiC – Member of Partners in Care – see page 5

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Exceptional people

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shrewsbury@radfieldhomecare.co.uk
www.radfieldhomecare.co.uk



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
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- Medication Support
- Companionship Calls
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- Night Sits
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For more information, please contact a member of our team:

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We offer a range of Support Services to help make life a little easier for you and yours at home.

Support might come in the form of assistance with meal preparation, light housework, or help with personal care, all provided by our team of friendly and experienced caregivers.

The specific Support Services provided in a home care plan will depend on the individual's needs, and the level of help required.

Our extremely experienced and highly trained caregivers provide the highest quality of **assistance** and **support** to both our clients and their families. Our goal is to help individuals and their loved ones live happy and fulfilling lives.

We consider **companionship** as a vital part of our service and are keen to encourage social activity within the community with regularly organised events and visits.

We're here to help

8am – 10pm | 365 days a year

01939 233 114

admin@wishingwellhomecare.co.uk



www.wishingwellhomecarelimited.co.uk

01743 231222

Veraty Care Solutions

info@veratycareolutions.co.uk

We specialise in providing Dom Care, Live-In Care and support for both elderly clients and people with physical disabilities or mental health disorders.

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"A most caring accessible and friendly company, that really does look after people in a most adaptable manner. All the team of carers are kind, caring and a pleasure to have in the house. Well done to you all."



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Whitchurch

Tel: 01948 890454

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CM Bespoke Care Ltd

Kidderminster

Tel: 01746 718816 PiC

OP D PD LDA MH SI YA

Copthorne Complete Home Care Ltd

Shrewsbury

Tel: 01214 088313

OP D

Corser House

Whitchurch

Tel: 01948 662008

OP D PD LDA MH SI YA

Cross Care Ltd

Whitchurch

Tel: 01948 258228

OP D PD MH SI YA

Domiciliary Services Shrewsbury

Shrewsbury

Tel: 01743 366402

LDA YA

Drayton Home Care Services Ltd

Market Drayton

Tel: 01630 653871

OP

Forever Loving Care Ltd

Craven Arms

Tel: 01588 673733 PiC

OP D PD MH SI YA

Gemini Care Ellesmere Ltd

Ellesmere

Tel: 01691 725166 PiC

OP D

Gold Standard Care Ltd

Shifnal

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Bridgnorth

Tel: 01746 762 614 PiC

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Tel: 07482 302619

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Grove House

Shrewsbury

Tel: 01743 464582

OP PD LDA MH SI YA

Hands on Care Homecare Services

Market Drayton

Tel: 01952 743490 PiC

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Headway Shropshire

Shrewsbury

Tel: 01743 365271 PiC

OP PD YA

Health Care Support Services Ltd

Shrewsbury

Tel: 01939 251342

OP D PD SI YA

Healthcare 1st Choice Ltd

Whitchurch

Tel: 01948 258210 PiC

OP D PD LDA MH SI YA

Help in Homes Ltd

Reabrook

Tel: 01743 604010

OP MH YA

Helping Hands Shrewsbury & Telford

Shrewsbury

Tel: 01743 589 493 PiC

Advert page 34

OP D PD LDA SI YA

Home Instead Senior Care

Shrewsbury, Ludlow and Oswestry

Shrewsbury, Ludlow and Oswestry

Tel: 01743 387650 PiC

OP D PD SI YA

Home4Care Ltd

Oswestry

Tel: 01691 888197 PiC

OP D PD LDA MH SI YA

Invest in Care

Shrewsbury

Tel: 01743 562566 PiC

OP D PD SI YA

La Petite Concierge Ltd

Shifnal

Tel: 01952 463301 PiC

OP D PD LDA MH SI YA

Leabrook Lodge Ltd

Oswestry

Tel: 01691 671555 PiC

OP PD SI

Livability York House Shrewsbury

Shrewsbury

Tel: 01743 874885 PiC

LDA YA

M & S Care Solutions Ltd – English Walls

Oswestry

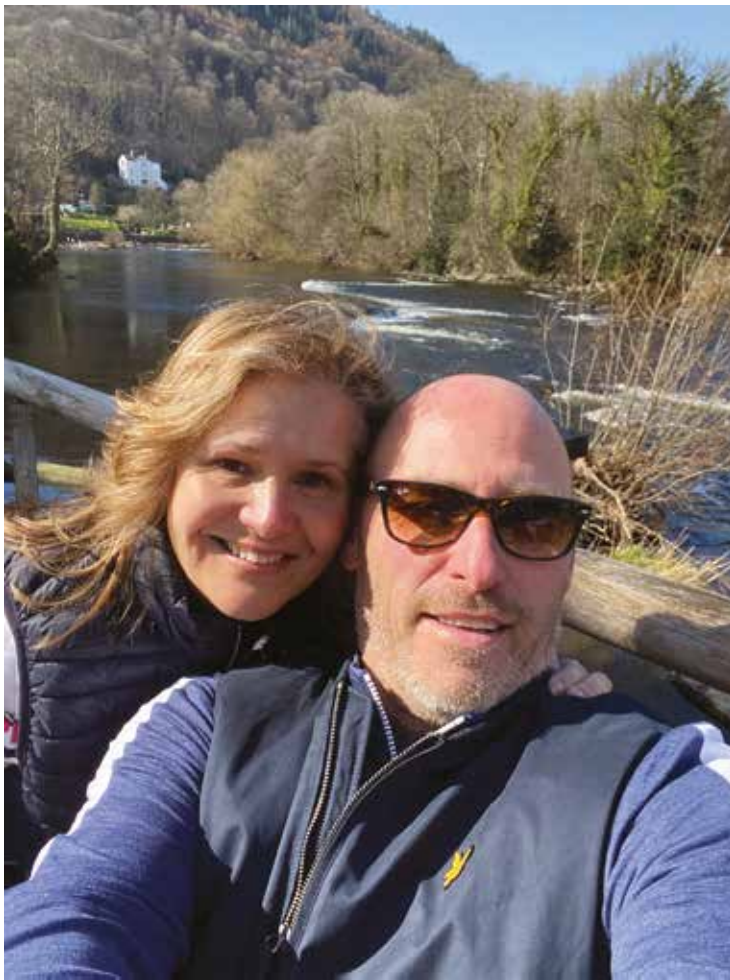
Tel: 01691 430105 PiC

OP D PD 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

PiC – Member of Partners in Care – see page 5

Advertisers are highlighted



Home Care in North Shropshire



Whenever you look for extra support caring for someone, you hope for individuals who show genuine care, who demonstrate compassion and understanding and who can empathise with their clients. It also requires 100% reliability and first-class communication in both directions. Having carers in your home is a delicate balancing act to manage responsibilities and accountability without ever allowing the level of care to drop.

It is very difficult to achieve but Visiting Angels has managed it brilliantly with my mother for the last eighteen months of her life. The quality of their staff is exemplary, the care they provided was consistently first class - and genuine, and they proved that we could rely on them absolutely.

Quite simply, this is how adult social care should be done; many governments included, could learn a lot from this organisation. I cannot recommend them highly enough.



Our why? Caring for the ones who care!

Here at Visiting Angels, we believe in providing the highest quality care. Our 'why' is all about putting caregivers first!

When caregivers feel valued, supported, and empowered, they provide exceptional, heartfelt care. That's why we focus on creating a carer-centric environment where our team can truly thrive. For us, care starts with those who give it. We have a national turnover rate of just 11% in comparison to the industry standard of 72% because we believe in treating our caregivers better.

We get to know you and match an Angel to your interests, hobbies and character. Then you get to meet the caregiver and decide if you would like them to help you. For our clients this means you get the caregiver of your choice for as long as you need them for consistency in your care and enables us to provide a new standard of person centred care.



After having a long career in care I can honestly say Visiting Angels are by far the best. I feel so lucky to be a part of this company. Mark and Nicky are outstanding Directors, and Lou is a fabulous Manager, who all go way above and beyond for their staff and clients. May I also add that all office staff go out on care when needed. The support they show is just world class. Everyone has a smile and is very welcoming and friendly. I know the company I'll be choosing for my loved ones when the time comes, and that is Visiting Angels North Shropshire. I highly recommended them to anyone who wants to work in care.



Visiting Angels North Shropshire
Call 01691 888 558

northshropshire@visiting-angels.co.uk
www.visiting-angels.co.uk/northshropshire





Real People. Real Care. Real Smiles!

“My Dad was always treated with respect, kindness and compassion. Visiting Angels would go above and beyond for Dad, including the simple things like bringing him an ice cream on a hot day and sitting and talking to him.

This is only a small token, it goes a long way when you have a terminally ill family member who lives alone.

All the Angels would also take time to get to know our family and what was happening at various times, eg: family visiting or staying and would take an interest.

They also cared for Jack, Dad's labrador which meant they could stay living together. They were excellent carers and we were all treated with compassion and sensitivity.”

Need Care? We're Ready, Set, Go!

Whether it's a one hour visit or round-the-clock care, we're here for you with no extra weekend charges and mileage covered.

Contact us for a FREE home care consultation to see how we can support your loved one.

Visiting Angels North Shropshire
Call 01691 888 558

northshropshire@visiting-angels.co.uk
www.visiting-angels.co.uk/northshropshire

Home care providers continued

MacIntyre Welsh Marches

Shrewsbury

Tel: 01743 364210 **PiC**

LDA

McKenzie Life Ltd

Shrewsbury

Tel: 07376 179265

OP MH YA

Meadow Brook

Shrewsbury

Tel: 01743 790074

LDA

New Dawn Care Agency Ltd

Craven Arms

Tel: 01584 856586 **PiC**

OP D PD SI

Newport Enterprise Centre

Market Drayton

Tel: 07801 441249

OP D PD YA

Oswestry Care Ltd

Oswestry

Tel: 01691 671798 **PiC**

OP D PD LDA MH SI YA

Pearl Care Professionals

Shrewsbury

Tel: 01743 623180

OP PD YA

Pleasant Valley Care Shropshire Branch

Oswestry

Tel: 01691 888126 **PiC**

OP D PD LDA MH YA AD

Positive Steps Shropshire Ltd

Shrewsbury

Tel: 01743 213824 **PiC**

OP D PD LDA MH SI YA AD

Prestige Nursing Ltd Shrewsbury

Shrewsbury

Tel: 01743 357799 **PiC**

OP D PD LDA MH SI YA AD

Priority Care (Shropshire) Ltd

Newport

Tel: 01952 253052 **PiC**

OP D PD LDA MH SI YA AD

Quality Community Care Ltd

Ludlow

Tel: 01584 318861 **PiC**

OP D PD YA

Quality Home Care Ltd – Suite 1

Wolverhampton

Tel: 01902 376904 **PiC**

OP D PD MH SI YA

Radfield Home Care Ltd – Shrewsbury

Shrewsbury

Tel: 01743 588721 **PiC**

Advert page 36

OP D PD MH SI YA

Radis Community Care (Shrewsbury)

Shrewsbury

Tel: 01743 464458 **PiC**

OP D PD LDA MH SI YA AD

Rel-Assist Plus Ltd

Shrewsbury

Tel: 07517 868912

OP YA

RSBC Care Ltd

Church Stretton

Tel: 0800 001 6824 **PiC**

OP D

Salopian Care

Market Drayton

Tel: 01630 658222 **PiC**

OP D PD LDA SI

Sapphire Community Care Ltd

Ludlow

Tel: 01584 876475 **PiC**

OP D PD LDA MH SI YA

Severn Valley Home Care

Bridgnorth

Tel: 01746 766 036 **PiC**

Advert page 34

OP D PD MH SI YA

Shropshire Care Agency Ltd, The

Shrewsbury

Tel: 07494 689307 **PiC**

OP D YA

Shropshire Community Short Breaks

Shrewsbury

Tel: 01743 285765

PD LDA SI

Silverbell Care

Shrewsbury

Tel: 01743 761141 **PiC**

OP D PD LDA SI YA

Snowdrop Home Care Ltd

Bridgnorth

Tel: 07535 251051

Advert page 36

OP D PD LDA SI YA

START

Shrewsbury

Tel: 01743 254875 **PiC**

OP D PD LDA MH SI YA AD

SureCare Shropshire Ltd

Shrewsbury

Tel: 01939 291434 **PiC**

OP D PD LDA MH SI YA AD

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

PiC – Member of Partners in Care – see page 5

Advertisers are highlighted

Home care providers continued

Veraty Care Solutions Ltd

Shrewsbury

Tel: 01743 231222

Advert page 36

OP D PD LDA MH SI YA

Vision Homes Association Supported Living Services

Ludlow

Tel: 01584 877166 PiC

PD LDA SI YA

Visting Angels North Shropshire

Oswestry

Tel: 01691 888558

Advert pages 38 & 39

OP D PD SI YA

West Midlands Office – Apollo Home Healthcare Ltd

Wolverhampton

Tel: 01902 841658

OP D PD LDA MH SI YA AD

Willow Home Care Ltd

Market Drayton

Tel: 01630 478913 PiC

OP D PD LDA SI YA

Wishing Well Home Care

Shrewsbury

Tel: 01939 233114 PiC

Advert page 36

OP D PD MH SI YA

Woodlands Home Care

Croesoswallt

Tel: 01691 656963

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

Search for care in your area

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



Scan to search now

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CareChoices

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

PiC – Member of Partners in Care – see page 5

Advertisers are highlighted

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 26.

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

Useful contact

Shropshire Autism Hub

Provides a range of services for autistic adults over 18 in Shropshire.

Tel: **01743 539201**

Email: **advice@a4u.org.uk**

Web: **<https://a4u.org.uk/our-work/shropshire-autism-hub>**

Sensory Support Service

This is part of Adult Social Care, providing support to adults living with sight, hearing 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 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 more information, visit the website at the end of this section.

Specialist equipment and training for low vision

Specialist staff can offer advice and support relating to your sight loss and demonstrate specialist equipment to assist with daily living, including:

- Portable and desktop magnifiers.
- Lighting.
- Kitchen equipment, including talking jugs and scales and liquid level indicators.

Adjustments can be made to your computer, tablet and mobile phone, such as downloading apps and enlarging the font, to make them more accessible.

The service's Rehabilitation Officers 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: **<https://next.shropshire.gov.uk>** (search 'Sensory support service').

Write to: PO Box 4826, Shrewsbury SY1 9LJ

Alcohol/drug misuse



If you're worried about your drug or alcohol use, contact the Shropshire Recovery Partnership (SRP), which covers the whole of the county. To access free, confidential support, call 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 **<https://www.wearewithyou.org.uk/local-hubs/shropshire>**

Mental health

If you are experiencing poor mental health, you are not alone. One in three 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, treatment options and resolving practical issues is vital.

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

MPFT 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 partner agencies.

If you believe you have care and support needs and wish to have a social care assessment, you will need to be referred or self-refer to the First Point

of Contact Team at Shropshire Council. The team will take the information provided and direct you to the most appropriate team for support. This is the assessment process described on page 26. If this is needed, the Council will help you to develop a support plan, as described on page 26.

Mental health services

Access Team – Midlands Partnership NHS Foundation Trust

Shropshire, Telford & Wrekin Access Team

Tel: **0808 196 4501**

Email: **access.shropshire@mpft.nhs.uk**

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



→ First Point of Contact

Shropshire Council's Adult Social Care Customer Service Centre

Tel: **0345 678 9044**

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

Samaritans

Tel: **116 123** or **0330 094 5717**

Web: **www.samaritans.org/branches/shrewsbury**

Shropshire MHS

(Shropshire Mental Health Support)

Tel: **01743 368647**

Email: **manager@shropshiremhs.com**

Web: **www.shropshiremhs.com**

Shropshire Psychological Therapies

Tel: **0300 123 6020**

Email: **stwtt@mpft.nhs.uk**

Web: **www.mpft.nhs.uk/services/talking-therapies/stw-talking-therapies**

For more information, visit **https://next.shropshire.gov.uk/public-health/healthy-shropshire/mental-health/** (select 'Online resources and information for self-care and keeping mentally well', then 'Our resource pack').

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 20). 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 on **0345 678 9044**.

Useful local contact

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.

Alzheimer's Society – Dementia Connect

Tel: **0333 150 3456**

(Dementia Connect support line).

Email: **dementiasupportline@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 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**

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

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

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**

If you are a provider wanting to add your information to Shropshire's Local Directory, visit **www.shropshire-directory.co.uk**



Search for care in **your area**

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

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



Scan to search now

www.carechoices.co.uk



 **CareChoices**

Home 1

Home 2

Home 3

Fees per week

£

£

£

Quality rating*

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 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 54.

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.

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 are 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 available can be found at **www.shropshire.gov.uk** (search 'Carers' assessment').

It is important for carers to remain fit and well to continue in their caring role, if they wish to do so. 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, call First Point of Contact on **0345 678 9044**.

For more information, visit

www.shropshire.gov.uk
(search 'Caring for someone else').



Shropshire Carers



This is Shropshire Council's dedicated carers' support service, 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.

- Regularly checking in with you to check on your wellbeing.
- Assistance with planning ahead – the right information at the right time.
- Carer peer support groups – in the community and virtually.
- Events and activities.
- A Carers Register – a means of sharing important information with you quickly. Visit **www.shropshire.gov.uk** (search 'Carers register').



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 works with children and young people aged five to 17 who help to look after or care 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.

Young Carers Service

Tel: **01743 341995**

Email: **youngcarers@shropshire.gov.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

By contacting the First Point of Contact, you can discuss any care needs you may have and establish whether you need to have a formal assessment.

If, following an assessment of your needs, you 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 50, or have support from the Council to manage the arrangements.

A financial assessment will be required to assess whether you need to contribute towards services. For more information about personal contributions visit **www.shropshire.gov.uk/shropshire-choices/factsheets/** and select 'Factsheet 7: Paying for your care and support'.

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 26.

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.

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 51.

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').



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



Scan to search now



Visit **www.carechoices.co.uk**

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 at 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.



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 27.

Personal Independence Payments

This is similar to Attendance Allowance, but its two rates of pay are based on the level

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 Payments

If you are eligible for the Council's support with funding your care, you could have a Direct Payment. Direct Payments are cash payments from Shropshire Council to pay for care services you have arranged for yourself. A Direct Payment can give you increased flexibility and greater control of your support.

Direct Payments can be used to purchase a variety of support options, meaning you can tailor the support to suit your discussed and agreed upon Care and Support plan. It cannot be used for long-term residential care but can be used to employ your own

support workers, known as personal assistants (PA) (see page 30).

To receive a Direct Payment, you must:

- Have a bank account designated for Direct Payment deposits.
- Keep records of how your Direct Payment is being used.
- Pay your contribution, if applicable, into your Direct Payment account to ensure you have enough money to pay for the support you need.

Just Credit Union has a Direct Payment account designed to make managing your Direct Payment easier.

For more information, visit <https://next.shropshire.gov.uk/adult-social-care/schemes-and-teams/direct-payments-in-adult-social-care/>, email direct.payments@shropshire.gov.uk or call **0345 678 9044**.

Individual Service Funds

This 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

This 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').

Self-funders

If you are paying for the full cost of the services you receive to live independently at home or in a care home, you are known as a self-funder.

A self-funder means that you have:

- Chosen not to approach adult social care for help.
- Chosen not to be financially assessed.
- Been assessed but are not currently eligible for adult social care services.
- Approached adult social care and have eligible needs, however, your savings or assets are above £23,250.

Where can I get help as a self-funder?

Even if we can't help with the costs of your care, you are still entitled to the same help as everyone else. The Council will help you access information and advice. For more information about how the Council can help visit www.shropshire.gov.uk/shropshire-choices/factsheets/ and select 'Factsheet 13: Seeking Further Financial advice'. For more information, visit www.moneyhelper.org.uk/en

The 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

We can carry out a care act assessment to help work out your care needs and prepare a Care and Support plan to help meet them. We can do this by arranging for you to attend a Let's talk local session in your community or be visited by a social worker or social care practitioner. There is no charge for this service.

If you live in your own home and are not entitled to financial support from the Council but have eligible care needs, you can still ask the Council to arrange your care. However, there is a set-up fee. The fee will cover the Council's costs in finding a care provider and negotiating the rate you are charged for their services. The fee for this brokerage service is currently £450.

If you ask the Council to enter into a contract with a care provider on your behalf, you will be charged a weekly fee to cover the costs of your care.

If you are a self-funder, 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.

Deferred Payment Agreements

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 paid once your property has 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, so you can remain in that care home. This is referred to as a 'third party payment' or a 'top-up'.

You cannot pay the top-up yourself except in limited circumstances; it must be paid by a family member, friend or charity. If this isn't possible, you will have to

find a less expensive care home.

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 £25,000 if you receive care at home, you should get in touch with the First Point of Contact 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 above, will have expired.



Making it Real



Making it Real has been co-produced with people who have experience of accessing health, social care and

housing services; Think Local Act Personal (TLAP) and the Coalition for Collaborative Care (C4CC). People with lived experience have been involved throughout, together with other organisations.

It's built around six themes to reflect the most important elements of personalised care and support. Each theme has a number of 'I' statements which describe what good care looks like from an individual perspective. These are followed by 'We' statements which express what organisations should be doing to make sure people's actual experience of care and support lives up to the 'I' statements.



Making it Real Shropshire believes co-production is where everybody works together on an equal basis to create a service or come to a decision that works for them all. Good

co-production is very much about how we behave, how we create the right environment, and build positive long-term relationships.

It 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. And 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 feed back 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 your voice is placed at the heart of shaping the future of Adult Social Care in Shropshire. There are many ways you can get involved with Making it Real. Visit its website at **www.shropshire.gov.uk** (search 'Making it Real') or email **makingitreal@shropshire.gov.uk**

Healthwatch Shropshire



This 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.

Healthwatch Shropshire

Tel: **01743 237884**

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

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

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (**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**

CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

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

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

For more information, visit

www.cqc.org.uk/local-systems/local-authorities

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 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. In the case of 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 57 for contact details.

Shropshire Choices



This 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.

Web:

www.shropshire.gov.uk/shropshire-choices



Shropshire's Local Directory

This provides information on groups and organisations offering activities and support within towns and villages across Shropshire.

Visit **www.shropshire-directory.co.uk** to find local support or how to add your community group, activity or services to the directory.

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 54). 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 19.

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: **<https://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 10.

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

South Shropshire only.

Tel: **01584 878 046**

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

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).

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

Shrewsbury office

Monday to Friday, 10.00am to 4.00pm.

Bellstone SY1 1HX

Tel: **01743 233123** (Monday to Friday,
9.00am to 4.00pm).

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

Alzheimer's Society – Dementia Connect

Regionally based dementia advisers can provide information, advice and guidance to people with dementia and their carers. More information is on page 44.

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

Email: **DementiaSupportLine@alzheimers.org.uk**

Axis Counselling

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

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

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

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

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

British Red Cross

The Support at Home service provides up to six weeks' support to help individuals regain confidence and live independently, whether you've been discharged from hospital or to avoid admission.

Tel: **01743 457810**

Email: **supportshop@redcross.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 advice, 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** (help to claim Universal Credit) or **18001 0808 223 1133** (Shropshire consumer advice line).

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

Bridgnorth outreach

You will need to contact us to find out options for visiting the office. Office times are Mondays, 10.00am to 12.30pm.

Bridgnorth Foodbank,

7 West Castle Street WV16 4AB

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

Church Stretton

This service is available to residents with an SY6 postcode. Face-to-face advice sessions by appointment only. Face-to-face or telephone appointments are available on the first and third Thursday of the month.

Church Stretton Library,

5 St Laurence Close,

Church Street SY6 6DQ

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

QUBE, Oswestry

This service is available to residents of Oswestry.

Offers face-to-face or telephone appointments on Tuesday and Thursday, 10.00am to 2.00pm.

QUBE, Oswald Road, Oswestry SY11 1RB

Tel: **0808 278 7894**

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.

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 360641**

Email: oil@community-resource.org.uk

Web: <https://community-resource.org.uk/service-community-support/#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: <https://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: <http://familyfavour.co.uk>

Headway Shropshire

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

Tel: **01743 365565**

Email: admin@headwayshropshire.org.uk

Web: <https://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 11.

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

Homes Plus

Tel: **0800 048 8955**

Email: askshropshire@homesplus.co.uk

Web: www.homesplus.co.uk

STAR housing

Tel: **0333 321 2200**

Email: enquiries@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 following website.

Web:

www.medequip-uk.com/returning-equipment

Partners in Care (PiC)

Representing and supporting the majority of care providers in Shropshire, Telford and Wrekin in developing and promoting high-quality social care, PiC 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**

Email: info@partnersincare.org.uk

Web: www.partnersincare.org.uk

Remap



Remap is a charity producing aids and equipment for people with disabilities and/or difficulties when there are no suitable alternatives. This service is provided free of charge and delivered by volunteers with experience in engineering or craftsmanship. Each piece of equipment is tailored to suit your needs, is for your personal use only and is produced with your health professionals to ensure it can meet your needs.

Tel: **01743 341626**

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

Web: **<https://remap.org.uk/branches/shropshire>**

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: **<https://shfa.org.uk>**

Shropshire Armed Forces Outreach

Designed to provide help and support to all military personnel, veterans and their families. Working with many of the service charities and organisations, the outreach assists and facilitates to ensure that current and former military personnel have access to the right support. • Tel: **01743 255933**

Email: **sarah.kerr@shropshire.gov.uk**

or **safcc@shropshire.gov.uk**

Web: **www.shropshire.gov.uk/armed-forces-support**

X: **<https://x.com/ShropCovenant>**

Shropshire Carers

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

Tel: **01743 341995**

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

Web: **<https://next.shropshire.gov.uk>** (search 'Shropshire Carers').

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**

Four Rivers – Ludlow

Tel: **01584 813500**

Greenacres Farm – Baschurch

Tel: **01939 291109**

Maesbury Metals – Oswestry

Tel: **01691 670665**

Mayfair Community Centre Church Stretton

Tel: **01694 722077**

Wayfarers – Market Drayton

Tel: **01743 250439**

Shropshire Local

Face-to-face facilities helping customers assess Shropshire Council services. Based at Shrewsbury's Darwin Shopping Centre and Ludlow Library, there is also a mobile service that attends various locations around the county bringing the service to the community. For more information, visit the following website.

Web: **www.shropshire.gov.uk/customer-services/customer-access-points**

Shropshire Mental Health Support (MHS)

Provides a range of services, including phone support and weekly groups, 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 Parent and Carer Council

This group supports the SEND community in Shropshire. Its commitment to community empowers parent carers to influence change in local systems and services by sharing their experiences.

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

Web: **www.paccshropshire.org.uk**

X: **<https://x.com/shropsacc>**

Facebook: **www.facebook.com/ShropsPACC**



Search for care in your area

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

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



Find care providers quickly and easily



Search by location and care need



Information on care quality



Links to inspection reports

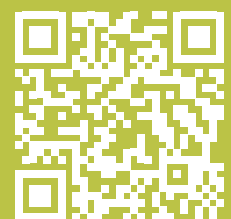


Additional information, photos and web links



Brochure requests

www.carechoices.co.uk



Scan to search now

→ Hearing Loss Support

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

Tel: **01743 360641**

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

Web: **<https://community-resource.org.uk/services-wellbeing-care>**

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: **07778 956096**

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

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

VISS Sign Language Interpreting Service (Shropshire) Ltd

A not-for-profit company providing professional communication services for deaf, deafblind and hard-of-hearing people living in Shropshire, Telford & Wrekin and bordering counties.

Tel: **01743 250850** (including out of hours and emergencies).

Text: **07890 962898**

Email: **office@viss.org.uk**

Web: **www.viss.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 43 for more information.

1A Castle Gates, Shrewsbury SY1 2AQ

Tel: **01743 294700**

Web:

www.wearewithyou.org.uk/local-hubs/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**



Calling all providers!

If you are a provider wanting to add your information to Shropshire's Local Directory, email **shropshiredirectory@qube-oca.org.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](https://twitter.com/WeAreMFON)**

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

Ask questions

Get involved

Join the family



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:

Hagley Place
Foldgate Lane,
Ludlow, SY8 1LS
01584 519 832

Mount House and Severn View
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Shrewsbury, SY3 8PP
01743 404 430

Ottley House
Corporation Lane,
Coton Hill, Shrewsbury, SY1 2PA
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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 54.

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 PiC

LDA SI

Briery Lodge

Church Road, Baschurch, Shrewsbury SY4 2EF

Tel: 01939 260150 PiC

PD LDA YA

Brooke 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 PiC

OP PD

Coach House, The

Church Road, Baschurch, Shrewsbury SY4 2EF

Tel: 01939 260150 PiC

PD LDA YA

Ellesmere House

Church Hill, Ellesmere SY12 0HB

Tel: 01691 623657 PiC

OP D PD MH YA

Hengoed Park

Hengoed, Oswestry SY10 7EE

Tel: 01691 650454 PiC

OP D PD MH YA AD

High Lea House

Lanforda Rise, Oswestry SY11 1SY

Tel: 01691 654090 PiC

OP

Highbury House

36 Aston Road, Wem, Shrewsbury SY4 5BA

Tel: 01939 233304 PiC

PD LDA YA

Hinstock Manor Residential Home Ltd

Chester Road, Hinstock, Market Drayton TF9 2TE

Tel: 01952 550242 PiC

OP D PD LDA MH SI YA

Kynaston Farm

School Road, Ruyton Xi Towns, Shrewsbury SY4 1JT

Tel: 01939 231070 PiC

PD LDA SI YA

Landona House

Love Lane, Wem, Shrewsbury SY4 5QP

Tel: 01939 232620 PiC

OP D

Maer Lane

4 Maer Lane, Market Drayton TF9 3AL

Tel: 01630 698092 PiC

PD LDA

Mayfield House

Holyhead Road, Bicton, Shrewsbury SY3 8EQ

Tel: 01743 455075 PiC

LDA

New Barn, The

Goldstone, Cheswardyne,

Market Drayton TF9 2NA

Tel: 01630 661583 PiC

OP D PD LDA MH SI YA

Old Vicarage, The

Church Road, Baschurch, Shrewsbury SY4 2EF

Tel: 01939 260150 PiC

PD LDA YA

Roseville House

New Street, Wem, Shrewsbury SY4 5AB

Tel: 01939 235163 PiC

PD LDA YA

Shropshire Respite Centre

Phoenix House, Tern Hill, Market Drayton TF9 3PX

Tel: 01630 639534

OP D YA

Tunstall Hall Care Centre

Newcastle Road, Market Drayton TF9 4AA

Tel: 01630 652774 PiC

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 PiC

OP D YA

Wheatlands, The

77 The Wheatlands, Baschurch,

Shrewsbury SY4 2DW

Tel: 01939 262580 PiC

PD LDA SI YA

Windsor Road

47 Windsor Road, Oswestry SY11 2UB

Tel: 01691 671353 PiC

PD LDA

Woodcroft

Croft Way, Market Drayton TF9 3UB PiC

Tel: 01630 657486 **Advert page 7**

OP D SI YA

Woodland Residential Care Home Ltd

Trefonen Road, Morda,

Oswestry SY10 9NX

Tel: 01691 656963 PiC

OP D LDA SI

North Shropshire care homes with nursing

Beech House Nursing Home

Wollerton, Market Drayton TF9 3NB

Tel: 01630 685813 **PiC**

OP D YA

Bluebell View

Victoria Road, Oswestry SY11 2HU

Tel: 01691 592100

OP D PD SI YA

Cheswardine Hall Nursing & Residential Home

Chipnall, Market Drayton TF9 2RJ

Tel: 01630 661316 **PiC**

OP PD

Elmhurst Nursing Home

Armoury Lane, Prees, Whitchurch SY13 2EN

Tel: 01948 841140 **PiC**

OP D PD

Greenfields Care Home

Liverpool Road, Whitchurch SY13 1SG **PiC**

Tel: 01948 661040 **Advert page 7**

OP D PD SI YA

Llysfield Nursing Home Ltd

Middleton Road, Oswestry SY11 2LJ

Tel: 01691 657511 **PiC**

OP

Meadowbrook Care Home

Twmpath Lane, Gobowen, Oswestry SY10 7HD

Tel: 01691 653000 **PiC**

OP D PD MH YA

New Fairholme

Shrewsbury Road, Oswestry SY11 2RT **PiC**

Tel: 01691 684970 **Advert page 7**

OP D PD SI YA

Old Vicarage Nursing Home

Station Road, Gobowen, Oswestry SY11 3JS

Tel: 01691 655254 **PiC**

OP D YA

River Meadows Nursing Home

Edgebolton, Shawbury, Shrewsbury SY4 4EL

Tel: 01939 250700 **PiC**

OP PD

Central Shropshire care homes

Abbey Care Direct Ltd

49 Longden Road, Shrewsbury SY3 7HW

Tel: 01743 233832 **PiC**

OP D PD MH SI YA

Barleyfields House

110 Crowmere Road, Monkmoor, Shrewsbury SY2 5JJ

Tel: 01743 355746 **PiC Advert page 7**

LDA

Blackhurst Care Home

Blackhurst House, The Lawley, Longnor,

Shrewsbury SY5 7QJ

Tel: 01694 771318 **PiC**

OP LDA MH SI YA

Bowbrook House

Bowbrook, Shrewsbury SY3 5BS

Tel: 01743 247071 **Advert below**

OP D

Briarfields

Raby Crescent, Belle Vue,

Shrewsbury SY3 7JN

Tel: 01743 353374 **PiC Advert page 7**

OP D SI YA

Church View

Longnor, Shrewsbury SY5 7PP

Tel: 01743 872250 **PiC**

OP PD LDA SI YA



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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

PiC – Member of Partners in Care – see page 5

Advertisers are highlighted

Cliffdale Rest Home

Shrewsbury Road, Pontesbury, Shrewsbury SY5 0QD
Tel: 01743 790261 **PiC** **OP D**

Consensus Support Services Ltd – Shrewsbury

24 Main Road, Dorrington, Shrewsbury SY5 7JR
Tel: 01743 719950 **LDA YA**

Crescent, The

1a-1b The Crescent, Bomere Heath, Shrewsbury SY4 3PQ
Tel: 01939 291841 **PiC** **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 **PiC** **OP D PD**

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 **PiC** **PD LDA SI YA**

Hartlands Residential Home

Whitehall Street, Shrewsbury SY2 5AD
Tel: 01743 356100 **PiC** **D**

High Ridges

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Holy Cross Care Homes Ltd

150 Abbey Foregate, Shrewsbury SY2 6AP
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Ideal Home

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Tel: 01743 366701 **PiC** **OP D PD MH YA**

Jubilee Villa Care Home

Upper Astley, Shrewsbury SY4 4BU
Tel: 01939 210461 **PiC Advert adjacent** **OP D MH YA**

Kempsfield Residential Home

Primrose Drive, Shrewsbury SY3 7TP
Tel: 01743 246033 **LDA**

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Oteley Road, Shrewsbury SY2 6GY
Tel: 01743 583445 **OP D**

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Glebe Road, Bayston Hill, Shrewsbury, Shropshire SY3 0PZ
Tel: 01743 874885 **PiC** **LDA YA**

Merrington Grange

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Tel: 01372 364077 **PiC** **PD LDA YA**

Normanton Retirement Home

168 Ellesmere Road, Shrewsbury SY1 2RJ
Tel: 01743 271414 **PiC** **OP D MH**

Oakdene Care Providers

6 Berwick Road, Coton Hill, Shrewsbury SY1 2LN
Tel: 01743 270214 **PiC** **MH YA**

Orchard, The

Aston Road, Wem, Shrewsbury SY4 5JD
Tel: 01939 231040 **OP PD LDA SI YA**

Railway Cottage

Station Road, Pontesbury, Shrewsbury SY5 0QY
Tel: 01743 216599 **OP PD LDA SI YA**

Swan Hill House Residential Home

6 Swan Hill, Shrewsbury SY1 1NQ
Tel: 01743 360803 **OP**

Torrin Drive, 38

Shrewsbury SY3 6AW
Tel: 01743 455252 **PiC** **PD LDA SI**

Weir Road

Waterford House & The Saplings, Hanwood, Shrewsbury SY5 8LA
Tel: 01743 872250 **OP PD LDA SI YA**

Welwyn

72 Sundorne Road, Shrewsbury SY1 4RT
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Yockleton Grange Residential Home

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🍷 Pub

☕ Cafe

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🎬 Cinema and activities rooms

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OP D YA

Isle Court Nursing Home

Isle Lane, Bicton,
Shrewsbury SY3 8DY
Tel: 01743 851600 **PiC**

OP D PD YA

Maesbrook Nursing Home

Church Road, Meole Brace,
Shrewsbury SY3 9HQ
Tel: 01743 241474 **PiC**

OP D PD SI YA

Montgomery House

Sundorne Road, Shrewsbury SY1 4RQ
Tel: 01743 297970 **PiC Advert page 7** **OP D PD SI YA**

Mount House & Severn View, The

41-43 The Mount,
Shrewsbury SY3 8PP
Tel: 01743 404 430 **PiC Advert page 62** **OP D PD YA**

Ottley House

Corporation Lane, Coton Hill,
Shrewsbury SY1 2PA
Tel: 01743 404 431 **PiC Advert page 62** **OP D PD YA**

Oxbow Manor

Oteley Road, Shrewsbury SY2 6QH
Tel: 01743 817657 **OP D PD YA**

Portland House Nursing Home

25 Belvidere Road, Shrewsbury SY2 5LS
Tel: 01743 235215 **OP PD LDA YA**

Radbroke Nursing Home

Stanhill Road, Shrewsbury SY3 6AL
Tel: 01743 237800 **OP D PD YA**

Uplands at Oxon, The

Clayton Way, Bicton Heath, Shrewsbury SY3 8GA
Tel: 01743 282040 **PiC** **OP D PD YA**

Vicarage Nursing Home, The

The Common, Bayston Hill, Shrewsbury SY3 0EA
Tel: 01743 874030 **PiC** **OP D YA**

South Shropshire care homes

Alexandra House – Ludlow

Poyner Road, Ludlow SY8 1QT
Tel: 01584 872412 **OP D PD SI**

Bower Grange Residential Care Home

Fenn Green, Alveley, Bridgnorth WV15 6JA
Tel: 01299 861120 **PiC** **OP D PD LDA SI YA**

Caradoc House Residential Care Home

Ludlow Road, Little Stretton, Church Stretton SY6 6RB
Tel: 01694 721411 **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 **PiC** **OP D PD MH SI**

Field House

Sandford Avenue, Church Stretton SY6 7AA
Tel: 01694 628 810 **PiC Advert page 69** **OP**

Glenview

54 Gravel Hill, Ludlow SY8 1QS
Tel: 01584 876262 **PiC** **LDA**

Hendra House Residential Home

Hendra House, 15 Sandpits Road, Ludlow,
Shropshire SY8 1HH
Tel: 01584 873041 **PiC** **OP**

High Trees Residential Home

Bull Lane, Bishops Castle SY9 5DA
Tel: 01588 638580 **PiC** **OP LDA YA**

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

PiC – Member of Partners in Care – see page 5

Advertisers are highlighted

Hilton Brook House

Hilton, Bridgnorth WV15 5PE

Tel: 01746 716577 **PiC** **Advert below**

OP D

Lady Forester Residential & Day Care Centre

Church Street, Broseley TF12 5DB

Tel: 01952 884539 **PiC**

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 **PiC**

OP D

Onny Cottage

Bromfield, Ludlow SY8 2JU

Tel: 01584 856500 **PiC**

OP PD SI

Pines Residential Home, The

Colebatch, Bishops Castle SY9 5JY

Tel: 01588 638687 **PiC**

OP LDA YA

Stone House

Union Street, Bishops Castle SY9 5AJ

Tel: 01588 638487 **PiC** **Advert page 7**

OP D SI YA

Sunnydale

32 Shrewsbury Road, Craven Arms SY7 9PY

Tel: 01588 673443 **PiC**

OP PD MH SI YA AD

Vision Homes Association – 1a Tollgate Road

Ludlow SY8 1TQ

Tel: 01584 877737 **PiC**

PD LDA SI YA

Vision Homes Association – 1b Tollgate Road

Ludlow SY8 1TQ

Tel: 01584 877870 **PiC**

PD LDA SI YA

Vision Homes Association – 1c Tollgate Road

Ludlow SY8 1TQ

Tel: 01584 877566 **PiC**

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



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- Challenging behaviour
- Palliative Care
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Tel: 01746 712286 **PiC** **OP D PD LDA SI YA**

Bradeney House Nursing & Care Home

Worfield, Bridgnorth WV15 5NT
Tel: 01746 716686 **PiC** **OP D PD MH SI YA**

Cedars, The

Kingswood Road, Albrighton, Wolverhampton WV7 3JH
Tel: 01902 373162 **PiC** **OP YA**

Churchill House Care Home

Keepside Close, Bromfield Road, Ludlow SY8 1EL
Tel: 01584 877500 **PiC** **OP D PD**

Danesford Grange Care Home

Kidderminster Road, Bridgnorth WV15 6QD **PiC**
Tel: 01746 763118 **Advert below** **OP D PD MH SI**

Four Rivers Nursing Home

Bromfield Road, Ludlow SY8 1DW
Tel: 01584 813500 **PiC** **OP D**

Hagley Place

Foldgate Lane, Ludlow SY8 1LS
Tel: 01584 519 832 **PiC** **Advert page 62** **OP D PD YA**

Innage Grange

Innage Lane, Bridgnorth WV16 4HN
Tel: 01746 762112 **PiC** **Advert page 7** **OP D PD SI YA**

Lady Forester Community Nursing Home

Farley Road,
Much Wenlock TF13 6NB
Tel: 01952 727203 **PiC** **Advert page 65** **OP D PD YA**

Oldbury Grange Nursing Home

Oldbury, Bridgnorth WV16 5LW
Tel: 01746 768586 **PiC** **OP D PD YA**

Park House Nursing Home

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Sandford Nursing Home, The

Watling Street South,
Church Stretton SY6 7BG
Tel: 01694 723290 **PiC** **OP PD YA**

Stretton Hall Nursing Home

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Church Stretton SY6 6HG
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Danesford Grange Care Home

Kidderminster Road, Bridgnorth, Shropshire, WV15 6QD



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Please feel free to contact us for further information on dgenquiries@mgccare.co.uk

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

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Home care providers

Advertisers in **bold**

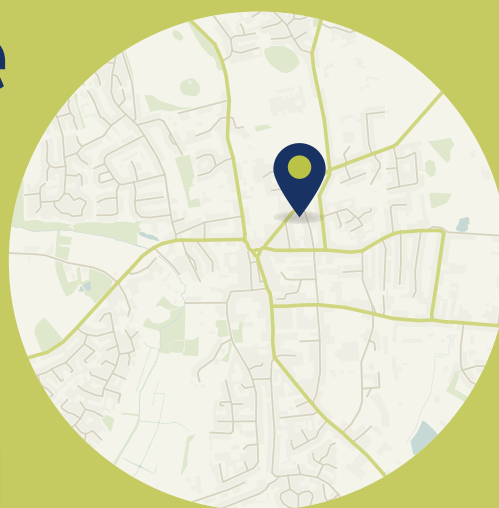
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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

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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, disability, gender, race, religion or beliefs.

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 of 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 | ✓ Shopping |
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| ✓ Assist with medication | ✓ Companionship |
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Contact us

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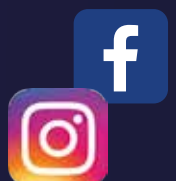
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