



Shropshire Choices Support Finder 2026

Adult Care and Support Services

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

In association with

Established
in 2011



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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



Welcome to the 2026 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 that will help keep them healthier and independent for as long as possible. This includes everything from ensuring people have access to a wide range of appropriate, timely and accurate information and advice, 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 people can find information to help them get the support that's right for them. This publication is full of support services, voluntary organisations and community-based activities that are available across Shropshire to help people with care and support needs to lead the lives they want as well as maintain or regain independence. To read online, visit www.carechoices.co.uk/publication/shropshire-care-services-directory

You can find information on:

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

Our Shropshire Choices website also provides information about a wide range of sources of help and support, including independent financial information and information about care homes. 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 <https://next.shropshire.gov.uk/adult-social-care/> For information about housing options visit <https://next.shropshire.gov.uk/housing/housing-options-and-homelessness>

Providing the right information and advice to people when they need that extra support can enable them to take control of their own health and care without relying on more formal social care and health services.

For those who do need that extra support, we will remain strongly focused on enabling residents to live 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.

Areas covered by this Support Finder

Home care providers

 All regions 39

Care home listings

 North Shropshire 68

 Central Shropshire 69

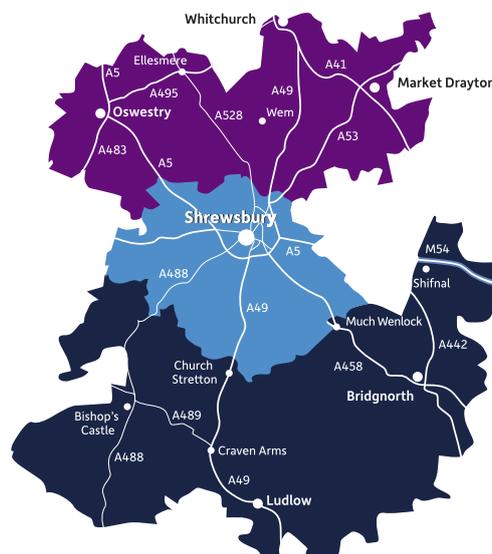
 South Shropshire 72

Care home with nursing listings

 North Shropshire 69

 Central Shropshire 72

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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Shropshire Council nor Care Choices can be held liable for any errors or omissions. The information contained in this Support Finder was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Support Finder does not act as an endorsement or recommendation by Shropshire Council.

Alternative formats

This Support Finder is available electronically at www.carechoices.co.uk/

The e-book is also Recite Me compatible for those requiring information in the spoken word.



PARTNERS IN CARE

Representing and supporting Care Providers in Shropshire, Telford & Wrekin and Cheshire

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 and Cheshire. We are a care association, representing adult social care providers who are members of the association. We are the trusted training and support network for adult social care providers in Shropshire, Telford & Wrekin and Cheshire.

Partners in Care is a key partner of local authority and health sector organisations in Shropshire, Telford & Wrekin and Cheshire, 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
staff recruitment and
retention, quality
improvement and
data security

Represent our members/the local adult social care
sector on local, regional and national meetings/forums

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 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 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, the website has a wide range of information for you, such as:

- How to stay independent in your own home.
- Independent financial advice.
- Receiving support as a carer.

- Getting out and about.
- Advice on how to remain safe in your community.
- Options for care and support needs.
- Money Matters.
- Assistive technology.
- Direct Payments.

Housing advice can be found at <https://next.shropshire.gov.uk> (search 'Housing options').

Shropshire Choices

Web: <https://next.shropshire.gov.uk/adult-social-care>



Shropshire Together community and family directory



This is a service provided by Shropshire Council to help residents and communities in Shropshire.

The directory provides information on a range

of publicly available services and organisations, making it easy for you to find the support, activities and resources you and your family need to stay happy, healthy and connected. Visit <https://directory.shropshire.gov.uk>

Healthy Shropshire



Many of us feel that our lifestyles should be healthier and Healthy

Shropshire has been designed with this in mind. It aims to help anyone wanting to make positive changes by providing information on the support available and promotes local health projects, some of which are listed here. For more information, visit <https://next.shropshire.gov.uk/public-health/healthy-shropshire>

Mental health

One in four adults experiences a mental health problem in any given year. Anyone can be affected at any point in their lives. Whether you're concerned about your mental health or someone else's, making the decision to seek help is a positive step. For information and resources to support your wellbeing and mental health, visit <https://next.shropshire.gov.uk> (search 'Mental health').

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 assessing your risk of developing one of these diseases.

You will also be given advice to help reduce or manage your risk. Visit www.nhs.uk (search 'NHS Health Check').

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 30 years

At Coverage Care Services, we have been at the heart of elderly and vulnerable resident care in Shropshire for 30 years.

As the county's largest independent not for profit care provider, we reinvest our profits into our homes and workforce.

This ensures we continue to commit to providing the highest quality of care, whilst also improving the opportunities, training and recognition of our colleagues

We offer a range of care services across our homes including residential, respite, nursing and dementia care.



[coveragecareservices.co.uk](https://www.coveragecareservices.co.uk)

Or Call us on
01743 283 200

→ Stay safe and well this winter

Shropshire Council's 'Five ways to winter wellness' pages have information on how to keep well during the winter months. Visit <https://next.shropshire.gov.uk> (search 'Five ways to winter wellness').

Keeping Active

Staying active within your own capability 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/live-well/exercise or <https://next.shropshire.gov.uk/public-health/healthy-shropshire>

Vaccinations

Getting vaccinated helps protect yourself, your family and friends and your community.

For a list of pharmacies offering free NHS flu vaccinations, visit www.nhs.uk/service-search/pharmacy/find-a-pharmacy/ 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').

Marches Energy Advice: Keep Shropshire Warm

Keep Shropshire Warm (KSW) is a free and impartial energy advice service helping you stay warm and well during the winter months. KSW offers advice and support on a wide range of energy issues, including supporting residents to apply for financial support and energy efficiency grants.

If you're struggling to pay your energy bills, are worried about rising bills or want some helpful tips and information to stay warm and well at home, the team at Marches Energy Advice can help.

Visit <https://next.shropshire.gov.uk> (search 'Keep Shropshire warm'), call **0800 112 3743** or email ksw@mea.org.uk

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 <https://next.shropshire.gov.uk> (search 'Beat the heat' or 'Stay safe and well this summer').

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.
- Keep 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.

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 changes by providing information on the support available and promotes local health projects, some of which are listed here. For more information, visit <https://next.shropshire.gov.uk/public-health/healthy-shropshire>



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 embarrassing. For others, a fall can be startling and upsetting. As we get older, falls can become more common and the effect can become more serious.

Falls are not inevitable and there are practical and simple steps you can take to reduce your risk of falling. This includes 'fall proofing' your home, exercising regularly, 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 in case of 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.

There are a range of services available across Shropshire, Telford and Wrekin. Visit www.shropshiretelfordandwrekin.nhs.uk and

search 'Fall prevention' for more information.

There are also useful links and resources available at www.shropcommunityhealth.nhs.uk/falls-therapy

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, such as an easy-to-use and interactive check of common hazards in the home that might cause a fall. It also 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').

Falls Prevention, Response and Recovery

There are a range of services available across Shropshire, Telford and Wrekin.

For more information, visit

www.shropshiretelfordandwrekin.nhs.uk/fall-prevention-response-and-recovery or www.shropshiretelfordandwrekin.nhs.uk (search 'Fall prevention').

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 the internet.

Reading Well Books on Prescription helps you to understand and manage your health and wellbeing

using self-help reading on a range of topics, such as mental health, neurodivergence 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 range of publications in your home free of charge.

There is also help to keep learning, with many libraries offering one-to-one help to get online, access the NHS app or 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. Concessionary tickets are also available for those with conditions such as sensory impairment, autism, ADHD and more.

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.

Sensory bags to assist neurodivergent children or adults during their visit are also available for use within some libraries.

For more information about staying healthy with Shropshire libraries or to ask about a concessionary or a carers' ticket, visit your local library or go to <https://next.shropshire.gov.uk/libraries/> For more information on health and wellbeing in Shropshire, visit <https://next.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 <https://directory.shropshire.gov.uk>



Community and Care Co-ordinators

These people are based in 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 independence. Contact your GP practice for more information.

The Voluntary and Community Sector Assembly



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.

The VCSA also publishes a weekly email bulletin to inform and engage voluntary and community sector groups across Shropshire. It features local news,

funding opportunities, sector updates, and events relevant to the VCSE community.

For more information and to join, call **01743 258519**, email **vcsassembly@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 **<https://next.shropshire.gov.uk>** (search 'Family Information Service').

Community Resource



Community Resource provides health awareness sessions in community venues throughout Shropshire. Topics include falls prevention, arthritis awareness, continence awareness, menopause awareness and healthy eating. Anyone interested in learning more is welcome to attend.

Community Resource also runs volunteer-led hearing loss support hubs in the market towns of Shropshire to support people with an NHS-issued hearing aid

with re-tubing, cleaning, batteries and advice.

Group sessions to provide social contact and support for people with sight loss, dementia or adults with physical disabilities are also held across the county.

For more information about awareness events or about any of our services 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. Volunteers can visit you in your 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 local social activities, helping you to build friendships and share experiences with other people.

The service also provides 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 and sports 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.

Age UK also provides information and advice on a huge range of topics to help older people live independently, including benefits advice and help to get digitally active.

For more information, call **01743 233123**, email **enquiries@ageukstw.org.uk** or visit **www.ageuk.org.uk/shropshireandtelford**

The Royal Voluntary Service (RVS)

RVS's vision – the kind of Britain the service wants to see

ROYAL VOLUNTARY SERVICE People across Britain freely giving their time, talent and life experience to help tackle pressing challenges in diverse communities by volunteering. Their service makes them, and Britain, healthier and happier.

RVS's mission – the service's role in achieving this vision

Inspiring and enabling people to volunteer to meet the needs of the day in their communities.

The needs of the day:

- To inspire, mobilise and support others to enable voluntary action.
- Working with the NHS, wider health and care systems, and communities to minimise health inequality and social disadvantage, helping those affected to thrive.

The RVS Adults Service in Shropshire provides practical support and is person centred to the wellbeing of the individual, enabling them to have purpose, feel useful and valued and have a sense of wellbeing and living as well as possible, being physically active and emotionally resilient, connected to others and as independent as possible.

Support is provided to individuals to build resilience and help reduce loneliness and isolation. This includes:

- Person Centred Planning – asking individuals where they currently are, what their goals are

and what support they need.

- Assisted shopping – accompanying individuals to shops.
- Confidence building and restoring social connections – planning/prompting activities around interests and hobbies, supporting/mentoring to help with getting back to day-to-day tasks, such as meeting up with friends and/or joining local social clubs or activities including Royal Voluntary Centre-led groups.
- Community transport – may include transport to medical-related appointments, shopping, social groups and more.
- Active signposting – ensuring all requests are actioned and delivered.

The RVS has established a 'Virtual Village Hall', an activity hub and community page that connects people and helps them to stay active. For more information, visit www.royalvoluntaryservice.org.uk or <https://virtualvillagehall.royalvoluntaryservice.org.uk>

Mayfair Community centre

Easthope Road, Church Stretton SY6 6BL

Offers support, information and activities for wellbeing and independence.

Including day services, bathing, hot meal delivery, advice, digital support, arts and walks.

Tel: **01694 722077**

Email: information@mayfaircentre.org.uk

Web: www.mayfaircentre.org.uk

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 circumstances. For more information, visit <https://next.shropshire.gov.uk> (search 'Housing options and homelessness').



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 rented housing enforcement

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: **0345 678 9067**

Email: **housing.enforcement@shropshire.gov.uk**

Web: **www.shropshire.gov.uk** (search 'Private sector rented housing').

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 need and waiting times can be long.

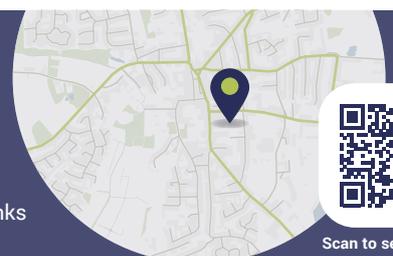
Eligibility for a Council or housing association home depends on your nationality, immigration status and if you've recently lived abroad. You can complete a social housing application and view the allocation policy on the HomePoint website.



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

Sheltered housing

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

In most cases, it's available to people aged over 60, although some schemes may be open to those over 55. 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 with the support they need to be safe and happy.

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. Communal facilities are also provided, such as lounge areas, laundry rooms and secure gardens.

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.

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 needed and 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://shropshire.adviceaid.uk/start/> If you have any questions, email housingoptions@shropshire.gov.uk for more information. When emailing provide your name, date of birth, Shropshire HomePoint/Housing Options reference number (if applicable) and a summary of your enquiry.



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

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



www.myfamilyourneeds.co.uk  hello@myfamilyourneeds.co.uk



@weareMFON



@weareMFON



@wearemfon



@My-Family-Our-Needs

Stirchley House Extra Care Apartments



- Over 55?
- In need of care and support but keen to retain your independence?
- Looking for a housing option with affordable rent?

Enjoy your own stylish one or two-bedroom apartment, vibrant community spaces, and a friendly on-site bistro perfect for socialising and making new friends.

To find out more
Call 0333 600 2500 or email
phl@pinnaclegroup.co.uk

Find us Grange Avenue, Telford TF3 1AA

Enjoy the benefits of independent living with care and support on-site.



Own front door plus communal space for socialising.



Landscaped gardens and a rooftop terrace.



On-site café open to the public daily.



Staff are available on-site 24/7.



Building Homes for Life
preferredhomes.co.uk

Registered Provider of Social Housing No. 5093



Care Provider



Register your interest today

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, email or in person. 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** (select 'Partnership priority areas, then 'tackling exploitation', followed by 'financial-abuse').

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**.
- Report the crime online via your local police's website.
- Call Crimestoppers on **0800 555 111**.
- Call the police on **101** (non-emergency).
- Call Victim Support on **0300 303 1977** (free and confidential).

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

Anti-social behaviour

For more information, visit **www.shropshiresafeguardingcommunitypartnership.co.uk/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

There are simple ways to improve your home security. Don't leave side gates open or unlocked and 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 concealed and secured. Find local support using the Shropshire Together community and family directory, available at **https://directory.shropshire.gov.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. Everyone needs 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 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 worsens: 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 <https://next.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 58.

Tel: **0300 061 6161**

Email: enquiries@ccq.org.uk

Web: www.cqc.org.uk

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



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 <https://next.shropshire.gov.uk> (search 'Public transport').

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 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 <https://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 local volunteers using their own car or one of the minibuses available.

It's a friendly and reliable door-to-door service for people who don't have alternative means of transport or have other difficulties in getting out. It can help you attend local clubs, non-profit-making groups, meetings, collecting and delivering 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/ring-and-ride

All Shropshire Mobility

All Shropshire Mobility are a vehicle adaptations company based near Shrewsbury. The organisation has working relationships with all major adaptation companies and provides a fully equipped demonstration workshop, enabling you to view and try each product before purchase. There are also three service vans 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 Monday to Friday, from 9.30am to 11.00pm; and all day on weekends and bank holidays.

Bridgnorth Cliff Railway vouchers

The Bridgnorth Cliff Railway voucher is free of charge and entitles the applicant to 36 return train tickets for use on the service Monday through Friday.

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 £10.50 a year if you apply through Shropshire Council.

Further details about services described in this section, 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 Monday to Friday, from 9.30am to 11.00pm; and all day on weekends and bank holidays.

Companion Status bus pass

For those who have a bus pass and 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 concessions 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.

To search for community activities and groups near you, visit

<https://directory.shropshire.gov.uk>

Healthy Shropshire can help you to find the type of activity that works best for you, in line with your abilities and what you enjoy; see page 6 for more information.

For more information, visit

<https://next.shropshire.gov.uk> (search 'Healthy lifestyles').

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 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 approximately 5,500km of public rights of way.

Managing these spaces requires huge effort and Outdoor Partnerships relies heavily on volunteers. 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 schemes.

Shropshire Parish Paths Partnerships



Volunteers coming together to help maintain the county's public rights

of way network.

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. No experience needed 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 <https://energizestw.org.uk>

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 adviser 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> (search 'Social prescribing').



You can also scan the QR code adjacent to self-refer to Adults 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. We cover 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.



Omega



Omega is a registered charity based in Shrewsbury dedicated to reducing social isolation and loneliness. It offers a free telephone befriending service called 'Chatterbox' and a free pen pal befriending service called 'Letterbox'. Both services match socially isolated and lonely individuals with DBS-checked volunteer befrienders to have a phone call or exchange letters about their lives, friends, families and whatever else they wish to talk about.

To get started, visit www.omega.uk.net (select either 'Chatterbox' or 'Letterbox') and complete the online referral form, for yourself or someone you

care for. For more information, or to request a paper form, call **01743 245 088** or email chatterbox@omega.uk.net or letterbox@omega.uk.net

Omega also offers a service called Pupil Pals. This is a free befriending service for socially isolated and lonely individuals, where they can receive regular cards and pictures made for Omega by creative children. Visit www.omega.uk.net/pupilpals for more information and to complete the online referral form, for yourself or for someone you care for. To find out more, or request a paper copy of the form, call **01743 245 088** or email schools@omega.uk.net

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 <https://next.shropshire.gov.uk>

(search 'Staying independent') for more information.



Age UK Help at home service

Age UK Shropshire Telford & Wrekin can provide affordable help in the home with its Help at home service. The service is tailored towards the care and support needs of older people. The Help at home service can help with cleaning, shopping and laundry, as well as checking that you receive the benefits you are entitled to.

It also offers a range of wellbeing opportunities, ensuring you have complete, wrap-around support.

For more information and contact information, visit www.ageuk.org.uk/shropshireandtelford (search 'Help at home').

Advice, advocacy, welfare and benefits

Shropshire Taking Part, Citizens Advice Shropshire, A4U and Age UK all work within the Advice, Advocacy, Welfare and Benefits (AAWB) partnership.

AAWB provides access to appropriate advice and advocacy services to meet the needs of people when they need it and to improve the policies and practices that affect people's lives.

consumer, housing, family and law. Call **0808 278 7894** or visit www.cabshropshire.org.uk

A4U

Offers confidential and impartial advice about disability and long-term conditions and welfare benefits. For more information call **01743 539201**, email advice@a4u.org.uk or visit www.a4u.org.uk (search 'Advice services').

Taking Part

Taking Part is an independent service for people with health and social care needs in Shropshire. The service supports people in different creative ways and offers a variety of services. For more information, call **01743 363399**, email takingpart@takingpart.co.uk or visit www.takingpart.co.uk

Age UK

Offers support, advice, services and activities for older residents. Call **01743 233 123** or email enquiries@ageukstw.org.uk or visit www.ageuk.org.uk/shropshireandtelford (search 'Need advice').

Citizens Advice Shropshire (CAS)

Offers a wide range of advice and advocacy including support with money, benefits,

To find out what is available in your community, access the **Shropshire Together Directory** here:

<https://directory.shropshire.gov.uk>

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

The START team offers short-term support focused on assessment and reablement. Reablement is designed to empower individuals to regain independence by encouraging them

to do things for themselves. Unlike traditional home care, which often involves doing tasks for people, reablement is a collaborative, 'doing with' service.

The aim is to help individuals rebuild their confidence and skills following a period of illness or reduced ability, enabling them to manage daily activities independently once again.

If, after the short assessment period, ongoing care is needed, a financial assessment (see page 53) will be carried out to determine whether there is a cost associated with a long-term care package with an external agency.

Equipment, gadgets and adaptations

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

They can also 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 describing 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 that help people to live independently and safely.

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

Assistive Technology can help to:

It is commonly used to help people living with:

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

- 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.

Assistive Technology can help to keep you safe, well and independent whilst offering you and your family peace of mind.

To explore what Assistive Technology is provided in Shropshire and read about how it supports residents, visit <https://next.shropshire.gov.uk> (search 'Assistive Technology').

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.

For more information on Care Act assessments, visit <https://next.shropshire.gov.uk> (search 'Care Act assessment').



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

→ Telehealth provided by Health

Telehealth 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, among others.

For more information about Telehealth, speak to your local GP. If the person requiring the service is in hospital, speak to the medical team responsible for their care. Shropshire Council does not provide Telehealth at this time.

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 258 8189**

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

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

Telmenow.com

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

Tel: **0161 974 7190**

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



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

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

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- Will it need to be installed by a professional?
- Can the retailer provide you with training in using the equipment?

Reliability

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

Equipment enables you to gain support to remain living independently in your home. Ideas and suggestions for equipment and adaptations can be found on page 23. If you are a tenant and rent your home through a housing association or private landlord, contact your landlord for advice when considering adaptations for your home. Agreement must be obtained from your landlord before any work or installations can go ahead.

Local handyman services are available to help install minor adaptations you might need, such as handrails. Referral for this service can be made by yourself, a family member or health professionals via First Point of Contact, and where an assessment has been completed by an Occupational Therapist or Shropshire Council. To access this service, you must reach the threshold outlined in the Care Act 2014. Visit <https://next.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 <https://next.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

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

CareChoices

www.carechoices.co.uk

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

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 22.

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 situation, or they may be seeking guidance for a friend or family member.

If you need advice and information, first visit <https://next.shropshire.gov.uk/adult-social-care> 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. 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 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 <https://next.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 <https://next.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 promptly and effectively. When you reach out for social care support or have concerns about a vulnerable adult, the First Point of Contact is often the first team you'll speak to.

The advisers handling your call will do so with confidence and professionalism. They will offer support and guidance, with sensitivity to information you share, and will guide you

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. →



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

→ There are representatives from all these teams ready to provide advice on complex or urgent issues.

The team also works closely with the Shropshire Council Customer Service Centre to assist with other Council services you might need help 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: **<https://next.shropshire.gov.uk>** (search 'Concerned about someone?').

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 work alongside your workers and others to develop a Support Plan. Your 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 Support Plan will give us an indication of the costs that may be involved in meeting your needs. At this early stage, this is your 'proposed Personal Budget'.

Your Support Plan and proposed Personal Budget will need to be formally approved and signed by the Council and yourself before any formal arrangements are made.

Your assessment will have identified which of your needs are deemed as eligible and must be included in your 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 is needed and any applicable costs. Where your needs are being met by a direct payment, the plan should outline the amount and frequency of payments.

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

For more information, visit **<https://next.shropshire.gov.uk>** (search 'Planning your support').

Support options

Shropshire Council encourages residents to live safely and independently within their community. This is partly made possible by exciting new technologies, such as Assistive Technology and Telecare (see page 23).

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 help you to get out and about; having equipment at home to keep you safe; or having more hands-on support such as a care worker to assist you with day-to-day tasks.

Given the choice, many people prefer to remain living in their own homes, surrounded by their possessions and near to 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, 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 their care workers are compliant with 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 58. The checklist on page 36 should help when discussing your requirements with home care agencies.

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.

Shared Lives offers individuals who need care and support the chance to live with greater independence within their community. Through the Shared Lives scheme, individuals requiring support are matched with approved carers who welcome them into their family and social circles. Depending on individual needs, you can stay full-time with the Shared Lives carer, make regular daytime visits or combine these with occasional overnight stays. See page 34 for more information.

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.

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 53 for more on paying for care.

When you visit a care home, take along the checklist on page 67 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 £254.06 per week, though this figure may change during the lifetime of this Support Finder.



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



Joint Training



Joint Training delivers a wide range of adult health and social care training. This is delivered 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:

- Autism.

- Crisis Prevention Institute (CPI) Safety Intervention Training.
- 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 dedicated to seamlessly integrating health, social care, therapy, and voluntary and community sector (VCS) services. It embraces a 'home first' approach to ensure that adults return home with the proper services in place and offers person-centred and strengths-based philosophy to help improve the lives of adults accessing the service.

The ICS offers reablement care to help individuals regain their independence. This is a short-term service, lasting up to six weeks. Reablement is arranged by the hospital's Care Transfer team; composed of clinical staff, therapists, discharge nurses and social care personnel. The team aims to support patients by creating personalised care plans to ensure a safe discharge. The team works with external agencies to plan reablement care from hospital to home.

Additional Support can be arranged for individuals with higher levels of need, such as bed-based hospital discharges. If care is required upon discharge, the ICS team will review your social care needs with the aim of supporting you to return home wherever possible. If long-term care is required, the ICS team will refer

you to other social care teams.

Where required support can be provided to avoid hospitalisation through referrals from hospital emergency departments.

In the case of a planned hospital stay, it is your responsibility to let your care team know in plenty of time so they can suspend services until you return home. If you will be hospitalised for more than four weeks you must also let the Council and Department for Work and Pensions know.

Visit **<https://next.shropshire.gov.uk>** (search 'Leaving hospital') for more information. For information about how benefits may be affected while in hospital, search 'Money matters'.

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**



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.

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 Council website; visit **<https://next.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 54) you may consider having a PA, which can be discussed with your social care worker. You will be provided with the necessary information and support you need to be a good employer. If you would rather, you could instead use the services of a self-employed PA. For more information about PAs, visit **<https://next.shropshire.gov.uk>** (search 'Personal assistants').

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 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 who 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 **<https://next.shropshire.gov.uk>** (search 'Direct Payments').

Find out more about becoming a PA and joining a local PA register at

<https://shropshire.panoticeboard.org.uk>



Search for care in your area

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

 CareChoices

www.carechoices.co.uk



Shared Lives

In Shropshire, the Shared Lives scheme can support adults aged 18 and over with various care and support needs, including learning disabilities, mental health challenges, autism, dementia and/or older age, and young people in transition to adulthood.

The service also provides a safety net for people recently discharged from hospital due to mental health difficulties, offering interim placements with the aim of preventing readmission and making a smooth transition back to their individual lives.

For young adult care leavers, Shared Lives offers live-in or short-break arrangements. This creates a practical setting where vital daily living skills can be learned, helping to build confidence and prepare young adults for independent living.

The scheme can also provide short respite breaks.

This offers individuals and their carers a flexible arrangement that can help plan for the long-term needs of those cared for whilst offering the carer a chance to have a break from their caring role.

Each Shared Lives carer is carefully selected and trained by Shropshire Shared Lives to ensure that every placement is personalised and rewarding for all involved. Carers open their homes and hearts to create a warm and welcoming environment. In such a setting, both the Shared Lives carer and cared for individual have the chance to grow and develop their independence.

Tel: **01743 253448**

Email:

shropshiresharedlives@shropshire.gov.uk

Web:

<https://next.shropshire.gov.uk/shared-lives>



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, 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 unable 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 help link you 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 <https://next.shropshire.gov.uk> (search 'End of life care').



Search for care in your area

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

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- Search by location and care need
- Information on care quality
- Links to inspection reports
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Scan to search now

Agency 1

Agency 2

Agency 3

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

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

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency's CQC registration certificate and quality rating?

Notes

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*See page 58.

Anne

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Active Care In The Home – North – Complex Care

Wolverhampton
Tel: 07876 896411

OP D PD LDA 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

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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

Apollo Home Healthcare Ltd – West Midlands

Wolverhampton
Tel: 01902 841658

OP D PD LDA MH SI YA AD

Approved Care and Support Ltd (Oswestry)

Oswestry
Tel: 01691 655999 PiC

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ARMS Care Solutions Ltd

Shifnal
Tel: 07903 747617

OP PD SI YA

AStar Homecare Services Ltd

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Bridgnorth
Tel: 01746 762559 PiC

OP D PD SI

Brookland House

Shrewsbury
Tel: 01939 211774

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Tel: 01743 460957

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Care at Home (Shropshire) Ltd

Ludlow
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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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in 2024

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- Bridging care whilst long-term plans are underway.
- Palliative and end of life care.
- Respite care at home.
- Emergency and short-term support in a crisis (organised and paid for by the local authority or available privately).
- Short-term re-enablement support, which could include post-discharge care (organised and paid for by the local authority or available privately).
- Short-term care during post-operative recovery.



enquiries@cskhomecare.co.uk

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- ▶ Specialist Children's Care

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Pearl Care Professionals

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Shrewsbury
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Shrewsbury
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Quality Community Care Ltd

Ludlow
Tel: 01584 318861 PiC OP D PD YA

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Tel: 01902 376904 PiC OP D PD MH SI YA

Radfield Home Care Ltd – Shrewsbury

Shrewsbury
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Advert pages 38 & 44



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headwayshropshire.org.uk

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The Brain Injury Specialists



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Tel: 01743 548550 **PiC OP D PD SI YA**

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Shrewsbury
Tel: 01743 464458 **PiC OP D PD LDA MH SI YA AD**

Rel-Assist Plus Ltd

Shrewsbury
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Church Stretton
Tel: 0800 001 6824 **PiC OP D**

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Ludlow
Tel: 01584 700204 **D PD SI**

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Shrewsbury
Tel: 01939 291434 **PiC OP D PD LDA MH SI YA AD**

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Ludlow
Tel: 01584 565118 **PiC OP D PD YA**

Veraty Care Solutions Ltd

Shrewsbury
Tel: 01743 231222 **PiC OP D PD LDA MH SI YA**

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Willow Home Care Ltd

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Wishing Well Home Care

Shrewsbury
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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
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YourLife (Shrewsbury)

Shrewsbury
Tel: 01743 366162 **OP D PD SI YA**



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- Companion calls

FOR FURTHER ADVICE CONTACT
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enquiries@severnvalleyhomecare.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:

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



For more information, please contact a member of our team:
01299 861576 • 07535 251051 • snowdrophomecareltd@gmail.com

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 by contacting First Point of Contact on **0345 678 9044**.

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

If you require services, they are always designed around you to reflect your needs and that of your family or carer, whom 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 <https://next.shropshire.gov.uk> (search 'Independent and supported living'). For information about specialist care and support, visit <https://next.shropshire.gov.uk> (search 'Schemes and teams').

Useful contacts

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>

Universal Autism Support Service

Kids' Universal Autism Support Service provides support for children with autism and their families.

Tel: **01743 644506**

Email: kids.shropshire@kids.org.uk

Web: www.kids.org.uk/services/shropshire-universal-autism-support-service

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 to 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.
- Making devices accessible.
- Where to access support.

Specialist equipment for hearing loss

Specialist staff can demonstrate and/or 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 own or someone else's drug or alcohol use, contact the Shropshire Recovery Partnership (SRP). The SRP, delivered by WithYou, provides free and confidential services, without judgement, to adults and young people facing challenges with drugs and alcohol.

The service will work with you to help you manage, reduce or stop your drug (including prescription drugs) or alcohol use.

For more information or to make a referral, call **01743 294700** or visit **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 on page 48.

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 30. If this is needed, the Council will help you develop a support plan, as described on page 30. →



→ 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: ceo@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 (select 'Shropshire, Telford and Wrekin 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 'Download 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, as prior to a diagnosis a GP referral is required as Dementia Screening bloods are needed.

If, following the assessment, you are diagnosed with a form of dementia, the Dementia assessment and support 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.

Depending on the form of Dementia, medication may be discussed as an option that might support with managing the condition; for some this may not be appropriate. However, introducing some lifestyle changes, such as eating well, exercising and meeting with others as stimulation could help to delay the progression of symptoms and enable you to live more independently within your 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 23). There may come a time when you, your family or carer need urgent support or assistance. If this happens, contact the Dementia Assessment and Support service or the First Point of Contact on **0345 678 9044**.

Useful local contacts

Mental Health Community Service (including Dementia)

Tel: **0808 196 4501**

Email: access.shropshire@mpft.nhs.uk

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

Admiral Nurses – Single Point of Referral

Provides support to individuals caring for those with dementia.

Tel: **0333 358 4584**

Web:

www.shropscommunityhealth.nhs.uk/dementia

Dementia support in the community



There is a range of services 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**

Alzheimer's Society's National Dementia Friends Initiative aims to increase people's understanding of dementia and how they can 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, visit

www.shropshiretelfordandwrekin.nhs.uk (search 'Dementia'). To find out what is available in your community, visit

https://directory.shropshire.gov.uk



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| £ | |

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 67. 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 58.

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 care for.

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, a care home or another part of the country.

Carers have the right to a carers' assessment

and to information and advice to help you in your caring role.



The carers' assessment gives you the opportunity to talk with someone about how caring affects your life and what support might help you. The assessment is not a test or judgement on how well you care – it is about making sure you get the help you need to stay well and supported in your caring role.

To find out more about carers' assessments and the support available, visit

<https://next.shropshire.gov.uk> (search 'Carers' assessment').

It is important for carers to look after their own health and wellbeing. There are lots of organisations that can help you stay well, active and independent.

It is also a good idea to have regular health check-ups and make time for yourself whenever possible.

To find out what support is available locally, or ask for a carers' assessment, call First Point of Contact on **0345 678 9044** or visit **<https://next.shropshire.gov.uk>** (search 'Shropshire Carers').

Shropshire Carers



Shropshire Council has a dedicated service for carers offering support, advice, and information to help you live well while caring for someone. The

service offers:

- One-to-one support.
- Personalised advice and information.
- Support Line offering information and advice (contact information on page 52).
- Help finding specialist support, such as benefits advice or advocacy services.
- Regular check-ins to see how you're doing and offer support.
- Planning ahead to make sure you get the right information at the right time.
- Carer support groups (in-person and online).
- Events and activities.
- Carers Register that supplies important updates quickly.
- Carer ID Card and Emergency/Contingency Plan.
- Hospital Carer Support – Supports carers while the person they care for is hospitalised. Includes discharge planning, information sharing, liaison with ward staff, therapists or social work teams, referrals to the Carer Support Team, signposting and emotional support. →

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

→ You can refer yourself to the service, or a professional (like a GP or support worker) can refer you. The service is free for all eligible carers in Shropshire.

Shropshire Carers

Tel: **01743 341995** (Monday and Wednesday to Friday, 9.00am to 5.00pm; and Tuesday, 9.00am to 7.30pm).

Email: shropshire.carers@shropshire.gov.uk

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



Young carers

The Young Carers Service works with children and young people aged five to 17 who help look after or care for a family member. The service provides 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 Shropshire.

Parental or guardian consent is needed.

Young carers Service

Tel: **0345 678 9021**

Email: youngcarers@shropshire.gov.uk

Web: <https://next.shropshire.gov.uk> (search 'Young carers').

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



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

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

Got a question? We're here to help!

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@wearemfon @My-Family-Our-Needs

www.myfamilyourneeds.co.uk
hello@myfamilyourneeds.co.uk

Money matters

By contacting the First Point of Contact, you can discuss any care needs and establish whether you need 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 54, 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 <https://next.shropshire.gov.uk> (search 'Having a financial assessment').

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

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 their care costs.

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 55.

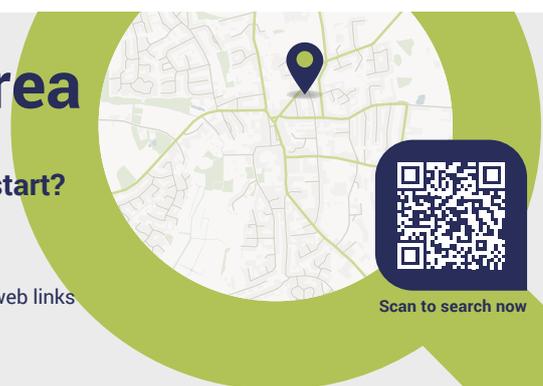
For more information about paying for care, visit <https://next.shropshire.gov.uk> (search 'Money matters').



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



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 during the day and night. For further information, visit

www.gov.uk/attendance-allowance



supervision needed, not whether it is needed at night or day. A person claiming it would normally have to attend a face-to-face assessment conducted on behalf of the Department for Work and Pensions.

NHS Funded Nursing Care

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested NHS Funded Nursing Care Contribution towards the cost of your nursing care. Funding is paid directly to the care home. For more information, see page 31.

Personal Independence Payments

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

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 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 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 33).

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> (search 'Direct payments'), 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 your care costs, 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 control 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 less 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 <https://next.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 you are a self-funder, the Council will help you access the information and advice you need. For more information about how the Council can help; visit <https://next.shropshire.gov.uk> (search 'Paying for your own care'). 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

The Council 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. This is free of charge.

If you live in your own home and are not entitled to financial support from the Council but have eligible care needs, you can ask us 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 the Council enters into a contract with a care provider on your behalf, there is a weekly fee to cover our costs of making payments to the care provider and sending you invoices for care charges. These are in addition to your care charges.

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 start 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. 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 required top-up. 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 on page 55, will have expired.



Co-Production

Do you want to help change what happens in social care at Shropshire Council? Then please consider becoming a part of Co-Production.

What is Co-Production?

Co-Production is an opportunity for people with lived experience to influence service design and development, and help achieve the best outcomes for individuals, communities and the Council. It allows those accessing social care services to voice how they're supported to live their lives and how services should be planned and delivered in a way that works for them. People with lived experience work with the Council to co-produce support plans and services that can make a positive difference to individuals and local communities, enabling Shropshire Council to work in an effective and efficient way.

How to get involved?

If you have experience of Shropshire Council social care, either as someone who receives social care or as an individual caring for someone who does, we would love to hear from you.

We want to encourage good conversations that involve local people who use services, carers, advocates, community groups, social work staff, senior officers and councillors from Shropshire Council which will help people live their best life.

We are always on the lookout for people who have relevant lived experience of social care to come and help us in this. If you are interested in being involved or want more information about Co-Production with Shropshire, email the team at **co-production@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/give-feedback-on-care

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.
- Leadership.

For more information, visit www.cqc.org.uk/guidance-regulation/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: <https://next.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 61 for contact details.

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



Shropshire Choices



Offers information and advice about Adult Social Care 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.

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: <https://next.shropshire.gov.uk/adult-social-care>

Shropshire Together community and family directory



A service provided by Shropshire Council to help residents

and communities in Shropshire by providing

information on a wide range of publicly available services and organisations.

Visit <https://directory.shropshire.gov.uk>

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Support Finder, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be

sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and quality of care rating (see page 58). 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 22.

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 for people with learning disabilities.

Tel: **01743 363399**

Email: takingpart@takingpart.co.uk

Web: www.takingpart.co.uk

Age UK Shropshire Telford & Wrekin

More information about this service is on page 11.

Web: www.ageuk.org.uk/shropshireandtelford

Advocacy

Tel: **01743 357748**

Benefits advice

Tel: **01743 233123**

General enquiries

Tel: **01743 233123**

Email: enquiries@ageukstw.org.uk

Help at Home

Tel: **01743 233788**

Email: enquiries@ageukstw.org.uk

Home from Hospital

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 49.

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) or

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, Monday to Friday, 8.00am to 6.00pm).

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 Outreach

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: **https://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**

Marches Energy Advice

A free and impartial energy advice service.
Tel: **0800 112 3743**
Email: **ksw@mea.org.uk**
Web: **https://next.shropshire.gov.uk** (search 'Keep Shropshire warm').

Mayfair Community Centre

Provides services, activities and facilities to enable independence. • Tel: **01694 722077**
Email: **information@mayfaircentre.org.uk**
Web: **www.mayfaircentre.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 13.

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 **https://next.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, contact Medequip to request free collection. Alternatively, you may return it to your local drop-off point; visit the following website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the following website. Open Monday to Friday, 8.00am to 6.00pm.
Tel: **0333 091 7769**
Email: **shropshire@medequip-uk.com**
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: **07749 197854**

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: **safcc@shropshire.gov.uk**

Web: **https://next.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**

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:

https://next.shropshire.gov.uk/customer-services →

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



→ Shropshire Mental Health Support (MHS)

Provides a range of good-quality 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: ceo@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.

Tel: **07398 120311**

Email: enquiries@paccshropshire.org.uk

Web: www.paccshropshire.org.uk

X: <https://x.com/shropspacc>

Facebook: www.facebook.com/ShropsPACC

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-health-wellbeing>

Sight Loss Shropshire

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

Tel: **07778 956096**

Email: admin@sightlossshropshire.org.uk

Web: <https://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 47 for more information.

1A Castle Gates, Shrewsbury SY1 2AQ

Tel: **01743 294700**

Web:

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

SHROPSHIRE CHOICES

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- ✓ 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

Calling all providers!

If you are a provider wanting to add your information to Shropshire's Local Directory, email shropshiredirectory@qube-oca.org.uk



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

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

Got a question? We're here to help!

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Instagram [@wearemfon](https://www.instagram.com/wearemfon) LinkedIn [@My-Family-Our-Needs](https://www.linkedin.com/company/my-family-our-needs)

www.myfamilyourneeds.co.uk

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in Shropshire

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

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01584 519 832

N D R S

Ottley House

Corporation Lane, Coton Hill, Shrewsbury, SY1 2PA

01743 404 431

N D S

Mount House and Severn View

41-43 The Mount, Shrewsbury, SY3 8PP

01743 404 430

N R S

Wheatlands

Southfield Road, Much Wenlock, TF13 6AT

01952 701 337

D R S



N Nursing Care

D Dementia Care

R Residential Care

S Short Breaks

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 58.

Bowens Field

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

LDA YA

Landona House

Love Lane, Wem, Shrewsbury SY4 5QP
Tel: 01939 232620

PiC

OP D

Bradbury Care Centre Ltd

Claypit Street, Whitchurch SY13 1NT
Tel: 01948 662008

PiC

OP D PD

Maer Lane

4 Maer Lane, Market Drayton TF9 3AL
Tel: 01630 698092

PiC

PD LDA

Bradbury Court

1 Bradbury Close, Market Drayton TF9 3FR
Tel: 01630 412490

PiC

PD LDA MH SI YA

Mayfield House

Holyhead Road, Bicton, Shrewsbury SY3 8EQ
Tel: 01743 455075

PiC

LDA

Bradbury Lodge

Claypit Street, Whitchurch SY13 1NT
Tel: 01948 666916

PiC

LDA SI

New Barn, The

Goldstone, Cheswardyne, Market Drayton TF9 2NA
Tel: 01630 661583

PiC

OP D PD LDA MH SI YA

Briery Lodge

Church Road, Baschurch,
Shrewsbury SY4 2EF
Tel: 01939 260150

PiC

PD LDA YA

Old Vicarage, The

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

PiC

OP D PD SI

Roseville House

New Street, Wem, Shrewsbury SY4 5AB
Tel: 01939 235163

PiC

PD LDA YA

Cheswardine Hall Nursing & Residential Home

Chipnall, Market Drayton TF9 2RJ
Tel: 01630 661316

PiC

OP PD

Shropshire Respite Centre

Phoenix House, Tern Hill, Market Drayton TF9 3PX
Tel: 01630 639534

OP D YA

Coach House, The

Church Road, Baschurch, Shrewsbury SY4 2EF
Tel: 01939 260150

PiC

PD LDA YA

Tunstall Hall Care Centre

Newcastle Road, Market Drayton TF9 4AA
Tel: 01630 652774

PiC

OP D

Ellesmere House

Church Hill, Ellesmere SY12 OHB
Tel: 01691 623657

PiC

OP D PD MH YA

Walford Lodge

7 Mill Street, Wem, Shrewsbury SY4 5ED
Tel: 01939 260992

OP PD LDA SI YA

Hengoed Park

Hengoed, Oswestry SY10 7EE
Tel: 01691 650454

PiC

OP D PD MH YA AD

Weston House Residential Home

Green End, Whitchurch SY13 1AJ
Tel: 01948 663052

PiC

OP D YA

High Lea House

Lanforda Rise, Oswestry SY11 1SY
Tel: 01691 654090

PiC

OP

Wheatlands, The

77 The Wheatlands, Baschurch, Shrewsbury SY4 2DW
Tel: 01939 262580

PiC

PD LDA SI YA

Highbury House

36 Aston Road, Wem, Shrewsbury SY4 5BA
Tel: 01939 233304

PiC

PD LDA YA

Windsor House

47 Windsor Road, Oswestry SY11 2UB
Tel: 01691 671353

PiC

PD LDA

Hinstock Manor Residential Home Ltd

Chester Road, Hinstock, Market Drayton TF9 2TE
Tel: 01952 550242

PiC

OP D PD LDA MH SI YA

Woodcroft

Croft Way, Market Drayton TF9 3UB
Tel: 01630 657486

Advert page 7

OP D SI YA

Kynaston Farm

School Road, Ruyton Xi Towns, Shrewsbury SY4 1JT
Tel: 01939 231070

PiC

PD LDA SI YA

Woodland Residential Care Home Ltd

Trefonen Road, Morda,
Oswestry SY10 9NX

Tel: 01691 656963

PiC

Advert page 69

OP D LDA SI

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Advertisers are highlighted

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 Tel: 01630 685813 **PiC**

OP D YA

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 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

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 Tel: 01691 657511 **PiC**

OP

Meadowbrook Care Home

Twmpath Lane, Gobowen, Oswestry SY10 7HD
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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 **OP D YA**

River Meadows Nursing Home

Edgebolton, Shawbury, Shrewsbury SY4 4EL
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Sandstone Brook

Wrexham Road, Whitchurch SY13 1JG
 Tel: 01948 805710 **PiC** **OP D PD SI YA**

Central Shropshire care homes

Abbey Care Direct Ltd

49 Longden Road, Shrewsbury SY3 7HW
 Tel: 01743 233832 **PiC** **OP D PD MH SI YA**

Bowbrook House

Bowbrook, Shrewsbury SY3 5BS
 Tel: 01743 247071 **PiC** **Advert page 70** **OP D**

Barleyfields House

110 Crowmere Road, Monkmoor, Shrewsbury SY2 5JJ
 Tel: 01743 355746 **Advert page 7** **LDA**

Briarfields

Raby Crescent, Belle Vue, Shrewsbury SY3 7JN
 Tel: 01743 353374 **PiC** **Advert page 7** **OP D SI YA**

Blackhurst Care Home

Blackhurst House, The Lawley, Shrewsbury SY5 7QJ
 Tel: 01694 771318 **PiC** **OP LDA MH SI YA**

Church View

Longnor, Shrewsbury SY5 7PP
 Tel: 01743 872250 **PiC** **OP PD LDA SI YA**

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

PiC – Member of Partners in Care – see page 5



Luxury Residential, Dementia & Nursing Care

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E: enquiries@sandstonecare.co.uk

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Cliffdale Rest Home

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Consensus Support Services Ltd – Shrewsbury

24 Main Road, Dorrington, Shrewsbury SY5 7JR
Tel: 01743 719950 **PiC** **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 **OP D PD**

Greenfields

Bings Heath, Astley, Shrewsbury SY4 4BY
Tel: 01743 872250 **PiC** **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

High Ridge, Main Road, Dorrington, Shrewsbury SY5 7JW
Tel: 01743 872250 **PiC** **PD LDA SI YA**

Holy Cross Care Homes Ltd

150 Abbey Foregate, Shrewsbury SY2 6AP
Tel: 01743 343138 **PiC** **OP D**

Ideal Home

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Jubilee Villa Care Home Ltd

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Tel: 01743 583445 **OP D**

Merrington Grange

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

Normanton Retirement Home

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

Railway Cottage

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

Swan Hill House Residential Home

6 Swan Hill, Shrewsbury SY1 1NQ
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Torrin Drive, 38

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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
Tel: 01743 872250 **PiC** **PD LDA SI**

Yockleton Grange Residential Home

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See page 72 for the **Service User Bands** key

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OP D YA

Isle Court Nursing Home

Isle Lane, Bicton,
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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 & Severn View, The

41-43 The Mount,
Shrewsbury SY3 8PP
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OP D PD YA

Ottley House

Corporation Lane, Coton Hill,
Shrewsbury SY1 2PA
Tel: 01743 404 431 **PiC Advert page 66**

OP D PD YA

Oxbow Manor

Oteley Road, Shrewsbury SY2 6QH
Tel: 01743 817657 **PiC**

OP D PD YA

Portland House Nursing Home

25 Belvidere Road, Shrewsbury SY2 5LS
Tel: 01743 235215 **PiC**

OP PD LDA YA

Radbrook Nursing Home

Stanhill Road, Shrewsbury SY3 6AL
Tel: 01743 237800 **PiC**

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

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Tel: 01743 874030 **PiC**

OP D YA

South Shropshire care homes

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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 73**

OP

Glenview

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

LDA

Hendra House Residential Home

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

OP

High Trees Residential Home

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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

Hilton Brook House

Hilton, Bridgnorth WV15 5PE

Tel: 01746 716577 **PiC Advert below**

OP D

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OP D PD

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OP D

Old Rectory Care Home, The

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Wolverhampton WV7 3EP

Tel: 01902 376910 **PiC**

OP D

Onny Cottage

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Tel: 01584 856500 **PiC Advert page 74**

OP PD SI

Pines Residential Home, The

Colebatch, Bishops Castle SY9 5JY

Tel: 01588 638687 **PiC**

OP LDA MH 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 66**

OP D

Woofferton Residential Care Home

Woofferton, Ludlow SY8 4AL

Tel: 01584 711207 **PiC**

OP




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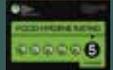
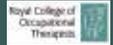


At Onny Cottage, we like to do things a little differently. Unlike the big, corporate care homes, we're a family-run care home with a friendly team of local, familiar faces who are here to stay. You won't find any contract staff here - that means you will always see the same caring people, building real connections and feeling part of our close-knit Onny community.

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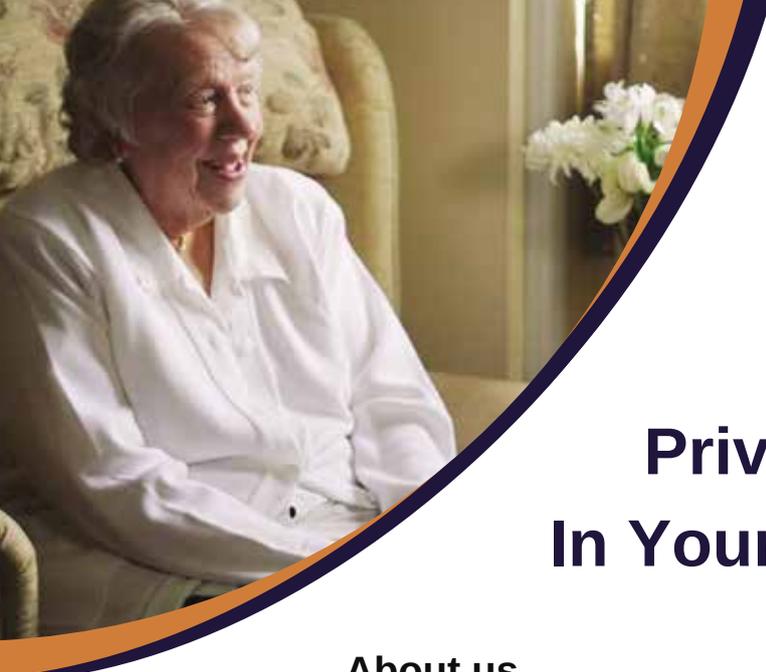
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Social Care is an important reality for many, regardless of age, disability, gender, race, religion or beliefs.

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

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How We Work

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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.

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