

# Your Guide to Later Life in Gloucestershire

2025/26

Information, advice and guidance so  
you can live your best later life

Issue 7



“

I cannot speak **highly**  
enough of Caremark

”

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## Age better with us

As we get older, life can sometimes throw unexpected challenges our way. One moment everything feels steady, and the next we may face worries about our health, finances, or feelings of loneliness. During times like these, it's essential to know where to turn for support.

Age UK Gloucestershire is here for you and by staying in touch with us, you'll receive our **Age Better eBulletin**. Delivered to your inbox monthly, it's packed with inspiring content to help you feel more engaged and informed, plus community news, updates on our services, ways you can get involved and how you can support our work. **Sign up today!**

### You can subscribe in any of the following ways:

- Turn to page 37 and complete the form and return to us
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# Let's **change** how we age



**More people are living longer and at Age UK Gloucestershire we feel this is something to celebrate and enjoy.**

Our later years should be a time of comfort and happiness. Simple steps like nurturing friendships, pursuing interests, staying active and making healthy eating choices can all give us the best chance of enjoying the later life we want. Let's prepare for a future brimming with happiness and wellbeing!



## Top tips to prepare for a happy later life

Help Team members, Sandy, Velda, Giles and Amy have this advice to help you plan for your best later life.

## Stay Social and Active

Contact with other people is so important for our general wellbeing. Try to maintain those friendships and activities, or try new ones.

**Find information about our activities and social groups on page 10-11.**



## Money Matters

Get your finances in order and make sure you are claiming any benefits or grants you may be entitled to. This can help pay for the support you need.

**Our Help Team can check this for you and help you through the application process. See page 6-7**





## Your Home

Will your current arrangements at home suit your needs? Be open to looking at ways you could adjust things, so you can remain independent.

**Our Help Team can tell you what is available and how you can access it. See page 8.**



## Getting Around

Try to maintain your ability to get around by exploring options, especially if you are unable to drive.

**Talk to our Help Team about driving with confidence, Blue Badge applications and community transport. See page 7.**



## Understanding When You Need Help

There may come a time when you need more help. Accepting that support and knowing how to access it, means you will be able to remain safe and independent at home for longer.

**Our Help Team can talk you through care options and how to access them. See page 8.**



## Make Your Wishes Known

Share with your loved ones what you'd like to happen if you were no longer able to make decisions or communicate yourself. It might be uncomfortable to think about, but having a plan can save a lot of future stress. Your wishes are clear and respected.

**Where to start with Power of Attorney, RESPECT forms and more. We explain it all on page 12-13.**



**However carefully you plan, sometimes you might need extra help.** If you need us, our Help Team is here for you and their service is provided free of charge.

**Call: 01452 422660. Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)**

**Visit: [www.ageuk.org.uk/gloucestershire/HelpTeam](http://www.ageuk.org.uk/gloucestershire/HelpTeam)**



## Our Help Team



### The first port of call for all aspects of later life

Our experienced and friendly team is here for you. Our range of support and impartial information can help you lead a safe, comfortable and independent later life. We have a vast range of specialist knowledge and with our guidance, you can make informed choices for you and your loved one, about all aspects of later life.

Here's how our Help Team can support you.

#### Are you concerned about your health and wellbeing?

We can help you to navigate the social care system so you can find the right care path and funding for you.

#### Do you have enough money?

We provide a free benefits check, help support selected applications and advise on steps to get your finances in order.

#### Will your current house meet your needs?

We can advise on housing options, support benefit applications and signpost to relevant organisations.

#### Do you feel Lonely?

We'll tell you about social opportunities and activities near you and transport options to reach them.

#### Are your affairs in order?

We can talk you through all the processes, such as Powers of Attorney, funding care, and we'll signpost you to relevant agencies.



## Signposting

Our Help Team is patient, knowledgeable and experienced. If we don't have the answer, we'll always know someone who can help you and we'll put you in touch with most appropriate organisation for you.

## Benefit Advice and Checks

We want to ensure every older person is receiving the financial support they're entitled to. Every year, thousands of pounds in benefits go unclaimed – money that could help you with essentials, bring peace of mind and support you to be more independent.

If you are entitled to claim, we can help you through the application process. Sometimes claiming one benefit can be a gateway to other entitlements such as a Cold Weather Payment or free NHS dental treatment, so we definitely recommend checking.

Here's some information about a few of the benefits that could be available to you. You can find out more details by getting in touch with our Help Team.



## Attendance Allowance

If you're over State Pension age (66) and struggling with your personal care, you may be entitled to claim. It isn't means-tested and the amount you're awarded is based on your needs.

It's up to you how you spend the money, but many people use it for things to help them remain independent at home.

**99%**

of people who contacted us said our Help Team were **professional**, **friendly** and **helpful**.

## Blue Badge

This allows you to park closer to destinations, reduce parking fees and extend timing restrictions. It makes outings easier and helps you remain more independent and active. You can use your Blue Badge even if someone else is driving.



## Pension Credit

If you're living on a low income and are over State Pension age, you could be awarded this extra money to help cover your costs. Even if you have other income, savings or assets, you could still be entitled to claim.

## Feeling the Benefit

**Rita was awarded the Higher Rate Attendance Allowance of £101 per week, plus a 9 week back dated payment of £915.**

This enabled her to buy a lightweight stroller and employ a gardener to tidy up her overgrown garden. The continuing payments have allowed her to get to her weekly balance exercise class and social group by taxi.

All of this has improved Rita's independence and has been of great benefit to her physical and mental health.

## Our Handy Benefits Check Calculator

If you're online you can check what financial support you may be entitled to by using the Age UK Benefits Check Calculator. In around 10 minutes it will give you an estimated amount you could claim and it's free, safe and secure to use.

Access the Calculator at [ageuk.org.uk/gloucestershire/BenefitsChecks](https://ageuk.org.uk/gloucestershire/BenefitsChecks)



**If you need help make our Help Team your first port of call.**

**Call our Help Team on 01452 422660**

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

Leave us a message, and we'll get back to you during the same hours.

**Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)**

**Visit: [www.ageuk.org.uk/gloucestershire/HelpTeam](https://www.ageuk.org.uk/gloucestershire/HelpTeam)**





## Help Team community drop-ins

**Our Help Team is always here for you, whether it's over the phone or in person.**

Each week, we're out and about across Gloucestershire, offering information, advice and guidance in the community. There's no need to make an appointment, just drop in and we'll be ready to chat with you.

We welcome anyone aged 65 and over, as well as friends and family members to come and meet with us.

**We currently host drop-ins at:**

- Newent
- Mitcheldean
- Cinderford
- Coleford
- Lydney
- Tewkesbury
- Our Information Hub at Gloucestershire Royal Hospital

Our locations may change, and we're always adding more, so please check before coming along.

## Support to stay independent at home

**Part of planning for later life is considering the support you might need to remain safe, comfortable and independent in your own home.**

Our Help Team can provide the advice and support to help you find the solutions which are right for you, from adaptations and extra support at home, through to live-in help.

If you're finding it hard to manage in your own home, you may decide to move to where you can get more support. We can talk to you about all the options available, from sheltered accommodation and assisted living to residential care.

**Our Help Team can signpost you to organisations who can support you.**

Questions often arise around the financial aspects of care. Our Help Team are experts and will guide you through the process of arranging a Care Needs Assessment (by Adult Social Services), discuss when you may need to contribute towards the cost of your care, as well as tell you about other grants and benefits that could be available to you.



For the latest updates, contact our Help Team

**Call: 01452 422660**

**Email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)**

**Visit: [ageuk.org.uk/gloucestershire/communitydropins](https://ageuk.org.uk/gloucestershire/communitydropins)**



# Embrace **Digital** Technology

Technology has become part of everyday life, and you might be surprised how much you're able to do online. If you're not digitally connected you could be missing out. From connecting with friends and family and socialising online, to shopping, banking and accessing services, such as your GP surgery to book appointments and order repeat prescriptions. Even an everyday task like paying to park your car is often handled digitally, so embracing technology will make life easier and simpler.

## A world of entertainment and learning

The internet can be a great source of entertainment too. If you enjoy cooking, you can find recipes or watch step-by-step demonstrations on platforms like YouTube. For gardeners there are tips and guides on how to make the most of your garden. If you're feeling creative, you can master new skills through online lessons about anything from knitting and painting, to learning a new language. The possibilities are endless!

## Our Volunteer Digital Champions

So where to start? Our patient and friendly Digital Champions are here to ensure you embrace all things digital safely and with confidence. Our volunteers will guide you through making the most of your laptop, tablet or smartphone, tailoring their support to your needs. Whatever you'd like to learn, we're here to help you every step of the way.



## Age UK Gloucestershire online community

Our Facebook group is an online community hub where you can make new friends and stay in touch with one another, as well as with Age UK Gloucestershire and some of the individuals and organisations working with us. The group provides a space for members and the organisations we are connected with to share information, stories and suggestions.

The group is private and moderated by Age UK Gloucestershire.

Older people around the county who use Facebook, can request membership by visiting <https://www.facebook.com/groups/gloucestershirespringboard>



To find out how you can get support from our Digital Champions, contact our Help Team

**Call: Help Team on 01452 422660**

**Email: [digital@ageukgloucestershire.org.uk](mailto:digital@ageukgloucestershire.org.uk)**

**Visit: [ageuk.org.uk/gloucestershire/digitalchampions](https://ageuk.org.uk/gloucestershire/digitalchampions)**

# The Social Connection



Having an active social life tends to make us feel happier and socialising is a proven way to increase health and prolong fitness in later life.

**Maintaining a social life, staying active, having a sense of purpose and embracing a positive outlook are all things which contribute to living a fulfilling and happy later life.**

Socially active people tend to handle stress better, which leads to an increase in cardiovascular health, so there are many additional benefits. However, keeping a social circle going later in life can sometimes present challenges. Retirement, bereavement and health issues can reduce social networks and may make us feel less confident about joining in.

Age UK Gloucestershire is here to help you expand your social circle and make those all-important connections that add vibrancy to your life. We can help you find activities, clubs, classes and other ways to socialise in your community, so you can enjoy an active social life and all the benefits it brings to your life. Whether you enjoy structured activities like quizzes and crafts or prefer casual chats over coffee, we can help you find something in your area to get involved with.







## Gentle walking groups

Being active and mobile can really help as we age, so whatever your fitness level there's something for you. Join one of our gentle social walking groups and enjoy the great outdoors at your own pace, in the company of new friends.

We currently run our gentle walking groups in Tewkesbury and Cirencester. Walks are planned around level terrain and accessibility, are about 30 minutes long and generally no further than a mile. There's an opportunity to socialise afterwards with fellow walkers and enjoy light refreshments.

Our monthly Ageing Without Children Group (AWOC) is for people who, either through choice or circumstance, don't have children around to support them. Not everyone who is ageing without children is unhappy or struggling, but it can mean the experience of ageing may be different.

Our AWOC Group get together in Cheltenham every month. Come along where you'll meet people with shared experiences and find out what support we have available.



## Ageing without children social group



To find out how you can expand your social circle contact our Help Team  
Call: 01452 422660

Email: [socialgroups@ageukgloucestershire.org.uk](mailto:socialgroups@ageukgloucestershire.org.uk)

Visit: [ageuk.org.uk/gloucestershire/socialgroups](https://ageuk.org.uk/gloucestershire/socialgroups)

# Practical **Planning** for Later Life

**We all hope our retirement will be a time to relax and enjoy life to the fullest. But what about practical and emotional considerations?**

Planning ahead isn't reserved for a certain age, it's never too early to give consideration to these important things.

Taking proactive steps now eases the path for your loved ones in the future and remember, you can always adjust your plans as life unfolds.

Engaging in these discussions early on is key. Whether it's about your living arrangements, the lifestyle you'd like to lead, or your preferences for care should the time come, conversations with your loved ones ensure that your wishes are heard and respected at every stage of life.

Even sharing your funeral wishes can provide clarity and peace of mind for those closest to you.

Initiating these conversations now ensures your wishes are documented, giving you confidence that should the need arise, those close to you understand your preferences when you might not be able to communicate them yourself.

***Here, we explain some of the steps you could take now.***



## **Lasting Power of Attorney**

Securing a Lasting Power of Attorney (LPA) ensures that, should you become unable to, or choose not to make decisions on your own, a trusted individual can act on your behalf. You choose a person you trust as your attorney and give them the legal authority to make decisions for you.

An LPA covers decisions about your financial affairs, or your healthcare and it's never too early to have an LPA in place. We would recommend you consider setting one up before the need arises as it provides the assurance that, no matter what the future holds, you are protected.

You can contact your solicitor or visit the Government website below. There you'll find the instructions and forms you need to put your Lasting Power of Attorney in place. [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)

## **Did You Know?**

If you're married or in a civil partnership, it might come as a surprise that your spouse doesn't automatically gain the authority to handle your bank accounts, pensions, or make healthcare decisions on your behalf if you become unable to do so. The simple truth is, without an LPA, that authority won't be granted.





## ReSPECT Forms

Consider what you'd like to happen if you became seriously ill. It's important that medical professionals know how you want to be treated. If you have given your family Lasting Power of Attorney, they are often asked to make decisions on your behalf at what is already a very stressful time. It's important to note though, that having a ReSPECT form in place certainly doesn't mean it will prevent you from receiving treatment.

You can discuss your preferences and complete your form with your healthcare professional now. Everything is noted down, so in an emergency, people can act quickly and in line with your wishes.

## Your Important Documents

Gather your key documents together and keep them in a safe place. Share this location with someone you trust, such as a family member or the executor of your Will. This makes things simpler for them when it matters most.

## Your Online Accounts

It's worth thinking about what will happen to your digital accounts and profiles if you were no longer able to access them, or you pass away. Planning ahead can ensure your digital life is in good hands. The Law Society recommends creating a log of all your online accounts and leaving clear instructions about what you would like to happen to each one. You may want your social media accounts de-activated or have someone close to you retrieve photographs for instance. Don't forget about documents such as insurance or pension details stored online. Make sure someone you trust can access them if needed. Setting up joint email accounts can be a good way to share this important information.

**For more helpful information, visit:**  
**[www.digitallegacyassociation.org](http://www.digitallegacyassociation.org)**

## More Advice and Guidance

Age UK offers a helpful booklet packed with tips on approaching discussions about crucial matters like finances, housing arrangements, remaining in your own home, medical treatments, end of life care, funerals and even plans for your pets.

**For a copy of our booklet and to discuss where to start with putting your plans in place, call our Help Team on 01452 422660 or email: [helpteam@ageukgloucestershire.org.uk](mailto:helpteam@ageukgloucestershire.org.uk)**

## Wills and Estate Planning

Making a Will is important because it's the only way to make sure your estate goes to the people and the causes you choose, and without a Will, your estate might be distributed in a way that you wouldn't want. While it can seem daunting, the process can actually be quite simple.

We have partnered with local legal experts Davies & Partners Solicitors who are able to provide advice and guidance on writing or updating your Will and arranging Powers of Attorney. They are extremely friendly and experienced in supporting older people. The team's qualifications include STEP membership & accreditation from the Association of Lifetime Lawyers.

You will receive 10% off Davies & Partners fees by simply mentioning Age UK Gloucestershire when arranging your appointment. The team are also located regionally and are able to make home visits for an additional fee.

**To make an appointment call 01452 612345 or visit [www.daviesandpartners.com](http://www.daviesandpartners.com)**

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Partners**  
**SOLICITORS**

# Discover the Joy and Value of Volunteering

**Volunteering is a powerful way to make a positive impact while enriching your own life.**

**It provides an opportunity to give back to your community, support the causes you care about and make meaningful connections with others.**

You can volunteer through formal or informal routes, do it full time or give a few hours on an ad hoc basis. From writing to a friend or helping with events or admin, to connecting with a local group, there are lots of ways to get involved.

## 10 Great Reasons to Volunteer

- Helping other people is a great way to feel positive about life
- Learn a new skill
- Meet new people and make new friends
- Share your skills and experience
- Gain experience/boost your CV
- Surprise yourself!
- Improve your mental and physical wellbeing
- Push yourself outside your comfort zone
- Give back to your local community
- Be part of a fantastic community and support a cause your care about



### Our Information Hub volunteer Angela told us:

*"I enjoy the opportunity to meet and chat to people and love the fact that I am helping others. I'm able to share the benefits of my own experiences and signpost clients to Age UK Gloucestershire's services. I've made new friends with other members of the volunteering team and have enjoyed training with Age UK Gloucestershire colleagues. It's really made a difference to my life."*

With Age UK Gloucestershire, your life experiences, work skills, talents and abilities can help local older people enjoy later life and we have several ways you share your time and talent.



To find out more call: 01452 422660  
Email: [volunteering@ageukgloucestershire.org.uk](mailto:volunteering@ageukgloucestershire.org.uk)  
Visit: [ageuk.org.uk/gloucestershire/volunteering](http://ageuk.org.uk/gloucestershire/volunteering)



# Re-define **growing older**

Our aim is for everyone to share our positive view of growing older



**Our aim is for everyone to share our positive view of growing older**

**Why?** Because negative attitudes towards age and ageing can have a detrimental impact on the health and wellbeing of older people. When society views ageing as a decline, it can create a belief that this is inevitable, creating a self-fulfilling prophecy. This mindset can stop people taking steps to stay active, socially connected and maintain a positive outlook.

Unfortunately, older people are often portrayed as dependent with a focus on the things they can't do. The truth is many older people report that illness doesn't limit their lifestyle at all.

At Age UK Gloucestershire, we see this as a powerful reason to champion positive ageing. A key part of our mission is to shift attitudes and improve the experiences of older people. We do this through our narrative, raising the voice of older people throughout our county.

People who hold positive attitudes towards their own age live on average 7.6 years longer than those with a more negative perspective! \*

We asked some local older people share their feelings about ageing, and they told us:



"It brings experience, confidence and compassion" (age 78)

"I have time for new challenges and experiences" (age 74)



"I've been there and done that but I'm still contributing and enjoying life." (age 91)

"I am wiser and not afraid to speak up for myself." (age 94).



\*LEVY,B.,SLADE,M.,KUNKEL,S. & KASL, S.V. 2002. Longevity Increased by Positive Self-Perceptions of Ageing. Journal of Personality and Social Psychology, 83,261-270.

# Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

## The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs.

Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

## How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support.

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent.

This should include identifying the local support and resources already available, and helping people to access them.

## They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

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**0800 138 7777**



**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**



### Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs.

This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

### Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).

These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need.

Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.



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There are several factors to consider when planning social care.

### These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and

find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors.

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

### Independent advice on planning your care

If you are making plans for your future care - at whatever stage - it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

# ALLEN & SON

## FUNERAL DIRECTORS



An independent, family-owned and run company, serving The Cotswolds area since 1928.

A funeral plan is an easy way to arrange the funeral you want in advance.

Everyone has different needs when it comes to funeral planning, so we make sure the plans we offer are as flexible as possible. When you get in touch, we'll be happy to discuss your funeral requirements and tailor a plan to suit you.

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# Are you a Carer?

## Carers' assessments

### What to do when you first become a carer

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council. This support could include being offered money to pay for things that make caring easier. Or the local council might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

The Care Act 2014 makes carer's assessments more widely available to people in caring roles.

Local councils now have a legal duty to assess any carer who requests one or who appears to need support. If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the

assessment will work. A carer's assessment is a discussion between you and a trained person either from the council or another organisation that the council works. The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day.

It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially. The assessment could be done face-to-face, over the telephone or online.

The council will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to.

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## Eligibility for care and support services

A carer's assessment looks at the different ways caring affects your life, and works out how you can carry on doing the things that are important to you and your family. It covers your caring role, your feelings about caring, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships.

Your physical, mental and emotional wellbeing should be at the heart of this assessment. This means that you can tell the council how caring for someone is affecting your life and what you want to be able to do in your day-to-day life.

When the assessment is complete, the local council will decide whether your needs are "eligible" for support from them. After the assessment, your council will write to you about their decision and give you reasons to explain what they have decided.

If you have eligible needs, your council will contact you to discuss what help might be available. This will be based on the information you gave them during your assessment.

If you do not have needs that are eligible, your council will give you information and advice, including what local care and support is available. This could include, for example, help from local voluntary organisations.

## Before your carer's assessment

If you have arranged to have a carer's assessment of your needs, give yourself plenty of time to think about your role as a carer and note your thoughts down. You might consider:

- whether you want to continue being a carer
- if you were prepared to continue, what changes would make your life easier
- if there is any risk that you will not be able to continue as a carer without support
- whether you have any physical or mental health problems, including stress or depression, which make your role as a carer more difficult
- whether being a carer affects your relationships with other people, including family and friends
- if you are in paid work, whether being a carer causes problems at your work (such as often being late)

- if you like more time to yourself so that you can have a rest or enjoy some leisure activity
- if you like to do some training, voluntary work or paid work

## Your decision to be a carer

When your carer's assessment is done, no assumptions should be made about your willingness to be a carer. This can be a very sensitive area, because many of us feel that we have a duty to those we care for.

We sometimes rule out other options because we feel we have no choice. You have the right to choose:

- whether to be a carer at all
- how much care you are willing to provide
- the type of care you are willing to provide

There may be some parts of the role that you find more difficult than others.

Take a step back and think about your role as a carer. This can be useful in the discussion you have during a carer's assessment. You may wish to ask in advance for the assessment to happen in private, so that you can speak freely.

It is vital that it considers whether the role of a carer is affecting your health or safety.

Carers sometimes take on physical tasks, such as lifting and carrying, which can cause long-term health problems. Others can find that the stress of the role can lead to depression or other mental health problems. In some cases, safety can be an issue; for instance, because of the behaviour of the person they look after.

During your assessment, explain any mental or physical health problems you are experiencing. Social services will consider all aspects of your health and safety, including caring tasks that might put your health or wellbeing at risk.

Some of the things you might need help with include:

- support to ensure you're able to attend any medical appointments
- support if you need to go into hospital for an operation (including recovery after surgery) that you might have been putting off because of your caring commitment.
- training for you, such as safely lifting

A carer's assessment should also look at your own interests and commitments to see if and



how they are disrupted by your role as a carer.

If they are disrupted, a social worker could discuss with you whether some support could improve matters for you.

The assessment should look at:

- marriage or other such relationships
- friendships and community role
- paid employment or voluntary work
- interests, sport, leisure and hobbies
- time for yourself

One of the most important parts of your carer's assessment will be a discussion about your wishes concerning paid work, training or leisure activities.

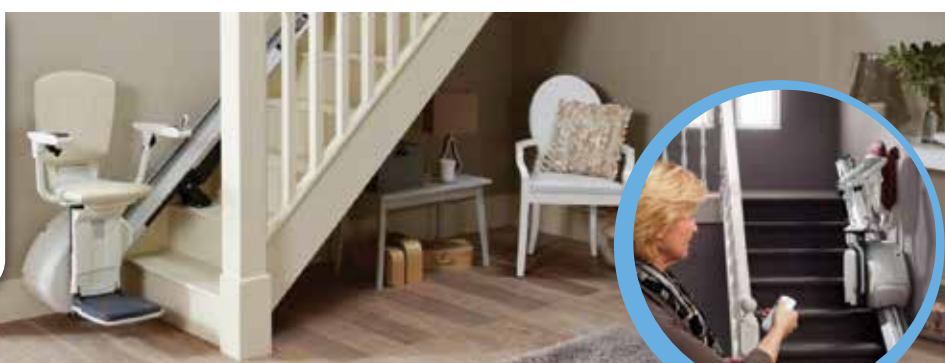
The local council must consider the support you may need if you want to stay in your paid job or return to paid work. They must also consider the support you may need if you want to continue or start studying or training.

### During and after a carer's assessment

If you are looking after someone, the local council will consider a broad range of issues that can affect your ability to provide care as part of their assessment of your needs. When assessing your needs, social services must consider whether your role as a carer is sustainable.

The assessment is about your needs and therefore you should:

- have a reasonably detailed discussion about all the matters relevant to you
- have the assessment in private if you want to, at a convenient time and place for you
- get relevant information, including about welfare benefits you could claim and details of other services
- have a chance to identify the outcomes that you want; any services should be appropriate for you and meet your needs
- be given flexibility and innovation in identifying services that may meet your needs



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- have an opportunity to give feedback about the assessment
- be told about any charges before services are arranged

### Support planning for carers

After your assessment, you and the local council will agree a support plan, which sets out how your needs will be met.

This might include help with housework, buying a laptop to keep in touch with family and friends, or becoming a member of a gym so you can look after their own health.

It may be that the best way to meet a carer's needs is to provide care and support directly to the person that they care for, for example, by providing replacement care to allow the carer to take a break. It is possible to do this as long as the person needing care agrees.

Your support plan should consider whether your situation is likely to change, but you may want to contact social services and ask them to reassess you if this happens.

### Carer's assessments and hospital discharge

You might have a carer's assessment or a review of your support plan if the person you care for has been in hospital and is being discharged.

### Carer's assessments and NHS continuing care

As well as care and support organised by the council, some people are also eligible to receive help from the NHS. This help may be a nursing service for people who are ill or recovering at home after leaving hospital. It could include things like changing the dressings on wounds or giving medication.

If you are eligible for this kind of help, a health professional such as your GP or community nurse should be able to tell you.

In exceptional circumstances, where an adult has a complex medical condition and substantial ongoing care needs, the NHS provides a service called NHS continuing healthcare. NHS continuing healthcare provides care and support in a person's home, care home or hospice.



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[www.winchcombedaycentre.co.uk](http://www.winchcombedaycentre.co.uk)





# Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.



## Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs. To contact social services, go to GOV. UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.



We are the independent regulator of health and social care services in England.

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

[www.cqc.org.uk](http://www.cqc.org.uk)

**HOME CARE AGENCIES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
GL1 1DL	Multilink Care Management	Southgate Street	Gloucester	01452 930291
GL1 1PX	Direct Source Healthcare	Eastgate Street	Gloucester	07940 252861
GL1 1PX	Newcross Healthcare Solutions	Eastgate Street	Gloucester	03300 545592
GL1 1UB	Karva Care Services	Southgate House	Gloucester	07963 516914
GL1 1UN	Arriva Care Services	29 Brunswick Square	Gloucester	01452 501552
GL1 2EP	Comfort Call	Gloucester Docks	Gloucester	01242 574594
GL1 2HT	T2Z Care Services	45-47 Longsmith Street	Gloucester	07498 987626
GL1 2RU	Bluebird Care	The Island	Gloucester	01452 414952
GL1 3AJ	Afya Care	31 Worcester Street	Gloucester	01452 930355
GL1 3AJ	Option Care	31 Worcester Street	Gloucester	07789 475993
GL1 3AJ	State Care Solutions	31 Worcester Street	Gloucester	01452 699670
GL1 3EJ	Raystra Healthcare	1 Alvin Street	Gloucester	01452 238262
GL1 3NU	Lean On Me Care Services	40 London Road	Gloucester	07958 649933
GL1 4SY	Care at Home	113 High Street	Gloucester	01452 300025
GL2 2AB	Care 1st Homecare	Telford Way	Gloucester	01452 642452
GL2 2AT	Vintage Revelations	Waterwells Drive	Gloucester	01452 947520
GL2 2AT	First4Homecare Ltd	Waterwells Drive	Gloucester	01452 346905
GL2 4AL	Acorn to Oak Homecare	Olympus Park	Gloucester	01452 345134
GL2 4NZ	Crossroads Care	10 Sabre Close	Gloucester	01452 302542
GL2 4WL	Severn Sunrise Homecare	52 Curtis Hayward Drive	Gloucester	01452 904009
GL2 5DR	Elite Home Care	34 Kaskelot Way	Gloucester	08448 001130
GL2 5FD	Nightingales Home Care	Spinnaker Road	Gloucester	01452 310314
GL2 5QY	Care-Nursing Alliance	High Orchard Street	Gloucester	01452 508299
GL2 5RG	Prosperity Care	Merchants Road	Gloucester	01242 906569
GL2 8DN	Black & White Group	Newent Road	Gloucester	01452 226136
GL2 8EY	Flexicare Home	Maisemore	Gloucester	01452 306296
GL2 8EY	Radis Community Care	Maisemore	Gloucester	01452 305628
GL2 9QL	Alina Homecare	Staverton	Gloucester	01242 903713
GL3 1DL	Broomfield Care	Innsworth Lane	Gloucester	01452 730888
GL4 3GG	Helping Hands	Barnett Way	Gloucester	01452 226024
GL4 3HX	Rehoboth Health & Home Care	Corinium Avenue	Gloucester	07427 333614
GL4 3HX	Home Instead	Corinium Avenue	Gloucester	01452 341975
GL4 3HX	Nash Alliance	Corinium Avenue	Gloucester	01452 346576
GL4 3HX	Gloucester Homecare	Corinium Avenue	Gloucester	01452 549495
GL4 3HX	Your Lifestyle	Corinium Avenue	Gloucester	01452 729757
GL5 1QJ	Penna Homecare	Slad Road	Stroud	01453 756227
GL5 2HL	Bluebird Care	3B Nelson Street	Stroud	01453 757937
GL5 2JT	Helping Hands	13 Union Street	Stroud	07772 880205
GL5 4EX	Gannicox CIC Domiciliary Care	59 Cainscross Road	Stroud	07979 935359
GL6 0AG	Trinity Homecare	George Street	Stroud	01453 839290
GL6 9EY	Horsfall House Homecare	Windmill Road	Stroud	01453 886381
GL7 1QD	Helping Hands	31 Castle Street	Cirencester	01285 708223
GL7 1YD	Careful Care Limited	82C Chesterton Lane	Cirencester	01285 640420
GL7 3AD	The Care Net	5 High Street	Lechlade	01367 705081
GL7 6JJ	Principles Recruitment Care Agency	Tetbury Road	Cirencester	07475 470044
GL8 8JG	Prestige Nursing	Church Street	Tetbury	01666 503020
GL12 7BX	TLC Support Services	43 Long Street	Wotton-under-Edge	01453 844080
GL13 9BE	Excellence in Care	19 Canonbury Street	Berkeley	01453 511991
GL14 2AB	Crossroads Care	Belle Vue Road	Cinderford	01594 823414
GL14 2SE	Caremark	15 High Street	Cinderford	01432 367672



# Care in your own home



## ABOUT US

Vintage Revelations Limited is a successful provider of high-quality domiciliary care in Gloucestershire, also providing domestic assistance along with staff supply and management support to other providers.



At Vintage Revelations Limited, our mission is to enhance the quality of life for our clients by providing compassionate and personalised home care services.

**CHRISTINA ROGERS**  
CEO



## SERVICES



### HOME CARE

Our care plans are designed with the individual at the heart of them, meaning a truly person centred approach is delivered by our health and social care practitioners and care teams.



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We have a dedicated team of domestic assistants able to support you to stay on top of the housework.



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## GET IN TOUCH

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E : enquiries@vintagerevelations.co.uk

Kestrel Court, Waterwells Drive,  
Quedgeley, Gloucester, GL2 2AT

### Independent homecare agencies

If you use an independent homecare agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account.

Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping.

The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.



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**Head office:** Suite 110-111, 49 Calthorpe Rd., Birmingham B15 1TH



## Staffing Plus Ltd.

Health and Social Care

### CARE AT HOME SERVICES

For further information please contact us on the following:

**M: 07837 394387 (Dinah)**

**M: 07395 797925 (Helen)**

**M: 07469 953403 (Lee)**

**E: [recruitment@staffingplus.co.uk](mailto:recruitment@staffingplus.co.uk)**



The care which Staffing Plus offers ranges from someone just popping in to check on Mum to complete live in care. Their support is tailor made to suit the needs of the client.

The dedicated, compassionate and experienced staff team have given us peace of mind as a family.





### What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

### Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

### Homecare from charities

Charities such as Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

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**Get in touch to find out more.** We are always happy to have a no-obligation chat to understand how we can support you or your family member to continue living safely and independently at home.

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Your Home - Our Care

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

### Hiring a personal assistant (P.A.)

You can hire a "personal assistant" to act as a homecare worker for you. Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

### Safeguarding vulnerable groups

The Disclosure and Barring Service (DBS) makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children.

It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.

This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS.

The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

### Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.



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#### Live-In Care

We enable people to live comfortably in their own homes, while they are being cared for full-time.



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Inspected and rated

Good

 Care Quality Commission



## Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This “manual handling” can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

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[www.swcare.co.uk/ageuk](http://www.swcare.co.uk/ageuk)

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
GL16 8BA	Gloucestershire Domiciliary Care	16 Bank Street	Coleford	01594 540312
GL18 1AH	Easy Living Solutions	10 Broad Street	Newent	01531 820556
GL20 8BT	La Vie En Rose	18 Ashchurch Road	Tewkesbury	01684 439564
GL20 8SD	NSF Health	Oakfield Close	Tewkesbury	07403 316439
GL50 1HR	Retain Healthcare	Regent Street	Cheltenham	01242 262700
GL50 1JN	SW Domiciliary Care	29 Cambray Place	Cheltenham	07472 160 068
GL50 3DA	Cott's Care Solutions	3 Royal Crescent	Cheltenham	01242 371048
GL50 3HW	Windrush Care	Normandy House	Cheltenham	01242 226020
GL50 3SH	Helping Hands	Jessop Avenue	Cheltenham	01242 384637
GL50 4SL	Adelfi Care Services	Hyde Lane	Cheltenham	01242 384825
GL51 0SQ	Hope Care Service Agency	Pilgrove Way	Cheltenham	01242 382888
GL51 6PN	Care at Home	Hatherley Road	Cheltenham	01242 242061
GL51 6PN	Caremark	Hatherley Lane	Cheltenham	01242 370797
GL51 7SU	Brighter Home Care	Cassin Way	Cheltenham	01242 375003
GL51 8HF	Merit Care	Alstone Lane	Cheltenham	01242 300380
GL51 9TU	Safehands Recruitment	Rutherford Way	Cheltenham	01242 505400
GL51 9TX	Person Centred Care	9 Manor Park	Cheltenham	01242 321123
GL52 8RN	Alpha Care Services	Church Road	Cheltenham	01242 702708
GL53 9NS	Home Instead	Colesbourne	Cheltenham	01242 513203
GL54 2QB	Cotswold Carers	Ellis Road	Cheltenham	08006 343471
GL55 6HB	Warwickshire Living	High Street	Chipping Campden	03335 770299
HR2 6FE	Staffing Plus	Vincent Carey Road	Hereford	07837 394387

# Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

## Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

## Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.



A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

## Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.





# Person-centred care you can trust at The Orders of St John Care Trust

The Orders of St John Care Trust (OSJCT) is one of the leading not-for-profit care providers in the country.

We are proud to put our residents at the heart of everything we do. This includes our beautiful purpose-built living environments, delicious home cooked meals and varied plan of engaging activities.

Two of our most popular homes in Gloucestershire are **Edwardstow Court** in Stow-on-the-Wold and **The Lakes Care Centre** in South Cerney.

To hear more about these homes and the dedicated support they provide, get in touch with our friendly team via the below.

## Edwardstow Court

Call **0808 120 8721**

Visit **[osjct.co.uk/edwardstowcourt](https://osjct.co.uk/edwardstowcourt)**

Facebook/**EdwardstowCourt**

Edwardstow Court, Fosseyway

Stow-on-the-Wold, Cheltenham GL54 1FG

## The Lakes Care Centre

Call **0808 120 8504**

Visit **[osjct.co.uk/thelakes](https://osjct.co.uk/thelakes)**

Facebook/**TheLakesCareCentre**

The Lakes Care Centre, South Cerney

Cirencester GL7 5TL

The Orders of St John Care Trust is a not-for-profit charity. Registered charity No. 1048355. Registered in England and Wales with company no. 03073089.  
Registered office: Eyre Court, Whisby Way, Lincoln LN6 3LQ.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority's means-testing until 12 weeks after you've confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a "deferred payment scheme".

### Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

### Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

### Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided?
- Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

### A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful



# Care from the heart

## AT MILL HOUSE

Mill House Care Home is located in the postcard town of Chipping Campden. Our cosy lounges, and inviting day spaces are the perfect place to relax, whilst getting to know everyone within the community. Our beautiful landscaped gardens, are a perfect space to catch up with visiting family and friends or for a spot of gardening.

We know choosing a care home for yourself or your loved one can be a difficult decision. We want to ensure that we can support you to make this decision as easy as possible. By far the best way to get a feel for our home is to visit us and meet our colleagues. We'll be delighted to show you around.



**Types of care** | Residential • Nursing • Dementia  
**Types of stay** | Permanent Care • Respite Care • Day Care



ACH1040

SCAN HERE  
TO FIND OUT MORE

0808 281 5107 | [ariacare.co.uk](http://ariacare.co.uk)

Sheep Street, Chipping Campden, Gloucestershire, GL55 6DR

Inspected and rated

Good





- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

### An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day

- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

### If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment. Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

### You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your contact details and when you might feel up to receiving visitors

### Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services. The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.





### What's extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities. This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

### What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community
- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

### Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We've compared some later life housing options:

### Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

### Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

### Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

### Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

[www.lilianfaithfull.co.uk](http://www.lilianfaithfull.co.uk)

## GOING THE EXTRA MILE WITH PERSONALISED CARE



At Lilian Faithfull Care, our mission is to provide loving and quality care to our Gloucestershire residents. As a charity, we prioritise **person-centred care** - creating a compassionate home community where everyone feels safe, valued, listened to, and respected.

We offer a complete range of care services including **daycare, respite, independent living, residential, and specialised nursing care**. Our fantastic teams are also experienced in dementia and end-of-life care, ensuring peace of mind for you and a fulfilling life for your loved one.

With **organised day trips**, regular and varied activities programmes, we put each resident's needs and wishes at the heart of all we do.

**“ You get absorbed into the life of the home and you become part of the place really - That's a nice feeling. ”**

*Joe, Resident at Faithfull House*



If you're considering care options for yourself or a loved one, we're here to offer caring advice and support.

Contact Netty Wade our Customer Relationship Manager on **01242 303220** or [annette.wyndham-wade@lilianfaithfull.co.uk](mailto:annette.wyndham-wade@lilianfaithfull.co.uk)

**NURSING HOMES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
GL1 1AN	Park View	Park View	Gloucester	01452 671499
GL1 3LE	Chapel House	Horton Road	Gloucester	01452 500005
GL1 3PL	Wotton Rise Nursing Home	140 London Road	Gloucester	01452 303073
GL2 4QW	The Lawns	346 Bristol Road	Gloucester	01452 721345
GL2 4WD	OSJCT Chestnut Court	Quedgeley	Gloucester	01452 720049
GL20 8HZ	Magnolia House	Grange Road	Tewkesbury	01684 850111
GL20 8US	Ashchurch View	Ashchurch Road	Tewkesbury	01684 858900
GL3 4EX	OSJCT Millbrook Lodge	Moorfield Road	Gloucester	01452 863783
GL3 4QG	Brockworth House	Mill Lane	Gloucester	01452 864066
GL4 4QQ	Saintbridge House	189 Painswick Road	Gloucester	01452 300307
GL4 6SX	Brunswick House	119 Reservoir Road	Gloucester	01452 523903
GL5 4AP	St Martin's Centre	Stratford Lawn	Stroud	01453 763793
GL5 4JE	Cotswold House	Church Road	Stroud	01453 752699
GL5 4SP	Scarlet House	123 Westward Road	Stroud	01453 769810
GL6 6LS	Resthaven Nursing Home	Pitchcombe	Stroud	01452 812682
GL7 1JR	OSJCT Paternoster House	Watermoor Road	Cirencester	01285 653699
GL7 1TX	Elm Grove Care Home	Somerford Road	Cirencester	01285 653057
GL7 2ED	Ashley House	118 Trafalgar Road	Cirencester	01285 650671
GL7 4AH	Hyperion House	London Street	Fairford	01285 712349
GL7 5DT	Hunters Care Centre	Cherry Tree Lane	Cirencester	01285 653707
GL7 5TL	OSJCT The Lakes Care Centre	Spine Road East	Cirencester	0808 120 8504
GL8 8DG	Kingsley House	Gumstool Hill	Tetbury	01666 503333
GL8 8FH	Upton Mill Care Home	Mercer Way	Tetbury	01666 336600
GL10 3BZ	Moreton Hill Care Centre	Standish	Stonehouse	01453 826000
GL10 3RT	Oldbury House Care Home	Bristol Road	Stonehouse	01453 791513
GL11 5HA	Holly Oak Care Centre	Holly Drive	Dursley	01453 541400
GL11 5HA	The Hollies Nursing Home	Drake Lane	Dursley	01453 541400
GL15 5BB	OSJCT Rodley House	Harrison Way	Lydney	01594 842778
GL16 8QE	OSJCT The Coombs	The Gorse	Coleford	01594 833200
GL17 0DR	Forest Court Care Home	Bradley Court Road	Mitcheldean	01989 750775
GL17 9BW	Euroclydon Nursing Home	Hawthorns	Drybrook	01594 543982
GL50 2NR	St Faith's Nursing Home	Malvern Road	Cheltenham	01242 240240
GL50 3EL	Sandfields	St Georges Road	Cheltenham	03333 210921
GL51 0BG	Wentworth Court	Village Road	Cheltenham	01242 263334
GL51 4UL	Badgeworth Court	Badgeworth Lane	Cheltenham	01452 715015
GL51 6BL	Whittington House	58 Whittington Road	Cheltenham	01242 259260
GL51 7DP	Monkscroft Care Centre	Shelley Road	Cheltenham	01242 321111
GL52 2DG	Windsor Street Care Centre	35-37 Windsor Street	Cheltenham	01242 545150
GL52 3PW	Malvern View Care Home	Cleeve Hill	Cheltenham	01242 672022
GL52 6YL	OSJCT Grevill House	279 London Road	Cheltenham	01242 512964
GL53 7GA	Thirlestaine Park Care Home	Humphris Place	Cheltenham	01242 505560
GL53 9ER	Lilleybrook Care Home	Pilley Lane	Cheltenham	01242 225790
GL54 1EJ	Newlands Nursing Care	Evesham Road	Stow on the Wold	01451 870077
GL54 3PQ	Northleach Court Care Home	High Street	Cheltenham	01451 861447
GL55 6DR	Mill House	55 Sheep Street	Chipping Campden	01386 848990
NP16 7LF	Castleford House	Castleford Gardens	Chepstow	01291 629929



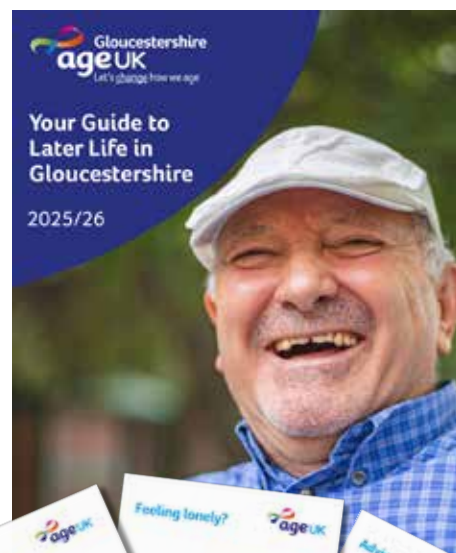


## Keep in Touch

Our range of free publications and resources ensures you have all the information you need to make informed choices, helping you to navigate later life, stay independent and connect socially.

### Keep in touch online

If you're online why not sign up for our free monthly Age Better eBulletin? It's packed with community news, updates on our services, ways you can get involved and how to support our work. As a subscriber, you'll also



have access to our other online publications, including helpful booklets covering a wide range of topics about later life, plus future editions of our Guide to Later Life in Gloucestershire.

Subscribing is easy – simply complete your email address below and return the form to us, or scan the QR code, provide your details and we'll do the rest.

### Yes, please keep in touch by email

Title  First Name  Surname

Email



### Yes, please keep in touch by post

If you like receiving information through your letterbox, complete your details here and we'll send you future issues of our Guide to Later Life in Gloucestershire and other occasional updates.

Title  First Name  Surname

Address

Postcode

Return your completed form to us at: Age UK Gloucestershire, Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT

Please notify Age UK Gloucestershire if you wish to change your communication preferences by emailing [supporters@ageukgloucestershire.org.uk](mailto:supporters@ageukgloucestershire.org.uk) or by phone on **01452 420900**.

## Make a difference, please donate today.

As a local independent charity, we're dedicated to supporting older people, their families and carers. We do this by providing invaluable services, support and advice.

Here's how your gift can make a real difference to older people in your local community:

<b>£10</b> Can provide four information guides, turning worries into peace of mind	<b>£25</b> Can support our Help Team to answer more phone calls from people who need us	<b>£40</b> Can help someone to claim benefits they're entitled to, bringing more financial security	<b>£75</b> Can help fund a social group event offering friendship in a welcoming space	<b>£100</b> Can provide a warm pack bringing comfort and warmth through wintertime
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## Ways to donate

### I'd like to donate online

To make a one-off donation by credit/debit card, or to make your gift go further with a regular monthly donation, visit [ageuk.org.uk/gloucestershire/donate](https://ageuk.org.uk/gloucestershire/donate) or scan this QR code



### I'd like to donate by post

Complete your details here

I enclose a cheque donation of £  payable to Age UK Gloucestershire.

Title  First Name  Surname

Address

Postcode

Email

Boost your donation by 25p of Gift Aid for every £1 you donate at no extra cost to you by joining the Gift Aid Scheme. Your address is needed above to identify you as a current UK taxpayer.

Date

*giftaid it*

☐ Yes, I am a UK taxpayer. Please treat all donations I make in the future or have made in the past 4 years to Age UK Gloucestershire as Gift Aid donations until further notice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.

☐ I am not eligible for Gift Aid.

*Thank You*

If you are donating by post, return this form together with your donation to:

Age UK Gloucestershire, Henley House, Barnett way, Barnwood, Gloucestershire, GL4 3RT

Please notify Age UK Gloucestershire if you wish to cancel this Gift Aid declaration, change your name or address, no longer pay sufficient tax on your income and/or capital gains by emailing [supporters@ageukgloucestershire.org.uk](mailto:supporters@ageukgloucestershire.org.uk) or by phone on 01452 420900.



**RESIDENTIAL HOMES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
GL1 1AN	Park View	Trier Way	Gloucester	01452 671499
GL1 2QX	Cathedral View	Archdeacon Street	Gloucester	01452 303248
GL1 3HW	Guild House Residential	2A Denmark Road	Gloucester	01452 525098
GL1 3PH	Magdalen House Residential	London Road	Gloucester	01452 386331
GL1 3PX	Horton House Residential	1 Horton Road	Gloucester	01452 524615
GL1 4BG	Great Western Court	33a Millbrook Street	Gloucester	01452 423495
GL1 5AJ	Bramble House	96a-98 Stroud Road	Gloucester	01452 521018
GL1 5LF	Cavendish Care Home	301 Stroud Road	Gloucester	01452 521896
GL2 0RZ	Avalon Residential	17 Barnwood Road	Gloucester	01452 417400
GL2 7EE	The Old Vicarage Residential	Church End	Frampton-on-Severn	01452 740562
GL2 7HE	Wisma Mulia	Bridge Road	Gloucester	01452 740432
GL2 9BD	Redlands Acre	35 Tewkesbury Road	Gloucester	01452 507248
GL3 2JE	Parton House	Parton Road	Gloucester	01452 856779
GL4 0BD	The Knoll	335 Stroud Road	Gloucester	01452 526146
GL4 6SB	Westbourne Care Home	190 Reservoir Road	Gloucester	01452 506106
GL6 0DB	The Steppes Residential	Cossack Square	Stroud	01453 832406
GL6 6EP	More Hall Convent	Randwick	Stroud	01453 764486
GL10 2AD	Regency Retirement Home	52 Regent Street	Stonehouse	01453 823139
GL11 6AS	Yercombe Trust	Stinchcombe	Dursley	01453 542513
GL13 9BE	Canonbury Residential	19 Canonbury Street	Berkeley	01453 511991
GL16 8NX	The Elms	Staunton	Coleford	01594 832394
GL17 0LJ	The Old Rectory	School Lane	Longhope	01452 831135
GL17 0LL	Longhope Manor	Church Road	Longhope	01452 830291
GL18 2DB	Hill Ash House Care Centre	Ledbury Road	Dymock	01531 892980
GL19 3EA	The Laurels	Main Road	Gloucester	01452 901243
GL50 2DT	Faithfull House	Suffolk Square	Cheltenham	01242 514319
GL50 2JA	Ravenswood House	Lansdown Road	Cheltenham	01242 514264
GL51 0SF	Royal Court	Fiddlers Green Lane	Cheltenham	01242 221853
GL51 4XA	Chargrove Lawn	Shurdington Road	Cheltenham	01242 862686
GL51 7AD	Dalkeith	285 Gloucester Road	Cheltenham	01242 522209
GL51 7EL	Bredon View	24-26 Libertus Road	Cheltenham	01242 525087
GL51 9TA	Knightsbridge Lodge	Knightsbridge Green	Cheltenham	01242 680168
GL52 6TB	Oakhaven Residential	136-140 Hales Road	Cheltenham	01242 528377
GL52 6YJ	Nazareth House	London Road	Cheltenham	01242 516361
GL53 0BN	The Hamptons	94 Leckhampton Road	Cheltenham	01242 520527
GL53 9AX	Charlton Kings Care Home	Moorend Road	Cheltenham	01242 521812
GL54 1FG	OSJCT Edwardstow Court	Fosseway	Cheltenham	0808 120 8721
GL55 6SJ	Four Seasons	Back Lane	Chipping Campden	01386 438300
NP16 7LE	Castleford Lodge	Castleford Hill	Chepstow	01291 408151

## Age UK Gloucestershire

Call our Help Team on 01452 422660

Email: [supporters@ageukgloucestershire.org.uk](mailto:supporters@ageukgloucestershire.org.uk)

Visit: [ageuk.org.uk/gloucestershire](http://ageuk.org.uk/gloucestershire)

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