



Your **Guide** to Later Life in West Sussex, Brighton & Hove



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T: 01903 232949 | E: worthing@caremark.co.uk

Welcome to your Guide to Later Life in West Sussex, Brighton & Hove

Age UK West Sussex, Brighton & Hove (Age UK WSBH) is an independent local charity, which aims to 'change how we age' so older people live healthier, happier lives. We tackle issues like poverty, frailty and loneliness, helping people remain healthy, independent, informed and connected.

Within this guide, you'll find information on our centres and activities providing opportunities for fun, friendship and fitness. We outline the services we run across our area to offer support, advice, or information on the issues that matter as you age. We've also collated information from other organisations and agencies which you might find helpful.

If you can't find what you need in these pages, then please drop us an email: info@ageukwsbh.org.uk or call us on **0800 019 1310**.

We're growing our membership and we'd love you to join us. You'll see inside that we have a huge amount to offer. Whether you'd like to learn a new skill, need a bit of extra support or just want to improve your social life, we're here for you.

If you have any time to spare, we're always on the lookout for volunteers or fundraisers too. Your time and commitment can make a huge difference to some of the most vulnerable older people we support.

We hope the guide is useful, providing you with a reference booklet that can be picked up as and when you need it. Please keep it and our phone number - 0800 019 1310 - to hand.

Whatever your enquiry, we are here to help, signpost to alternative support or provide a confidential listening ear.

Best wishes,

Helen

CEO - Age UK West Sussex, Brighton & Hove



Age UK West Sussex, Brighton & Hove

Ground Floor, 95 Queens Road, Brighton BN1 3XE

Telephone: **0800 019 1310**

Email: info@ageukwsbh.org.uk

   @ageukwsbh

Age UK West Sussex Brighton & Hove - Registered charity number 1086323

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To feature within a publication or for further information please contact: admin@sure-media.co.uk
or call: 0333 210 5580

Information & advice

Growing older doesn't come with a manual, so our experienced and friendly team is here for you. We offer free, confidential information and advice to people over 50, their families and carers.

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 ones about all aspects of later life.

Our expert advisors tackle issues like cost of living pressures, ill health and loneliness by covering a huge range of topics including money, housing, leisure and social activities, care planning and advice for carers. The team can also help with practicalities like disability benefit form filling or applying for a blue badge.

Unfortunately, advisors are unable to help with debt or immigration issues, or provide advocacy, but they can signpost to specialist organisations where necessary.

We regularly receive calls from friends or family members regarding someone they are concerned about. We are happy to help talk things through but please note we wouldn't be able to contact the third party without their permission.

How we can help

Our advisers provide up-to-date information and advice on a range of topics, including:

- ▶ Welfare benefits
- ▶ Housing needs
- ▶ Finding help at home
- ▶ Health and social care
- ▶ Family and personal matters
- ▶ Leisure and social activities
- ▶ Money advice
- ▶ Care planning
- ▶ Care at home
- ▶ Advice for carers
- ▶ Advising you of your rights
- ▶ Most other things that affect the quality of your life

“
A huge thank you for giving me my life back. I've got £227 a month towards my rent and £900 back pay. I've also got my Blue Badge coming, all thanks to you. I can't thank you enough!
Information & Advice Customer

”



How to access the service

Call: 0800 019 1310

Our information and advice phone lines are open between
9am - 2pm Monday to Friday.

Email: info@ageukwsbh.org.uk

If you need advice outside of our opening hours, please contact the Age UK National Advice line on 0800 678 1602.

Our centres and the hub

Our centres and community spaces across West Sussex, Brighton & Hove offer a warm and welcoming place for older people to gather – giving the opportunity to meet new people for fun, friendship and fitness.

We have centres in Bognor Regis, Haywards Heath, Burgess Hill and Horsham. In addition, our hub in central Brighton allows us to offer face-to-face advice and support to anyone who drops in.

Our centres provide a wide range of clubs and classes, with something for everybody. Exercise classes like Pilates, indoor cycling, strength training and chair-based exercise cater for people of all ages and abilities. Those after a bit of fun and a chance to meet up with friends can try things like darts, bowls, Scrabble and table tennis. Art classes or family history groups allow people to try new activities in a relaxed and friendly environment. Some centres also offer hairdressing and holistic therapies like acupuncture, reiki and massage.

Over 2,300 people visited our centres this year, but we're keen to welcome new faces. Our doors are open and we're here to help you remain healthy, independent, informed and connected. Why not come and see what's on offer near you?

“

I come with my friends once a week. It's very lovely as we get together in our group, and we also meet all these other people. It's great, the programme is terrific. It's amazing the work they put into their events. I also enjoy the delicious lunches and not having to cook myself. Everyone's so friendly and welcoming. I would go and sit with anyone, and we'll be talking in no time.

Janice, a member at our Lamb House centre

”

Our centres:

Bognor Regis

The Laburnum Centre
Lyon Street, Bognor Regis,
West Sussex PO21 1UX

Brighton Hub

Ground Floor, 95 Queens Road,
Brighton BN1 3XE

Burgess Hill

Kings Weald Community Centre
124 Wyvern Way,
Burgess Hill,
RH15 0GB

Horsham

Lavinia House
Dukes Square,
Horsham RH12 1GZ

Haywards Heath

Lamb House, 2 Kleinwort Close,
Butlers Green Road,
Haywards Heath RH16 4XG

We welcomed over
2,300 people
to our centres
this year



In the community

You don't need to live near one of our centres to access our help. We have a dedicated team who work with people across our community - at home or out and about.

Our Independent Living Services are covered elsewhere in this guide and we have a range of activity and exercise classes both in our centres and in venues like community centres and church halls locally. If we don't run classes near you, our Information & Advice team will be able to point you in the right direction, if you just get in touch and let them know what you're looking for.

We also have staff who are able to work with people on a one-to-one basis on challenges they might be facing. Community Agents and Social Prescribers help with a huge range of things like tackling ill health prevention, connecting people with groups and clubs they might enjoy and ensuring they have the support they need with issues like housing, finances or loneliness. They work to make people healthier and happier.

Community Agents

Community Agents specifically work with those aged 65 and over who are feeling lonely or socially isolated. They can make a home visit to find out about someone's interests and what they hope to achieve, then discuss any barriers to being more social. Physical problems like mobility or transport difficulties can be an issue or emotional problems like lack of confidence or worries about meeting new people can also hold people back.



“

Age UK have been magnificent in helping me and have eased the pressure on me in a difficult time.

Feedback from a customer who used our Social Prescribing Service

”

Community Agents then help to connect people to activities, services and other people in the local area. They can also offer information about transport options and can initially accompany people as they try new things. It can be much easier to walk into somewhere new if you have someone by your side.

Social Prescribers

Social Prescribers can support people over 18 to make positive changes in their life. They can work with individuals to help them set meaningful goals and can connect them to local community groups and agencies that offer social, practical and emotional support. Examples of issues Social Prescribers can help with include tackling money, housing or benefits issues, finding employment support or learning how to use technology like smartphones and computers.

If you think any of the support above might come in handy for you, please contact us on **0800 019 1310** and we'll be able to get you connected with the right service.

Staying active

Exercise, or at least staying active in later life, helps to reduce the risk of chronic illness, improves mobility and fosters good mental health. Physical activity is key if we want to ensure people can be happier, healthier and more independent as they age.



We run a wide range of classes in both our centres and in community venues across our area. If we're not running something near you, our Information & Advice team can signpost you to some great options on your doorstep.

Our classes are varied, with everything from dance and yoga, to circuits and boxing. We also offer adaptations to exercises, plus specialist chair-based classes for those who find some of the activities a challenge.

We're proud of our specialist gym at the Laburnum centre in Bognor Regis, which can support customers of all ages and abilities. Our equipment can be adapted for use with wheelchairs and our team are experts in providing rehab after illness or injury, plus helping people work around any health challenges or limitations. We also welcome those who are still very active, perhaps even training for their next marathon.

“

It's such a great place to keep fit. I don't believe you'll find anywhere else where people look happier, while they're building their strength and stamina. I love it!

**Age UK WSBH Gym Member,
Bognor Regis**

”

For those new to exercise or the gym, it's worth getting the go-ahead from your GP first and starting slowly. People who don't like the gym environment have other options - walking to the shops and back every day, going to the beach or walking up and down stairs - small changes that will help you live a healthier life.

If you can be active and use your muscles, upper body as well as lower body, you should be able to do what you love doing for longer.

To find out more about our gym and classes near you, please visit www.ageukwsbh.org.uk or call 0800 019 1310

Tackling loneliness every day

In our work with older people, loneliness is an issue which comes up repeatedly and one we work to tackle every day.

Although loneliness can strike at any time, older people can be particularly vulnerable. Bereavement, serious illness or reducing mobility can all contribute. It's not a minor issue either. Research has shown loneliness can be as harmful for our health as smoking 15 cigarettes a day. It can increase blood pressure and the risk of cardiovascular disease, elevate stress levels, impair sleep quality, heighten feelings of depression and increase vulnerability. With this in mind, it's important not to suffer in silence, and you're certainly not alone.

A report by Age UK at the end of 2024 revealed that around 940,000 older people in the UK are often lonely. It also identified that 270,000 older people in England often go a week without speaking to a friend or family member – meaningful conversations which can be so important to wellbeing.

Age UK WSBH addresses the loneliness epidemic in a whole range of ways, from activities in centres and arranging trips out and about, to community agents helping people get connected in clubs or groups on their doorstep. For those who find leaving home difficult, we also provide home visiting services or signpost to befriending support, either in person or over the phone.



“

“I’ve been on my own for 35 years, since my wife died. When a friend recommended Age UK WSBH to me, I thought I’d give it a try. I’ve ended up coming three days a week. The food is lovely and the staff and volunteers are all so welcoming.

I’ve tried a few of the classes and I’m also learning to play Bridge which I enjoy. I’m not really a chatty sort of person, but I do look forward to coming to the centre as part of my social life. Has it changed my life? Yes, it has ... I don’t quite know what I’d do without it now.”

Ron, a visitor to one of our centres found joining Age UK WSBH made a real impact on his social life.

”

We’d urge anyone feeling lonely to turn to us and together, we’ll be able to work on a plan to help you make new friendships, try new things or find a listening ear.
Call us on **0800 019 1310** or drop us an email **info@ageukwsbh.org.uk**

There when you need us the most

If someone lives alone, or has minimal in-person support from friends or family, it can be difficult to know where to turn after an illness or injury.

Age UK WSBH can offer support to older people directly after they've been discharged from hospital and in the weeks that follow, to help ensure they are able to recuperate as quickly as possible.

Take Home & Settle

This West Sussex service supports people directly after hospital discharge, arranging a journey home and offering some practical help when you get there.

Support can include:

- ▶ A safe journey home
- ▶ Unpacking your hospital bag
- ▶ Checking food in the fridge is still in date
- ▶ Doing a small light local shop
- ▶ Checking a care line is working
- ▶ Signposting or referring to other support services including our Support at Home After Hospital
- ▶ Leaving people feeling safe and comfortable

To access the service, speak to a member of staff who will make a referral to our on-site co-ordinators.

For more information call
0800 019 1310



Support at Home After Hospital

For a little bit of ongoing support, our volunteers can visit for up to six weeks following a hospital discharge. They support people to regain their confidence and independence as well as providing practical help to carers or the person they look after.

Even if you have already made arrangements such as home help or personal care, our Support at Home after Hospital volunteer could:

- ▶ Pop in for a chat
- ▶ Support people to do the things they did before their hospital stay
- ▶ Help get prescriptions and shopping
- ▶ Support people to attend their hospital or doctor's appointment
- ▶ Provide information on other services
- ▶ Assist with finances, paperwork and benefits entitlements through Age UK WSBH Advice service or a Carers Support West Sussex Benefits Advisor
- ▶ Small practical tasks in and out of the home

To find out more, please email:
supportathomeafterhospital@ageukwsbh.org.uk
or call
0800 019 1310

Dementia support

Our dementia services offer a range of activities and support for people living with dementia and their carers.

The weekly 'Daybreak' groups, which last five hours and include lunch plus refreshments, promote confidence and social interaction, addressing some of the loneliness people living with the condition can feel. Those with dementia can meet others in the same boat and take on activities to try and slow the progression of the condition, working on things like motor skills, memory and movement. These sessions also provide valuable respite for carers.

Charlie Rayner, our Head of Dementia & Extra Care, said

"Living with dementia can be lonely. People often become more reluctant to go out and about, worrying about getting confused or being misunderstood. Our groups are the absolute opposite of that, as we offer warm, welcoming spaces where everyone understands."

"People can come and socialise, eat a great lunch and take on activities which are suited to their needs. Carers get five precious hours a week to do whatever they'd like to do, knowing that their loved one is having a great time, with experts who care. It's invaluable respite, which can make a huge difference to someone's week."

“

My husband came back from his first session really enthusiastic – a different man!"

Dementia Services Customer

”



To find out more about any of the dementia services that Age UK WSBH offers, please email dementia@ageukwsbh.org.uk or call 0800 019 1310

Supporting you at home

Sometimes it can be difficult to stay on top of chores as we age, particularly if ill health or frailty is an issue. We offer services to take key tasks off people's hands, allowing them to remain independent and continue living at home for as long as possible.

Our Independent Living team incorporates the Help at Home service, Home Visiting and a Gardening service.

- ▶ Help at Home supports with general domestic cleaning, but also laundry, bed making and changing, basic food preparation, shopping and collecting prescriptions. They can also offer spring cleaning or digital support (helping with computers/smartphones). Far more than just a cleaner, they will also check on their client's welfare and wellbeing at each visit.
- ▶ Gardening keeps gardens of all sizes neat, tidy and weed free, allowing people a pleasant space to relax in the fresh air.
- ▶ Home Visiting provides support and companionship to those feeling isolated and alone. Each visit is tailored to the individual and can simply involve chatting at home or getting out for a 'walk and talk' together. Some people enjoy doing crosswords or puzzles during visits or discussing particular books or issues. One thing all our home visitors have in common is that they are friendly, compassionate and happy to lend a listening ear.



“

“It has been so lovely having your support over the past six weeks. You’ve been such a help - getting our shopping bits, sorting out my pendant alarm and finding us a reliable and lovely cleaner. Thank you so much for everything. We really appreciate your kindness and support.”

Help at Home customer

”

“

“For me it’s a very rewarding job. You’re helping people and sometimes you’re the only person they’ve seen all week. You bring a little joy with each visit and that makes me so happy.”

Independent Living Team Member

”



Money matters

With the cost-of-living crisis ongoing, our Information & Advice team gets a significant number of calls about money matters, sometimes from people who are really struggling to make ends meet.



You could be entitled to benefits and allowances you weren't aware you could claim, helping you remain independent and improve your standard of living. Our team can help you access these, including Pension Credit and Attendance Allowance.

In 2025/26, the team helped older people access a combined total of more than £6.5 million in benefits, tackling poverty by putting additional income in the pockets of those who need it the most.

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.

One of our customers
now receives

£5,616

a year

extra income
due to our intervention.



Get involved

Volunteering

Age UK West Sussex, Brighton & Hove relies on volunteers to offer vital services in the local community.

Would you like to lend a hand?

The charity desperately needs public assistance as it tries to help more people than ever with issues like poverty, preventable ill health and loneliness.

Volunteers can offer as little as a couple of hours a week, but that time can make a huge difference to older people in the community. Roles on offer vary depending on location and are matched to individuals based on their interests, skills and experience.

Currently the charity is particularly looking for people who might be able to offer home visits to tackle isolation, a variety of support in centres such as reception, café or kitchen roles and activity assistants, who can help make groups welcoming, engaging and fun.

Anyone interested in volunteering for Age UK WSBH please email
volunteering@ageukwestsussex.org.uk
or call us on **0800 019 1310**

Membership

Whether you'd like to socialise with us, exercise with us or receive support at home or in our centres, we'd love you to be part of our community.

For just £5 a month, your membership would help you and support our charity. It would allow you to access our centres, activities, groups and trips, our cafés and paid-for support like Home Visiting and Help at Home.

It also helps us keep our services running and our doors open across a wide area. It means we can be there for older people every day, and especially when they need us the most.

We'd love you to join us!

To find out more, visit our website
www.ageukwsbh.org.uk
or give us a call on **0800 019 1310**.

“

“If you can donate some of your time, we'd be so grateful. Demand is high and we really need to add to our team of incredible volunteers who offer care, comfort and connection. Volunteering can genuinely change lives, not only for our customers but for our volunteers too, so if you'd consider it, please don't hesitate to get in touch.”

Richard Harris, Volunteer Manager at Age UK WSBH

”

Support us

Donate today and together we can change the way we age

There are over 245,000 older people living in West Sussex, Brighton & Hove - with one in five people locally aged 65 or over. Our ageing population faces a range of challenges: one in five lives in poverty and nearly a quarter live alone, many in accommodation that isn't fit for purpose. Many of them have health challenges and caring responsibilities. This can leave them isolated and their health and wellbeing suffering.

Donate by post or phone:

If you would like to write us a cheque, please make it payable to 'Age UK West Sussex, Brighton & Hove' and send to **Age UK West Sussex, Brighton & Hove, The Laburnum Centre, Lyon Street, Bognor Regis, West Sussex, PO21 1UX.**

We can also support you to donate over the phone by calling **0800 019 1310.**

Donate by text:

If you'd like to send a one-off donation to us you can simply text **CHANGE** to **70560** to donate £5. Texts will cost the donation amount plus one standard network rate message.

Donate online:

You can set up a regular gift or make a one-off donation online by scanning the QR code or going to our website: **www.ageukwsbh.org.uk**



Leaving a gift in your Will:

Leaving a gift in your Will provides vital services for older people locally. Every gift makes a difference to future generations.

You can find more information on how to leave a gift in your Will on our website, go to **www.ageukwsbh.org.uk** and search 'gifts in Wills'.

Thank you so much for your support

If you would like further information on any of the above, to discuss leaving a donation or how your support will make a difference, then you can get in touch with the fundraising team on **fundraising@ageukwsbh.org.uk** or Tel. **0800 019 1310.**

“I lost my wife and was left on my own ... life was boring and repetitive ... I was pretty lonely. I started attending a coffee group and men's group with Age UK; I remember enjoying that first meeting so much, I haven't missed one since! I feel a lot happier and know lots more people. I've got a purpose in life again - these things I do are the new highlights of my week.”
Any donation, large or small, can change the lives of people like James

Texts will be processed by the National Funding Scheme (Charity No: 1149800), operating as DONATE. Texts will be charged at your standard network rate. For Terms & Conditions, see www.easydonate.org



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

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.

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.

Choosing care services

Choosing your care services can be a daunting prospect.

There are many care options available, but which kind of support is right for you?

Think about what you get most out of in life. You may have particular interests that you want to keep up, or you may simply want to spend time with your family or friends. You may have a job that you want to keep on doing, or a social activity, sport, religion or a political group that you want to keep up with.

Your social care support should – as much as possible – help you to continue to do these things, and may help you find new things to do. When choosing the type of care, you also need to think about:

- location
- services
- standards and quality
- price

Location of your care

Your own home is often the best place for you to get care services. At home is where you may have family and friends and you'll be in a familiar and hopefully safe environment.

You may want to get help at home, perhaps through having home help come in to help you with daily tasks.

To stay independently at home, you may need to have care services in the form of adaptations to your home (to help with mobility, for example) or perhaps just equipment to help you out.



However, your home may not always be the best environment if you have care needs. It may not be safe for you, particularly if you do not have a friend or relative around to help (if you live in an isolated rural area, for example). Or you may have particular needs that cannot be easily met in your home.

If you do need to move out of your home for care reasons, there is a variety of accommodation options that you may want to consider. These include sheltered housing, extra care housing and residential care homes or nursing homes.

If you are thinking about moving, it's worth considering whether it is best to stay in the area you are in now, which you will be familiar with, or whether you should move elsewhere to be nearer family or friends.



www.cqc.org.uk

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.

You may also want to think about the location from a practical perspective (whether it's on a bus route, for example) or for more personal reasons (such as whether you like the surroundings).

The kinds of care services on offer

If you are choosing a care service – particularly if it's an ongoing service such as home care or a place in a care home, you should think about the particular things you want from the service (this will often be referred to as your “outcomes”).

Use the services search to find out about the location, services, facilities, staff and performance of a Care Quality Commission (CQC) registered care home or homecare provider. Your search results should tell you whether a service can support you if you have particular needs, such as a sensory impairment or a learning disability.

If the service is not registered with the CQC, you may have to ask them directly for information about the services, and you may want to get independent verification, if any is available. Your local council may have a list of local support providers, with information on each.

Standards and quality of care

Everyone has a right to expect certain standards in their care. Your care services should help keep you safe and well, but also treat you with dignity and respect. You should always be able to express a choice in your care.



The standards for social care providers, such as care homes, are set out by the CQC. The CQC's inspection reports will tell you which services are meeting the minimum requirements.

If you do not think the service is meeting these requirements, you may want to make a complaint.

Good quality services, in whatever form they take, will treat you as an individual and attend to your personal needs. If you have homecare, for instance, the care workers who come into your home should listen to your wishes and include you and your family in decisions and care.

When choosing care, you might want to look out for services that are signed up to the social care commitment. Check how well your local council social services are performing.

The price of your care

When choosing social care services, you will have to consider how much the services may cost. The cost of your care may reflect each of the aspects listed above: location, quality and the kinds of services offered.

If you have had an assessment from your local council, you may get services for free. However, many people have to pay for their own care services (self-funders), and even people who have care funded by the local council will need to know about the costs of care if they are using a personal budget or a direct payment.

More information

The Money Helper has more information on choosing the right sort of care services.

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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.

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



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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

- 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.

Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself.

Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you're moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don't want a financial assessment

How the council pays for and arranges your care

If the council is going to pay towards your care, you'll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you're spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

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T: 01273 282726 E: B.kruger@bh-fc.co.uk



Telephone Help

Get advice on paying for care from:

- Age UK West Sussex Brighton & Hove on 0800 019 1310
- Brighton & Hove City Council Adult Social Services on 01273 295555
- West Sussex County Council Adult Social Services on 01243 642121
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

Paying for carers at home

Home care typically costs in the region of £25 per hour – however this may vary depending on your circumstances, such as where you live and the type of care you need.

It's always worth contacting a few home care agencies in your area to ask about their services and compare their costs to find home care to best suit your needs.

Having a carer who lives with you costs from around £1,500 a week. However, it can also cost more depending on the level of care required and the area you live in.

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested. You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from:

- Which? www.which.co.uk/money/pensions-and-retirement/
- Money Helper's equity release information - www.moneyhelper.org.uk/en

- The Equity Release Council - www.equityreleasecouncil.com

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care. But you have to pay interest on the money you take out.

Renting out your home

You can rent out your home and use the income to help pay your care home fees.

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally

- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time.

For accurate up-to-date information please contact either:

Age UK West Sussex Brighton & Hove on 0800 019 1310. Brighton & Hove City Council Adult Social Services on 01273 295555. West Sussex County Council Adult Social Services on 01243 642121.

Healthy eating for over 50s

Healthy eating can improve your quality of life and help you avoid diseases associated with ageing.

There is a lot you can do to introduce healthier foods into your diet without giving up all your favourites.



Manage your weight with a balanced diet

For most people it is best to maintain your weight as you get older, giving you enough energy to stay well, socialise and be active.

If you have a very low body weight you may benefit from some support. If you are very overweight, losing some weight may be good for your health.

Get the best from your diet:

- Eat a variety of foods to ensure you're getting all the nutrients your body needs.
- Eat at least five portions of fruit and vegetables a day.
- Base your meals on starchy foods like bread, potatoes, rice or pasta. Try to switch to wholegrain versions.
- Choose foods with slightly more calcium, folate (folic acid) and vitamin B12 especially over the age of 65. Most people will benefit from vitamin D supplements especially in winter.
- Aim for a portion of protein with each meal such as lower-fat meat or poultry, eggs, beans, lentils, tofu or nuts.
- Drink plenty of fluids. Most people need 6-8 glasses or mugs per day. Water, tea, coffee (without added sugar) and milk are the best choices for your teeth.
- We only need small amounts of fat. Try to replace saturated fats (such as butter) with unsaturated vegetable, rapeseed, olive and sunflower oils and spread. Nuts and seeds are also good choices.

- If you eat fish, aim for two portions a week, including one portion of oily fish such as salmon, fresh tuna, mackerel, sardines or trout.
- Limit foods and drinks that are high in added sugar.
- Limit your salt intake to a maximum of six grams a day - try not to add it to your food and beware of added salt in processed foods and ready-made meals.
- Drink less alcohol.

Keep Muscles Strong

Muscle health is just as important as we age. Maintain muscle mass to stay active and mobile and to reduce the risk of falls.

A combination of resistance activity (working with weights or resistance bands or even simply using items at home like tinned goods), together with healthy nutrition and hydration works best to maintain muscles.

Avoid Malnutrition

Some people lose too much weight as they get older. If you, a friend or a loved one experiences unplanned weight loss, or finds their clothes, jewellery or dentures are loose, they may need to eat more nutrient dense foods. Malnutrition can become serious, and there may be an underlying health condition. If you are concerned, encourage the person to see their doctor.

This article references the British Dietetic Association Older People's Specialist Group fact sheet **Eating, drinking and ageing well.**

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.



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HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BN1 3XE	Age UK Brighton & Hove	95 Queens Road	Brighton	01273 328555
BN1 3XF	Alpha May Care First	106 Queens Road	Brighton	01273 044016
BN1 4DU	White Heart Care Services	Trafalgar Place	Brighton	01273 443951
BN1 6JJ	Hallifax Care	297a Ditchling Road	Brighton	01273 542200
BN1 8AF	Care4You Homecare Services	Crowhurst Road	Brighton	01273 916233
BN2 4AE	Carepoint Services	108 Lewes Road	Brighton	01273 805950
BN2 5NS	Cheriton Homecare	Whitehawk Road	Brighton	01273 273277
BN2 6AH	Care Quality Services	Hunns Mere Way	Brighton	01273 770202
BN2 6AH	Apex Prime Care	Hunns Mere Way	Brighton	01273 600494
BN2 6BA	Alina Homecare	62-64 Warren Road	Brighton	01273 390748
BN2 7HE	Maria's Homecare Companions	100 High Street	Brighton	01273 582333
BN3 1AP	Embark Head Office	4 Ivy Place	Hove	08432 893378
BN3 2AF	The Private Care Company	115a Church Road	Hove	01273 774951
BN3 2BB	Hanover Care	71 Church Road	Hove	01273 723090
BN3 2WB	Kingsway Care Ltd	22 Victoria Terrace	Hove	01273 077444
BN3 3RU	Coastal Homecare	78 Goldstone Villas	Hove	01273 410471
BN3 4EL	Compass Homecare	257 New Church Road	Hove	01273 034400
BN3 5PA	At Home	3 Rutland Gardens	Hove	01273 894070
BN3 7GB	Bluebird Care	98 Boundary Road	Hove	01273 022055
BN3 7GS	Dbagz Solutions	Old Shoreham Road	Hove	02037 584666
BN3 7GS	London Care	Old Shoreham Road	Hove	01273 956119
BN6 9HN	Elite Choice Home Care	Mill Lane	Hassocks	01273 840625
BN6 9UE	Sussex Homecare	3 Kemps	Hassocks	01273 831188
BN11 1EG	Home Instead	31 Chapel Road	Worthing	01903 206079
BN11 1EX	LQS Healthcare Services	1-6 Chapel Road	Worthing	07737 020783
BN11 1EX	Chanmil Care	1-6 Chapel Road	Worthing	01903 831315
BN11 1LB	GoodOaks Homecare	72 Newland Road	Worthing	01273 020064
BN11 1QN	Guild Care Homecare	30-36 Portland Road	Worthing	01903 528637
BN11 3JJ	ERA Healthcare	17 Rowlands Road	Worthing	01903 238636
BN11 4AQ	Caremark Worthing & Adur	75 Richmond Road	Worthing	01903 232949
BN11 4SS	AcreCare	4 Station Parade	Worthing	01903 505438
BN11 5SA	Coastal Homecare	115 George V Avenue	Worthing	01903 246651
BN12 4AD	Guardian Angel Carers	58 Goring Road	Worthing	01903 389098
BN12 4NX	VHM Care	323 Goring Road	Worthing	01903 942928
BN12 4TX	Bluebird Care	1A, Aldsworth Parade	Worthing	01903 730026
BN12 5JP	Beehive Care	50 Ferring Street	Worthing	01903 240313
BN12 6PP	Assist Care Group	Hangleton Lane	Worthing	01903 507801
BN14 0EP	Egalite Care	191 -193 Findon Road	Worthing	01903 214498
BN14 8BX	Agincare	Ivy Arch Road	Worthing	01903 504000
BN14 8BX	KMX Nursing Agency	Ivy Arch Road	Worthing	01903 910035
BN14 8NL	Kardinal Healthcare	Southdown View Road	Worthing	01903 211931
BN14 9DE	South Coast Care	Broadwater Street West	Worthing	01903 867577

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Tel: 01243 605111
Email: selsey@erahealthcare.com
www.erahealthcare.com

Worthing Branch
17 Rowlands Road, Worthing, BN11 3JJ
Tel: 01903 238636
Email: worthing@erahealthcare.com

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.

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.

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

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BN14 9RY	Helping Hands	5 Offington Lane	Worthing	01903 334614
BN15 8TA	Alina Homecare	2-3 Commerce Way	Lancing	01903 323222
BN16 3BZ	Alina Homecare	14 Ash Lane	Littlehampton	01903 759052
BN17 5AR	Molly Care Ltd	Arcade Road	Littlehampton	01903 372352
BN17 5QZ	Crossroads Care	Horsemere Green Lane	Littlehampton	01903 790270
BN17 7TL	New Venture Care	Courtwick Lane	Littlehampton	01903 357114
BN17 7TL	Ethica Care West Sussex	Courtwick Lane	Littlehampton	07368 805480
BN18 0AA	Caremark Arun	Park Bottom	Arundel	01243 680122
BN18 9DL	Premier Nursing	2 Arun Street	Arundel	01903 883882
BN41 1UR	Caremark Brighton & Hove	28-29 Carlton Terrace	Brighton	01273 019185
BN41 1UY	Home Instead	Basin Road North	Brighton	01273 284090
BN41 2DP	Phoenix Bespoke Support	55 Sharpthorne Crescent	Brighton	07885 471494
BN43 5DB	Carewise	82 High Street	Shoreham-by-sea	01903 767622
BN43 5FF	Right at Home	Cecil Pashley Way	Shoreham-by-sea	01273 286172
BN43 6EH	Care Guaranteed	56 St. Julians Lane	Shoreham-by-sea	07717 725551
GU29 9LT	The Home Service	Grange Road	Midhurst	01730 817999
PO18 0FB	Home Instead	Madgwick Lane	Chichester	01243 884111
PO18 9HP	Caremark Chichester	Chilgrove Road	Chichester	01243 217060
PO19 1ED	Guardian Angel Carers	Eastgate Square	Chichester	01243 216416
PO19 1HA	In Home Care	93 East Street	Chichester	01243 217371
PO19 1PL	Helping Hands	39 Little London	Chichester	01243 958109
PO19 7FA	London Care	18 Gilmore Road	Chichester	01243 839733

South Coast Care



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Since
2009

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Where we cover: **Worthing**
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Henfield
Steyning

Contact Us

 Phone

01903 867577

 Website

www.southcoastcare.com

 Email

info@southcoastcare.com



HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
PO19 8FX	Right at Home	Bognor Road	Chichester	01243 769200
PO19 8TX	South Coast Homecare	Terminus Road	Chichester	01243 280022
PO20 0AX	London Care	St. Peters Crescent	Chichester	01243 604788
PO20 0QE	ERA Healthcare	136 High Street	Chichester	01243 605111
PO20 0RS	Platinum Homecare	The Bridleway	Chichester	01243 605675
PO20 1QH	Bluebird Care	Vinnetrow Road	Chichester	01243 839859
PO20 7NG	Vitale Care	Keynor Lane	Sidlesham	01243 973600
PO20 9AN	Rendezvous Care Services	6 Coxes Road	Chichester	01243 605782
PO20 9DY	Choice Care 4 U Services Ltd	Chichester Road	Chichester	01243 607502
PO20 9DY	Avoston	12 Trident Business Park	Chichester	01243 939537
PO21 1QN	Acre Care	25 Queensway	Bognor Regis	01243 823265
PO21 2LN	Nightingales (Chichester)	29 Aldwick Road	Bognor Regis	01243 511311
PO21 4TW	Angelica Care	1 & 2 The Parade	Bognor Regis	01243 859876
PO21 5AA	Ashton Domiciliary Care Agency	Chichester Road	Bognor Regis	01243 860074
PO22 6DZ	PRN Homecare	39 Elmer Road	Bognor Regis	01243 582814
PO22 7PG	Greenhurst Care	94 Felpham Road	Bognor Regis	01243 868536
PO22 9SL	ADL Care	Ash Grove	Bognor Regis	01243 630121
RH5 5DD	Qualis Home Care	Rusper Road	Dorking	07562 151167
RH10 1BQ	Time For You	39 High Street	Crawley	01293 425279
RH10 1JH	Metro Homecare	Station Way	Crawley	01293 245084
RH10 1TN	Hasz Homecare Services	Stephenson Way	Crawley	01444 390803
RH10 1TT	Southern Counties Caring Ltd	Spindle Way	Crawley	07960 689859
RH10 1XP	Bluestar Care & Support	40a The Boulevard	Crawley	01293 300009
RH10 3BB	Cera Care	Grattons Drive	Crawley	01293 241120
RH10 6AG	Home Instead Senior Care Crawley	East Park	Crawley	07714 622606
RH10 7SL	Dynamic Viewpoint Healthcare	Turners Hill Road	Crawley	07838 877799
RH10 7SL	Great Grace Services	Turners Hill Road	Crawley	01293 221345
RH10 7SL	AAT Quality Care Agency	Turners Hill Road	Crawley	01293 972096
RH10 9NH	Denise Care	Gatwick Road	Crawley	01293 531303
RH10 9PJ	All Care	Gatwick Road	Crawley	01293 571230
RH10 9PJ	Alina Homecare	Gatwick Road	Crawley	01293 265522
RH10 9SE	Complete Home Care	Kelvin Way	Crawley	01293 562547
RH10 9WE	Bespoke Home Care	Kelvin Way	Crawley	01293 270466
RH11 7XA	Ansa Care	County Oak Way	Crawley	01293 665366
RH11 7XL	FirstCol Services	County Oak Way	Crawley	01293 537878
RH11 9AD	Regal Home Care	Brighton Road	Crawley	01293 565902
RH12 1AF	Alina Homecare	London Road	Horsham	01403 878051
RH12 1DD	Bright Care	1 Wellington Road	Horsham	01403 330336
RH12 1LE	AAA Care Solutions	76 Longfield Road	Horsham	01403 750345
RH12 4QD	Home Instead	Langhurstwood Road	Horsham	01403 248227
RH12 4RU	Caring Hands	Old Crawley Road	Horsham	01403 788341
RH12 4SE	My Homecare	Crawley Road	Horsham	01293 855751



“ I cannot speak **highly** enough of Qualis Home Care ”

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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.

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.

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
RH12 4TB	Leah Care	Forest Road	Horsham	01403 900680
RH13 5AA	Prime Care Domiciliary	3 Queen Street	Horsham	01403 734011
RH13 5BB	Bertie & Bells Homecare	Brighton Road	Horsham	01403 599172
RH13 5UR	GoodOaks Homecare	Harwood Road	Horsham	01403 588120
RH13 5UR	Ascot Care	Harwood Road	Horsham	01403 218511
RH14 9QX	Gozone Care	87 High Street	Billingshurst	01403 783582
RH15 9BQ	Coastal Homecare	99 Church Walk	Burgess Hill	01444 645030
RH15 9DE	Guardian Angel Carers	Station Road	Burgess Hill	01444 689000
RH15 9LH	KD Healthcare	68 Victoria Road	Burgess Hill	01444 225670
RH15 9LH	Bluebird Care	64a Victoria Road	Burgess Hill	01444 414351
RH15 9QU	Caretouch	277 London Road	Burgess Hill	01444 849828
RH15 9RN	Everycare	191-193 London Road	Burgess Hill	01444 244770
RH16 1UA	Caremark Mid Sussex & Crawley	Bridge Road	Haywards Heath	01444 455800
RH16 4LA	Abbey Care	38-42A South Road	Haywards Heath	01444 455622
RH17 7BJ	Classic Care Services	9 Knox Road	Haywards Heath	01293 889080
RH19 3BD	Your Hope Care	3 Institute Walk	East Grinstead	01342 619833
RH20 4EE	Angelica Care	32 West Street	Pulborough	01903 742658
RH20 1AS	Caremark Horsham & Pulborough	17 London Road	Pulborough	01798 873550

We deliver excellent Home Care

with compassion and a cheery smile!

At Caremark, we pride ourselves on providing:

- professional and planned home care
- a comprehensive understanding of your individual preferences
- dignity and respect
- safety and happiness that enables you to stay at home

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T: 01243 680 122

E: arun@caremark.co.uk

Caremark (Brighton and Hove)

T: 01273 019185

E: brightonandhove@caremark.co.uk

Caremark (Chichester)

T: 01243 217060

E: chichester@caremark.co.uk

Caremark (Pulborough & Horsham)

T: 01798 873 550

E: pulborough@caremark.co.uk

Caremark (Mid Sussex & Crawley)

T: 01444 455 800

E: midsussex@caremark.co.uk

Caremark (Worthing & Adur)

T: 01903 232949

E: worthing@caremark.co.uk

Supporting our community for over 90 years

At Guild Care, we have a long history of providing high quality care and support to older people in Worthing and the surrounding areas. Every year, we support over 3,000 local people, offering reassurance, choice, and support at every stage of later life.

Community support and social activities

Our Creating Connections service offers social activities and group sessions for people aged 65 and over, helping older people stay connected, active, and supported within their community.

Flexible home care

Our Home Care service supports older people to live safely and independently in their own homes. Care is tailored to each person and can include companionship, wellbeing checks, personal care, medication support, and help with daily tasks.

Residential nursing and dementia care

Our three care homes, Caer Gwent, Haviland House, and Linfield House, provide residential nursing and dedicated dementia care with 24 hour nursing included as standard.

Dementia day services

Our dementia day services provide a safe, supportive environment for people living with dementia and much needed respite care for families and carers.

**To find out more, call 01903 327327
or visit www.guildcare.org**



**"It makes my
life worthwhile.
Guild Care is
everything to me."**

**Creating Connections
member**



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.



NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BN1 6AD	Birch Grove Nursing Home	1-3 Stanford Avenue	Brighton	01273 566111
BN1 7EJ	Grove Park Nursing Home	2 The Linkway	Brighton	01273 543574
BN1 8NA	Hallmark Maycroft Manor	2-8 Carden Avenue	Brighton	01273 859790
BN1 8SF	Patcham Nursing Home	Eastwick Barn	Brighton	01273 501358
BN2 4DU	Sycamore Court	Fitzherbert Drive	Brighton	01273 697331
BN2 4FH	Hazelgrove Nursing Home	Heath Hill Avenue	Brighton	01273 886788
BN2 4LS	Partridge House	Leybourne Road	Brighton	01273 674499
BN2 6DX	Dean Wood Care Home	Warren Road	Brighton	01273 987620
BN2 7GA	Highbury House Nursing Home	Steyning Road	Rottingdean	01273 309447
BN2 7GD	Rottingdean Nursing Home	30-32 Newlands Road	Brighton	01273 750260
BN2 8SL	Arundel Park Lodge	22-24 Arundel Drive East	Brighton	01273 303449
BN3 1PA	The Pines Nursing Home	Furze Hill	Hove	01273 820275
BN3 1RN	Wavertree House	Somerhill Road	Hove	01273 262200
BN3 2DB	Seaway Nursing Home	33 Vallance Gardens	Hove	01273 730024
BN3 4BB	Bon Accord Care Home	79-81 New Church Road	Hove	01273 721120
BN3 4ED	The Adelaide Nursing Home	203-205 New Church Road	Brighton	01273 410530
BN3 5DB	Glentworth House	40-42 Pembroke Avenue	Hove	01273 720044
BN3 5DR	Middleton Grove Nursing Home	11 Portland Road	Hove	01273 325705
BN3 6DA	Victoria Chatsworth	63 Dyke Road Avenue	Hove	01273 564471
BN3 6DA	Victoria Chartwell	81 Dyke Road Avenue	Hove	01273 551355
BN3 6GE	Regent House Nursing Home	107-109 The Drive	Hove	01273 220888
BN3 6GP	Downlands Nursing Home	96 The Drive	Hove	01273 723937
BN3 6QA	Oaklands Nursing Home	39 Dyke Road Avenue	Hove	01273 330806
BN3 6QD	Victoria Highgrove	59 Dyke Road Avenue	Hove	01273 562739
BN3 7JW	Lindridge Care Home	Laburnum Avenue	Hove	01273 746611
BN5 9PX	Upper Mead Care Home	Fabians Way	Henfield	01273 492870
BN5 9UY	Red Oaks Care Home	The Hooks	Henfield	01273 493043
BN11 3JB	The Beeches Nursing Home	45 Wordsworth Road	Worthing	01903 239875
BN11 4AN	Ashdown Nursing Home	2 Shakespeare Road	Worthing	01903 211846
BN11 4BX	The Poets	44 - 48 Shelley Road	Worthing	01903 210612
BN11 4BY	Camelot Care Home	6-8 Tennyson Road	Worthing	01903 203660
BN11 4DA	Berkeley Lodge	42 Shelley Road	Worthing	01903 288488
BN11 4JD	Linfield House	18-22 Wykeham Road	Worthing	01903 529629
BN11 4JG	Melrose Care Home	7-11 Wykeham Road	Worthing	01903 230406
BN11 4JR	Hurst Nursing Home	1 Mill Road	Worthing	01903 236935
BN11 4PB	Willett Lodge	4 Chaucer Road	Worthing	01903 235347
BN11 4PB	Amberley Lodge Care Home	11 Chaucer Road	Worthing	01903 201076
BN11 4QH	Tenby House	28 Downview Road	Worthing	01903 502687
BN11 4QN	St Michaels Nursing Home	19-21 Downview Road	Worthing	01903 248691
BN11 5DU	Pentlands Nursing Home	42 Mill Road	Worthing	01903 247211
BN12 4SG	Westholme Clinic Limited	10 Clive Avenue	Worthing	01903 241414
BN12 6FE	Haviland House	20A Robin Road	Worthing	01903 528500
BN13 3EA	Longacre Care Home	12-14 Chute Way	Worthing	01903 261648
BN13 3EX	Country Lodge Nursing Home	Cote Street	Worthing	01903 830600



Moments to treasure, care & support you can trust.

At Splendid Care, we believe happiness comes from feeling comfortable, cared for and truly welcome - in a place where people can be themselves. As a family-run care group, we bring together genuine care and support with warm hospitality, creating places to live where people feel safe, valued and at home.

Our dedicated teams take the time to get to know every person, nurturing real relationships and delivering family-based, person-centred care every single day.



Why Choose Splendid Care?

- Warm, family-orientated environments
- Dedicated teams who genuinely care
- Tailored support that evolves with each person
- Welcoming spaces designed for comfort, joy and connection
- A philosophy rooted in meaningful moments and true wellbeing

Find out more or arrange a visit

Contact the homes directly where the friendly and helpful team will be pleased to answer any questions you may have. Alternatively, email info@splendidcaregroup.co.uk

Discover the Splendid Care difference — where care feels like family and every day brings moments to treasure.

Derwent Lodge Care Home — Billingshurst

Derwent Lodge is a warm, friendly and purpose-built home offering exceptional residential, nursing and dementia care. This lovely home offers comforting spaces, a caring team and an environment filled with companionship, laughter and meaningful moments.

Derwent Lodge Care Home
West Street,
Billingshurst,
West Sussex,
RH14 9LW

Phone: 01403 786832
Website: derwentlodgecare.co.uk



Upper Mead Care Home — Henfield

Upper Mead offers a true family atmosphere with a team that goes the extra mile. With welcoming lounges, tranquil gardens and a true family atmosphere, Upper Mead offers superb, family-focused residential, nursing and dementia care.

Upper Mead Care Home
Fabians Way,
Henfield,
West Sussex,
BN5 9PX

Phone: 01273 492870
Website: uppermeadcare.co.uk





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.

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.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BN16 3AY	Rustington Hall	Station Road	Littlehampton	01903 777501
BN16 3LX	Fairlight Nursing Home	121 Worthing Road	Littlehampton	01903 772444
BN16 3SE	Darlington Court	The Leas off Station Road	Rustington	01903 850232
BN17 5JG	Nightingale Nursing Home	43 Beach Road	Littlehampton	01903 717376
BN17 5NZ	Aster Grove Nursing Home	18-20 South Terrace	Littlehampton	01903 946537
BN17 6AJ	Fulford Care & Nursing Home	East Street	Littlehampton	01903 718877
BN17 6AU	Mewsbrook House	59 East Street	Littlehampton	01903 713815
BN18 0DU	Yewtree Nursing Home	North End Road	Arundel	01243 552575
BN18 0HN	Warmere Court	Downview Way	Arundel	01243 551827
BN18 0SU	Westergate House	Denmans Lane	Arundel	01243 544744
BN42 4LP	Harmony House Nursing Home	283 Old Shoreham Road	Brighton	01273 415630
BN43 6LT	Kingsland House	Kingsland Close	Shoreham By Sea	01273 440019
BN44 3RJ	Croft Meadow	Tanyard Lane	Steyning	01903 814956
BN44 3TF	Valerie Manor	Henfield Road	Steyning	01903 812105
GU27 3DJ	Weyspring Park	Bell Vale Lane	Haslemere	01428 748519
GU28 0HQ	Petworth Cottage Nursing Home	Fittleworth Road	Petworth	01798 342785
GU29 0ES	Pendean House Care Home	off Oaklands Lane	Midhurst	01730 887566
PO9 6DP	Beechwood House	Woodberry Lane	Rowlands Castle	02392 413153
PO18 0NT	Westhampnett Nursing Home	Westhampnett House	Chichester	01243 782986
PO18 8AP	Beggars Roost Nursing Home	Old Park Lane	Chichester	01243 573750
PO18 8ST	Pinewood Nursing Home	Cot Lane	Chichester	01243 572480
PO19 1SG	Marriott House & Lodge	Tollhouse Close	Chichester	01243 536652
PO19 6ED	Wellington Grange	Broyle Road	Chichester	01243 755200
PO19 8FP	Chichester Grange	Grosvenor Road	Chichester	01243 882405
PO20 0HS	Tenchley Manor Nursing Home	Ursula Square	Chichester	01243 606060
PO20 3RY	Claremont Lodge Care Home	Fontwell Avenue	Chichester	01243 543941
PO21 1JA	Aldersmead Care Home	17-19 Upper Bognor Road	Bognor Regis	01243 827619
PO21 2DZ	Burlington Nursing Home	109-111 Victoria Drive	Bognor Regis	01243 821446
PO21 2RS	Abbots Lawn	Sylvan Way	Bognor Regis	01243 823288
PO21 4DG	Apsley House Care Home	86 Barrack Lane	Bognor Regis	01243 267755
PO22 0EH	Barnham Manor	150 Barnham Road	Bognor Regis	01243 551190
RH10 6BH	Ferndale Nursing Home	124 Malthouse Road	Crawley	01293 520368
RH10 6JE	Burleys Wood	Furnace Drive	Crawley	01293 554660
RH12 1JF	Mill River Lodge	Dukes Square	Horsham	01403 227070
RH12 2ED	Ashtonleigh	4 Wimblehurst Road	Horsham	01403 259217
RH12 2EG	Ashton Grange	3 Richmond Road	Horsham	01403 257263
RH12 3PQ	Windermere House	Guildford Road	Horsham	01403 327500
RH12 3QD	Honeywood House Nursing Home	Horsham Road	Horsham	01306 627389
RH12 3XY	Broadbridge Park	Old Guildford Road	Horsham	08081 698649
RH12 5EZ	Westlake House	Pondtail Road	Horsham	01403 270773
RH12 5PU	Skylark House	St Marks Lane	Horsham	01403 247010
RH13 0SY	Wellcross Grange Care Home	Five Oaks Road	Horsham	01403 790388
RH13 5NA	Oakhill House Care Home	Eady Close	Horsham	01403 260801
RH13 6HA	Glen Arun Care Home	9 Athelstan Way	Horsham	01403 253881

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.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
RH14 9LX	Derwent Lodge	West Street	Billingshurst	01403 786832
RH15 0ED	Woodlands Nursing Home	23 Silverdale Road	Burgess Hill	01444 243579
RH15 0EF	Oaklodge Nursing Home	2 Silverdale Road	Burgess Hill	01444 243788
RH16 1QA	Birchwood Grove	64 Sydney Road	Haywards Heath	01444 458271
RH16 2JZ	Compton House	40 Compton Road	Haywards Heath	01444 482662
RH16 3EG	Adelaide House Nursing Home	13 Oathall Road	Haywards Heath	01444 441244
RH16 3EG	Bletchingley	11 Oathall Road	Haywards Heath	01444 587920
RH16 3EL	Maplehurst Nursing Home	53 Oathall Road	Haywards Heath	01444 455434
RH16 4BX	Ashton House	Bolnore Road	Haywards Heath	01444 459586
RH16 4XH	The Goldbridge	3 Kleinwort Close	Haywards Heath	01444 413746
RH17 5SD	Eastridge Manor	Wineham Lane	Haywards Heath	01444 881768
RH17 5SU	Aniska Lodge	Brighton Road	Warninglid	01444 464130
RH17 6NP	Russetings Care Home	Mill Lane	Haywards Heath	01444 811630
RH19 1PZ	Brendoncare Stildon	Dorset Avenue	East Grinstead	01342 305750
RH19 2EJ	Knowle House Nursing Home	Lingfield Road	East Grinstead	01342 317740
RH19 3SU	Truscott Manor Care Home	Lewes Road,	East Grinstead	01342 314458
RH19 4AT	Mill View	Sunnyside Close	East Grinstead	01342 337220
RH19 4LX	Acorn Lodge	Turners Hill Road	East Grinstead	01342 323207
RH20 1FG	Hillside Lodge	London Road	Pulborough	01798 877700



MHA Greenways care home

Residential care • Dementia care • Respite care

3 weeks for the price of 2

on short-term respite stays*

*Subject to availability. Terms & Conditions apply

Contact us today on



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mha.org.uk/greenways



227 Hawthorn Road, Bognor Regis PO21 2UW

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
- 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

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BN1 6HB	Charlesworth Rest Home	37 Beaconsfield Villas	Brighton	01273 565561
BN1 8NA	Bramble Cottage Retirement Home	18 Carden Avenue	Brighton	01273 565821
BN1 8QE	Place Farm House	Ladies Mile Road	Brighton	01273 563902
BN2 0FE	Craven Vale Resource Centre	Craven Road	Brighton	01273 295772
BN2 6UH	Ireland Lodge	Lockwood Crescent	Brighton	01273 296120
BN2 7DB	Gate Cottage Rest Home	Bazehill Road	Brighton	01273 301890
BN2 8SH	The Whitehouse	1 Chichester Drive West	Brighton	01273 302465
BN2 8SL	Arundel Park Lodge	22-24 Arundel Drive East	Brighton	01273 303449
BN3 2DA	Vallance Residential Care Home	7-9 Vallance Road	Hove	01273 326053
BN3 3PA	Wilbury Care Home	66 Wilbury Road	Hove	01273 326170
BN3 4BB	Charles Lodge	75 New Church Road	Hove	01273 777797
BN3 4FF	Fairdene Lodge	14-16 Walsingham Road	Hove	01273 735221
BN3 4FJ	Oakleigh Lodge Residential Home	36 New Church Road	Hove	01273 205199
BN3 4GJ	The Grange Rest Home	11 Sackville Gardens	Hove	01273 298746
BN3 4GR	Barford Court	157 Kingsway	Hove	01273 777736
BN3 4LJ	Marine View Rest Home	279 Kingsway	Hove	01273 417696
BN3 5DE	Conifer Lodge	95-99 Pembroke Crescent	Hove	01273 701888
BN3 5PD	Autumn Lodge	35-39 Rutland Gardens	Hove	01273 271786
BN3 6FA	Lyndhurst Residential	4-10 Lyndhurst Road	Hove	01273 323814
BN3 6GP	Crescent House	108 The Drive	Hove	01273 732291
BN3 6HN	Brighton & Hove Bethesda Home	5 Hove Park Gardens	Hove	01273 735735
BN3 6HS	Aspen House Care Home	17 Wilbury Avenue	Hove	01273 772255
BN42 4DL	St Clare Rest Home	14 Park Lane	Brighton	01273 591695
BN42 4TP	Romans Care Home	1 Roman Road	Southwick	01273 270100
BN43 5NE	Kathleens Lodge Rest Home	416 Upper Shoreham Road	Shoreham By Sea	01273 452905
BN43 5UB	Meadowcroft Care Home	30 Buckingham Road	Shoreham-by-sea	01273 452582
BN43 6WP	Elreg House	58 Rosslyn Road	Shoreham By Sea	01273 454201
BN5 9SX	Terrys Cross House	Brighton Road	Henfield	01273 492821
BN6 8QH	Villa Adastra	79 Keymer Road	Hassocks	01273 842184



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.

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BN11 1RF	St Mary's Residential Care Home	14 Westbrooke	Worthing	01903 233530
BN11 2AE	Rosemary Mount Care Home	147 Chesswood Rd	Worthing	01903 205762
BN11 2HZ	The New Grange Care Home	10-16 Homefield Road	Worthing	01903 213693
BN11 4AJ	Wraysbury House	2 Beccles Road	Worthing	01903 233539
BN11 4AS	Victoria Lodge	48-50 Shakespeare Road	Worthing	01903 203049
BN11 4AS	Avon House	40-42 Shakespeare Road	Worthing	01903 233257
BN11 4BN	Fernbank Residential Home	25-27 Gratwicke Road	Worthing	01903 282400
BN11 4BX	The Shelley Care Home	54 Shelley Road	Worthing	01903 237000
BN11 4DH	Highgrove House	32-34 Winchester Road	Worthing	01903 230487
BN11 4JN	Larkswood	3 St Botolphs Road	Worthing	07717 729674
BN11 4JN	Hollywynd Rest Home	5-9 St Botolphs Road	Worthing	01903 210681
BN11 4NU	Bywell House Care Home	2 Longfellow Road	Worthing	01903 236062
BN11 4SH	Avon Manor	50 Manor Road	Worthing	01903 230049
BN11 5AW	Victoria Royal Beach	12-16 Grand Avenue	Worthing	01903 246499
BN11 5EG	Westdene House	1 Rye Close	Worthing	01903 247808
BN11 5NF	Heaton House	20-22 Reigate Road	Worthing	01903 700251
BN12 5HR	Greystoke Manor	Church Lane	Ferring	01903 700228
BN12 5NN	Cornwell House	23-25 Beehive Lane	Worthing	01903 240313
BN12 5NR	Scotch Dyke Residential Home	38 Beehive Lane	Worthing	01903 242061
BN13 1ER	Camowen	30 Parkfield Road	Worthing	01903 202111
BN13 2JU	The Heathers	162-164 Salvington Road	Worthing	01903 240825
BN13 3EZ	Stanhope Lodge	Poplar Road	Durrington	01903 264560
BN13 3XR	Clapham Lodge Care Home	Woodland Close	Worthing	01903 871326
BN15 8DY	Stanbridge House	Standbridge House	Lancing	01903 753059
BN15 9NU	Appletree House	9 Pratton Avenue	Lancing	01903 762102
BN16 1NB	Dean House	67 Sea Lane	Littlehampton	01903 784217
BN16 1PN	White Lodge Residential Home	Westfield Avenue	East Preston	01903 789000
BN16 2SP	Green Willow Care Home	21/23 Vicarage Lane	Littlehampton	01903 775009
BN16 3PJ	Ashdown Lodge	2 Wendy Ridge	Littlehampton	01903 785251
BN17 5HA	St Winefrides Residential Home	32 St Winefrides Road	Littlehampton	01903 717455
BN17 6BB	Oakland Grange	St Floras Road	Littlehampton	01903 715995
BN18 0AS	Walberton Place Care Home	Yapton Lane	Arundel	01243 551549
BN18 0HN	Warmere Court	Downview Way	Arundel	01243 551827
BN18 9BZ	OSJCT St Wilfrid's Priory Care Home	2 London Road	Arundel	01903 882079
GU28 0EA	Rotherlea	Dawtry Road	Petworth	01798 345940
GU29 9AZ	Vine House	Vanzell Road	Midhurst	01730 815441
GU33 7PB	Milkwood House Care Home	Hillbrow	nr Petersfield	01730 895485
PO10 8LB	Glebe House	Stein Road	Southbourne	01243 379179
PO10 8LD	Ferndale Residential Care Home	8 Stein Road	Emsworth	01243 371841
PO18 0NT	Dovecote View Chichester	Claypit Lane	Chichester	01243 779080
PO18 8RF	Hambrook Meadows	Broad Road	Chichester	01243 572922
PO19 3JR	Cornelius House	114 Fishbourne Road West	Chichester	01243 779372
PO19 6TT	Augusta Court	Winterbourne Road	Chichester	01243 532483
PO19 8JG	Whyke Lodge	115 Whyke Road	Chichester	01243 783989

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
PO20 0JA	The Bill House	98 Grafton Road	Chichester	01243 602567
PO20 3UL	Nyton House	Nyton Road	Chichester	01243 543228
PO20 7JJ	Manorfield Residential Home	Clappers Lane	Chichester	01243 673023
PO20 8PF	Hooklands Care Home	West Bracklesham Drive	Chichester	01243 670621
PO20 8PT	Church Farm Care Home	Church Farm Lane	Chichester	01243 888579
PO20 8QA	Heathfield Care Home	Main Road	Chichester	01243 511040
PO20 9DH	Sussex Grange Residential	14 Vincent Road	Chichester	01243 606262
PO21 1JA	Woodbine Manor Care Home	25 Upper Bognor Road	Bognor Regis	01243 841136
PO21 2QF	Arun Lodge Residential	6-8 Stocker Road	Bognor Regis	01243 866056
PO21 2QT	Royal Garden Hotel	1 Princess Avenue	Bognor Regis	01243 841026
PO21 2RH	Oban House Residential	9-11, Victoria Drive	Bognor Regis	01243 863564
PO21 2TB	Elizabeth House	83 Victoria Drive	Bognor Regis	01243 810880
PO21 2TB	Tudor House	79 Victoria Drive	Bognor Regis	01243 823406
PO21 2UW	Greenways	227 Hawthorn Road	Bognor Regis	01243 823732
PO21 2YE	Homelands	21-23 Richmond Avenue	Bognor Regis	01243 828122
PO21 2YQ	Autumn Lodge	172 Aldwick Road	Bognor Regis	01243 868242
PO21 3AQ	The Thatched House	32 Aldwick Avenue	Bognor Regis	01243 867921
PO22 0EW	Abbey Dean	102 Barnham Road	Bognor Regis	01243 554535
PO22 6DR	Byway House	1 The Byway	Bognor Regis	01243 583346
PO22 7DW	Oakland Court	26 Admiralty Road	Bognor Regis	01243 842400
PO22 7JA	Summerley Care Home	1 Southview Road	Bognor Regis	01243 823330
PO22 8HG	Hollymead House	3 Downview Road	Bognor Regis	01243 868826
RH10 6JE	Burleys Wood	Furnace Drive	Crawley	01293 554660
RH11 0HG	Deerswood Lodge	Ifield Green	Crawley	01293 561704
RH11 0JE	Woodroffe Benton House	Ifield Park, Rusper Road	Crawley	01293 594200
RH11 0JE	Ellwood Place Care Home	Ifield Park, Rusper Road	Crawley	01293 594200
RH11 8AA	Greensleeves Care Home	15-21 Perryfield Road	Crawley	01293 511394
RH12 1JF	Mill River Lodge	Dukes Square	Horsham	01403 227070
RH12 2DX	Heathfield	88 Hurst Road	Horsham	01403 254055
RH12 2ED	Ashtonleigh	4 Wimblehurst Road	Horsham	01403 259217
RH13 5PP	Kings Court	23 Kings Road	Horsham	01403 276333
RH13 5PP	Rosedale Care Home	25 Kings Road	Horsham	01403 265236
RH15 0AL	Hilgay Care Home	Keymer Road	Burgess Hill	01444 244756
RH15 0EF	Rookwood Residential Home	26 Silverdale Road	Burgess Hill	01444 462100
RH15 0HD	Tripletrees Care Home	70 Ferndale Road	Burgess Hill	01444 243054
RH15 8DZ	Edward House	86 Mill Road	Burgess Hill	01444 248080
RH15 8EL	St Annes Residential Care Home	92 Mill Road	Burgess Hill	01444 233179
RH16 1RW	Summerlands Care Home	Summerhill Lane	Haywards Heath	01444 459836
RH16 2AA	Crossways Healthcare	2 Sunte Avenue	Haywards Heath	01444 416841
RH16 2QG	Walstead Place Care Home	Scaynes Hill Road	Haywards Heath	01444 483885
RH16 4BG	Oakwood Court	Amberley Close	Haywards Heath	01444 458872
RH17 6LG	Avon House Rest Home	Stockcroft Road	Haywards Heath	01444 811282
RH17 7BS	Westall House	Birch Grove Road	Horsted Keynes	01825 791157
RH19 1PD	Silver Court Care Home	Halsford Lane	East Grinstead	01342 321717



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