



Your **Guide** to Later Life in Wiltshire and Swindon 2026/27

ISSUE
SEVEN

Advice and information to help you
Stay informed • Stay involved • Stay independent

Contents

- 3 Welcome to Age UK Wiltshire
- 4- 18 Age UK Wiltshire -
About our services
- 19 - 20 Are you a carer?
- 21 - 23 Funding care
- 24 - 29 Care services in your home
- 30- 35 Care homes & retirement living

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Welcome to the seventh edition of our Guide to Later Life in Wiltshire and Swindon.

At Age UK Wiltshire, our mission is to improve the quality of life for all older people across Wiltshire and Swindon by promoting choice, opportunities, and independence.

We are here to inspire, support and enable older people, helping you to stay safe, make informed choices and be independent yet connected.

One of the challenges faced by people as they grow older is knowing where to turn for information and advice on the range of issues that might arise.

Our aim with this guide is to bring all this information together so you and your family can have a useful reference booklet that you can pick up as and when you need to.

There are sections on a range of topics from managing your finances and living well through to finding opportunities to socialise and connect.

If you can't find the information you need, then please do contact us at Age UK Wiltshire. We are an independent local charity that has been working in the community providing support and guidance to older people, their families and carers for over 70 years.

Our services are available throughout Wiltshire and Swindon and can be accessed by telephone, email or online. We have a quality-accredited Information and Advice service where our friendly and experienced advisors can talk you through your options and help you navigate later life.

Age UK Wiltshire

Registered office:

Unit 10 Prince Maurice Court, Hambleton Avenue, Devizes, SN10 2RT

www.ageukwiltshire.org.uk

 <https://www.facebook.com/AgeUKWilts>

 @ageukwiltshire

 <https://www.linkedin.com/company/aukw>



We're a local charity working in the community to support older people, their families and carers.

Let's change how we age across Wiltshire and Swindon.

Information & Advice Team

We offer a free, quality-accredited Information & Advice service for older people, their families and their carers.

Our friendly team of staff and volunteers provides comprehensive information and advice on a wide range of issues affecting older people including welfare benefits and money; arranging care and support; housing options; finding local services and later life planning.

We can help you identify the problem and explain the choices available to help you decide what you want to do. We may be able to provide individual support if you need further help to resolve the problem. We offer support by telephone, email, face-to-face appointments and limited home visits.

Growing older can bring changes to our lives, raising questions we have never considered before. We may require additional support, our financial situation may change, and we can find ourselves in a very different and often confusing place. Similarly, someone who is supporting an older loved one or friend may be presented with a number of challenges and decisions, often needing to be made at short notice.

Want to know more about Attendance Allowance, Blue Badge, arranging a care package or help for carers? Our online 'Frequently Asked Questions' has information on these and much more!



"Thank you hugely for helping me last week with my energy support. It is very much appreciated. Without you and the team life would be a little harder." **Leslie**



We can help with:

Benefits & Money Advice

- Check what benefits you may be entitled to
- Support you in making benefit applications and understanding paperwork
- Advise on steps to get your finances in order

Organising Care & Support

- Help you navigate the social care system to get the help you need
- Discuss care at home or residential care options so you can choose what's right for you
- Explain Care Needs Assessments and Care Funding

Housing Options

- Advise you about getting assistance, such as housing benefit
- Explore options such as sheltered housing
- Talk to you about adaptations to your home to help you remain independent and safe

Planning for Later Life

- Providing information on Powers of Attorney, wills and dealing with an estate
- Offer free telephone appointments with a specialist volunteer to help you understand more about wills, Power of Attorney and probate

For Information & Advice on all aspects of later life, visit our website www.ageuk.org.uk/wiltshire/our-services/faqs/ or call our friendly team on: **0808 196 24 24**
Lines are open 10.00am - 2.00pm, Monday to Friday.

Please note that during busy periods your call may be redirected to the free Age UK National advice line where they may be able to assist or pass a message on to the local team.

Attendance Allowance and Other Benefits

Many older people could be claiming benefits that could improve their independence and quality of life.

Attendance Allowance is a non-means-tested disability benefit from the government to help pay for the extra costs of having a long-term disability or health problem. If you have an illness or disability that means you have difficulty or need help with personal care tasks or require supervision to keep you safe at home then you may be eligible.

The number to request a form is: **0800 731 0122** (DWP).

We offer free help to complete the forms including our guide available on our website: www.ageuk.org.uk/wiltshire/our-services/faqs/ and dedicated appointments.

It's up to you how you use the money, many people spend it on things to help them remain independent at home - heating bills, delivery of pre-cooked meals or taxis.

Also, if you have difficulties with personal care then you could contact your Local Authority's adult social care team to request a free 'care needs assessment'. This is an assessment of your 'eligible needs' and looks at how these could be met (a care plan) and the cost of meeting the needs (a personal budget amount), which can be a good basis for arranging care and support.

This can also provide up to £1000 of free aids and equipment to help you manage around the home more easily, regardless of finances. In some cases, the local authority may be able to contribute towards care package fees and larger adaptations.

"I know there's help available - it's an extremely worthwhile marvellous service and we're very grateful - my family are also really pleased that I was persuaded to apply! As a result of your great advice we both got Attendance Allowance. You pointed out my wife's was less than expected and with your advice we challenged this in a call to DWP and the decision was changed which we would never have thought to do."

David



"Just a quick message to thank your volunteer very much for helping me with the Attendance Allowance form - I am delighted to say that I have been successful. So very many thanks for the help I received in obtaining it. It has already made a difference."

Merrin

"I feel reassured that I've been helped which has made me happier. [Someone] suggested I ring about the Attendance Allowance because I'd said my mobility was getting worse. The person who came was a volunteer and she was absolutely first rate. I never expected to get the higher rate and it was a nice surprise! It will help with travel costs as I'm using community transport. I've kept the literature which will be useful for future reference and everyone explained everything well."

Pauline

For more information or to arrange help with a form please contact us via our online form: www.ageuk.org.uk/wiltshire/about-us/contact-us/ or call **0808 196 2424**

Benefits and other financial help

There are a variety of means-tested and non-means-tested benefits and schemes available to people over State Pension age. Our Information & Advice team can complete a free income maximisation check to see if you qualify, explain entitlements, and help you to apply.

Means-tested benefits are based on your income, savings and other capital and are calculated according to your (and your partner's if you have one) individual circumstances. If you are a carer or disabled then you may be eligible for extra benefits or premiums that increase your eligibility for means-tested benefits.

Key means-tested benefits for older people are:

- Pension Credit – Money to top up your income from the DWP
- Council Tax Support - Money off your Council Tax bill from the local authority
- Housing Benefit – Money towards your rent from the local authority



You can also save money through the following schemes:

- **Warm Home Discount** - a £150 credit for more vulnerable customers and low-income households - check with your electricity supplier
- **NHS low-income scheme** - vouchers towards NHS costs such as opticians, dentists and hospital transport if you have less than £16,000 savings.
Tel: 0300 330 1343
- **Water bill discount or water-saving freebies** - check with your water supplier.
- **Charitable grants** to help with one-off essential items or expenses from occupational or local charities (<https://grants-search.turn2us.org.uk/>)
- **Non-means-tested Council Tax Discounts** including for certain carers, disability adaptations and for people with a mental impairment. Check with your local authority.
- **Free TV licence** if you are over 75 and receive Pension Credit.
Tel: 0300 790 6117
- **Tax Allowances** which could reduce a person's overall tax bill. Contact HMRC Income tax general enquires:
0300 200 3300
or see: www.gov.uk/income-tax-rates

If you need help making a claim, or want to check if you are entitled, contact Age UK Wiltshire. Visit our website at www.ageukwiltshire.org.uk

Pension Credit- the golden ticket!

Pension Credit is a means-tested benefit for older people. This means it's based on your income and your savings. Not only does it give you more income each week; entitlement to Pension Credit gives you access to other benefits, including a free TV licence!

By claiming Pension Credit you could become entitled to:

- Help with NHS costs such as prescriptions, dental treatment, glasses and transport costs for hospital appointments. (Guaranteed Pension Credit means automatic entitlement. If you receive Savings Pension Credit you can still apply separately)
- A Cold Weather Payment of £25 when the average temperature in your area is 0°C or below for seven days in a row between 1st November and 31st March.
- A discount on your water bill.
- If you rent your home, you may get Housing Benefit to help towards paying your rent.
- If you pay Council Tax, you get could help to pay it with Council Tax Reduction payments.
- If you are a carer or have a disability, you could get an extra amount of Pension Credit each week.

Pension Credit is a fantastic benefit that gives older people so much, yet it's estimated that about 1 million older households are missing out. This is because you won't be told automatically that you are entitled. **YOU need to make a claim!**

How do I claim?

Call the Pension Credit claim line on **0800 99 1234**.
(textphone 0800 169 0133)

You'll need to have the following details to hand:

- your National Insurance number
- your bank account details
- information about your income, savings and investments
- information about your pensions (if you have any)
- details of any housing costs (such as mortgage, interest payments, service charges) and your partner's details (if you have a partner).

You may be able to backdate your claim by up to 13 weeks so make sure you ask about this when you apply!



If you need help making a claim, or want to check if you are entitled, contact Age UK Wiltshire.

Priority Service Registers



A service for anyone who may need extra help at home during a power cut or a water interruption.

It is a little-known fact that our power and water distributors in Wiltshire each provide a Priority Services Register.

The register is for anyone of pension age or who has a long-term health condition.

If there is a major power cut or interruption to your water supply, being on the register will mean you get extra help to ensure you remain safe and well.

You'll also get additional support when there aren't any issues.



You'll get help with:

- Emergency power and water supplies if you rely on electricity and water for medical equipment or treatment.
- Advance warning of any planned power and water interruptions and regular status updates during any power cut.
- Communicating with you in the best way for you, such as large type, Braille or your chosen language.
- A password that the services will use whenever they visit, so that you can be sure they are genuine callers.
- Meals, drinks, warmth, and charging points provided to you by welfare vehicles during a prolonged power cut.
- Free energy advice to help you keep warm and save money.

Signing up to your local Priority Service Registers is EASY & FREE! Simply call:
Scottish & Southern Electricity Network:
0800 294 3259

Wessex Water: 0345 600 3 600

Thames Water: 0800 009 3652

You can also sign up online; visit the suppliers' websites for more information.



Wellbeing Service

Our Wellbeing service can offer a range of information and support to help you to become more socially connected.

We can tell you about activities and groups happening near you and provide information about transport services.

We also have information about services you can access from home if getting out and about isn't possible.



"I look forward to her calls. We chat like old friends." **Joyce**



"I wasn't sure if I'd like having a befriender but I wouldn't be without her now! It's wonderful, she is such a good listener."

Mary

Telephone Befriending Service

If you are unable to leave the house and feel isolated and lonely, we might be able to match you to one of our telephone befriending volunteers, who will make a purposeful and engaging telephone call to you each week.

Please call our Information & Advice team on: **0808 196 24 24**.
Or email us at: wellbeing@ageukwiltshire.org.uk.

Other services offering telephone support

The Silver Line Helpline

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. It provides friendship, conversation and support 24 hours a day, 7 days a week.

Call free on **0800 4 70 80 90**



Wellbeing Checks with Meals



The Wellbeing Checks with Meals service provides regular visits to an older person, to make contact, ask if anything is needed, listen to any concerns, and offer support accordingly.

As part of this service, we will also provide a hot lunchtime meal and dessert, delivered and plated to the client's desired location in their home. This service is provided by our own experienced and dedicated team.

We are also able to offer sandwiches and cakes for a small additional cost with the delivery of the hot meal, which many of our clients have for tea. This service has been established for several years now to clients in Wiltshire, Swindon, Bath and North East Somerset and the South Cotswolds.

Our meals are locally produced by an external team of chefs, dietitians and nutritionists, using sustainably sourced ingredients and supporting British food and farming to create a wide menu choice designed for older people. In addition to over 100 standard menu choices, we can also accommodate specific dietary requirements including low sugar, gluten-free and texture-modified meals.

Will I be able to receive this service?

This service is available to older people across Wiltshire, Swindon, and the surrounding areas, but we ask that you call us first to check that we can provide this service in your area. We are only able to offer this service to older clients who can consume the food safely by themselves, as we do not provide additional personal care.

How much does the service cost?

The price for the service is based on a charge per meal delivered and is quoted upon enquiry. We accept payments by Direct Debit, bank transfer or over the phone with a debit or credit card. Payments for the service can be made by the client, or by someone else acting on their behalf.

Do I need to order a meal every day?

As a Wellbeing Checks with Meals client, you can choose which days you receive our service. Due to overall demand levels, we request that you order at least three visits per week. Our service is offered throughout the year including weekends and bank holidays (except Christmas Day).

"Forever grateful that the team plate up my mum's meal and ensure she is sat at the table ready to eat it. Without this service she would regularly miss meals."



We look forward to providing you or your family members with this excellent service and providing everyone with peace of mind.

Knowing someone is visiting regularly can be very reassuring.

Please contact our Wellbeing Checks with Meals team on **01793 279606**, or email us at **wellbeingwithmeals@ageukwiltshire.org.uk** for further information

Community Support Projects

- Would you like to go out and socialise if you had some information about what's going on, or someone to go along with?
- Do you feel, with a little support, you could be more active?
- Would you like to check you're receiving all the income you're entitled to?
- Do you find it difficult to get the things you need from the shops or chemist?
- Would you like information about aids and adaptations for your home?
- Maybe you just need a few things sorting at home to make it a happier place to be?



If any of this sounds familiar, our Community Support services may be able to help.

Our Community Connectors can visit you at home to talk through what matters to you, whether that's getting out and about, staying active, making sure you're not missing out on financial support, or simply making small changes that make daily life a bit easier.

We've recently expanded this service, with new projects now running in South West Wiltshire, Calne & Marlborough, and Bradford on Avon & Trowbridge, joining our flagship project in Melksham, with more areas to be announced in the coming months.

"I cannot express my happiness and gratitude to you ... for all you both have done for me. I cannot believe the outcome of my claim and I am over the moon! This has been a long uphill fight but with you both in my corner, I have been given the most amazing outcome! Thank you is not enough to express how I feel."

Last year alone, our team made
126 home visits
and had
1,402 contacts
with or on behalf of
clients,
supporting 339
older people
across Wiltshire.



To find out more about our Community Support services, including which areas we cover, please contact us on **0808 196 24 24** or visit our website at **www.ageukwiltshire.org.uk**

Fitness & Friendship Clubs



Our Fitness & Friendship Clubs provide a great opportunity for older people to socialise and stay active. Join us to have fun with others and do some gentle seated exercises that can help strengthen and support you with everyday tasks.

There's also lots of time to enjoy chatting over tea and coffee, games and quizzes, as well as relaxing Tai Chi.

There is a small charge of £6 to attend the sessions which are held every two weeks in the afternoon on either a Tuesday, Wednesday or Thursday, depending on the club.

There are currently 17 clubs running across the county in Amesbury, Bradford on Avon, Calne, Chippenham, Corsham, Devizes, Marlborough, Melksham, Royal Wootton Bassett, Salisbury, Swindon (Central and Toothill), Tidworth, Tisbury, Trowbridge and Warminster.

New members are always welcome to attend, and you don't need to book although we will ask you to complete some paperwork when you first attend as your health and welfare is our primary concern. This helps us make sure you can participate safely. If you have a diagnosed health condition, you may need to consult with your GP first.

*"I love it
and I feel like I
have so much
more energy after
attending"*
Club attendee



*"I've been a few times
now and its really good
fun, it's nice to go home
with a big smile on my
face."*
Francis

To find out more about the Clubs and the dates and times of each please email the team at fitnessandfriendship@ageukwiltshire.org.uk or phone us on **07754 612 569**. Visit our website at www.ageukwiltshire.org.uk

Daytime Discos

Since 2025, we've been running Daytime Discos at venues across Wiltshire and Swindon. Our discos are fun, free and relaxed afternoon events for everyone aged 55 and over.



They have proved hugely popular, with 1,686 people coming along to 12 events across Wiltshire last year, an average of 140 partygoers per disco!

At our discos, you'll find a lively mix of music from the 50s, 60s, 70s and 80s. Whether you'd like to hit the dance floor or simply sit back with a drink and enjoy the tunes, there's something for everyone.

Each event offers free refreshments, a licensed bar (at most venues), and an accessible space with plenty of room to get your groove on! It's a chance to enjoy some music, see familiar faces, and maybe make a few new friends.

Dancing and getting together with others isn't just a nice way to spend an afternoon, it's good for you too. Moving to music helps with balance, flexibility and general fitness, while the social side of the discos gives people a chance to meet others and feel part of their local community. Staying active and connected in this way can make a real difference to both physical health and emotional wellbeing in later life.

Our Daytime Discos are made possible thanks to funding from Get Out Get Active (Wiltshire & Swindon Sport), along with support from several local Area Boards and other generous funders.

"Thank you for making my afternoon such a lovely experience. Living with sight loss is never easy but your kindness & support has restored my faith in people, I'm looking forward to 2026 and many more discos, I really can't thank you enough."

"Mum left ten years younger than she arrived. She smiled, she told stories of her and my dad, she chatted with others. It's the mum I remember, the mum I knew was in there that had become so shut off, isolated and hard to reach.



Thank you so very much. she's had a ball and I have such amazing memories of today's disco and dancing with mum."

We have upcoming discos in Melksham, Chippenham, Royal Wootton Bassett, Salisbury, Tidworth, Warminster, Devizes, Swindon and Malmesbury, plus many more locations to be announced!

For current dates, times and venues, see our Daytime Discos webpage: <https://www.ageuk.org.uk/wiltshire/activities-and-events/daytime-discos2/> or scan the QR code to find out more.



Royal Wootton Bassett Monday Friendship Club

Our Monday Friendship Club is a relaxed, weekly social club for older people, held every Monday from 2pm to 4pm at the Sacred Heart Roman Catholic Church Hall, High Street, Royal Wootton Bassett.

Join us for tea, coffee and biscuits, along with games, entertainment and good company. It's a lovely way to get out of the house, meet new people, and take part in a few fun activities along the way.

There's a small weekly charge to attend.



For more information, contact Tracey on: **07563 028703**

Celebrating Age Wiltshire

Bringing live music, theatre, art & heritage to the local community

Celebrating Age Wiltshire (CAW) is a county-wide project delivering culture and heritage events and activity in community settings to support the wellbeing of older people.

CAW is a partnership of cultural, heritage and community organisations comprising Age UK Wiltshire, Wiltshire Music Centre, Wiltshire Creative, Pound Arts, Wiltshire Council & Libraries, Community First, and the Wiltshire & Swindon History Centre.

The project uses high-quality creative arts, heritage, and cultural activity as a vehicle to improve or maintain the health and wellbeing of older people, including those who are most socially isolated or vulnerable due to dementia, reduced mobility, ill health, or caring responsibilities.

CAW is currently working in 12 community areas across the county – Bradford on Avon, Calne, Chippenham, Melksham, Pewsey, Royal Wootton Bassett & Cricklade, SW Wiltshire, Southern Wiltshire, Tidworth, Trowbridge, Warminster, Westbury

Recent events have included piano and chat concerts in libraries, summer garden concerts, creative art workshops and storytelling sessions in village halls.



 **Wiltshire
ageUK**
Let's change how we age

For more information please email:
celebratingage@ageukwiltshire.org.uk
or visit: **[https://www.ageuk.org.uk/
wiltshire/activities-and-events/
celebrating-age/](https://www.ageuk.org.uk/wiltshire/activities-and-events/celebrating-age/)**

Arts & Friendship Clubs

Our Arts & Friendship Clubs are sociable, creative get-togethers held every fortnight in Pewsey, Marlborough and Devizes.

Each club is led by a visiting artist, giving members the chance to try their hand at something new in a relaxed, friendly setting. There's no pressure to be artistic, it's just as much about the company as the creativity.

Lunch is provided at every session, and transport can be arranged for those who need it, so getting there and joining in is made as easy as possible.

These clubs were set up with older people in mind who may be feeling lonely or isolated, giving them a regular reason to get out, get creative, and connect with others nearby.

We're grateful for the support of the Wiltshire and Swindon Community Foundation, Pewsey Area Board, Devizes Area Board, Mercers, and Pewsey Community Cafe, who help make these clubs possible.

For more details, see our website: www.ageuk.org.uk/wiltshire/activities-and-events/arts-and-friendship-clubs/



"It's essential as a group, creating improves the mind, having a meal together breaks down the loneliness, and the friendships you make are very rewarding. The volunteers are amazing and so giving. Thank you all for helping us to have something positive to look forward to."



Coach Trips

Fancy a day out? Our fun coach trips for the over 60s leave from Royal Wootton Bassett, with a pick-up point in Lyneham too.

We've visited all sorts of places, including Cardiff, Abergavenny, Bournemouth and Lymington, with a good mix of seaside trips, city visits and scenic days out.



"Love them ... as a person travelling on my own these trips are great as I know I will have a warm welcome and plenty of people to talk to. Had a lovely day out, thank you for organising."

"Thank you so much for booking a coach to Bournemouth that I could travel on in my wheelchair. I had the best time. I haven't been to Bournemouth in years and you have made my year"

To find out about upcoming trips, book your seat or pay for tickets, please call: **07500 137135** (phone line open Monday, Tuesday and Thursday, 9am to 4pm).

Charity Shops with Information Points

We currently have four charity shops with information points in Marlborough, Salisbury, Bradford-on-Avon and Devizes. In our charity shops you can buy or donate preloved clothes, books, homeware and other items.

Our dedicated charity shop volunteers kindly assist us with the day-to-day running of our store and the money raised helps further our mission to support older people in the local community.

As well as retail spaces, our shops also act as an invaluable information point in the community with leaflets in store promoting a wide range of information, products, and services available to older people and their families.



Salisbury

44 Catherine Street, Salisbury SP1 2DD

Opening Times:

Monday to Saturday | 8:30am - 4:00pm
Sundays | 10:00am - 3:30pm



Bradford on Avon

16 Station Approach, Bradford on Avon, BA15 1FQ

Opening Times:

Monday to Saturday | 9:30am - 4:30pm
Closed on Sundays



Marlborough

34 High Street, Marlborough, SN8 1LW

Opening Times:

Monday to Saturday | 9:30am - 4:30pm
Closed on Sundays



Devizes

8 The Brittox, Devizes SN10 1AJ

Opening Times:

Monday to Saturday | 9:30am - 4:30pm
Sundays | 10:00am - 3:00pm

We now also have an eBay shop! You can find collectible items and antiques here
www.ebay.co.uk/usr/ageukwiltshire

Support us

Age UK Wiltshire is local, independent and recognised and wholly committed to supporting older people in need of help. With your support we could reach many more people.

Fundraise with us

If you are thinking of fundraising for Age UK Wiltshire, whether you are an individual, club, or company we would be delighted to hear from you.

- As an individual you may be interested in organising an event to raise funds, or take part in an organised run, cycle or walk.
- As a club or group, you may decide to adopt Age UK Wiltshire as your supported charity and mobilise your membership to get behind us to raise funds through your club activities.
- As a company, your employees may choose to support Age UK Wiltshire as Charity of the Year and organise various fundraising events.

Here are a few examples of how your funds could help us reach more older people across Wiltshire and Swindon

£5

Could help with the cost of an information pack sent to older people who need support and advice

£10

Could help fund a support worker for one hour providing contact to lonely, isolated older people

£20

Could help fund one of our Fitness & Friendship Clubs across Wiltshire & Swindon for one hour



Other ways you can help us

Make a donation

You can donate directly online via our online giving page. Simply visit www.ageukwiltshire.org.uk and click the DONATE button at the **top of the page**.

Cheques: You can send a cheque to Age UK Wiltshire at Unit 9-10 Prince Maurice Court, Hambleton Avenue, Devizes, SN10 2RT

In Person: You can bring us your donation in person to either of our offices in Devizes or Salisbury.

Leave us a legacy

We want to be there to ensure that people who are lonely or isolated or need us for any reason will always have us to turn to. Gifts to Age UK Wiltshire in wills are a very effective way to enable us to continue helping older people in the local community.

How to leave a gift in your will

Having a will and keeping it up-to-date helps ensure that your wishes can be respected, and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your will.

Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Wiltshire in your will, all you need is our charity details below:

Age UK Wiltshire, Unit 9-10 Prince Maurice Court, Hambleton Avenue, Devizes, SN10 2RT.

Our registered charity number is 800912

Support us on EasyFundraising

Sign up to support us on EasyFundraising and raise free donations for us when you shop online with all your favourite retailers! That's right, you can raise money for us every time you shop online at no extra cost. Scan the QR code to sign up or search for Age UK Wiltshire on the EasyFundraising website.



Volunteer for us

Just as income is vital to us, so too are our volunteers. There are around 100 fabulous people without whom we would be unable to provide our services for the older people of Wiltshire and Swindon.

As much as giving up your time to help others is both rewarding and inspiring it can also be life-changing for you. It's an opportunity to meet new people and work as part of a team, to develop your skills or learn new ones. It helps you stay physically and mentally active, gives you a sense of purpose, can decrease your risk of depression and makes you feel happier.

Become a volunteer

At Age UK Wiltshire, we always need more volunteers to join our team and help us continue to support the older people of Wiltshire and Swindon.

We have a wide range of roles including:

- Helping people complete benefits application forms
- Running or helping at one of our Fitness and Friendship Clubs
- Supporting our office-based information and advice service
- Making weekly telephone calls to isolated older people

You will receive full training where appropriate and ongoing support from us. Many of the roles are flexible around the amount of time that you can give, and you can move between the roles or take on more than one should you want to.

You don't need any special skills, as long as you're caring and compassionate, get on well with people and are reliable, we have a role for you. We may also need to do some checks, but we'll let you know about this when you apply.



Meet some of our volunteers

Ann is an Information & Advice Volunteer

"My volunteering role involves giving talks and attending events representing the charity. I get a lot of satisfaction spreading the word about what Age UK Wiltshire does and how the charity can help. It's such a great feeling when you can give someone the confidence to get the help they need, maybe asking us for a benefits check or getting support accessing help in the home. I feel very proud to volunteer for a charity that makes such a difference to older people who may be struggling with aspects of their daily life."

James is an Administration Volunteer

"The reason I like volunteering at Age UK Wiltshire is because I enjoy helping people in the community and making the lives of the older generation as independent as possible."

Richard is a Trustee

"As Chair of the trustees for Age UK Wiltshire, I am thrilled to be involved with a charity that supports those in our society most in need. I am immensely proud of all the services we provide across Wiltshire and now also Southampton, and it is our tremendous volunteers who make so many of these services possible."

Join us to help change the way we age by inspiring, supporting and empowering older people.'

If you would like to know more about volunteering with Age UK Wiltshire, call us on **0808 196 2424** or email us at **volunteering@ageukwiltshire.org.uk**
Visit our website at **www.ageukwiltshire.org.uk**

Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.



It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one. It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online. Find your local social services team (England only)

How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments

- shopping, cleaning and laundry
- paying bills and organising finances

They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour.

How to prepare for your carer's assessment

You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life.

This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative. You could also use an advocate. Advocates are people who speak up on your behalf. They can help you fill in forms and sit with you in meetings and assessments. They're often free. Find an advocate in your area

Telephone help

If you want to talk to someone about carer's assessments, call:

- Age UK Wiltshire on 0808 196 2424
- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112

- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.



At Carers Together Wiltshire, we want to ensure that unpaid Carers can achieve a healthy balance between their caring responsibilities and their own health and well-being.

We work closely with Wiltshire Council to offer support and Carer Assessments to enable unpaid Carers to take regular breaks from their caring responsibilities.

We aim to foster a 'Carer-Friendly' Wiltshire, amplifying unpaid Carers' voices and raising community awareness about the challenges faced by unpaid Carers in Wiltshire.

We work together in partnership to support people who are providing unpaid care to another person, offering a range of support services such as: activities, carer breaks, referrals for support, counselling and information about Carer ID Cards.

The Carers Together Wiltshire Partnership

Our partnership is made up of Age UK Wiltshire, Community First, Beyond Dementia, Wiltshire Service Users Network, Citizens Advice Wiltshire and Wessex Community Action, under the umbrella, 'Carers Together Wiltshire'. This partnership enables us to provide tailored support to the thousands of people across Wiltshire identified as an unpaid Carer.

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.



Lighten your load

These days, retirement is less about slowing down and more about regaining time – to enjoy the hobbies and adventures you've been dreaming about for so long. But with the shift to financial self-reliance, making the right retirement decisions means you need advice that's personal to you.

That's where we come in. We can give you a local, friendly service backed by the strength and security of St. James's Place. We can help you manage your income and savings, while guiding you through the complexities of tax. If you're looking for security alongside your bucket list, let's talk about how we can make it happen

Let's start a conversation

Karl Wiltshire
DipPFS
Principal

01380 813337
07805 377706
karl.wiltshire@sjpp.co.uk
www.wiltshirewm.co.uk



Partner Practice

St James's Place

Wiltshire Wealth Management is an Appointed Representative of and represents only St. James's Place Wealth Management plc (which is authorised and regulated by the Financial Conduct Authority) for the purpose of advising solely on the group's wealth management products and services, more details of which are set out on the group's website www.sjp.co.uk/products. The "St. James's Place Partnership" and the titles "Partner" and "Partner Practice" are marketing terms used to describe St. James's Place representatives.

SJP Approved 21/07/2026

SJP13984_DS BI (02/23)

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

Homecare 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 homecare agencies in your area to ask about their services and compare their costs to find homecare 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.

Telephone Help

Get advice on paying for care from:

- Age UK Wiltshire on 0808 196 2424
- Wiltshire Council Adult Social Services on 0300 456 0111
- Swindon Borough Council on 01793 463333
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

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 Wiltshire on 0808 196 2424

Wiltshire Council Adult Social Services on 0300 456 0111

Swindon Borough Council on 01793 463333

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.

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.

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.



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- ♥ Personal Care & Assistance
- ♥ Live-in Care
- ♥ Companionship & Befriending
- ♥ Overnight Care

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HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BA2 7FF	Your Quality Care Services	Avon Park Village	Bath	00122 572288
BA12 0PG	Carons Care Line	Unit 5, East Farm	Warminster	01985 850124
BA12 7QE	Candlelight Care	3 Manor Farm Offices	Warminster	01225 776000
BA12 7QZ	Cloud Homecare	16 Longhedge	Warminster	01373 832597
BA12 8SP	Home Instead Warminster & Gillingham	Roman Way	Warminster	01985 988282
BA12 8TH	Keiron Starns Care Agency	4 The Pippins	Warminster	01985 844752
BA12 9AW	Care Matters (Wiltshire)	68-70 Market Place	Warminster	01985 218055
BA13 3EP	Forget Me Not Care	Bratton Road	Westbury	01373 858333
BA13 3FE	Chantry Court	Chantry Lane	Westbury	01373 828800
BA13 3JN	Butterfly Care	40 Station Road	Westbury	01373 825951
BA13 3PE	Four Hills Care	24 Warminster Road	Westbury	01373 825630
BA13 4HR	Parry Healthcare	Station Road	Westbury	01634 394981
BA14 0RG	My Little Angels Care Company	136 Bradley Road	Trowbridge	01225 767806
BA14 0XA	Dementia@Home	Aintree Avenue	Trowbridge	07359 213552
BA14 0XA	Louisa Homecare	Ascot Court	Trowbridge	01225 800875
BA14 6NZ	Safe Care	80 School Lane	Trowbridge	01225 350612
BA14 7SZ	Saxon Care Solutions	Cedar Tree Close	Trowbridge	01249 705050
BA14 8AA	Caring Partners Healthcare	12 St Georges Mews	Trowbridge	01225 975985
BA14 8AR	C&S Makenston Special Care Service	Castle Street	Trowbridge	01225 762911
BA14 8EA	Alina Homecare	32 Duke Street	Trowbridge	01225 632922
BA14 8HW	Everlife (Wiltshire)	Station Approach	Trowbridge	01225 719333
BA14 8JN	Wiltshire Support At Home Service	Bythesea Road	Trowbridge	01225 713887

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 Disclosure and Barring Service (DBS) 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.

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HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BA15 1FH	Bluebird Care	2 Kingston Square	Bradford-on-avon	01225 863565
BA15 1JZ	Deep Heart Care Wiltshire	15 Silver Street	Bradford-on-avon	07758 365454
SN1 3BU	Arc Care	Victoria Road	Swindon	07598 137421
SN1 3EY	Purity Care	6 Cricklade Court	Swindon	01793 423862
SN1 5PL	Helping Hands	126 Commercial Road	Swindon	01793 391520
SN2 2AZ	Golden Hope Care	Percy Street	Swindon	03334 330271
SN2 2AZ	Everlife (Swindon)	Percy Street	Swindon	01793 432666
SN2 2AZ	Penponds Homecare	Percy Street	Swindon	07711 868018
SN2 2AZ	Care 24/7 Solutions	Percy Street	Swindon	07447 487485
SN2 2PN	Comfcare	Darby Close	Swindon	01793 387220
SN2 2PN	Crystal Caring	Darby Close	Swindon	01793 915261
SN2 2PN	First City Care Group	Darby Close	Swindon	01793 612339
SN2 8AD	Life Anchor Care	4 Pine Court	Swindon	01793 239579
SN2 8AD	Nurseplus UK	5 Pine Court	Swindon	01793 480062
SN2 8BW	Celtic Care Services	Kembrey Park	Swindon	01793 237907
SN3 1FX	Yourlife (Swindon)	Gilbert Place	Swindon	07764 226874
SN3 3RB	Network Care & Support	Edison Park	Swindon	01793 618198
SN3 5HY	Sylvian Care Swindon	Murdock Road	Swindon	01793 238894
SN3 5HY	Nissi Care Solutions	9 Murdock Road	Swindon	01793 224433
SN3 6EJ	S-Rock Care Services	4 Wincombe Road	Swindon	01793 632649
SN4 7AQ	Honeysuckle Home Care	50 High Street	Swindon	07557 037492
SN4 7AY	Merit Healthcare	140 High Street	Swindon	01452 901975

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
SN4 7DB	Saxon Care Solutions	Whitehill Lane	Swindon	01249 705050
SN4 7DB	Carestream Home Care	Whitehill Lane	Swindon	01793 317686
SN4 7DB	Starmedi Healthcare Services	Whitehill Lane	Swindon	01793 272324
SN4 8ET	Claydon Care Services	Swindon Road	Swindon	07903 830197
SN5 5FQ	Dorcas Care	6 Fyne Close	Swindon	07754 047934
SN5 7YJ	Family Support Care	Ashworth Road	Swindon	07944 946343
SN5 8YZ	Right at Home Swindon	Frankland Road	Swindon	01793 290029
SN6 8TZ	Home Instead Swindon	Majors Road	Swindon	01793 232585
SN8 2AG	Innovations	London Road	Marlborough	01672 514339
SN8 3BT	Fabeliz Services	Burbage	Marlborough	07557 967208
SN9 5NU	Home Instead Marlborough & Test Valley	Marlborough Road	Pewsey	01672 556300
SN10 1LD	Beyond Dementia	5 Sidmouth Street	Devizes	01225 776481
SN10 1NJ	Arrow Care Services	Long Street	Devizes	01225 920280
SN10 2RT	Cera	Hambleton Avenue	Devizes	01380 825146
SN12 6ZE	Somerset Care	Commerce Way	Melksham	01225 898250
SN13 0HN	Home Instead Bath & West Wilts	Park Lane	Corsham	01249 713777
SN13 0RP	Honeydew Healthcare	Hartham Park	Corsham	07960 767397
SN13 9FN	Rangeford Care	Roundwood Way	Corsham	01225 585050
SN14 0SQ	Cura Homecare	Sheldon Business Park	Chippenham	01249 463880
SN14 6RZ	Nimble Care	Lansdowne Court	Chippenham	01249 444022
SN15 1EJ	Radfield Home Care	3-4 New Road	Chippenham	07544 389701
SN15 1JW	Saxon Care Solutions	Marshfield Road	Chippenham	01249 705050
SN15 1SB	Celtic Care Services	Ivy Road Industrial Estate	Chippenham	01249 651908
SN15 3ED	Mabikacare	1 River Street	Chippenham	07577 958414
SN15 3EQ	Retain Healthcare	Cricketts Lane	Chippenham	01249 444900
SN15 3RS	Right at Home Chippenham	15 Forest Gate	Chippenham	01249 569569
SN15 3RS	BGS Healthcare	Unit 2, Forest Gate	Chippenham	01249 821701
SN15 3RS	The Firs Home Care	Unit 9, Forest Gate	Chippenham	01249 814246
SN16 0AJ	The Beeches Homecare Services	International House	Malmesbury	01666 825496
SN25 5AJ	Bluebird Care (Swindon)	Gemini House	Swindon	01793 239499
SN25 5AZ	Caring Heart Carers	Gemini House	Swindon	01793 722931
SP1 1EF	Altogether Care	St Edmunds Church Street	Salisbury	17224 442525
SP1 1EY	Continuity Healthcare Services	22 Queen Street	Salisbury	02477 050729
SP1 1EY	New Support Care	22 Queen Street	Salisbury	01722 680934
SP1 1EY	Connect and Care	22 Queens Street	Salisbury	07305 958649
SP1 2JA	Wessex Care Community Services	11 Tollgate Road	Salisbury	01722 336933
SP1 2LP	Home Instead Salisbury & Romsey	Blakey Road	Salisbury	01722 515761
SP1 2LP	Retain Healthcare	Blakey Road	Salisbury	01722 320000
SP1 3YP	Elite Care	Stratford Sub Castle	Salisbury	01722 323223
SP2 7PU	Nurse Plus UK	3 Brunel Road	Salisbury	01722 331139
SP2 7PU	Abicare Services	Brunel Road	Salisbury	01722 343981
SP2 7SU	Totally Living Care	63 Fisherton Street	Salisbury	01722 567356
SP4 6BU	Alina Homecare	Lysander Way	Salisbury	01722 273322
SP4 6EB	Dignify Care	Old Sarum Park	Salisbury	07951 367957
SP4 6EB	Bluebird Care (Wiltshire South)	The Portway Centre	Salisbury	01722 568930
SP4 7RX	BITAK Healthcare	Mills Way	Salisbury	01722 466884
SP4 7RX	Serene Healthcare	Mills Way	Salisbury	03301 334848
SP4 8HA	Brighter Days Care at Home	137 Bulford Road	Salisbury	01980 753029
SP9 7LG	Support Carers	Pennings Road	Tidworth	01264 791341
SP9 7NP	Lizor Care	9 Station Road	Wiltshire	01980 259236

Care homes & retirement living

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

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

Consider other options for care first

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

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

- home care
- help to live independently at home

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

Personal care or nursing care?

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

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

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

Choice of care home

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

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



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

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

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

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

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



Choosing a care home if you’re funding your own care

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

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

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

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

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents’ individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BA12 6LA	Castle Lodge Care Home	Castle Street	Mere	01985 440321
BA12 6JN	Bramley House	Castle Street	Mere	01747 860192
BA12 8JF	Wren House	32 Vicarage Street	Warminster	01985 212578
BA12 9LR	OSJCT Ashwood Care Centre	Gipsy Lane	Warminster	01985 213477
BA13 3AH	OSJCT Watersmead	White Horse Way	Westbury	01373 826503
BA14 6NX	Staverton House	51a New Terrace	Trowbridge	01225 782019
BA14 7JG	OSJCT Goodson Lodge	Hilperton Road	Trowbridge	01225 282000
SN1 4AX	Quarry Mount	83 Bath Road	Swindon	01793 527715
SN3 1NW	Ashbury Lodge	261 Marlborough Road	Swindon	01793 496827
SN3 4FF	Tony Long House	Casson Road	Swindon	01793 821791
SN3 6LF	Edgehill Care Home	Buttermere	Swindon	01793 641189
SN4 0EU	Downs View Care Centre	Badbury	Swindon	01793 740240
SN4 7AN	OSJCT Ridgeway House	The Lawns	Wootton Bassett	01793 852521
SN4 8ER	Marsh Farm Manor Care Home	Coped Hall	Swindon	01793 310333
SN4 9AX	The Orchards Residential Home	1 Perrys Lane	Swindon	01793 812242
SN4 9LF	Lansdowne Hill Care Home	Wharf Road	Swindon	01793 812661
SN5 0AA	Caring Hands (Wiltshire)	Battle Lake Farm	Swindon	01793 772777
SN5 4AF	OSJCT The Cedars	High Street	Purton	01793 772036
SN5 4FL	Cotswolds Rise Residential	Upper Mill	Swindon	01793 208090
SN6 7JN	Grove Hill Care Home	Grove Hill	Swindon	01793 765317
SN8 2AP	OSJCT Coombe End Court	London Road	Marlborough	01672 512075
SN10 4LB	Dauntsey House	9 Church Street	Devizes	01380 812340
SN11 0EE	OSJCT Marden Court	Quarr Barton	Calne	01249 813494
SN12 7ED	Alpine Villa Care Home	70 Lowbourn	Melksham	01225 706073
SN12 7NG	OSJCT Brookside	Ruskin Avenue	Melksham	01225 706695
SN13 9PD	Warrington Residential	Gastard Road	Corsham	01249 280050
SN14 6GA	Middlefields House	Cornfields	Chippenham	0300 303 8470
SN14 6HH	Ferfoot Care Home	Old Hardenhuish Lane	Chippenham	01249 658677
SN14 6UZ	Cepen Lodge	West Cepen Way	Chippenham	01249 707280
SN15 1AA	The Priory Care Home	Greenway Lane	Chippenham	01249 652153
SN15 3DQ	Flowers Manor	Wood Lane	Chippenham	01275 472069
SN15 3JW	The Old Vicarage	54 St Mary Street	Chippenham	01249 653838
SN15 3PE	OSJCT Seymour House	Monkton Park	Chippenham	01249 653564
SN15 5LJ	The Fairways	Malmesbury Road	Chippenham	01249 461239
SN16 0AJ	Stainsbridge House	101 Gloucester Road	Malmesbury	01666 823757
SN25 1RY	Fessey House	Brookdene	Swindon	01793 725844
SP1 1JT	Tower House Residential Home	43 Manor Road	Salisbury	01722 412422
SP1 1LP	Dunraven House & Lodge	Bourne Avenue	Salisbury	01722 321055
SP1 2QU	Holmwood Care Home	30 Fowlers Road	Salisbury	01722 336933
SP1 2RN	Milford Manor Care Home	Milford Manor Gardens	Salisbury	01722 336933
SP1 2SP	Inwood House	10 Bellamy Lane	Salisbury	01722 331980
SP1 3RW	Fairfax House	85 Castle Road	Salisbury	01722 332846
SP1 3SF	Castle View Care Centre	8 Old Castle Road	Salisbury	01722 336933
SP2 0FX	Wilton Place Care Home	Buckeridge Road	Salisbury	01722 656740
SP2 7EN	OSJCT Bemerton Lodge	Christie Miller Road	Salisbury	01722 324085
SP2 8BG	OSJCT Willowcroft	Odstock Road	Salisbury	01722 323477
SP4 6GW	OSJCT Avon Court	1 Mitre Way	Salisbury	01722 429400
SP4 6SA	Old Sarum Manor	Rhodes Moorhouse Way	Salisbury	01722 445490
SP5 2LT	Woodfalls Care Home	Vale Road	Salisbury	01725 511226

- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided?
- Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

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





Castle Lodge Care Home in Mere

Residential, Dementia, Respite Care

Castle Lodge is a brand-new, purpose-built care home offering high-quality, personalised care in a warm and welcoming environment.

Enquire today
01985 440 321

Norwood Park, Castle Street, Mere, Warminster, Wiltshire, BA12 6LA




If you move into a care home

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

You should also:

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

Rights of care home residents

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

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

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

What's extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life.

You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

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

What's in it for me?

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

Making an informed decision

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

We've compared some later life housing options:

Care and support in your own home

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

Extra Care Housing

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

Sheltered or supported housing

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

Residential care homes

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

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BA12 7BJ	Sutton Veny House	Sutton Veny	Warminster	01985 840224
BA12 9PB	Henford House	Lower Marsh Road	Warminster	01985 212430
BA13 3JH	Westbury Court Care Home	6 Station Road	Westbury	01373 825002
BA14 6DW	Trowbridge Oaks Care Home	West Ashton Road	Trowbridge	01225 774492
BA14 9EN	The Wingfield	70A Wingfield Road	Trowbridge	01225 771550
BA15 1FD	Wiltshire Heights Care Home	Cottle Avenue	Bradford On Avon	01225 435600
SN1 3LJ	Kingsmead Care Home	65 Prospect Place	Swindon	01793 422333
SN1 3NP	Kings Court Care Centre	Kent Road	Swindon	01793 715480
SN3 4TD	Fitzwarren House	Kingsdown Road	Swindon	01793 836920
SN3 4YA	Church View Nursing Home	Rainer Close	Swindon	01793 820761
SN4 7FJ	Bassett House	Cloatley Crescent	Wootton Bassett	01793 855415
SN4 9BU	Moormead Care Home	67 Moormead Road	Swindon	01793 814259
SN4 9BY	Ladymead Care Home	Moormead Road	Swindon	01793 845065
SN5 0AD	The White Lodge	Braydon	Swindon	01666 860381
SN5 4AJ	Ashgrove House Nursing Home	63 Station Road	Swindon	01793 771449
SN8 2DW	Aldbourn Nursing Home	South Street	Marlborough	01672 540919
SN8 3JY	Brendoncare Froxfield	Littlecote Road	Marlborough	01488 684916
SN8 4FE	Savernake View Care Home	Priory Court	Marlborough	08081 686629
SN10 2DY	Briggs Lodge	London Road	Devizes	01380 711622
SN10 2JJ	Hayward Care Centre	Corn Croft Lane	Devizes	01380 722623
SN11 9HY	Goatacre Manor Care Centre	Goatacre Lane	Calne	01249 760464
SN12 8DD	Blenheim House Care Home	27 Shurnhold	Melksham	01225 896200
SN12 8EH	Mavern House Nursing Home	Corsham Road	Melksham	01225 708168
SN12 8PR	The Old Parsonage	The Street	Melksham	01225 782167
SN13 8EP	Brunel House	The Wharf	Corsham	01225 560100
SN13 8QP	Bybrook House Nursing Home	Bybrook House	Corsham	01225 743672
SN15 2SE	Avon Court Care Home	St Francis Avenue	Chippenham	01249 660055
SN16 0FB	OSJCT Athelstan House	Priory Way	Malmesbury	01666 848000
SN25 1UZ	Orchid Care Home	Guernsey Lane	Swindon	01793 753336
SN25 4DS	Ridgeway Rise	40 Richardson Road	Swindon	01793 987730
SN26 7DH	Park View Nursing Home	Broad Bush	Swindon	01793 721352
SP1 1NJ	Milford House	Milford Mill Road	Salisbury	01722 322737
SP1 2JA	Kimberly West & East Care Centres	27 Tollgate Road	Salisbury	01722 336933
SP1 2RS	Little Manor Care Centre	Manor Farm Road	Salisbury	01722 336933
SP1 3HP	Laverstock Care Centre	London Road	Salisbury	01722 428210
SP1 3JH	Braemar Lodge	18-20 Stratford Road	Salisbury	01722 439700
SP2 7EJ	Salisbury Manor	Wilton Road	Salisbury	01722 447100
SP4 6GW	Bourne House	1 Mitre Way	Salisbury	01722 429400
SP4 7DW	Camelot Care Homes	1 Countess Road	Salisbury	01980 625498
SP4 7EX	Amesbury Abbey Care Home	Church Street	Salisbury	01980 622957
SP5 2EJ	The Cedars Nursing Home	North Common Lane	Salisbury	01794 399040
SP5 3PP	Ashley Grange Nursing Home	Lode Hill	Salisbury	01725 512811
SP7 9JR	Hays House Nursing Home	Sedgehill	Shaftesbury	01747 830282



Age UK Wiltshire

Unit 10 Prince Maurice Court, Hambleton Avenue, Devizes, SN10 2RT

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