Home Care Service Area
We cover Allhallows, Borstal, Chatham, Cliffe, Cliffe Woods, Cooling, Cuxton, Frindsbury Extra, Gillingham, Rainham, Halling, High Halstow, Hoo St Werburgh, Isle of Grain, Lordswood, St Mary, Hoo, Stoke, Strood, Wainscott, Chattenden, Hempstead, Upper Halling, Walderslade and Rochester.

What we do
We aim to provide a high quality service to customers of all ages, in their own home respecting their independence, privacy and dignity to ensure they enjoy the best quality life at home. Our services extend to a broad range of customers:

- Older people
- Adults
- Younger adults
- Children
- Those with a physical disability
- Those with a learning difficulty or Autistic Spectrum Disorder
- Those with dementia

What makes Bluebird Care different …. ?

- We are one of 150 offices in the UK and Ireland
- Over 20 years experience serving our Community
- A highly specialised and experienced Occupational Therapist on board
- We offer a unique service of tailored care visits from 15 minutes to full live in care
- High quality care staff. We have stringent criteria for recruitment.
- Attention to customer standards
- Strong commitment to training and staff development
- Highly professional, first class customer care
- We regularly monitor the quality of our service
- Our aim is to maintain your independence and dignity
- Emergency On Call Care

Bluebird Care Medway
F: 01634 789208
E: medway@bluebirdcare.co.uk
T: 01634 780909
Medway Adult Social Care Guide 2013

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How and where to contact us

If you do not have a Care Manager or social worker, or if you wish to make a referral, you can contact the Initial Customer Contact Team for advice and information on services provided by Medway Council Social Care.

Phone: 01634 334466
Fax: 01634 334504
Email: ss.accessandinfo@medway.gov.uk

Chatham Community Hub
Dock Road, Chatham, Kent ME4 4TR
Phone: 01634 333333
Text Relay: 18001
01634 333333
Email: customer.first@medway.gov.uk

Gillingham Community Hub
Gillingham Library, High Street, Gillingham, Kent ME7 1BG
Phone: 01634 333333
Text Relay: 18001
01634 333333
Email: customer.first@medway.gov.uk

Rainham Contact Point
1-3 Station Road, Rainham, Kent, ME8 7RS
Phone: 01634 333333
Text Relay: 18001
01634 333333
Email: customer.first@medway.gov.uk

Rochester Community Hub
Eastgate, Rochester, Kent ME1 1EW
Phone: 01634 333333
Text Relay: 18001
01634 333333
Email: customer.first@medway.gov.uk

Strood Contact Point
Annex B, Civic Centre, Strood, Kent ME2 4AU
Phone: 01634 333333
Text Relay: 18001
01634 333333
Email: customer.first@medway.gov.uk

Occupational Therapy Service
Level 4 Gun Wharf, Dock Road, Chatham, Kent ME4 4TR
Tel: 01634 334466
Fax: 01634 333188

Deaf Services
Level 4 Gun Wharf, Dock Road, Chatham, Kent ME4 4TR
Voice and Text: 01634 331727
Fax: 01634 331199
Typetalk: 18001
01634 331727
Email: deaf.services@medway.gov.uk

Community Interpreting Service
Gun Wharf, Dock Road, Chatham, Kent ME4 4TR
Phone: 01634 335577
Fax: 01634 333188/333200
Email: cis@medway.gov.uk

Macmillan Welfare Benefits Service
Dock Road, Chatham, Kent ME4 4TR
Phone: 01634 333511
Text Relay: 18001
Email: welfare.benefits@medway.gov.uk
Welcome to the latest issue of the Medway Adult Care Guide which provides information for local residents on the care and support choices available across Medway.

The guide is a one-stop-shop for information about support for adults across Medway. It provides names and telephone numbers of people and organisations that you can contact to get further help and information. Medway Council aims to enable people to live as independently as possible, and to ensure that the care on offer in Medway is of the highest quality. This directory not only lists registered residential care and nursing homes in Medway, but also gives details of other care services provided in the community funded by Medway Council and other local private, community, and voluntary sector agencies. This directory is intended to inform people about sources of help available to individuals and their carers. Please note: the inclusion of a provider’s details does not imply recommendation by Medway Council.

We are keen to work closely in partnership with individuals and carers and to listen carefully to their views and wishes. We also aim to continue successful partnerships with providers of care and advice who make a vital contribution to the pattern of social care services. To this end, we continue to develop the way we conduct our consultation processes to ensure that we meet the needs of the people of Medway.

Medway Council’s guiding principles or core values are integral to all of the council’s work:
• Putting our customers at the centre of everything we do.
• Giving value for money.

The council’s five strategic priorities are:
• A safe, clean and green environment.
• Children and young people having the best start in life.
• Adults maintaining their independence and living healthy lives.
• Everybody traveling easily and safely around Medway.
• Everyone benefiting from the area’s regeneration.

We hope that this guide will help you with your choice of care. You can also view the guide on our website www.medway.gov.uk

For information regarding Social Care in Medway Telephone:
01634 331781 Chinese
01634 331782 Gujarati
01634 331783 Hindi
01634 331784 Punjabi
01634 331785 Urdu
01634 331786 Turkish
01634 331780 Bengali
Adult Social Care

Medway Council helps people live as independently as possible. There is a wide range of services for adults with social care needs. Due to limited resources, support through the council is targeted at those people who meet our eligibility criteria and are in the greatest need.

We can provide or fund services for:
- older people
- people with learning disabilities
- people with physical disabilities
- people who are blind or partially sighted
- people who are deaf or hard of hearing
- people with mental health problems
- people who misuse substances
- people affected by HIV/AIDS
- people who are terminally ill
- unpaid carers

The aims of Social Care are to:
- enable people to live as independent a life as possible in their own home or in a homely environment in their local community
- provide the right amount of care and support to help people achieve the maximum possible independence and, in undertaking basic living skills, help to achieve their full potential
- give individuals a greater say in how they live their lives and the services they need to help them to do so

Social Care services can include:
- self-directed support
- community based activities
- home care (domiciliary care) i.e. personal and practical care and help in the home
- equipment and adaptations to help with daily living
- meals delivered at home
- short-term (respite) care in a residential or nursing home which may in turn provide a break for carers
- residential care in a residential or nursing home
- respite/short breaks for carers i.e. support for cared for in the home
How to get social care support or services

In order to obtain social care services, it will be necessary for you to have an assessment.

Who may make a referral for an assessment?
You can refer yourself – by contacting Adult Social Care, at Medway Council, (contact telephone numbers are listed under ‘How and where to contact us’ on page 4)
- A relative or friend who cares for you may act on your behalf
- Your Doctor, Health Visitor or other professional concerned with your health may act on your behalf
- Any other person on your behalf and with your consent

How to make a referral
A Customer Contact Officer from Medway Council will take the referral and obtain as much detail as possible relevant to your current situation and needs. They will want to know how urgent the referral is and whether you are at risk in any way. Sometimes they will be able to help you immediately on the telephone by giving information and advice. Depending upon the kind of things you need help with, you may be offered an assessment.

Who is entitled to an assessment?
Everyone has the right to have their needs assessed if it appears they might need support from Medway Council. This also includes people who look after someone else, such as a carer where they provide regular unpaid and substantial care.

Does everyone who asks for Adult Social Care services get help from the council?
Unfortunately, it is impossible for Medway Council, or for any Council, to give support to everyone who asks for it, as the cost would be enormous, so we have to allocate our resources to those who are most in need of care. Anyone whom the council is unable to help is helped to find the support they need elsewhere. So even though we cannot help everyone ourselves we do make sure that anyone who asks for help is given information about how to find the appropriate services.

How does the council decide who is most in need?
The government has introduced a countrywide standard, which Medway Council now follows when assessing who is eligible for support – the system is known as the ‘Eligibility Criteria’ and it has been designed to ensure fair access to care services.

The eligibility criteria look at who is most in need of help immediately or in the short, medium or longer term. The criteria are divided into four bands depending on an individual’s needs, the bands are:

- **Critical** – Serious risks to your independence, which are likely to occur within 72 hours
- **Substantial** – Significant risks to your independence, which are likely to occur between 72 hours and within six weeks
- **Moderate** – Some risks to your independence, which are likely to occur between six weeks and within six months
- **Low** – One or two risks to your independence, which are likely to occur after six months

In Medway Council we are committed to

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In Medway Council we are committed to

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providing support through the council to anyone who might face serious risks to their physical, emotional, or social wellbeing in the immediate (critical needs) or short term (substantial needs).

Anyone whose needs fall into the medium (moderate needs) or longer-term (low needs) categories will be helped to get help elsewhere, for example the Living Well in Medway service and other community and voluntary organisations. (see page 53)

Who will carry out the assessment?
Your assessment will be carried out by social care professionals who include Care Managers, Nurses and Occupational Therapists.

What happens if I am not eligible?
It is possible that following your assessment we may come to the decision that your current situation means you are not eligible for support through Medway Council. This does not mean that you do not have needs; it simply means that there are people more at risk than you who need our help more urgently. If this should happen, we have set up a range of advisory services where you (and your carer, if appropriate) can speak to someone either on the phone or face-to-face. These agencies will help you find the care you need through other sources such as the Community and Voluntary Organisations.

What if I disagree with the assessment?
We understand that not being able to get support through the council may be very disappointing and that some people may not agree with the decisions we make. If you are not happy with our decision, in the first instance you should contact the Team Manager of the relevant Care Management Team and ask for a review of the decision made, clearly stating your reasons for requesting this.

You will be able to access the complaints process and will be advised how to do so after the assessment. Further information is available on pages 31.

What happens if my circumstances change?
The assessment we make can only be based on your situation at the time, so if circumstances alter you should contact us and ask us to review your needs again. It is important that you understand you can come back to us at any time if you feel you are at risk in any way – fair access is intended to help you to get the help you need, rather than hinder you.

Intake Team – Enablement/Prevention Service
The Intake Team is committed to providing a service that carries out assessments to understand people’s needs and give individuals choice and control, whilst enabling people to stay as independent as possible. This service is for people who are new to social care and are seeking help and support with various aspects of their daily living needs.

The Enablement Service aims to improve individuals’ quality of life and choice. A period of enablement can also prevent the need for 24-hour residential or nursing care and admission to hospital.

An assessment will be carried out to identify the person’s needs. Following this a rehabilitation programme will set realistic, achievable goals with the individual to help them regain their independence and improve their confidence.
Over a period of up to six weeks, the team will work closely with homecare agency staff and Trusted Assessors so they can support and enable the person to achieve the goals set. The expectation is that the care will be reduced during this time as the person’s independence increases. If care needs are ongoing, a review will be carried out following the period of enablement to establish the correct level of need in accordance to the council’s eligibility criteria.

**The Prevention Service** enables individuals to remain healthy and independent in their own homes without the need for carers. The Prevention Service offers a quick response for people who are having difficulty managing activities of daily living either because they have a deteriorating long-term health condition, or feel they have reached a crisis situation and need support from social care.

An assessment will be carried out and will actively seek to improve the situation with the aim of maximising long-term independence. The service may also prevent the need for premature admission to residential or nursing care homes or formal carers coming into the home.

**The Support Plan**

When the assessment is complete the Care Manager will discuss with you the service or range of services to meet your needs. These services make up your Support Plan. This will be written down at the end of the assessment and details of the Support Plan will be shared with you.

**Monitoring and review**

As your needs and circumstances may change, it is important that your care services are reviewed. A formal review, in which you may participate, should take place every six months, although a review can be held at any time should the need arise. As a result of the review the care services you receive may be changed to meet your reassessed needs.

**What if I am not satisfied with the care services I receive?**

Firstly you should always raise your concerns with your Care Manager or Social Worker. If your complaint is about the care provided by a homecare agency you should raise this with them through their own complaints procedure first. If your complaint is not resolved to your satisfaction then you may make a formal complaint to Medway Council’s Complaints Manager. This will be fully investigated and the council will attempt to resolve the problem quickly and informally whenever possible. The complaints leaflet you will be given will explain how the complaints procedure works. If you remain dissatisfied having completed all relevant stages of the procedure you have the right to take your complaint to the Local Government Ombudsman.

You will be given a comments leaflet with a pre-paid envelope to enable you to let us have your views, positive or negative, about any of our services.

**What happens if I am unable to remain in my own home?**

The recommendation to support a placement in a residential or nursing home will only be made after a full assessment of your needs. All options will be explained and fully discussed with you and any other people you wish to be involved.
■ Paying for services

Self-directed support – your personal budget
Medway Council recognises that everyone is entitled to live as independently as possible in their community and wants to make the advantages of personal budgets available to everyone.

You will have the opportunity to develop your own support plan. Being as creative as you wish, with help from people you know or from the council, in order to obtain outcomes outlined within the funding rules.

When Medway Council agrees your support plan, you can choose to take your Personal Budget as a Direct Payment. The Self-Directed Support Team can help you to organise your Direct Payments and the support you need.

Medway Council will periodically review what is working and not working for you, within your support plan and monitor the use of your Personal Budget.

Direct payments
A Social Worker or Care Manager will assess your support needs and will tell you if you meet the eligibility criteria for a funded service. If you do, they will ask you if you want to consider Direct Payments.

Direct Payments are an important way of ensuring more people can continue to live independently in their own homes. You have greater control over your life with Direct Payments, because you make the decisions about how to provide your care. No income tax is liable on Direct Payments because a Direct Payment is not a form of income to spend on anything that you like. Direct Payments must be used for meeting your assessed care needs and agreed outcomes. Direct Payments do not affect Social Security Benefits, however, you might still have to contribute towards your personal budget as you would if the council were to arrange services for you.

If you already receive support from the Council, you can consider Direct Payments for all or just a part of your funded services at any time. The Self-Directed Support Team will contact you following a referral from your Care Manager or Social Worker to explain the scheme in more detail. You are under no obligation to take up the scheme and you can change your mind at any stage should you wish to reconsider.

The Self-Directed Support Team will work with you throughout the process of setting up and managing your Direct Payments. Help is available if you wish to employ people to meet your support needs from recruitment to employment or to engage the services of an agency or other provider.

Contributing towards the cost of your care
Once you have been assessed as being eligible for a social care service, Medway Council will arrange the provision of that care. However, you will be financially assessed for your contribution towards your personal budget.

There is no charge for an assessment of your needs or any advice you receive from us. If you are not eligible for financial
support from the council, you are still entitled to an assessment of your needs and advice that helps you to plan the best way to meet them.

**Financial assessments**

Medway Council may request a contribution for most Social Care Services. We need a contribution from service users in order to arrange or keep providing our services to as many people as possible. The level of your contribution will depend upon your ability to pay and will be calculated in accordance with Medway Council’s Fairer Charging Policy or the relevant legislation.

Always let your Customer Contact Officer know of any change to your financial circumstances as this may affect the contribution you make towards your personal budget.

You can contact the Initial Customer Contact Team on 01634 333131/334466

There is more information, later about financial contributions for residential care.
Social Care Services and support available in Medway

Support for carers
Medway Council is committed to working in partnership with carers in planning services for Medway on an individual level. By a carer we mean people who provide regular and substantial levels of care to a relative or friend, who needs support because of age, physical or learning disability or illness, (including mental health problems) without any payment for this care.

You can ask Medway Council for an assessment for yourself if you provide regular and substantial levels of care to a relative or friend who has an illness or disability, whether or not they live with you.

Should you wish to make a referral you should contact the Initial Customer Contact Team on 01634 334466

Medway Council has a Carers Strategy that was written in partnership with NHS Medway. To download a copy please visit www.medway.gov.uk/healthandsocialcare/carers/carersstrategy2009-14.aspx

Medway Carers’ Emergency Card Scheme
Here in Medway, carers are now able to make plans ahead of time, should they find that they are suddenly unable to continue their caring role – either because of an accident or illness. The scheme is free to carers and is available 24 hours a day, seven days a week. Further details about how to register and set out your plan can be obtained from Carers FIRST in Kent and Medway.

Carers FIRST in Kent and Medway
Carers FIRST in Kent and Medway is the only carers centre that supports the whole of Medway and is a member of the national Carers Trust network. We provide a range of services to carers of people with any condition including dementia, learning and physical disabilities, mental health and substance misuse. We also provide services and support to young carers.

The range of our services include: emotional and well-being support, advice, guidance and training, employment support, brokerage and advocacy. In essence we are here to support carers with whatever their needs are to help them in their role.

There are also opportunities for carers to meet others in the same situation and take part in social and recreational events and trips.

For further information please contact the centre on 01634 577340 or email info@carersfirst.org.uk

Crossroads Care Medway
A member of Carers Trust Network, the charity has provided professional support for carers of children and adults with substantial and critical needs for over 29 years in Medway. Our professional care services are to support people with various conditions, including Alzheimer’s/ Dementia, Physical disabilities, learning difficulties, and end of life care. The Medway Council funded carers respite service is available to carers or the person they care for where they have been assessed as being eligible to receive the service.

We provide a 24hour Crisis support service for up to 72 hours to support people with a diagnosis of Dementia or suspected Dementia. This service is to prevent hospital admission/ carer breakdown.
Woodstock

Dementia & Residential Home

Woodstock • 80 Woodstock Road • Sittingbourne • Kent • ME10 4HN
Tel: 01795 420 202 • Fax: 01795 477 465 • Manager: Mrs. Gail Edey
E-mail: woodstock@nellsar.com • Web: www.nellsar.com

Woodstock Dementia / Residential Home is a 55 bedded home, ideally situated in its own landscaped grounds in Sittingbourne.

- Just completed an extensive renovation and refurbishment programme
- Care tailored to each individual's needs and abilities
- Large bedrooms with optional en-suite & showering facilities
- Excellent communal areas & secure landscaped gardens
- Day trips and on site "pampering days"
- Established highly trained staff team
We work in partnership with Medway Community HealthCare who deliver Dementia Support Service in Medway. Crossroads also facilitate weekly COGs (Cognitive Recognition) clubs for early stage Alzheimer’s and Dementia in Medway. For more information please contact us on 01634 868885 or email medwaycrossroads@btconnect.com.

Alzheimer’s and Dementia Family Support
Alzheimer’s and Dementia Family Support offers help, advice and information, together with one-to-one support to families and friends caring for an older person with mental health conditions such as Alzheimer’s disease and other forms of dementia.
Phone 01634 338630/338631

The Dementia Support Service
The Dementia Support Service is a new, innovative service set up to support people with dementia and their carers who live at home. The service is intended to enable people to remain in their own homes and to reduce unnecessary admissions into Medway Maritime Hospital.

Services provided:
• Short-term support and home treatment for people with dementia who are experiencing physical health problems or changes in behaviour that surface as a result of this problem
• Assessments of patients’ current physical and mental health needs
• Supporting carers and enhancing their skills
• Supporting early discharge of patients admitted to Medway Maritime Hospital by managing the patient at home and supporting the carer
• Signposting to other services when appropriate
• Providing awareness and support in the management of dementia and acute exacerbation of the condition to community nursing teams and care homes

The key feature of this service is that it is mobile and responds quickly with the ability to reduce unnecessary admissions and provide carers with support during this period.

When to refer:
• Carer stress or breakdown
• Physical problems affecting the dementia that can be managed at home
• Challenging behaviour
• To prevent unnecessary admissions and to enable earlier discharges

Referral criteria:
The Dementia Support Service will be available to adults with a diagnosis of dementia or who are in the process of a diagnosis being made. Patients must be registered with a Medway GP. Referrals can be made by a GP, health professional, or carer.

Contact details:
The Dementia Support Service will be available between 7am-7pm, seven days a week when fully functional. In the interim it is available Monday to Friday, 9am-5pm.

Telephone: 01634 382947

Referral forms are available from the service directly or you can fill out a form online at www.medwaycommunityhealthcare.nhs.uk/our-services/adult-services/dementia-support/referral-form

Referral criteria & sources
The person has a sudden onset of an acute episode (either physical or mental health issue) where a crisis situation has developed where a hospital or care home admission will be
At London Care, we provide as much or as little care and support as you or your loved one need to live independently and maintain or improve your overall well-being.

We’ll work with you to design a care and support solution tailored to you and your personal resources, helping you to make the key decisions about the services you receive so that you always stay in control.

Regular care plan reviews ensure that our services continue to meet any changes in your needs or your budget. Where we cannot meet all your needs, we work closely with other professionals and organisations to ensure you receive the appropriate extra support.

As well as support with home-based personal care and daily living tasks, we can assist with errands, accompanying people who want to get out for leisure, social, health or work purposes. We can also assist with:

- managing challenging behaviour
- continence management
- preparing and eating meals
- safety in the home
- managing medication
- mobility and the use of aids and equipment
- rehabilitation and reablement care
- palliative and end of life care
- post-hospital care
- respite care

For more information contact Teresa or Jenny on 01634 715995
Email: c.r.service@btconnect.com or visit our website: www.carersreliefservice.co.uk

The People Care Team
For Professional Dependable Care

Our services include:-
- Personal Care - full assistance with dressing/bathing/getting up and going to bed/continence and toileting
- Dementia Care and Support
- Preparation of light meals and support with eating meals
- Prompting and Monitoring of medication
- Enablement Care Services - lifestyle support and assisting clients to access the community and maintain interests and activities in and away from home
- Help attending hospital or other appointments
- Respite Care in the client’s own home to enable family carers to take holiday breaks
- Live-in Support - provision of 24/7 live-in carers

Providing Quality Home Care in the Medway Community
Tel: 01634 731660   email: care@thepeoplecareteam.co.uk
The People Care Team, Suite 2, Cobalt House, Centre Court, Sir Thomas Longley Road, Rochester, Kent ME2 4BQ
Web: www.thepeoplecareteam.co.uk

Join the growing number of satisfied clients choosing The People Care Team
required if additional support is not provided in the person’s home. The carer is suddenly incapacitated and the cared for person will require a hospital or care home admission if additional support is not provided in the person’s home. The primary route of referral will be through an assessment carried out by the Dementia Support team however, referrals will come from a number of sources and organisations, during the out of hours period including:

- MedOCC
- South East Coast Ambulance Service.
- Acute Hospital Accident & Emergency Department.
- General Practitioners.
- Community Nurses.
- Medway Council - Out of Hours Service
- Hospice

**Exclusion criteria**
The service will not be available to individuals placed in care homes.
The service will not be available to anyone requiring planned respite.
The service will not be available to anyone who has a physical illness, which requires acute hospital admission.

**Out of Hours**
Referrals to the crisis service will be managed through Rapid Response and MedOCC.

It is the responsibility of the referrer to pass on as much information as possible to the service provider. However, it is acknowledged that in emergency or crisis situations the information may not be comprehensive, therefore subject to providers risk assessment process, two care workers may deliver the initial service until a risk assessment can be completed and or the situation stabilised.
Older people

Medway Council has developed a strategic plan with NHS Medway to support older people in Medway. Find out more at: www.medway.gov.uk

Falls

A third of patients admitted to hospital for fractures caused by falls are aged 80 years or over. Research shows that up to a third of falls in older people can be prevented by simple precautions:

- keep physically active - it improves muscle strength and balance;
- eat a varied and healthy diet;
- keep hydrated;
- remove hazards from your home such as rugs that ruck up;
- look after your feet and replace ill-fitting footwear;
- have your eyes checked once a year.

Medway Community Healthcare’s Falls Prevention Service offers assessments, advice, and support including specialised exercise sessions. If you have fallen or have a fear of falling which is affecting your life, talk to your GP or phone 01634 819000 and ask for the Falls Prevention Service.

Support at home - Domiciliary Care

Domiciliary Care, also known as Homecare can be considered if you need help with getting up and going to bed, dressing, preparing drinks and meals and maintaining basic hygiene standards.

Homecare workers can also help in developing skills to live more independently.

Homecare providers are registered with, and inspected by, the Care Quality Commission (CQC) A list of local authority homecare agencies is provided below.

<table>
<thead>
<tr>
<th>Establishment</th>
<th>Contact</th>
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<tbody>
<tr>
<td><strong>Age UK Medway</strong>, DCA, The Old Pay Office, Chatham Historic Dockyard, Chatham, Kent ME4 4TE <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
<td>Tania Muscat 01634 401099</td>
</tr>
<tr>
<td><strong>Anchor Support Services Ltd</strong>, 126 High Street, Strood, Rochester, Kent ME2 4TR <a href="http://www.anchorsupport.org">www.anchorsupport.org</a></td>
<td>Susan Jordan 01634 297777</td>
</tr>
<tr>
<td><strong>Avante Community Support</strong>, 29 Turkey Court, Turkey Mill, Ashford Road, Maidstone, Kent ME14 5PP <a href="http://www.avantecommunitysupport.org.uk">www.avantecommunitysupport.org.uk</a></td>
<td>Sue Broadbent 01622 351166</td>
</tr>
<tr>
<td><strong>Boldglen</strong>, Unit 1 Sabre Court, Valentine Close, Gillingham Business Park, Gillingham, Kent ME8 0RW <a href="http://www.boldglen.co.uk">www.boldglen.co.uk</a></td>
<td>Francesca Squillaci 01634 389555</td>
</tr>
<tr>
<td><strong>Care UK Homecare Ltd</strong>, Cobdown House, London Road, Ditton, Kent ME20 6DQ <a href="http://www.careuk.com">www.careuk.com</a></td>
<td>Lisa Hann 01622 797100</td>
</tr>
<tr>
<td>Establishment</td>
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<tr>
<td><strong>Care Watch Maidstone, T/A Sharon Robshaw Ltd,</strong></td>
<td>Lynette Jarman 01622 681550</td>
</tr>
<tr>
<td><strong>1 Bower Terrace, Tonbridge Road, Maidstone,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Kent ME16 8RY</strong></td>
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<td><a href="http://www.carewatch-care-services.co.uk">www.carewatch-care-services.co.uk</a></td>
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<tr>
<td><strong>Centra Care and Support,</strong></td>
<td>Paul Matthews 0207 704 5465</td>
</tr>
<tr>
<td><strong>Unit 2, Fountayne Business Centre,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Broad Lane, Tottenham Hale,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>London N15 4EQ</strong></td>
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<tr>
<td><a href="http://www.centragroup.org.uk">www.centragroup.org.uk</a></td>
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<tr>
<td><strong>Community Careline Services (Gillingham),</strong></td>
<td>Jean Domingue 01634 262255</td>
</tr>
<tr>
<td><strong>Hempstead Homes, 226 Hempstead Road,</strong></td>
<td></td>
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<tr>
<td><strong>Hempstead, Gillingham,</strong></td>
<td></td>
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<tr>
<td><strong>Kent ME7 3QG</strong></td>
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<tr>
<td><a href="http://www.communitycarelineserviceskent.co.uk">www.communitycarelineserviceskent.co.uk</a></td>
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<tr>
<td><strong>Everycare (Medway/Swale) Ltd,</strong></td>
<td>Richard Tutt 01634 295630</td>
</tr>
<tr>
<td><strong>Suite 1 Delta House, Laser Quay,</strong></td>
<td></td>
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<tr>
<td><strong>Medway City Estate,</strong></td>
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<tr>
<td><strong>Rochester, Kent ME2 4HU</strong></td>
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<tr>
<td><a href="http://www.everycare.co.uk">www.everycare.co.uk</a></td>
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<tr>
<td><strong>Guardian Homecare Ltd,</strong></td>
<td>Frances Sutherland 01634 264611</td>
</tr>
<tr>
<td><strong>7 The Courtyard, Campus Way,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Gillingham Business Park,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Gillingham, Kent, ME8 0NZ</strong></td>
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<td><a href="http://www.guardianhomecare.co.uk">www.guardianhomecare.co.uk</a></td>
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<tr>
<td><strong>Here 2 Care,</strong></td>
<td>Emma Kirwin 01634 844495</td>
</tr>
<tr>
<td><strong>4 Castle Mews, Castle Hill,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rochester,</strong></td>
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<tr>
<td><strong>Kent ME1 1LA</strong></td>
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<td><a href="http://www.here-2-care.co.uk">www.here-2-care.co.uk</a></td>
<td></td>
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<tr>
<td><strong>Independent Care &amp; Support Ltd,</strong></td>
<td>Cherie Hume 01634 730004</td>
</tr>
<tr>
<td><strong>Unit F1, Knights Park,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Knights Road, Strood,</strong></td>
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<td><strong>Rochester,</strong></td>
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<tr>
<td><strong>Kent ME2 2LS</strong></td>
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<td><a href="http://www.independent-care.co.uk">www.independent-care.co.uk</a></td>
<td></td>
</tr>
<tr>
<td><strong>Kent Social Care Professionals,</strong></td>
<td>Grant Merchant 01622 764014</td>
</tr>
<tr>
<td><strong>Golden Boot Chambers, 27 Gabriel’s Hill,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Maidstone, Kent ME15 6HX</strong></td>
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<tr>
<td><a href="http://www.medwayscp.com">www.medwayscp.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>London Care (Medway),</strong></td>
<td>Tonie Breen 01634 828928</td>
</tr>
<tr>
<td><strong>Unit 1, New Court, 1 New Road,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rochester,</strong></td>
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<tr>
<td><strong>Kent ME1 1BD</strong></td>
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<td><a href="http://www.londoncare.co.uk">www.londoncare.co.uk</a></td>
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<tr>
<td><strong>Meritum Independent Living,</strong></td>
<td>Jean Feltham 01622 684471</td>
</tr>
<tr>
<td><strong>The Maidstone Studios, New Cut Road,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vintners Park, Maidstone,</strong></td>
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<td><a href="http://www.meritum.org.uk">www.meritum.org.uk</a></td>
<td></td>
</tr>
<tr>
<td><strong>The People Care Team,</strong></td>
<td>Zandie Le Fleming-Hodgson 01634 731660</td>
</tr>
<tr>
<td><strong>Suite 2, Cobalt House, Centre Court,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Sir Thomas Longley Road,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Rochester,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Kent ME2 4BQ</strong></td>
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<tr>
<td><a href="http://www.thepeoplecareteam.co.uk">www.thepeoplecareteam.co.uk</a></td>
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</tr>
</tbody>
</table>
Community based meals

Medway Council will buy this service on your behalf from Apetito, or you can directly contact provider. Several major supermarkets offer home delivery of food including a range of frozen foods. Community-based meals are what we used to call Meals on Wheels. This is a service that delivers hot or frozen meals to your home.

<table>
<thead>
<tr>
<th>Establishment</th>
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<th>Category</th>
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<tbody>
<tr>
<td>Apetito Ltd</td>
<td>01622 717155</td>
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<td><a href="http://www.apetito.co.uk">www.apetito.co.uk</a></td>
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<tr>
<td>Oakhouse Foods Ltd</td>
<td>0845 643 2009</td>
<td>Frozen meals</td>
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<td><a href="http://www.oakhousefoods.co.uk">www.oakhousefoods.co.uk</a></td>
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<tr>
<td>Wiltshire Farm Foods</td>
<td>0800 773 773</td>
<td>Frozen meals</td>
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<td><a href="http://www.wiltshirefarmfoods.com">www.wiltshirefarmfoods.com</a></td>
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<tr>
<td>Sussex Farmhouse Meals</td>
<td>0845 070 2222</td>
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<td><a href="http://www.sussexfarmhousemeals.co.uk">www.sussexfarmhousemeals.co.uk</a></td>
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Please note that the above information was correct at time of going to print. Inclusion of this information does not imply recommendation by Medway Council.

Lunch clubs and lunch venues

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<thead>
<tr>
<th>Lunch Club and Venue</th>
<th>Contact</th>
<th>Cost</th>
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<tr>
<td>Medway Luncheon Club, The King Charles Hotel, Brompton Road, Gillingham, Kent ME7 5QT</td>
<td>Miss A Webb 01634 861239 Third Wednesday of the month at 12.00 noon</td>
<td>£12.00 (3 course silver service meal + coffee)</td>
</tr>
<tr>
<td>All Saints Community Project, St Paul with All Saints Church, Magpie Hall Road, Chatham, Kent ME4 5NE</td>
<td>Church Office 01634 845419 First and third Wednesday of the month <a href="mailto:lindaf@allsaintscommunityproject.org.uk">lindaf@allsaintscommunityproject.org.uk</a></td>
<td>12.45pm – 2.30pm Lunch at 1.00pm. 2 course hot meal plus hot drink £2.00 (including Bingo)</td>
</tr>
<tr>
<td>St Margaret’s Rainham Luncheon Club, St Margaret’s Millennium Centre, Rainham</td>
<td>Mrs Jarvis 01634 230430 Thursday 11.00am Available to older people living alone in non sheltered accommodation living in Rainham. Waiting list applies.</td>
<td>2 course hot meal, desert &amp; hot drink (£3.00)</td>
</tr>
</tbody>
</table>
Residential and nursing home care

The decision to leave your home and go into a residential or nursing home is not an easy one. Perhaps the support you have been receiving is no longer meeting your needs, or maybe your main carer is unable to continue giving you all the support you need.

A residential care home aims to meet your personal and Social Care needs. This includes help with personal care such as washing, going to the toilet, taking a bath, getting up or dressing. Help is always there when you need it. All meals are provided and there are activities that you can take part in, including outings. Visitors are always welcome.

Following an assessment, if it is agreed that you need a place in a residential or nursing home, you can choose which home is suitable for you. You can choose a home either within Medway or, if you would like to live nearer to family or friends, you may choose a home elsewhere. It is important to ensure that you choose a home that will meet your needs, both now and in the future. There are many homes to choose from. Some are privately owned, others are run by voluntary organisations and some are run by local authorities.

Nursing homes look after people who need regular nursing care that can only be provided by a qualified nurse or under the direct supervision of a nurse.

Choosing a residential or nursing home

Moving into residential care and choosing a care home means making some important decisions. If you are looking for a residential place for yourself, a relative or a friend, you should visit several before you decide. Every home has something different to offer. These are some of the questions you may wish to consider:

- Is the home near relatives and friends? Can they visit at any time? Is it in the area you want to live?
- Is there a choice of single or shared rooms?
- Do residents have a key for their own use?
- What personal possessions can the resident take into the home? Is there somewhere to keep valuables safe? Can you have your own TV and/or telephone in your room?
- Will your privacy be respected?
- Is there an en-suite bathroom? Are the bathrooms easy to get to? Are there aids and equipment for people with a disability?
- How many residents have to share each bathroom?
- What facilities are available such as lifts, TV room, telephones, call system, laundry? Is there an emergency call system?
- Are there any rules regarding alcohol or smoking? (Care homes are exempt from smoking laws.)
- Is there a choice of food? Does the menu cater for cultural/religious requirements? Are menus displayed?
- How will your medical and health care needs be catered for?
- Will your religious/cultural requirements be respected?
- Have you talked to any of the residents and if so, are they happy there? Is there a comfortable lounge area?
- What activities are provided to suit your needs? Are there separate areas/rooms for recreation?
- Will the home allow you to stay in your room if you choose to do so?
- What will you be expected to contribute?
towards the cost? If you are paying privately for the care you will need to ask about the full cost of the placement (see page 10).

• Finally and most important – would you like to live there?

• Other things to observe include: how do the staff interact with residents and relatives; if you speak to individual members of staff are they willing to answer questions; do the residents look content and well cared for?

• As well as the home’s brochure, you can read the most recent inspection reports on the care home, which are available at most main libraries or from the Care Quality Commission (see page 34). You will find a list of registered homes in Medway on page 24.
Paying for residential and nursing home care

Once funding for your care has been agreed, Medway Council will make contact with the home that you have chosen and pay the full contract price of that care directly to the home.

However, you will be expected to contribute towards the cost of your care. The level of your contribution will depend on your ability to pay, and will be calculated using the information you give in your Residential Services Financial Information form, in accordance with national rules and guidelines.

The government sets down the amount of personal allowance that you will be left with each week, to pay for toiletries and other personal items.

Most state benefits are fully taken into account in the calculation of your contribution to your care charges. Your contribution will be calculated on the basis that you are claiming all the benefits you are entitled to.

Third party top-up

Third party top-ups are paid by someone other than you. The top-up is usually paid to Medway Council as your placement is paid in full by the council. Therefore, no extra monies should be paid by you or a third party to the home directly.

For people who meet Continuing Health Care criteria, NHS Medway (Primary Care Trust) will pay for your care. Should your health improve and you no longer meet this criterion, you will be referred to Medway Council’s Adult Social Care Department. The council has created a leaflet ‘Who will pay for my care?’ that provides useful information which may help you make an informed decision about what care home to choose. The leaflet also provides further information about the process through which the council then determines the level of payment you would be required to make towards your placement.
Who to contact

Customer services: 01634 332091
Please note: Calls to customer services may be recorded or monitored for security and staff development purposes.

Medway Control Centre, Medway Council,
Gun Wharf, Dock Road, Chatham, Kent ME4 4TR

Email: telehealthcare@medway.gov.uk
Websites:      www.medway.gov.uk
              www.medwaycontrolcentre.co.uk

Minicom: 01634 333111

This information can be made available in other formats from 01634 333333

If you have any questions about this leaflet and you want to speak to someone in your own language please ring 01634 335577

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Residential and nursing homes
* Top up amount is accurate at time of going to print. (Further information and guidance can be found on page 10 - see Third Party Top Up)

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<th>Residential Older People Care Homes</th>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
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<tbody>
<tr>
<td><strong>Abbeyfield Rogers House (The Abbeyfield Society Kent),</strong> Drewery Drive, Wigmore, Gillingham, Kent ME8 0NX</td>
<td>Lucy Dixon 01634 262266 <a href="http://www.abbeyfieldkent.org">www.abbeyfieldkent.org</a></td>
<td>43</td>
<td>£136.00</td>
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<tr>
<td><strong>Acorn House,</strong> 39 Maidstone Road, Chatham, Kent ME4 6DP</td>
<td>Amanda Dickenson 01634 848469 <a href="http://www.acornhouseresidentialhome.com">www.acornhouseresidentialhome.com</a></td>
<td>19</td>
<td>Up to £134.01</td>
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<tr>
<td><strong>Agape House,</strong> 45 Maidstone Road, Chatham, Kent ME4 6DG</td>
<td>Beverley Keith 01634 841002</td>
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<td>Up to £119.01</td>
</tr>
<tr>
<td><strong>Amherst Court (Avante Partnership),</strong> Palmerston Road, Chatham, Kent ME4 6LU</td>
<td>Amanda Odd 01634 400009 <a href="http://www.avantepartnership.co.uk">www.avantepartnership.co.uk</a></td>
<td>112</td>
<td>Up to £166.53</td>
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<tr>
<td><strong>Amicus (Amicus Ltd),</strong> 5 Hillside Avenue, Frindsbury, Strood, Rochester, Kent ME2 3DB</td>
<td>Brenda Slattery 01634 718386 <a href="http://www.amicuscarehome.co.uk">www.amicuscarehome.co.uk</a></td>
<td>18</td>
<td>£37.54</td>
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<tr>
<td><strong>Ampersand House Residential Care Home,</strong> Sovereign Care Ltd, Parsonage Lane, Frindsbury, Strood, Rochester, Kent ME2 4HP</td>
<td>Antoinette Lawrence 01634 724113</td>
<td>27</td>
<td>Up to £234.01</td>
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<tr>
<td><strong>Aquarius,</strong> 8 Watson Avenue, Chatham, Kent ME5 9SH</td>
<td>Eileen Shaw 01634 861380</td>
<td>18</td>
<td>£25.00</td>
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<tr>
<td><strong>Berengrove Park (Berengrove Ltd),</strong> 43-45 Park Avenue, Gillingham Kent ME7 4AH</td>
<td>Sally Briggs 01634 850411</td>
<td>33</td>
<td>Up to £48.44</td>
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<tr>
<td><strong>Byron Lodge Residential Nursing Home,</strong> 105-107 Rock Avenue, Gillingham, Kent ME7 5PX</td>
<td>Hilda Ndoro 01634 855136 <a href="http://www.byronlodgecare.com">www.byronlodgecare.com</a></td>
<td>28</td>
<td>Up to £39.00</td>
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<tr>
<td><strong>Charing House (Charing Healthcare),</strong> Canterbury Street, Gillingham, Kent ME7 5AY</td>
<td>Karen Ditch 01634 584600 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
<td>88</td>
<td>£50.00</td>
</tr>
<tr>
<td><strong>Cherry Acre Residential Home,</strong> 21 Berengrave Lane, Rainham, Gillingham, Kent ME8 7LS</td>
<td>Debbie Yilmaz 01634 388876</td>
<td>17</td>
<td>Up to £68.99</td>
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<tr>
<td><strong>Chimnies Residential Care Home,</strong> Stoke Road, Allhallows, Rochester, Kent ME3 9PD</td>
<td>Mrs M Ong 01634 270119</td>
<td>29</td>
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<td>Residential Older People Care Homes</td>
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<tr>
<td><strong>Clairmont Residential Home</strong>, 89-91 Woodside, Wigmore, Gillingham, Kent ME8 0PN</td>
<td>Susan Lewis 01634 361468</td>
<td>13</td>
<td>£47.35</td>
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<tr>
<td><strong>Durland House</strong>, 160 High Street, Rainham, Gillingham, Kent ME8 8AT</td>
<td>Margaret Hartley 01634 364305</td>
<td>13</td>
<td>£34.01</td>
</tr>
<tr>
<td><strong>Frindsbury Hall Nursing Home (Akaricare Ltd)</strong>, Frindsbury Hill, Strood, Rochester, Kent ME2 4JS</td>
<td>Deborah Mabey 01634 715337 <a href="http://www.akaricare.co.uk">www.akaricare.co.uk</a></td>
<td>74</td>
<td>£20.00</td>
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<tr>
<td><strong>Grace Manor Nursing Home (Forest Healthcare Ltd)</strong>, 348 Grange Road, Gillingham, Kent ME7 2UD</td>
<td>Jackie Grant 01634 570230 <a href="http://www.foresthc.com">www.foresthc.com</a></td>
<td>43</td>
<td>Up to £35.00</td>
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<tr>
<td><strong>Grafton Lodge</strong>, 40 Goddington Road, Strood, Rochester, Kent ME2 3DE</td>
<td>Julie Barr 01634 722621 <a href="http://www.graftonlodge.co.uk">www.graftonlodge.co.uk</a></td>
<td>20</td>
<td>Up to £57.09</td>
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<tr>
<td><strong>Greenford (Purelake Ltd)</strong>, 260-262 Nelson Road, Gillingham Kent, ME7 4NA</td>
<td>Jane Brooker 01634 580711</td>
<td>17</td>
<td>No top up payable</td>
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<tr>
<td><strong>Hawthorn Manor</strong>, 369 Maidstone Road, Wigmore, Gillingham, Kent ME8 0HX</td>
<td>Stephanie Radzik 01634 263803</td>
<td>35</td>
<td>£103.25</td>
</tr>
<tr>
<td><strong>Heather Dale Nursing Home (Heatherdale Healthcare Ltd)</strong>, 204 Hempstead Road, Hempstead, Gillingham, Kent ME7 3QG</td>
<td>Margaret Burgess 01634 260075 <a href="http://www.heatherdalenursinghome.co.uk">www.heatherdalenursinghome.co.uk</a></td>
<td>37</td>
<td>£25.45</td>
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<tr>
<td>Residential Older People Care Homes</td>
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<tr>
<td><strong>Holly Lodge Residential Home (Imperial Care UK Ltd), 208 Maidstone Road,</strong> Chatham, Kent ME4 6HS</td>
<td>Katherine Arthur 01634 843588 <a href="http://www.hollylodgecare.co.uk">www.hollylodgecare.co.uk</a></td>
<td>22</td>
<td>Up to £50.00</td>
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<tr>
<td><strong>MDJ Homes Ltd, Shaws Wood Mill Road, Strood, Kent ME2 3BU</strong></td>
<td>Jacqueline King 01634 721053 <a href="http://www.mdjhomes.co.uk">www.mdjhomes.co.uk</a></td>
<td>36</td>
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</tr>
<tr>
<td><strong>Nelson Court, Nelson Terrace, Luton, Chatham, Kent ME5 7JZ</strong></td>
<td>Theresa Ward 01634 845337</td>
<td>28</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Newington Court Nursing Home (Barchester Healthcare Ltd), Keycol Hill,</strong> Newington, Sittingbourne, Kent ME9 7LG</td>
<td>Jane Higgins 01795 843033 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>50</td>
<td>Up to £78.44</td>
</tr>
<tr>
<td><strong>Northmore Residential Care Ltd, 77 Barnsole Road, Gillingham, Kent ME7 4EA</strong></td>
<td>Mr. V Dassour 01634 573678 <a href="http://www.northmorecare.co.uk">www.northmorecare.co.uk</a></td>
<td>9</td>
<td>£10.00</td>
</tr>
<tr>
<td><strong>Park View, (Charing Healthcare) Canterbury Street, Gillingham, Kent, ME7 5AY</strong></td>
<td>Helen Wheeler 01634 584607 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
<td>32</td>
<td>Up to £193.36</td>
</tr>
<tr>
<td><strong>Pembroke House (Royal Naval Benevolent Trust), 11 Oxford Road,</strong> Gillingham, Kent ME7 4BS</td>
<td>Jo Trembeth 01634 852431 <a href="http://www.rnbt.org.uk">www.rnbt.org.uk</a></td>
<td>49</td>
<td>Up to £181.05</td>
</tr>
<tr>
<td><strong>Platters Farm Lodge, Strode Park, Highfield Road Rainham,</strong> Gillingham, Kent ME8 0EQ</td>
<td>Jenny Broom 01634 377579</td>
<td>43</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Robert Bean Lodge, Agincare, Pattens Lane,</strong> Rochester, Kent ME1 2QT</td>
<td>Ann Togwell 01634 831122 <a href="http://www.agincare.co.uk">www.agincare.co.uk</a></td>
<td>34</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>The White House, 95-97 Maidstone Road,</strong> Chatham, Kent ME4 6HY</td>
<td>Lynn Nicolaou 01634 848547 <a href="http://www.whcare.co.uk">www.whcare.co.uk</a></td>
<td>38</td>
<td>£20.35</td>
</tr>
<tr>
<td><strong>Winchester House (Barchester Healthcare Ltd), 180 Wouldham Road,</strong> Rochester, Kent ME1 3TR</td>
<td>Sue Simmonds 01634 685001 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>123</td>
<td>Up to £78.44</td>
</tr>
<tr>
<td><strong>Yew Tree Lodge (YTL Holdings Ltd), Stoke Road, Hoo, Rochester,</strong> Kent ME3 9BJ</td>
<td>Ray Marsh 01634 253184 <a href="http://www.yewtreelodge.com">www.yewtreelodge.com</a></td>
<td>34</td>
<td>Up to £55.35</td>
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<tr>
<td>Nursing Homes</td>
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<td>Bed Nos</td>
<td>Top up amount</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>Berengrove Park (Berengrove Ltd)</strong>, 43-45 Park Avenue, Gillingham Kent ME7 4AH</td>
<td>Sally Briggs 01634 850411</td>
<td>33</td>
<td>Up to £48.44</td>
</tr>
<tr>
<td><strong>Byron Lodge Residential Nursing Home</strong>, 105-107 Rock Avenue, Gillingham, Kent ME7 5PX</td>
<td>Hilda Ndoro 01634 855136 <a href="http://www.byronlodgecare.com">www.byronlodgecare.com</a></td>
<td>28</td>
<td>Up to £39.00</td>
</tr>
<tr>
<td><strong>Charing House (Charing Healthcare)</strong>, Canterbury Street, Gillingham, Kent ME7 5AY</td>
<td>Karen Ditch 01634 584600 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
<td>88</td>
<td>£50.00</td>
</tr>
<tr>
<td><strong>Copper Beeches Nursing Home (Four Seasons Healthcare Ltd)</strong>, 5 Sylewood Close, Cookham Wood, Borstal, Nr Rochester, Kent ME1 3LL</td>
<td>Susan Oates 01634 817858 <a href="http://www.fshc.co.uk">www.fshc.co.uk</a></td>
<td>36</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Fontenay Nursing Home</strong>, 39 Watts Avenue, Rochester, Kent ME1 1RZ</td>
<td>Florence Hussin 01634 843753 <a href="http://www.fontenay.co.uk">www.fontenay.co.uk</a></td>
<td>26</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Fort Horsted Nursing Home</strong>, Primrose Close, Chatham, Kent ME4 6HZ</td>
<td>Muni Mutina 01634 406119 <a href="http://www.forthorstedcare.co.uk">www.forthorstedcare.co.uk</a></td>
<td>30</td>
<td>Up to £39.00</td>
</tr>
<tr>
<td><strong>Fridsbury Hall Nursing Home (Akaricare Ltd)</strong>, Frindsbury Hill, Strood, Rochester, Kent ME2 4JS</td>
<td>Deborah Mabey 01634 715337 <a href="http://www.akaricare.co.uk">www.akaricare.co.uk</a></td>
<td>74</td>
<td>£20.00</td>
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<tr>
<td><strong>Friston House Nursing Home (Barchester Health Care Homes Ltd)</strong>, 414 City Way, Rochester, Kent ME1 2BQ</td>
<td>Linda Donovan 01634 403556 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>80</td>
<td>Up to £78.44</td>
</tr>
<tr>
<td><strong>Grace Manor Nursing Home (Forest Healthcare Ltd)</strong>, 348 Grange Road, Gillingham, Kent ME7 2UD</td>
<td>Jackie Grant 01634 570230 <a href="http://www.foresthc.com">www.foresthc.com</a></td>
<td>43</td>
<td>Up to £35.00</td>
</tr>
<tr>
<td><strong>The Haven (DGSM Your Choice)</strong>, 89 Rock Avenue, Gillingham, Kent ME7 5PX</td>
<td>Jenny Goldstone 01634 570239</td>
<td>8</td>
<td>No top up payable</td>
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<tr>
<td><strong>Heather Dale Nursing Home (Heatherdale Healthcare Ltd)</strong>, 204 Hemstead Road, Hempstead, Gillingham, Kent ME7 3QG</td>
<td>Margaret Burgess 01634 260075 <a href="http://www.heatherdalenursinghome.co.uk">www.heatherdalenursinghome.co.uk</a></td>
<td>37</td>
<td>£25.45</td>
</tr>
<tr>
<td><strong>Newington Court Nursing Home (Barchester Healthcare Ltd)</strong>, Keycol Hill, Newington, Sittingbourne, Kent ME9 7LG</td>
<td>Jane Higgins 01795 843033 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>50</td>
<td>Up to £78.44</td>
</tr>
<tr>
<td><strong>Pembroke House (Royal Naval Benevolent Trust)</strong>, 11 Oxford Road, Gillingham, Kent ME7 4BS</td>
<td>Jo Trembeth 01634 852431 <a href="http://www.rnbt.org.uk">www.rnbt.org.uk</a></td>
<td>49</td>
<td>Up to £181.05</td>
</tr>
<tr>
<td><strong>Valley View Residential Nursing Home</strong>, Maidstone Road, Rochester, Kent ME1 3LT</td>
<td>Margaret Spurgeon 01634 409797 /409699 <a href="http://www.valleyviewcare.co.uk">www.valleyviewcare.co.uk</a></td>
<td>33</td>
<td>Up to £45.00</td>
</tr>
</tbody>
</table>
The Dementia Support Service

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

We are a new, innovative service set up to support people in Medway with dementia and their carers who live at home. The service is intended to enable people to remain in their own homes and to reduce unnecessary admission into Medway Maritime Hospital.

The service provides short-term support and home treatment for people with dementia who are experiencing physical health problems or changes in behaviour that surface as a result of other health problems or as an advanced stage of their dementia. The dementia support team:

- Offer assessments of patients’ current physical and mental health needs
- Support carers and give training to enhance their skills
- Support early discharge of patients admitted to Medway Maritime Hospital by managing the patient at home and supporting the carer
- Signpost to other services who can help patients and carers

When to refer:
- Carer stress or breakdown
- There are physical problems affecting the dementia that can be managed at home.
- Challenging behaviour

To prevent unnecessary admission to hospital and to enable earlier discharges, the dementia support service is available to adults with a diagnosis of dementia or who are in the process of a diagnosis being made. Patients must be registered with a Medway GP. Referrals can be made by a GP, health professional or carer.

Amend Referral can be made online at web address to www.medwaycommunityhealthcare.nhs.uk/our-services/adult-services/dementia-support/referral-form

Admiral nurse

Admiral nurses work with family carers of all ages and people with any form of dementia including Alzheimer’s disease, vascular dementia, Pick’s disease, Lewy Body dementia and fronto-temporal dementia.

Admiral nurses are mental health nurses specialising in dementia care working collaboratively with health and social care professionals to improve the experiences of those affected by dementia.

Admiral nurses provide psychological support and practical advice and information. They can also provide referrals to other appropriate services.

If you wish to talk to our Admiral nurse, please contact 01634 382947 or email: medch.dementiasupportservice@nhs.net

Useful numbers

24 hour Dementia Helpline: 0800 500 3014
Admiral Nursing Direct: 0845 257 9406
NHS 111
For NHS advice and out of hours GP appointments with MedOCC: 111
**Sharing your information**
Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with NHS hospitals and clinics, GPs and social care.

**Who to contact**
Dementia support service
p: 01634 382947
f: 01634 382700
Unit 7 Ambley Green, Gillingham
Medch.dementiasupportservice@nhs.net

**Customer care**
Please send any comments about Medway Community Healthcare services to:
- Customer care manager
Medway Community Healthcare
7-8 Ambley Green, Bailey Drive,
Gillingham, Kent, ME8 0NJ
p: 01634 382266
f: 01634 382700
medwaycustomercare@nhs.net
All contact will be treated confidentially

<table>
<thead>
<tr>
<th>Residential and Nursing Homes providing Dementia Care</th>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amherst Court (Avante Partnership),</strong> Palmerston Road, Chatham, Kent ME4 6LU</td>
<td>Amanda Odd 01634 400009 <a href="http://www.avantepartnership.co.uk">www.avantepartnership.co.uk</a></td>
<td>112</td>
<td>Up to £166.53</td>
</tr>
<tr>
<td><strong>Berengrove Park (Berengrove Ltd), 43-45 Park Avenue, Gillingham Kent ME7 4AH</strong></td>
<td>Sally Briggs 01634 850411</td>
<td>33</td>
<td>Up to £48.44</td>
</tr>
<tr>
<td><strong>Charing House (Charing Healthcare), Canterbury Street, Gillingham, Kent ME7 5AY</strong></td>
<td>Karen Ditch 01634 584600 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
<td>88</td>
<td>£50.00</td>
</tr>
<tr>
<td><strong>Cherry Acre Residential Home, 21 Berengrave Lane, Rainham, Gillingham, Kent ME8 7LS</strong></td>
<td>Debbie Yilmaz 01634 388876</td>
<td>17</td>
<td>Up to £68.99</td>
</tr>
<tr>
<td><strong>Clairmont Residential Home, 89-91 Woodside, Wigmore, Gillingham, Kent ME8 0PN</strong></td>
<td>Susan Lewis 01634 361468</td>
<td>13</td>
<td>£47.35</td>
</tr>
<tr>
<td><strong>Copper Beeches Nursing Home (Four Seasons Healthcare Ltd), 5 Sylewood Close, Cookham Wood, Borstal, Nr Rochester, Kent ME1 3LL</strong></td>
<td>Susan Oates 01634 817858 <a href="http://www.fshc.co.uk">www.fshc.co.uk</a></td>
<td>36</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Copperfields Residential Home, Larchwood Court Ltd, 42 Villa Road, Higham, Kent ME3 7BX</strong></td>
<td>Susan Richardson 01474 824122</td>
<td>16</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Friston House Nursing Home (Barchester Health Care Homes Ltd), 414 City Way, Rochester, Kent ME1 2BQ</strong></td>
<td>Linda Donovan 01634 403556 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>80</td>
<td>Up to £78.44</td>
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### Respite Services

#### Residential and Nursing Homes providing Respite Services

<table>
<thead>
<tr>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platters Farm Lodge, Strode Park</strong>, Highfield Road Rainham, Gillingham, Kent ME8 0EQ</td>
<td>Jenny Broom 01634 377579</td>
<td>43</td>
</tr>
<tr>
<td><strong>Robert Bean Lodge</strong>, Agincare Pattens Lane, Rochester, Kent ME1 2QT</td>
<td>Ann Togwell 01634 831122</td>
<td>34</td>
</tr>
<tr>
<td><strong>The White House</strong>, 95-97 Maidstone Road, Chatham, Kent ME4 6HY</td>
<td>Lynn Nicolaou 01634 848547</td>
<td>38</td>
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</tbody>
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### Residential and Nursing Homes providing Dementia Care

<table>
<thead>
<tr>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grace Manor Nursing Home (Forest Healthcare Ltd)</strong>, 348 Grange Road, Gillingham, Kent ME7 2UD</td>
<td>Jackie Grant 01634 570230 <a href="http://www.foresthc.com">www.foresthc.com</a></td>
<td>43</td>
</tr>
<tr>
<td><strong>Greenford (Purelake Ltd)</strong>, 260-262 Nelson Road, Gillingham Kent, ME7 4NA</td>
<td>Jane Brooker 01634 580711</td>
<td>17</td>
</tr>
<tr>
<td><strong>Holly Lodge Residential Home (Imperial Care UK Ltd)</strong>, 208 Maidstone Road, Chatham, Kent ME4 6HS</td>
<td>Katherine Arthur 01634 843588 <a href="http://www.hollylodgecare.co.uk">www.hollylodgecare.co.uk</a></td>
<td>22</td>
</tr>
<tr>
<td><strong>MDJ Homes Ltd</strong>, Shaws Wood Mill Road, Strood, Kent ME2 3BU</td>
<td>Jacqueline King 01634 721053 <a href="http://www.mdjhomes.co.uk">www.mdjhomes.co.uk</a></td>
<td>36</td>
</tr>
<tr>
<td><strong>Nelson Court</strong>, Nelson Terrace, Luton, Chatham, Kent ME5 7JZ</td>
<td>Theresa Ward 01634 845337</td>
<td>28</td>
</tr>
<tr>
<td><strong>Newington Court Nursing Home (Barchester Healthcare Ltd)</strong>, Keycol Hill, Newington, Sittingbourne, Kent ME9 7LG</td>
<td>Jane Higgins 01795 843033 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>50</td>
</tr>
<tr>
<td><strong>Park View, (Charing Healthcare)</strong> Canterbury Street, Gillingham, Kent, ME7 5AY</td>
<td>Helen Wheeler 01634 584607 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
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<td><strong>The White House</strong>, 95-97 Maidstone Road, Chatham, Kent ME4 6HY</td>
<td>Lynn Nicolaou 01634 848547 <a href="http://www.whcare.co.uk">www.whcare.co.uk</a></td>
<td>38</td>
</tr>
</tbody>
</table>
Complaints or concerns about care provided in residential or nursing homes

If you wish to complain about the care you or a relative are receiving in a residential or nursing home, you should raise it in the first instance with the Manager of the home.

If you are unable to resolve your complaint satisfactorily through the homes own complaints procedure, you may take your complaint forward through the council’s complaints procedure, if the council funds your care.

If you are dissatisfied with the outcome of the home’s investigation of your complaint, you may ask the Care Quality Commission to take up the matter on your behalf.

New complaints service launched for people who pay for their own care

New powers have come into force for the Local Government Ombudsman (LGO) to investigate complaints from people who arrange their own care.

The types of complaints the LGO is expecting to deal with cover a variety of services such as needs assessments, poor care quality and fees and charges from care homes, personal care at home and supported living services.

For more information about the service visit www.lgo.org.uk/adult-social-care or contact the LGO advice team on (0300) 061 0614

Whistleblowing

Medway Council has in place a Whistleblowing policy to ensure that anyone raising a genuine concern about actual or possible unethical, illegal or unprofessional conduct such as fraud or corruption, dangerous work practices, client abuse or discrimination by anyone working for or providing a service to the council is treated seriously and, where necessary, action taken.

The policy will ensure that anyone raising a genuine concern will be protected from detrimental action to them selves in the process. Whistleblowing Officers are specially trained and will be able to talk through your concerns in confidence and advise you about what should/can be done.

Once you have raised a concern, the officer will keep you up to date, as much as possible, with what is happening. You should be aware that in some circumstances confidentiality cannot be maintained. For example, if your concern leads to possible police involvement, you will be offered support and advice by the Whistleblowing Officer.

The specialist category officers are listed below. You will not be asked to give your name or any other details until you speak to a specific officer:

**Children** – issues relating to the care and welfare of children contact Ralph Edwards, Head of HR Services (Schools) Phone: 01634 331090

If you suspect a child is being neglected or abused please contact the local authority designated officer, Clare Wilkes Phone: 01634 331229

**Finance/audit** – concerns about financial
irregularity, fraud or corruption please contact Mick Hayward, Chief Finance Officer, Phone: 01634 332220

**Adults and Community** - Issues about the care and welfare of adults and community issues please contact Jane Love, Head of Partnership Commissioning (Adult Social Care), and Phone 01634 333099

**Human Resources** - concerns about the conduct of employees including harassment, discrimination, bullying etc, contact Lizzie Hunt, Employee Relations Consultant Phone: 01634 334092

**Regeneration** - concerns relating to environmental issues, e.g. building control, planning, green spaces etc, contact Joy Kirby, Business Quality Assurance Manager Phone: 01634 331422

**Information Technology** – dealing with abuse of information systems, data protection issues, misuse of the Internet or e-mail facilities, contact Moira Bragg, Head of ICT Phone: 01634 332087
Fully trained and dedicated staff providing 24 hour nursing and residential care • Good sized, well furnished rooms with en-suite facilities • An extensive range of day rooms, dining rooms and other comfortable communal areas • Panoramic views and landscaped gardens • Full programme of outings, functions and in-house activities with a strong liaison with the Royal Naval Association and other ex-service organisations.

Pembroke House
11 Oxford Road, GILLINGHAM, Kent ME7 4BS
Tel 01634 852431  Fax 01634 281709
email enquiry@pembrokehouse-rnbt.org.uk

The Royal Naval Benevolent Trust
Supporting The RNBT Family
The Care Quality Commission

The Care Quality Commission (CQC) is an independent national body, which has a regulatory responsibility to inspect the quality of Social Care Services in all sectors and to improve levels of protection for vulnerable people.

**The CQC:**
- Carries out regular inspections of services using standards set by government
- Has strong powers of enforcement, which will help to ensure that services meet those standards set by government
- Domiciliary care (Homecare) services are regulated in the same way as residential care homes.

You can contact the CQC at:
The Care Quality Commission, National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Phone: (03000) 616161
Email: enquiries@cqc.org.uk

Medway Council Telehealthcare Service

Medway Telehealthcare Service is a telephone based community alarm system that is operated by professional, caring staff, 24 hours a day, every day of the year – providing help, support and security. This service provides reassurance and peace of mind for both the user and their families, helping people to live independently in their own homes.

There is a wide range of sensors from smoke detectors to property exit sensors; all sensors alert the control centre when activated.

The wireless technology makes installation easy and unobtrusive. There is a free, no-obligation demonstration that can be arranged in the comfort of your own home. There is a smart flat in Gillingham where clients and their families are able to visit and have a demonstration of how the Telehealthcare system works in the home environment.

**A case study about Telehealthcare and dementia**

A daughter whose mother had been diagnosed with early stage dementia said: ‘We have now installed a Telehealthcare package which includes a door exit sensor, bed occupancy sensor, smoke alarm and flood detector. Since this has been installed it has made a great deal of difference to caring for my mother when I am not with her.

If my mother gets up in the night and does not return to bed in the pre-set time (she is starting to muddle day and night) I will get a call from the operator at Medway Lifeline who will help me to work out what type of help my mother needs. More often than not I can simply ring and encourage her back to bed. Occasionally, I have needed to go to my mother’s to give her extra re-assurance. Either way I am able to do something and my mother is not left distressed in her home with no one being aware.

**Who it is for:**
- Elderly or young people
- People with disabilities or illness
- Victims of domestic violence

If you require any further information, Phone: 01634 332091 or email: telehealthcare@medway.gov.uk.
People with a physical disability

**Occupational Therapy Service**
The Occupational Therapists and the rehabilitation staff are specifically concerned with helping people of all ages who have a physical disability to remain living as independently as possible in their own home. This is achieved by careful assessment of their ability in daily living activities, the provision of information and advice and arranging for the provision of adaptations to their home or the loan of specialised equipment to suit their needs. For further information please contact the Customer Contact Team on 01634 334466.

**Blue Badge Scheme**
The Blue Badge Scheme is for people who have limited mobility or use a wheelchair. It provides certain parking concessions for easier access to premises. For further information please contact the Customer Contact Team on: 01634 334466.

**Deaf Services**
Medway Council has a team of specialised workers who provide specialist social work and support work services to all children and adults who are deaf, deafened, deaf-blind or hard of hearing. The services will include assessment and provision for equipment.

Personal and telephone callers can also contact a specialist worker at the Chatham Community Hub on Wednesday mornings from 9.30am to 1pm. British Sign Language-trained staff will be available to communicate with you. Please contact the Deaf Services team for information and advice during normal office hours.

Phone: 01634 331727 (voice and text)  
Fax: 01634 331199  
Typetalk: 18001 01634 331727

**Visual Impairment Service**
Medway Council commission a team of specialist workers from Kent Association for the Blind who provide assessments, specialist support work, equipment, rehabilitation and mobility training for people who are blind or visually impaired. For advice and information during office hours phone 01634 332929.
Residential Services

There are a number of homes in or close to Medway where the needs of younger people with physical disabilities can be met. Some homes may only support people with a specific condition so please contact each home for further information.

<table>
<thead>
<tr>
<th>Physical Disability Residential Home Services</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **Charing House (Charing Healthcare)**, Canterbury Street, Gillingham, Kent ME7 5AY | Karen Ditch  
01634 584600  
www.charinghealthcare.co.uk |
| **Frindsbury House (The Mortimer Society)**, 42 Hollywood Lane, Frindsbury, Rochester, Kent ME3 8AL | Elaine Runeckles  
01634 719942  
www.mortimersociety.org.uk |
| **Grace Manor Nursing Home (Forest Healthcare Ltd)**, 348 Grange Road, Gillingham, Kent ME7 2UD  
**Bed No. 43** | Jackie Grant  
01634 570230  
www.foresthc.com |
| **Millstream House (Voyage Care)**, 4 Mill Road, Strood, Kent ME2 3BT | Akin Lawall  
01634 299970  
www.voyagecare.com |
| **Newington Court Nursing Home (Barchester Healthcare Ltd)**, Keycol Hill, Newington, Sittingbourne, Kent ME9 7LG | Jane Higgins  
01795 843033  
www.barchester.com |
| **Winchester House (Barchester Healthcare Ltd)**, 180 Wouldham Road, Rochester, Kent ME1 3TR | Sue Simmonds  
01634 685001  
www.barchester.com |
Learning disability services

Medway Council is committed to supporting adults with a learning disability who meet the fair access to care eligibility criteria. Service users who meet the eligibility criteria for day care are provided with financial help in the form of a Direct Payment as a part of their personalised budget, which they are then able to spend on day activities that meet their individual care needs. For further information please contact the Customer Contact Team on 01634 334466.

Shared Lives Scheme
The scheme is also known as Adult Fostering and provides people with a range of disabilities an opportunity to live in the community with carer families who are trained and supported by the scheme. People using the scheme will be welcomed into their family life and encouraged to make new friends, enjoy new experiences and share in everyday activities. The scheme also provides respite and day support to people living in their own homes and befriending support on a one-to-one basis, which is know as Kinship. If you are interested in the Shared Lives Scheme, either in using the service or in becoming a carer, and want to find out more please take a look at our web site www.medway.gov.uk/healthandsocialcare/adults/sharedlives.aspx or you can contact us via the Customer Contact Team on 01634 334466 or email customer.contact@medway.gov.uk.
<table>
<thead>
<tr>
<th>Learning Disability Residential Home Services</th>
<th>Contact Information</th>
<th>Bed Nos</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avenues Trust</strong>, 356 Station Road, Rainham, Gillingham, Kent ME8 7QY</td>
<td>Mel Parrish 01634 231733 <a href="http://www.avenuesgroup.org.uk">www.avenuesgroup.org.uk</a></td>
<td>2</td>
</tr>
<tr>
<td><strong>Avenues Trust</strong>, 492 Maidstone Road, Rochester, Kent ME5 9QN</td>
<td>Jenny Smith 01634 869716 <a href="http://www.avenuesgroup.org.uk">www.avenuesgroup.org.uk</a></td>
<td>4</td>
</tr>
<tr>
<td><strong>Avenues Trust</strong>, 74 Wilson Avenue, Rochester, Kent ME1 2RL</td>
<td>Jenny Smith 01634 849917 <a href="http://www.avenuesgroup.org.uk">www.avenuesgroup.org.uk</a></td>
<td>4</td>
</tr>
<tr>
<td><strong>Avenues Trust</strong>, 2a Higham Road, Wainscott, Rochester, Kent ME2 8BB</td>
<td>Mel Parish 01634 712031 <a href="http://www.avenuesgroup.org.uk">www.avenuesgroup.org.uk</a></td>
<td>3</td>
</tr>
<tr>
<td><strong>Avenues Trust</strong>, 320 Hempstead Road, Gillingham, Kent ME7 3QH</td>
<td>Melanie Bentley 01634 365201 <a href="http://www.avenuesgroup.org.uk">www.avenuesgroup.org.uk</a></td>
<td>4</td>
</tr>
<tr>
<td><strong>Bridge Reach</strong>, 3 Tern Crescent, Rochester, Kent ME2 2RE</td>
<td>Kim Scott-Telford 01634 318283</td>
<td>3</td>
</tr>
<tr>
<td><strong>Brightlands (Clearwater Care)</strong>, 77 Main Road, Hoo, Kent ME3 9AA</td>
<td>Donna Prescott 01634 250592 <a href="http://www.clearwatercare.co.uk">www.clearwatercare.co.uk</a></td>
<td>13</td>
</tr>
<tr>
<td><strong>Broadview (Anchor Support Ltd)</strong>, 245 Brompton Farm Road, Frindsbury Extra, Rochester, Kent ME2 3NW</td>
<td>Barbara Buxton 01634 297777 <a href="http://www.anchorsupport.org">www.anchorsupport.org</a></td>
<td>3</td>
</tr>
<tr>
<td><strong>Canary House</strong>, 41/43 Kingswood Road, Gillingham, Kent ME7 1DZ</td>
<td>Tina Mantegna 01634 319398</td>
<td>6</td>
</tr>
<tr>
<td><strong>Charing House (Charing Healthcare)</strong>, Canterbury Street, Gillingham, Kent ME7 5AY(for top up Information see residential and nursing home table page)</td>
<td>Karen Ditch 01634 584600 <a href="http://www.charinghealthcare.co.uk">www.charinghealthcare.co.uk</a></td>
<td>88</td>
</tr>
<tr>
<td><strong>The Haven (D.G.S.M. Your Choice)</strong>, 89 Rock Avenue, Gillingham, Kent ME7 5PX</td>
<td>Jenny Goldstone 01634 570239</td>
<td>13</td>
</tr>
<tr>
<td><strong>Forge House (Place Super Ltd)</strong>, 2 Podkin Wood, Walderslade, Chatham, Kent ME5 9LY</td>
<td>Nick Fineman 01634 671404</td>
<td>5</td>
</tr>
<tr>
<td><strong>Insight Walderslade</strong>, 73 Robin Hood Lane, Walderslade, Chatham, Kent ME5 9NP</td>
<td>Andrew Edwards 01634 869273 <a href="http://www.insightbehavioural">www.insightbehavioural</a> service.co.uk</td>
<td>6</td>
</tr>
<tr>
<td>Learning Disability Residential Home Services</td>
<td>Contact</td>
<td>Bed Nos</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Kent Autistic Trust, 11A Curlew Crescent, Rochester, Kent ME2 2RF</td>
<td>Carol Stanton 01634 296674 <a href="http://www.kentautistic.com">www.kentautistic.com</a></td>
<td>6</td>
</tr>
<tr>
<td>Kent Autistic Trust, 30 The Close, Rochester, Kent ME1 1SD</td>
<td>Tracy Long 01634 401854 <a href="http://www.kentautistic.com">www.kentautistic.com</a></td>
<td>6</td>
</tr>
<tr>
<td>The Regard Partnership Ltd, Orchard View, 1 Parsonage Lane, Strood, Rochester, Kent ME2 4HP</td>
<td>John Henderson 01634 725363 <a href="http://www.regard.co.uk">www.regard.co.uk</a></td>
<td>9</td>
</tr>
<tr>
<td>Ridgeway Care Home (Independent Living Group Ltd), 11 Park Avenue, Gillingham, Kent ME7 4AS</td>
<td>Charles Davies 01634 851443 <a href="http://www.ilg.co.uk">www.ilg.co.uk</a></td>
<td>8</td>
</tr>
<tr>
<td>Rochester House (The Regard Partnership Ltd), 221 Maidstone Road, Rochester, Kent ME1 3BU</td>
<td>Area Manager Lynne Gatland 01634 847682 <a href="http://www.regard.co.uk">www.regard.co.uk</a></td>
<td>13</td>
</tr>
<tr>
<td>Steven Lodge (TKSD Care Homes and Training Ltd), 22 Steven Close, Chatham, Kent ME4 5NG</td>
<td>Daniel Agbetorwoka 01634 830489 <a href="http://www.stevenlodge.co.uk">www.stevenlodge.co.uk</a></td>
<td>3</td>
</tr>
<tr>
<td>St Leonard’s Place (St Leonards Ltd), 96 Maidstone Road, Chatham, Kent ME4 6DG</td>
<td>Russell Martin 01634 405120</td>
<td>3</td>
</tr>
<tr>
<td>Voyage Care, 351 Maidstone Road, Wigmore, Gillingham, Kent ME8 0HU</td>
<td>Ray Ashton 01634 388513 <a href="http://www.voyagecare.com">www.voyagecare.com</a></td>
<td>7</td>
</tr>
<tr>
<td>Voyage Care, 579 Maidstone Road, Gillingham, Kent ME8 0LQ</td>
<td>Jessica Bravery 01634 232419 <a href="http://www.voyagecare.com">www.voyagecare.com</a></td>
<td>6</td>
</tr>
<tr>
<td>Voyage Care, 74 Sir Evelyn Road, Rochester, Kent ME1 3LZ</td>
<td>Alfred Guzha 01634 828779 <a href="http://www.voyagecare.com">www.voyagecare.com</a></td>
<td>6</td>
</tr>
<tr>
<td>Woodbridge House (Aitch Care Homes (London) Ltd), 151 Sturdee Avenue, Gillingham, Kent ME7 2HH</td>
<td>01634 281890 <a href="http://www.achuk.com">www.achuk.com</a></td>
<td>10</td>
</tr>
</tbody>
</table>
WiiCare is your trusted 5 star personal care company
WiiCare offers personal care to:

• Elderly people
• People living with dementia
• People living with physical disabilities
• People with sensory impairment
• Adults and children with specialist needs including learning difficulties
• People living with a mental illness
• People living with an acquired brain injury (ABI)
• Children and their families

WiiCare collectively draws together via its staff and management more than 100 years experience of providing homecare and support to people living in their own residence.

WiiCare are able to provide a range of comprehensive and flexible home support packages which are specifically tailored to meet the needs of our customers and service users. Our community care services range from basic homecare - including personal care, domestic support, practical assistance and companionship - to more complex and specialist packages.

WiiCare understands that finding the right care for yourself, a relative or a friend can be a daunting task. We understand that it is not something that you have to do very often and it can be difficult to know where to get the right information.

For more information on the services WiiCare provide please contact us:

 فهو Maidstone ❣ Medway Towns ❣ Dartford & surrounding areas

Freephone: 0808 123 2011 Fax: 0808 133 2011
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The first home in Kent to get BS ISO 9002 1994
A delightful bungalow, situated in a prime residential location. Offering a high standard of care and accommodation. Very kind and caring staff. We create a happy atmosphere with freedom of choice a priority. Good wholesome food.
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contact: Matron on tel: (01634) 406119
Email: matron.forthorsted@gmail.com

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contact: Matron on tel: (01634) 855136/855336
Email: matron.byronlodge@gmail.com

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For further information or brochure
contact: Matron on tel: (01634) 409699/409797
Email: matron.valleyview@gmail.com
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- Physical Disabilities
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- Day Service Opportunities
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NVQ 2/3 – CRB to enhanced level

Tel: 01634 295630

www.everycare.co.uk
jpeverycaremedway@btconnect.com
Short break service for adults

<table>
<thead>
<tr>
<th>Establishment</th>
<th>Contact</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birling Avenue, 36a Birling Avenue, Rainham, Kent ME8 7EY</td>
<td>Angela Warner 01634 234423</td>
<td>LD</td>
</tr>
<tr>
<td>Napier Unit, Pattens Lane, Rochester, Kent ME1 2QT</td>
<td>Denise Watkins 01634 846543</td>
<td>Profound and complex LD</td>
</tr>
</tbody>
</table>

Supported housing services

Helping individuals to live independently in the community with support.

What type of support?
It is support that helps someone to live independently in their accommodation. Support includes a variety of help such as:
- Managing debts, budgeting and applying for benefits.
- Gaining access to other services and organisations that can provide support and help.
- Learning life and social skills.
- Finding out about work or college.
- Keeping an eye on your wellbeing.
- Alarm systems to enable people to call for help in an emergency.
- Dealing with other professionals, family and neighbours and advocating on your behalf.

It does not include:
- Personal care, healthcare or medication.
- Preparing meals, shopping or cooking on a regular basis.
- Cleaning.
- Specialist counseling or treatment.
- Childcare.
- Outings or holidays.
- Gardening.

Who can supported housing services help?
They can help a wide range of adults with a number of issues, including:
- Homeless people needing support.
- People with physical, sensory and learning disabilities including people with HIV.
- People from diverse cultural and ethnic backgrounds including gypsies and travelers.
- People with mental health problems.
- Older people.
- People who misuse drugs or alcohol.
- Young people at risk or leaving care.
- Ex-offenders.
- Women fleeing domestic violence.
- Teenage parents.

Do you have to pay for the service?
All service users who receive Housing Benefit do not have to pay for the service. Long-term service users (in services that are intended to be provided for more than two years) who do not receive housing benefit can be assessed by the Fairer Charging Team for full or partial relief from the charge, depending on their circumstances.

Most short-term service users (in services which are intended to be provided for less than two years) are automatically exempt from charges. Where this is not the case a fairer charging assessment will also apply.
How can residents in Medway apply for these services?
Residents who want to apply for supported housing services in Medway should contact Medway Council’s Homechoice Team on 01634 334433 or complete the online Homechoice registration. Go to www.medwayhomechoice.co.uk

Flexicare Housing
Medway’s approach to Extra Care housing is known as Flexicare housing because the name better reflects the flexible, outcome focused approach expected of care and support services. Flexicare Housing Schemes provide vulnerable older or disabled people, who want to continue to live independently in their own home with comfortable accommodation and the reassurance of 24-hour onsite support including night care.

Flexicare housing offers security of tenures and provides a real alternative to residential care with flexible care options to suit the assessed need of individual service users. Tenants are able to retain their independence of having their own home whilst enjoying the benefits of having staff on hand to provide flexible care and support in response to their changing needs.

Flexicare housing properties are purpose-built or specially adapted, which make it possible for residents who need a certain level of support to continuing living independently in their own home.

What schemes are available in Medway
There are currently two Flexicare housing schemes developed in partnership with Housing Associations, Prospect Place and Bellerophon House, Rochester Riverside but there are a number of other schemes in the pipeline.

Prospect Place is a 60-unit purpose built Flexicare scheme, consisting of one and two bedroom apartments. Bellerophon House, Rochester Riverside is a 41-unit purpose built consisting of one and two bedroom apartments. Both schemes offer:
- 24-hour support, practical and personal care, leisure and recreation facilities, a floating support service and a safe environment for residents 7 days a week.
- Emergency cover (including Waking Night Cover) an onsite cover to respond to Service User related emergencies.
- Door entry system with intercom to every apartment
- Emergency pull cords
- Communal lounge for leisure and recreational activities
- Hobbies room
- Assistive technology
- Level access shower rooms
- Fully fitted kitchen
- Fully accessibility throughout the apartments
- Support service users to involvement in their social networks to prevent social isolation
- Hair and beauty salon
- Restaurant
- Laundry room
- Assisted bathing suite
- Guest room which can be booked for family and friends

All vacancies will be advertised through Medway’s Choice Based Lettings scheme.

Who can apply for Flexicare housing?
You may apply if you are aged 55 and over including those with sensory needs, mental disorder including dementia, short or long term illnesses, and those who require end of life care.

You must need housing related support and/
or have social care needs. Qualifying persons fulfilling the Council’s criteria for being placed on the housing register, or applicants nominated by the Association and who have a local connection with the area or a social need to live in the area of development.

If you think that you might need Flexicare housing, a social worker will carry out an outcome based assessment to work out what your needs are and if this is the type of housing for you.

A panel of social care and housing representatives will then make a decision about whether you are accepted for Flexicare.

**Do you have to pay for the service**
- The cost of renting your home, many tenants will find they are eligible for housing benefit and help with service charges.
- In addition, a payment is charged for waking night cover and an hourly rate for care hours for those who have social care needs.

## Mental health services

**Community support**

Mental health issues are common experiences – one in every four people will have mental health problems at some point in their lives. Money worries, work and relationship problems, unemployment, illness and loneliness increase the risk of depression and anxiety. There are also less common mental health problems, such as schizophrenia, which can have a significant impact on living well, and where finding the right help and support can improve life chances. Mental health problems do not occur in isolation and can affect individuals experiencing other life problems or disabilities. Research increasingly shows that protecting our mental health is important. Recently this has been summarised as good mental health isn’t something you have, but something you do www.mind.org.uk

Medway Council is committed to supporting adults with mental health problems who meet the fair access to care services eligibility criteria.

Medway’s **Adult Mental Health Social Work Service** is based at Compass Centre South, Pembroke, Chatham, ME4 4YH 01634 331888. This includes social workers for adults and older persons mental health.

The Social Work Team supports people to meet their needs around settled accommodation; vocational training and employment; skills for daily living; assessment and support to carers; promoting choice and control through the take up and use of personal budgets; mental health assessments and staying safe.

The **Medway Community Day Resources Centres** in Gillingham and Rochester offer a range of activities to increase skills for daily living.

There is a range of helpful information on mental health and wellbeing available to help us weather distress, including local information available at the Live It Well website (www.liveitwell.org.uk).
The **Community Support and Outreach Team** support people to regain independence while living in the community. Respite care can also be provided to give Carers some relief from the care task.

The **Medway Access Service** is the single point of contact for new referrals for health and social care mental health assessments.

**Kent & Medway NHS and Social Care Partnership Trust** (KMPT) provides clinical healthcare services (nursing, psychiatry and psychology) across Medway and work in partnership with Medway Council and primary healthcare (www.kmpt.nhs.uk).

**Winfield Trust** provides IT training and qualifications for students with mental health needs in the west Kent area
Phone: 01634 848886
Email: winfield_chatham@btconnect.com
www.winfieldcomputing.org.uk

**Signpost** provides brokerage to support choice and control in utilising the individual’s personal budget. For further information visit www.signpostuk.org
Phone: 0800 1070160

<table>
<thead>
<tr>
<th>Mental Health Residential Home Services</th>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
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</thead>
<tbody>
<tr>
<td><strong>Apna Ghar</strong>, 1 Kingswood Road, Gillingham, Kent ME7 1EA</td>
<td>Nilofer Englefield 01634 850445 <a href="http://www.apnaghar.co.uk">www.apnaghar.co.uk</a></td>
<td>3</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Castle View House</strong>, 9 Castle View, Strood, Rochester, Kent ME2 3PP</td>
<td>Mr. &amp; Mrs. P. Ramburuth 01634 721107</td>
<td>8</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Friston House Nursing Home (Barchester Health Care Homes Ltd)</strong>, 414 City Way, Rochester, Kent ME1 2BQ</td>
<td>Linda Donovan 01634 403556 <a href="http://www.barchester.com">www.barchester.com</a></td>
<td>80</td>
<td>Up to £78.44</td>
</tr>
<tr>
<td><strong>Grace Manor Nursing Home (Forest Healthcare Ltd)</strong>, 348 Grange Road, Gillingham, Kent ME7 2UD</td>
<td>Jackie Grant 01634 570230 <a href="http://www.foresthc.com">www.foresthc.com</a></td>
<td>43</td>
<td>Up to £35.00</td>
</tr>
<tr>
<td><strong>Holly Lodge Residential Home (Imperial Care UK Ltd)</strong>, 208 Maidstone Road, Chatham, Kent ME4 6HS</td>
<td>Katherine Arthur 01634 843588 <a href="http://www.hollylodgecare.co.uk">www.hollylodgecare.co.uk</a></td>
<td>22</td>
<td>Up to £50.00</td>
</tr>
<tr>
<td><strong>Purecare UK (Rock House)</strong>, 109 Rock Avenue, Gillingham Kent ME7 5PY</td>
<td>Marc Wood 01634 280703 <a href="http://www.purecare-rockhouse.com">www.purecare-rockhouse.com</a></td>
<td>15</td>
<td>No top up payable</td>
</tr>
<tr>
<td><strong>Welcome House</strong>, (The Chestnuts), 10 Watts Avenue, Rochester, Kent ME1 1RX</td>
<td>Linda Marshall 01634 842084 <a href="http://www.welcomehouse.co.uk">www.welcomehouse.co.uk</a></td>
<td>15</td>
<td>No top up payable</td>
</tr>
</tbody>
</table>
Guardian Homecare is part of one of the UK’s largest and most successful homecare, personal assistance and individual support providers. We help people of all ages and abilities to enjoy the benefits of living independently in their own homes and communities. Our carefully selected, well trained, friendly care workers are committed to providing support with dignity and respect. Our service users are at the heart of our care and support services. We understand that being in control of your own life and care is important to you, which is why we design our services to support your personal choices at every stage. We strive to promote maximum independence, providing the assistance you require when you need it. From simple tasks to complex care packages, short-term rehabilitation support to palliative care, our care workers and service support teams can help. To find out more about how Guardian Homecare can support you in your home and community, please contact us……
### Mental Health Residential Home Services

<table>
<thead>
<tr>
<th>Contact</th>
<th>Bed Nos</th>
<th>Top up amount</th>
</tr>
</thead>
</table>
| **Welcome House, (Nickleby Lodge)** 32 The Close Rochester, Kent ME1 1SD  
Sheryl McKay  
01634 843372 www.welcomehouse.co.uk | 10 | No top up payable |
| **Welcome House, 66 Milton Road, Gillingham, Kent ME7 5LW**  
Bernadette Sharrard  
01634 574644 www.welcomehouse.co.uk | 3 | No top up payable |
| **Welcome House, 68 Milton Road, Gillingham, Kent ME7 5LW**  
Bernadette Sharrard  
01634 574644 www.welcomehouse.co.uk | 3 | No top up payable |
| **Welcome House, 72 Milton Road, Gillingham, Kent ME7 5LW**  
Bernadette Sharrard  
01634 574644 www.welcomehouse.co.uk | 3 | No top up payable |
| **Welcome House (Leeza Court), 9 London Road, Rainham, Kent ME8 7RG**  
Teresa Moss  
01634 377667 www.welcomehouse.co.uk | 16 | No top up payable |

### Protecting vulnerable people from abuse

Everyone has the right to live without fear and the right to have safe, healthy relationships and to have control over their own life.

**Case study 1**

Harry Smith (not real name), 77 suffered a different type of abuse (financial abuse) by a friend. Harry suffers from Parkinson’s, lives alone, has no family, and has very few real friends. He lives happily with support in the community from his neighbours but cannot leave the house without help.

A while ago, Harry made friends with a neighbour, who began spending a lot of time at Harry’s home. She agreed to help Harry by cleaning his house and helping him with his meals. She then took over responsibility for Harry’s’ money and Harry gave her his bankcard and PIN number. His ‘friend’ used this to purchase a car and withdraw cash for herself; in total she ‘borrowed’ £15K. Following an investigation it was discovered that she also stole from other elderly people whilst she was cleaning their houses.

Social Services helped Harry to change his bank account and with his agreement for them to act as his appointee. He also accepted help and support from another neighbour and this was paid for with a personal budget and money from social services as a direct payment. This enabled him to remain living in his home and retain his independence in the community.

**Case study 2**

Sarah White (not her real name), 55, has multiple sclerosis and requires help with her personal care needs as she is incontinent. There was an allegation that she was being neglected by her daughter, who was her main carer and who was refusing to accept more than two calls a day from social services’ carers. The concerns were that Sarah was often found by carers, needing to be washed and changed and she appeared...
to be hungry. Following a full health and social care assessment of both Sarah and her daughter as a carer, her daughter agreed to accept more help. Sarah remains cared for in the comfort of her home and her daughter is supported to care for her.

**What is adult abuse?**
Everyone has the right to be treated with respect and dignity and not all people are vulnerable to abuse. Those who still manage their own money, make their own decisions, and are able to look after themselves and who have a wide network of friends and family are much less likely to suffer abuse. In social care, we sometimes talk about vulnerable adults or adults at risk when we are concerned about people who are unable to protect themselves from abuse. The earlier abuse is reported, the less long-term harm can be carried out; and things can be done to protect people who have been the subject of abuse.

The abuser is usually well known to the person. This can be a friend, relative or anyone who has or takes responsibility to care for the person either at home, in hospital or in a care home.

**Types of abuse**

**Financial abuse**
It is financial abuse to take money or possessions without permission and if you are pressurised to buy goods or services.

**Emotional abuse**
This abuse takes many forms, including depriving an individual of their right to choose the way they live, and the way they are treated or spoken to. It includes someone being rude to you, being verbally aggressive, shouting at or humiliating you.

**Neglect**
If you have personal care support, the people who are there to help you (paid or unpaid), should not neglect you or ignore you.

**Sexual abuse**
Any unwanted sexual contact or verbal suggestion is unacceptable, whatever your age or gender.

**Physical abuse**
Any inappropriate or unwanted physical contact is abuse.

**Domestic abuse**
Domestic abuse is any incident, threatening behaviour or abuse between adults who are, or have been intimate partners or family members – regardless of gender or sexuality.

**Talk**
What can you do if you or someone you know is experiencing abuse?

If you are being abused, you need to know that you are not to blame for the way you are being treated. Sometimes people who are close to you do not realise you are unhappy unless you tell them. If you are not ready to seek help, that is your choice but you may still want some information. Information gives you choice and personal power. Do not try to cover it up. Never feel embarrassed about highlighting abuse. Do not be afraid to complain or make a fuss. Speak to your Community Police Officer, local Social Worker/Care Manager, church, Community Nurse or GP. If the abuse is occurring in the hospital or care home, it should be promptly reported to the person in charge.
If you suspect that a person is being abused, tell someone.

If you or someone else is in immediate danger, call 999. Kent Police has more information on their website (www.kent.police.uk) on how to report an incident or contact them. Or contact us using the details below and talk to someone in confidence.

For more information contact The Customer Contact Team on 01634 334466 / 24 hour emergency Phone: 0845 7626777 / Text Relay 18001 or by email: customer.contact@medway.gov.uk

**Mental Capacity Act 2005**

Mental Capacity refers to a person’s capacity to make a decision for themselves at the time the decision needs to be made.

Everyone working with and/or caring for a person over 16 years of age, who may lack capacity to make decisions for themselves, must comply with this Act. The same rules apply whether the decisions are life-changing events, such as having an operation, or everyday matters. It can also help those who are planning for their future when they may be unable to make decisions.

**Kent & Medway IMCA Service**

Some people living in hospitals and care homes can’t make their own decisions about their care and/or treatment because they lack the mental capacity to do so. They need more care and protection than others, to ensure they don’t suffer harm. Caring for and treating people who need extra protection may mean restricting their freedom to the point of depriving them of their liberty.

However, a person’s liberty should not be taken away if they can be cared for in a less restrictive way. If you are concerned that someone’s liberty is being restricted in an inappropriate way then you should contact The Deprivation of Liberty Safeguards Office on 01622 696275.
Medway Council & Macmillan Welfare Benefit Service

Customer Contact provides advice, information, advocacy and representation on welfare benefit issues to people living in the Medway area.

It is two-part service available to: qualifying people living in Medway or people living with and beyond cancer.

Medway Council Welfare Benefit Service
Clients who need help and assistance with welfare benefit advice and information will need to ask their Social Care or Health Professional to complete a referral to the team. Self-referrals are not accepted to this part of the service.

Macmillan Welfare Benefit Team
The Macmillan Welfare Benefit Service provided by Initial Customer Contact under an agreement with Macmillan Cancer Care and NHS Medway offers a service to people who live in the ME1 to ME8 area and who are living with and beyond cancer. Please contact the Macmillan Welfare Benefit Service on 01634 333511 to self-refer.

We offer:
• Face to face or telephone contact to assess the circumstances of individual clients and advise on a full range of benefits or grants that may be available.
• Representation and advocacy to the Department for Work and Pensions, HMRC, HM Courts and Tribunal Service etc.
• Training on a range of Welfare Benefits to internal staff.
• Signposting to other services as appropriate.

There are also a wide range of fact sheets available on the www.medway.gov.uk website summarising individual benefits that may be available.

Copperfields

Tel: 01474 824122
42 Villa Road, Higham, Rochester ME3 7BX

- Registered Care Categories*: Old Age
- Languages Spoken (other than English)
- Single Rooms: 18

Facilities & Services:
• Own GP if required
• Own Furniture if required
• Pets by arrangement
• Smoking not permitted
• Close to Local shops
• Near Public Transport
• Minibus or other transport
• Lift
• Gardens for residents
• Television point in own room

Registered home for the elderly and individuals suffering from Parkinson’s and Dementia

- Registered 57
- A comfortable environment with 24hr care from highly skilled & motivated staff
- Inspections welcomed
- Home cooked meals
  - all diets catered for
- Regular entertainment and activities throughout the week

26-32 Key Street, Sittingbourne ME10 1YU

Pine Lodge Care Center

Telephone: 01795 433632

Medway Adult Social Care Guide 51
Other community based services

Medway Health Improvement Services
Under the banner of ‘A Better Medway’, the Public Health team (provided by Medway Council) work to deliver services to help people lead healthier lives - be it in a community venue, a workplace setting or through one-to-one activities. The team also develops awareness campaigns and provides education and training services to help local people make healthy choices.

The teams offer a wide range of local, tailored services such as:
- Supporting healthy weight - Exercise Referral, Tipping the Balance programme, walking/cycling groups.
- MEND - empowering children and adults to maintain a healthier weight.
- Healthy eating - Medway Cooks, Medway Grows community allotment.
- Stop smoking support - phone 0800 234 6805 or 01634 334800 for free one-to-one or group support.
- Breastfeeding support.
- Alcohol, drug and tobacco control strategies.
- Contraceptives and sexual health.
- Health at work.
- Teenage pregnancy.

For more information about any of our services visit www.abettermedway.co.uk. You can also follow ‘A Better Medway’ on Twitter, Facebook, Youtube or Audioboo.

Walking for Health
Walking for Health is a national programme that encourages more people to become physically active in their local communities. The Medway Health Walks Programme (run by ‘A Better Medway’) achieved Walking for Health accreditation status in 2010 and currently offers more than 30 different led-walks from easy pram and toddlers, to a monthly Sunday 2.5 hour walk. The health walks are free, short and social walks that are led by volunteer walk leaders. They are designed to help people get the most out of walking for their physical and mental health, and also provide a great opportunity to meet new people. The groups are friendly and supportive, and have over 1000 registered walkers in the Medway area. The walks are particularly beneficial to those who are getting little or no exercise, recovering from illness or lacking in confidence.

Medway Health Walks range from 30 mins to 3 hours for the more adventurous, but the longer walks normally have a break halfway through. We try to ensure that refreshment facilities and toilets are available on our walks, but sometimes this is not possible. It is recommended to wear comfortable shoes and bring a drink and weatherproof coat, when attending walk. Dogs on leads are also welcome on most walks. If you have any questions on any aspects of Medway Health Walks please contact the team.

For more information on Medway Health Walks and to get involved, please phone 01634 333720 or email walking@medway.gov.uk. More information about ‘A Better Medway’ health improvement services can be found at www.abettermedway.co.uk. You can also follow ‘A Better Medway’ on Twitter, Facebook, Youtube and Audioboo.
Living Well in Medway
Medway Council has commissioned information services to support people who are not eligible for care management support. The services will enable people to make informed decisions about how to meet their care needs. A community-based advice service will provide face-to-face advice and support for vulnerable adults.

Advisers are available to enable you to make informed decisions and choices about your social care and support needs.

If you live in Chatham, Rochester, Strood or the Hoo Peninsula then contact:
**Citizens Advice Bureau**
Kingsley House, 37-39 Balmoral Road, Gillingham, Kent ME7 4PF
Phone: 01634 383760.
If you live in Gillingham or Rainham then contact:
**Carers First**
3 Canterbury Street, Gillingham, Kent ME7 5TP
Phone: 01634 577340.

Changing Places Toilets
Changing Places Toilets are different to standard disabled toilets with extra features and more space to meet the needs of people with profound and multiple learning disabilities; and others with personal care needs and their carers.

In addition to this, the toilets also cater for people with serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury.

In line with recommendations from the Changing Places Campaign, led by disability charity Mencap, these facilities include a height-adjustable changing bench, a hoist system and space for a disabled person and up to two carers.

There are currently three Changing Places facilities in Medway; one at the Rochester Community Hub, one at Mid Kent College and one at Medway Park Leisure Centre with further two facilities planned later the year.

For details of the exact location and opening times visit the Changing Places website at www.changing-places.org

Brought to you by NHS Kent and Medway & Medway Council
### Day services

All below listed day centre services are located in Medway.

<table>
<thead>
<tr>
<th>Day Centre services</th>
<th>Contact Name</th>
<th>Client Category</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age UK Medway</strong>, The Chris Ellis Centre, 130 Brompton Lane, Rochester, Kent ME2 3BA</td>
<td>Sue Hodges 01634 724745</td>
<td>Older People/Physical Disability/Learning Disability/Mental Health/Dementia/Hot Meals</td>
</tr>
<tr>
<td><strong>Age UK Medway</strong>, The Mackenney Day Centre, Woodlands Road, Gillingham, Kent ME7 2BX</td>
<td>Simon Baker 01634 572616</td>
<td>Older People/Physical Disability/Learning Disability/Mental Health/Dementia/HOT MEALS Monday - Friday 9.30 - 4.30pm 60+</td>
</tr>
<tr>
<td><strong>Age UK Medway</strong>, The Capstone Dementia Centre, 92-94 Hopewell Drive, Chatham, Kent ME5 7PY</td>
<td>Denise Barrett 01634 406058</td>
<td>Older People/Dementia</td>
</tr>
<tr>
<td><strong>MCH - The Balfour Centre</strong>, Pattens Lane, Rochester, Kent ME1 2RB</td>
<td>Fiona Jenkins 01634 335580</td>
<td>Older People/Physical Disability/Learning Disability</td>
</tr>
<tr>
<td><strong>Carers Relief Service</strong>, Lingley House, Room 2-3 Commissioners Road, Strood, Kent ME2 4EE</td>
<td>Teresa O’Brien 01634 715995</td>
<td>Learning Disability/Physical Disability</td>
</tr>
<tr>
<td><strong>Caring Choice Support Service and Activity Centre</strong>, 4 Manor Road, Chatham, Kent ME4 6AG</td>
<td>Karen Mitchell John Nisbet 01634 711344</td>
<td>Learning Disability</td>
</tr>
<tr>
<td><strong>Complete Professional Care Centre Ltd</strong>, 226 Hempstead Road, Gillingham, Kent ME7 3QG</td>
<td>Christina Croft 01634 851454</td>
<td>Older People/Physical Disability/Mental Health needs</td>
</tr>
<tr>
<td><strong>Enhanced Care Unit</strong>, The Balfour Centre, Pattens Lane, Rochester Kent ME1 2RB</td>
<td>Denise Watkins 01634 335589</td>
<td>Learning Disability/Respite</td>
</tr>
<tr>
<td><strong>Everycare Day Care</strong>, Unit1 Delta Suite Laser Quay Culpeper Close Rochester, Kent ME2 4HU</td>
<td>Richard Tutt 01634 295630</td>
<td>Older People/Physical Disability/Learning Disability/Dementia</td>
</tr>
<tr>
<td><strong>Izzat Day Centre</strong>, Apni Haweli, 2 Clover Street, Chatham, Kent ME4 4DT</td>
<td>Hayley Simmonds 01634 830687</td>
<td>People from Ethnic minority communities</td>
</tr>
<tr>
<td><strong>J&amp;J Services</strong>, Park Lodge, 362 Canterbury Street, Gillingham, Kent ME7 5JU</td>
<td>Jenny Walsh 07527 318477</td>
<td>Learning Disability</td>
</tr>
<tr>
<td>Day Centre services</td>
<td>Contact Name</td>
<td>Client Category</td>
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<tr>
<td>------------------------------------------------------------------</td>
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<td>------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Kent Autistic Trust</strong>, 21 High Street, Brompton, Gillingham, Kent ME7 5AA</td>
<td>Christine Edwards-Daem 01634 841611</td>
<td>Learning Disability/Respite</td>
</tr>
<tr>
<td><strong>Kent Autistic Trust</strong>, 2- 4 Lock Street, Gillingham, Kent ME7 5EA</td>
<td>Janet Clayton 01634 580490</td>
<td>Learning Disability/Respite</td>
</tr>
<tr>
<td><strong>K Ying Chinese Elderly Association</strong>, The Sunlight Centre, 105 Richmond Road, Gillingham, Kent ME7 1LX</td>
<td>Yee Yau 01634 338607</td>
<td>Older People/Physical Disability</td>
</tr>
<tr>
<td><strong>Medway Daycare Ltd</strong>, 133a High Street (1st floor), Gillingham, Kent ME7 1BS</td>
<td>07799 890635</td>
<td>Learning Disability</td>
</tr>
<tr>
<td><strong>Nelson Court</strong>, Nelson Terrace, Luton, Chatham, Kent ME5 7JZ</td>
<td>Theresa Ward 01634 845337</td>
<td>Older People/Respite</td>
</tr>
<tr>
<td><strong>Platters Farm Lodge</strong>, Highfield Road Rainham, Gillingham, Kent ME8 0EQ</td>
<td>Jenny Broom 01634 377579</td>
<td>Dementia/Respite/Rehab/Residential</td>
</tr>
<tr>
<td><strong>Robert Bean Lodge</strong>, Pattens Lane, Rochester, Kent ME1 2QT</td>
<td>Ann Togwell 01634 831122</td>
<td>Older People/Dementia Respite/Residential</td>
</tr>
<tr>
<td><strong>St Nicholas Day Care Centre</strong>, High Street, Strood, Kent ME2 4TR</td>
<td>Karen Cuthbert 01634 726454</td>
<td>Older People Mental Health Needs/Dementia/</td>
</tr>
<tr>
<td><strong>Walter Brice Rehabilitation Centre (NHS)</strong>, Tilley Close, Hoo, Rochester ME3 9AE</td>
<td>Christine Hornby 01634 253611</td>
<td>Physical Disability/Rehab/Mental Health/Long Term Conditions</td>
</tr>
<tr>
<td><strong>Welcome Day Centre</strong>, 44/46 High Street, Chatham, Kent ME4 4DS</td>
<td>Rajni Singh 01634 844639</td>
<td>Older People Ethnic Minorities</td>
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</tbody>
</table>
### Additional local support and voluntary organisations

<table>
<thead>
<tr>
<th>Community groups</th>
<th>Action for Borstal Community</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>13-14 Mercury Close, Borstal, Rochester, Kent, ME1 3AT</td>
</tr>
<tr>
<td></td>
<td>Mick Harris</td>
</tr>
<tr>
<td></td>
<td>Phone: 01634 817454</td>
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</table>

<table>
<thead>
<tr>
<th>Community and Brompton Community Association Resource Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melville Court, Chatham, Kent, ME4 4TR</td>
</tr>
<tr>
<td>Terri Capp</td>
</tr>
<tr>
<td>Phone: 01634 826126</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Information advice and guidance</th>
<th>Citizen Advice Bureau (CAB)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Kingsley House 37-39</td>
</tr>
<tr>
<td></td>
<td>Balmoral Road</td>
</tr>
<tr>
<td></td>
<td>Gillingham Kent, ME7 4PF</td>
</tr>
<tr>
<td></td>
<td>Tel: 01634 383760</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Council for Voluntary Services</th>
<th>Hands &amp; Gillingham Volunteer Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>5a New Road Avenue, Chatham, Kent, ME4 6BG</td>
<td>Cranford House, 24a Longley Road, Rainham, Kent, ME8 7RU</td>
</tr>
<tr>
<td>Phone: 01634 812850</td>
<td>John Guy</td>
</tr>
<tr>
<td></td>
<td>Phone: 01634 362119</td>
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</table>

<table>
<thead>
<tr>
<th>Medway &amp; Swale Advocacy Partnership</th>
<th>Medway Stroke Club</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lingley House Commissioners Road, Rochester, Kent, ME2 4EE</td>
<td>The Masonic Centre, Franklin Road, Gillingham, Kent, ME7 4DG</td>
</tr>
<tr>
<td>Sue Hannant</td>
<td>Phone 01634 382868</td>
</tr>
<tr>
<td>Phone: 01634 713739</td>
<td></td>
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<table>
<thead>
<tr>
<th>Parkinson’s UK</th>
<th>Multiple Sclerosis Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Stephens Church Hall, Maidstone Road, Chatham, Kent, ME4 6JE</td>
<td>131 Wigmore Road, Gillingham, Kent, ME8 0TH</td>
</tr>
<tr>
<td>Phone: 01634 316407</td>
<td>Phone: 01634 238502</td>
</tr>
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<table>
<thead>
<tr>
<th>Motor Neuron Disease Association</th>
<th>Medway Asthma Self Help (MASH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nashenden Lane, Rochester, Kent, ME1 3JQ</td>
<td>131 Watling Street, Gillingham, Kent, ME7 2YY</td>
</tr>
<tr>
<td>Phone: 01634 846330</td>
<td>Phone 01634 855844</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Crossroads Care Medway</th>
<th>Dementia UK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suite 1, 8 Chestnut Avenue, Walderslade, Chatham, Kent, ME5 9AJ</td>
<td>Elizabeth House (Admiral Nurses), Holding Street, Rainham, Kent, ME8 7JP</td>
</tr>
<tr>
<td>Mike Kiernan</td>
<td>Phone 01634 382091</td>
</tr>
<tr>
<td>Phone: 01634 868885</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Medway Stroke Club</th>
<th>Victim Support Kent Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Masonic Centre, Franklin Road, Gillingham, Kent, ME7 4DG</td>
<td>Norman House Beaver Ind Estate, Ashford, Kent TN23 7SH</td>
</tr>
<tr>
<td>Phone 01634 382868</td>
<td>Lisa Wooderson</td>
</tr>
<tr>
<td>Phone: 01634 814031/01233 647253</td>
<td>Phone: 01634 814031/01233 647253</td>
</tr>
</tbody>
</table>
Support for young adults, children and families
Fairbridge in Kent
The Old Lead and Paint Mill Cottage Road,
The Historic Dockyard,
Chatham Kent, ME4 4TZ
Bronach Rae
Phone: 01634 815341

Family Matters
13 Wrotham Road,
Gravesend,
Kent, DA11 OPA
Malcolm Gilbert
Phone: 01795 536661

NSPCC Kent & Medway
Pear Tree House, 68
West Street,
Gillingham, Kent, ME7 1EF
Sue Dunkin
Phone: 01634 308200

Young Lives Foundation
Robert Runcie House, 2-3
Bedford Place,
Maidstone, Kent, ME16 8JB
Adrian Speller
Phone: 01622 755014

Independent living support
Homestart
46 Green Street, Gillingham,
Kent, ME1 1PN
Sue Hockley
Phone: 01634 570717

Services for ethnic minority communities
African Caribbean Centre
The Sunlight Centre, 105
Richmond Road, Gillingham,
Kent, ME7 1LX
Phone: 07988 443516

K’ Ying Chinese Elderly Association
The Sunlight Centre, 105
Richmond Road, Gillingham,
Kent, ME7 1LX
Yee Yau
Phone: 01634 338607

Welcome Day Centre
44/46 High Street, Chatham,
Kent, ME4 4DS
Preet Chandler
Phone: 01634 844639

Sensory Services
Hi Kent
18 Brewer Street, Maidstone,
Kent, ME14 1RU
John Clayton
Phone: 01622 691151

Kent Association for the Blind
72 College Road, Maidstone,
Kent, ME15 6SJ
Karen Osborn
Phone: 01622 691357

Royal Association for Deaf People Sensory Services
316 High Street, Dorking,
Surrey RH4 1QX
Ruth Geall
Phone: 0845 6882626

Royal Association for Deaf People Interpreting Service RAD Sign Language Bureau
18 Westside Centre, London Road, Stanway,
Colchester, Essex CO3 8PH
Amanda Casson-Webb
Phone: 0845 6882626

Long-term conditions
Kent Association for Spina Bifida & Hydrocephalus (KASBAH)
7 The Hive, Northfleet,
Gravesend,
Kent, DA11 9DE
Emma Carver
Phone: 01474 536501
# Supported Housing Services

Please note that the below information was correct at time of going to print. Inclusion of this information does not imply recommendation by Medway Council.

<table>
<thead>
<tr>
<th>Client Group</th>
<th>Service Provider</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Adults with mental health problems</td>
<td>Sanctuary Supported Living</td>
<td>01634 831471</td>
</tr>
<tr>
<td></td>
<td>MCCH</td>
<td>01622 722525</td>
</tr>
<tr>
<td>Single homeless</td>
<td>AMATv</td>
<td>0800 980 4411</td>
</tr>
<tr>
<td></td>
<td>Riverside ECHG</td>
<td>01634 829789</td>
</tr>
<tr>
<td></td>
<td>Medway Cyrenians</td>
<td>01634 718556</td>
</tr>
<tr>
<td>Ex-offenders or adults at risk of offending</td>
<td>Hope (Kent) Ltd</td>
<td>01622 662951</td>
</tr>
<tr>
<td></td>
<td>Langley House Trust</td>
<td>01634 717085</td>
</tr>
<tr>
<td>Adults with sensory/physical disability</td>
<td>Habinteg Housing Association</td>
<td>01634 818244</td>
</tr>
<tr>
<td>Adults with learning disabilities</td>
<td>Anchor Support Services</td>
<td>01634 297777</td>
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<tr>
<td></td>
<td>MCCH</td>
<td>01622 722525</td>
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<td></td>
<td>Medway Council</td>
<td>01634 338944</td>
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<td>Medway Council Community Lifeline</td>
<td>01634 291634</td>
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<td></td>
<td>Symbol UK</td>
<td>01795 844440</td>
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<td></td>
<td>CASA Support</td>
<td>0845 072 7625</td>
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<tr>
<td>Older people with support needs/Frail elderly</td>
<td>Anchor Trust</td>
<td>0845 140 2020</td>
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<tr>
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<td>Hanover Housing Association</td>
<td>0800 280 2575</td>
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<td>Housing 21</td>
<td>0370 192 4000</td>
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<tr>
<td></td>
<td>Medway Careline Southern Housing</td>
<td>0845 606 6366</td>
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<tr>
<td></td>
<td>MHS Homes</td>
<td>01634 354247</td>
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<td></td>
<td>Orbit Housing Association</td>
<td>0800 678 1221</td>
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<td>Medway Council – Sheltered Housing</td>
<td>01634 333570</td>
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<tr>
<td></td>
<td>Sanctuary Housing Association</td>
<td>0845 600 8878</td>
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<tr>
<td>Young adults at risk</td>
<td>MHS Community Charity</td>
<td>01634 302506</td>
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<tr>
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<td>Look Ahead Housing &amp; Care</td>
<td>01634 827700</td>
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<tr>
<td></td>
<td>Look Ahead Housing &amp; Care</td>
<td>01634 573163</td>
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<tr>
<td>Generic floating support</td>
<td>In Touch (Family Mosaic)</td>
<td>0300 1231866</td>
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<tr>
<td>Women at risk from domestic violence</td>
<td>CASA Support</td>
<td>01795 420042</td>
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<td>Look Ahead Housing &amp; Care</td>
<td>0808 2000 247</td>
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<tr>
<td></td>
<td>KDASH</td>
<td>01622 761146</td>
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<td>Organisation</td>
<td>Phone Number</td>
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<td>----------------------------------------------------------------------------</td>
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<tr>
<td>Police Central HQ</td>
<td>01622 690690</td>
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<tr>
<td>Police – Medway Domestic Abuse Team</td>
<td>01634 792322</td>
<td></td>
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<tr>
<td>Medway Hate Crime Unit (<a href="mailto:hate.crime.medway@kent.pnn.police.uk">hate.crime.medway@kent.pnn.police.uk</a>)</td>
<td>01634 792541</td>
<td></td>
</tr>
<tr>
<td>Women’s Aid National Helpline</td>
<td>0808 2000 247</td>
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</tr>
<tr>
<td>Kent Probation</td>
<td>01622 687521/01622 350820</td>
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</tr>
<tr>
<td>Shelter</td>
<td>01634 811166</td>
<td></td>
</tr>
<tr>
<td>Home Choice</td>
<td>01634 334433</td>
<td></td>
</tr>
<tr>
<td>Youth Offending Team</td>
<td>01634 336225</td>
<td></td>
</tr>
<tr>
<td>Medway Hospital</td>
<td>01634 830000</td>
<td></td>
</tr>
<tr>
<td>WRVS</td>
<td>01634 844390</td>
<td></td>
</tr>
<tr>
<td>NHS Direct - <a href="http://www.nhs.uk">www.nhs.uk</a></td>
<td>0845 4647</td>
<td></td>
</tr>
<tr>
<td>DentaLine</td>
<td>01634 890300</td>
<td></td>
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<tr>
<td>Walk-in Centre Medway NHS Healthcare Centre</td>
<td>01634 575232</td>
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<tr>
<td>MedOCC</td>
<td>01634 891588</td>
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**Extended Hours Pharmacies**

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asda, Chatham</td>
<td>01634 663010</td>
</tr>
<tr>
<td>Sainsbury's Hempstead Valley</td>
<td>01634 360256</td>
</tr>
<tr>
<td>Karson’s City Way, Rochester</td>
<td>01634 405700</td>
</tr>
<tr>
<td>Balmoral Gardens Healthy Living Centre</td>
<td>01634 581815</td>
</tr>
</tbody>
</table>

**For all your housing needs and more.**

Medway Council’s Housing Solutions operates several surgeries in partnership with other agencies that work within the communities. Along with advice and help on all housing matters, visitors can utilise the various services offered by various organisations by visiting the Chatham Community Hub (see page 35) on one of the days mentioned below.

<table>
<thead>
<tr>
<th>Services</th>
<th>Day</th>
<th>Time</th>
<th>Contact No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent domestic abuse advice (Citizens Advice Bureau)</td>
<td>Monday, Thursday</td>
<td>9am - 3pm, 9am - 3pm</td>
<td>01634 383760</td>
</tr>
<tr>
<td>Supported Housing Assessment Service (West Kent Lifeways)</td>
<td>Tuesday</td>
<td>1 - 4pm</td>
<td>01634 727304</td>
</tr>
<tr>
<td>Family information service</td>
<td>Wednesday</td>
<td>9.30 - 11.45am</td>
<td>01634 335566</td>
</tr>
<tr>
<td>Deaf services</td>
<td>Wednesday</td>
<td>9 am - 1pm</td>
<td>01634 331727 (voice and minicom) 07795 951465 (mobile)</td>
</tr>
</tbody>
</table>
Our aim is to deliver an excellent quality support service encouraging service users to attain the highest degree of independence. We provide a range of services which include; housing and support with education, leisure activities, health and well being advice, and much more.

We provide support to individuals with mental health needs or mild, moderate and severe learning disabilities, who in addition may need other support including challenging behaviour, sensory, dual sensory impairment, mental health issues, physical disabilities and/or autism.

We support people in a range of housing options suited to their individual needs in their own home, or in shared supported living schemes. Our support services are developed around Person Centred Planning. This ensures that the support is enabling, appropriate and focusses on what is important to the person.

If you require further information please email: referrals@futurehomecare.co.uk. Alternatively, please call our Maidstone based office on the number below:

Tel: 01622 772 422
Ampersand House is a registered dementia care home for 27 people.

We strive to provide all necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere.

Our highly trained staff are on call 24 hours a day and have achieved, or are working towards, NVQ qualifications.

We offer:
- a visiting hairdresser
- chiropodist
- optician
- clergy of all denominations.

Ampersand House, Parsonage Lane (Frindsbury), Rochester, Kent ME2 4HP
Telephone: 01634 724113

We are Boldglen. We specialise in the care of the elderly and those in need. We offer independence to our clients as standard with bespoke care ensuring your loved one is always in safe hands.

- Local Offices
- Professional Carers
- Personal Care
- Domestic Help and Shopping Assistance
- Competitive Rates

Call now on 01795 580 091 or 01634 389 555
Or visit www.boldglen.co.uk for more details
A preferred provider of care for the Medway Council and Kent County Council.

Dedicated, flexible support

Affinity Trust provides high quality, personalised support to adults with learning disabilities.

We have supported people in the UK since 1991 and across the South East Division since 2009 empowering individuals to meet their aspirations and goals, as they gain independence in the process.

It’s our mission to enable people with learning disabilities to pursue active and fulfilling lives — whether it’s helping someone to live in their own home, providing opportunities to make friends, experiencing new things or gaining rewarding work, we want the people we support to live life to the full.

As part of our quest to provide independent living, we help with money management, shopping, cooking, taking part in community-based social and leisure activities, as well as providing personal care.

Whether you require help with supported living, accessing employment or social opportunities, find out how we can help.

Tel: 01233 665324
Email: infosoutheast@affinitytrust.org
Visit: www.affinitytrust.org

Registered Charity Number 1130891
Amherst Court

Are you looking for residential care for a friend or family member living with dementia?

Avante Care and Support can help you.

Amherst Court care home in Chatham, provides a wealth of support services for people living with dementia, with the aim of not just providing care and comfort, but also introduce a new, positive and more engaging stage in their lives. The team of qualified and attentive staff provide 24-hour specialist person-centred dementia care.

At the heart of Amherst Court is their Philosophy of Care, where social interaction and engagement is encouraged and boredom is eradicated.

Amherst Court provides short term respite care or longer term residential care. To find out more about Amherst Court care home or to arrange a viewing please call our Customer Care Coordinator on 01795 597431 or visit www.avantecaresupport.org.uk

Amherst Court, Palmerston Road, Chatham, Kent ME4 6LU

We understand dementia

avantecaresupport.org.uk 01795 597431
Dementia care | Respite Care | Admiral Nurse | Day care | My Time | Philosophy of Care | Volunteering

Making a positive difference

Avante Community Support has been a local home care provider in your area for over 15 years.

We understand and ensure that quality of life is paramount.

Avante Community Support know the choice for a quality home care provider can be difficult, so we offer a free consultation in the privacy of your own home to explore your wishes.

We also give you choice and control over your care in order for you to live independently in your own home by providing tailor-made care plans to meet your needs and desires.

With Avante Community Support, we offer a range of services that will offer encouragement and solutions for every customer.

In order to give peace of mind for you or your loved one, we offer services 24-hours a day - every day of the year.

As a customer with Avante Community Support, you will be valued and given the opportunity to build confidence in your daily routines.

Where life begins again

Please contact Avante Community Support today for more information on 01622 351162

www.avantecommunitysupport.org.uk  enquiries@avantecommunitysupport.org.uk
We offer long and short term quality care for the elderly in a warm, safe & homely environment. All rooms are single and the majority have en suite facilities.

Acorn House is staffed by highly motivated and experienced caring team of staff 24 hours a day. We cater for all dietary requirements.

For more information or to arrange an appointment, please call Medway (01634) 848469

Email: acornhouse.kent@gmail.com

www.acornhouseresidentialhome.com
Nellsar Care Homes are proud to present their new flagship Home in Kent, The Hengist Field Care Centre in Borden, Sittingbourne.

This is a Dementia specialist & General Nursing Home.

A family owned and managed independent company, with over 25 years of experience in the care sector and 10 existing homes across Kent, Nellsar is committed to achieving the highest standards of professional care and service for those in need of residential and nursing care in the community.

Excellent Facilities...

The home boasts 75 single bedrooms of various sizes with en-suite. It has an on-site hair salon, a small cinema, sensory room, activity centre and an internet café and has been purpose built and designed to suit the needs of the residents. Hengist Field provides respite care, weekend and day breaks.

Information...

We accept prospective residents from social services and the private sector. The Hengist Field Centre operates an open door policy, making it flexible for visiting. The home opened in late 2011 and it provides Nursing care and specialist Dementia care for the elderly.

Please contact the manager, on 01795 473880 for more information